

# Quick Tips for Troubleshooting LiveNote Realtime Connections

## Contents

Checking Cables and Adapters (For Court Reporters Only).....	1
Checking COM Ports.....	1
Checking Real-Time Settings.....	2
Using LiveNote Serial Writer.....	3
Using USB to Serial Adapters.....	3
Using Other Serial Connections.....	3
Configuring the Proxy Server for a LiveNote Stream Session.....	3
Troubleshooting.....	6

This guide describes possible issues with connecting to LiveNote™ Realtime in LiveNote, Westlaw Case Notebook, or Westlaw Case Notebook (Transcripts), referred to in this guide as Case Notebook. For information on connecting to LiveNote Realtime, download a free copy of the [Connecting to LiveNote Realtime Quick Reference Guide](#).

For assistance using Westlaw Case Notebook call 1-800-290-9378 or e-mail [westlaw\\_softwaresupport@thomsonreuters.com](mailto:westlaw_softwaresupport@thomsonreuters.com).

For free reference materials, visit <http://legalsolutions.thomsonreuters.com/Law-products/support/user-guides>.

Our products also contain comprehensive, searchable instruction available via the **Help** menu in the application

## Checking Cables and Adapters (For Court Reporters Only)

Check that cables and adapters are connected and configured correctly.

Cables and adapters can be either straight-through or crossover. To determine whether a cable is straight-through or crossover, place the ends of the cable side by side. If the colors at both ends are in the same order, it is a straight-through cable.

- Stenograph cables and adapters are crossover; the cables and adapters of most other vendors are straight-through. Stenograph adapters have gold, blue, or red coloring.
- Adapters have send and receive labels and are configured for the cable types packaged with them.
- Case Catalyst will only work with crossover cables and adapters. All other computer- aided transcription (CAT) systems will work with either crossover or straight-through adapters and cables.

## Checking COM Ports

It is recommended that both the court reporter and the participant check that the proper communications (COM) ports are selected for each computer, as the COM port may change each time Microsoft® Windows® starts.

To check COM port availability, complete these steps:

1. Right-click the **Computer** or **My Computer** icon on your desktop and click **Manage** on the menu. The Computer Management dialog box is displayed (Figure 1).

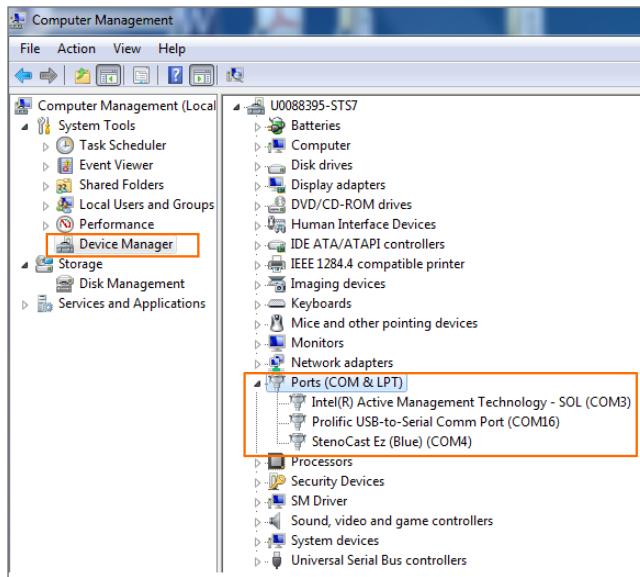


Figure 1. Computer Management dialog box

2. Click **Device Manager** in the left pane to display a list of devices in the right pane.

**Note:** The names and types of devices listed will vary depending on the hardware installed on your computer.

3. Click the plus symbol (+) next to Ports (COM & LPT) to view the ports.
4. On the LiveNote or Case Notebook computer, access the Connect to Realtime dialog box and click **Serial**.
5. Click the **Serial Port** arrow. If a COM port listed in the Computer Management window is not available, either another program is using the COM port or the version of LiveNote or Case Notebook cannot recognize the COM port. Below is a list of the COM ports that are recognized by LiveNote or Case Notebook:
  - LiveNote versions 3 through 8 recognize COM ports 1 through 4.
  - LiveNote versions 8.1 through 10 recognize COM ports 1 through 9.
  - Case Notebook recognize COM ports 1 through 99.

## Checking Real-Time Settings

Check that the real-time options in the CAT system computer and LiveNote or Case Notebook computer are set correctly.

- **CAT system computer:** The settings must match vendor recommendations for sending real-time feeds.
- **LiveNote or Case Notebook computer:** Access the Connect to Realtime dialog box and click **Serial**. The settings for CAT Output, Baud Rate, and Lines Per Page must match those in the CAT system computer.

## Using LiveNote Serial Writer

LiveNote Serial Writer is a utility that allows you to test the serial connection of a computer running LiveNote or Case Notebook. It sends a test transcript from a test computer to the LiveNote or Case Notebook computer. LiveNote Serial Writer is available for free at [store.westlaw.com/software/serial-writer/default.aspx](http://store.westlaw.com/software/serial-writer/default.aspx). For information on connecting to LiveNote Realtime, download a free copy of the [Connecting to LiveNote Realtime Quick Reference Guide](#).

## Using USB to Serial Adapters

Some newer portable computers do not have serial ports or CD-Rom drives. Therefore, you may want to provide a USB to serial adapter. It is recommended that you copy the drivers for the adapter to a flash drive that you can use with a USB port. To view a list of commonly used USB to serial adapters, refer to the [Connecting to LiveNote Realtime Quick Reference Guide](#).

## Using Other Serial Connections

You can also use serial I/O (Input/Output) cards or wireless serial connections. Use the same settings as you use for USB to serial adapters.

## Configuring the Proxy Server for a LiveNote Stream Session

The proxy server restricts incoming and outgoing data for security purposes. If you are connecting to LiveNote Realtime using LiveNote Stream through LiveNote or Case Notebook software, the proxy server may prevent a court reporter from broadcasting or remote participants from viewing the session. You can bypass the proxy server by setting options in LiveNote or Case Notebook. To bypass the proxy server, you must know the proxy address and port. It is recommended that the IT department give you this information. If the IT department is unavailable, you may be able to obtain the proxy address and port by checking the settings in Microsoft Internet Explorer®. Note that you can obtain this information only for a computer that is already configured for that proxy server.

### ACCESSING PROXY SERVER INFORMATION

1. To access proxy server information from Internet Explorer, complete these steps:
2. Access Internet Explorer.
3. On the **Tools** menu, click **Internet Options**. The Internet Options dialog box is displayed.
4. Click the **Connections** tab.
5. Click **LAN settings**. The Local Area Network (LAN) Settings dialog box is displayed.
6. Click **Advanced**. The Proxy Settings dialog box is displayed (Figure 2). (If the Advanced button is unavailable, contact the IT department.)

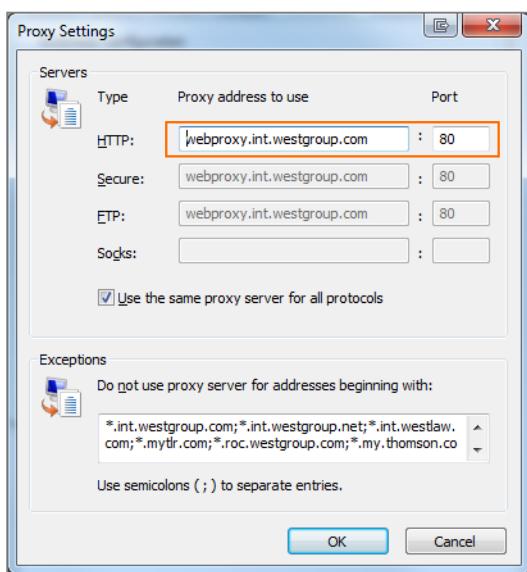


Figure 2. Proxy Settings dialog box

7. Note the proxy address and port number.
8. Click **OK**.
9. Click **OK** in the Local Area Network (LAN) Settings dialog box.
10. Click **OK** in the Internet Options dialog box.

#### CONFIGURING PROXY SERVER INFORMATION (LiveNote Version 9 or later or Case Notebook)

To configure proxy server information in LiveNote version 9 or later or Case Notebook, complete these steps:

1. Access the Connect to Realtime dialog box (Figure 3).

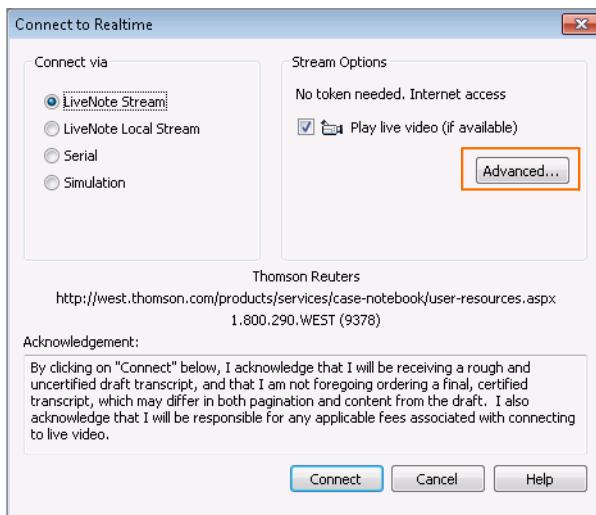


Figure 3. Connect to Realtime dialog box

2. Click **Advanced**. The Advanced Options dialog box is displayed (Figure 4).

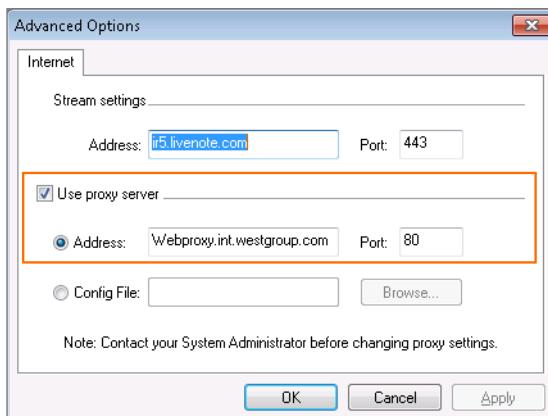


Figure 4. Advanced Options dialog box

3. Select the **Use proxy server** check box.
4. Type the proxy address and port number in the **Address** and **Port** boxes.
5. Click **OK**. The Connect to Realtime dialog box is redisplayed.
6. Click **Connect**.

**Note:** Do not change the information under Stream settings.

## LiveNote Version 8

To configure proxy server information in LiveNote version 8, complete these steps:

1. Click **Connect**. The Connect dialog box is displayed (Figure 5).



Figure 5. Connect dialog box

2. Click **Options**. The Realtime Connection Options dialog box is displayed (Figure 6).

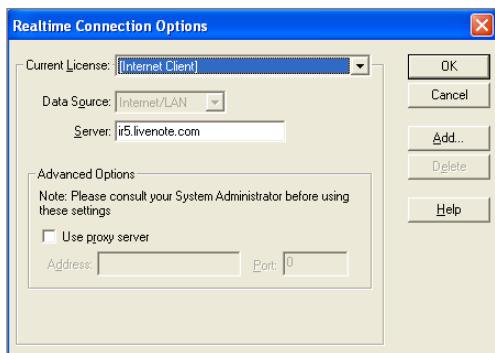


Figure 6. Realtime Connection Options dialog box

3. In the **Current License** list, click **Internet Client**.
4. Select the **Use proxy server** check box.
5. Type the proxy address and port number in the **Address** and **Port** boxes.
6. Click **OK**.

## Troubleshooting

Problem	Solution
The participant is not receiving any text.	<ul style="list-style-type: none"> <li>Check that the participant clicked <b>Connect</b> in the Connect to Realtime dialog box.</li> <li>Check that the correct COM port is selected in the Connect to Realtime dialog box.</li> <li>Restart the computer with the cable and adapter connected to the serial port.</li> <li>Some personal digital assistant (PDA) virtual ports may interfere with the serial connection. Therefore, you must close the PDA's synchronizing software. To close the synchronizing software, right-click the synchronizing software icon in the lower-right corner of the desktop and click <b>Close</b> or <b>Quit</b> on the menu. Do not disable the synchronizing software. The synchronizing software will start again when you restart the computer.</li> </ul>
The participant is receiving garbled text.	The CAT Output or Baud Rate setting in the Connect to Realtime dialog box may be incorrect or the cable or adapter may be a damaged. For information on setting options, see "Checking Real-Time Settings".
The participant is receiving one long line of non-wrapping text.	Check that the settings in the Connect to Realtime dialog box match the output settings in the CAT system computer. If the settings are correct and the text is still not wrapping, in the Connect to Realtime dialog box, on the <b>CAT Output</b> list, click <b>ASCII Wrap</b> .
The participant is receiving text from the Demonstration Case.	The Simulation option in the Connect to Realtime dialog box is selected. Click <b>Disconnect</b> . Access the Connect to Realtime dialog box and click <b>Serial</b> . Then click <b>Connect</b> .
The CAT system computer suddenly hibernates during a Realtime session.	<ol style="list-style-type: none"> <li>Right-click the <b>Computer</b> or <b>My Computer</b> icon on the desktop and click <b>Manage</b> on the menu. The Computer Management dialog box is displayed.</li> <li>Click <b>Device Manager</b> in the left pane to display a list of devices.</li> <li>Click the <b>plus</b> symbol next to Universal Serial Bus controllers in the right pane.</li> <li>Right-click <b>USB Root Hub</b> and click <b>Properties</b> on the menu. The USB Root Hub Properties dialog box is displayed.</li> <li>Click the <b>Power Management</b> tab.</li> <li>Clear the <b>Allow the computer to turn off this device to save power</b> check box, then click <b>OK</b>.</li> <li>Close the Computer Management dialog box.</li> </ol>
The error message " <i>Invalid username or password</i> " is displayed when the participant is logging into a LiveNote Stream session.	Check that the participant has entered the password correctly; the password is case-sensitive. To change your password, call <b>1-800-290-9378</b> .
The participant is attending a LiveNote Stream session via the Internet and cannot view the real-time transcript.	The participant using the Internet (does not have LiveNote or Case Notebook software installed), must have the most recent version of Java to view the real-time transcript. To download the latest version of Java, visit <a href="http://www.java.com">www.java.com</a> .
The error message " <i>Failed to connect to ir3.livenote.com</i> " is displayed when the participant is connecting to a LiveNote Stream session via the Internet without having LiveNote or Case Notebook software installed.	The participant is behind a proxy server. To bypass the proxy server, you must install LiveNote or Case Notebook software. You can download a trial version of Case Notebook at <a href="https://legalsolutions.thomsonreuters.com/law-products/product-downloads">https://legalsolutions.thomsonreuters.com/law-products/product-downloads</a> . For more information, see "Configuring the Proxy Server for a LiveNote Stream Session".

Problem	Solution
The error message " <i>Failed to connect to ir3.livenote.com</i> " is displayed when the court reporter is logging into Stream Manager.	It is recommended that the court reporter use a direct cable connection to the Internet. If the court reporter is using a direct connection and still receives the message, the court reporter may be behind a proxy server. Click <b>Advanced</b> in the Login dialog box in Stream Manager. Contact the IT department to obtain the proxy address and port and type the address and port in the appropriate boxes. For more information, see "Configuring the Proxy Server for a LiveNote Stream Session".
The message <i>Deposition ID</i> or the message " <i>The server has closed the connection unexpectedly. Please try to connect again later</i> " is displayed when a participant is connecting to a LiveNote Stream session.	LiveNote or Case Notebook is not configured for the proxy server. For more information, see "Configuring the Proxy Server for a LiveNote Stream Session".
The court reporter is unable to send a text feed from LiveNote Stream Manager.	<ul style="list-style-type: none"> <li>• The court reporter must access LiveNote Stream Manager before accessing CAT software.</li> <li>• It is recommended that you disable the antivirus and security software on the participant's computer during the LiveNote Stream session. If you do not know how to disable the software, refer to that program's <b>Help</b>.</li> <li>• It is recommended that you download the most recent updates for Microsoft Windows on the participant's computer. You can download updates at <a href="http://www.update.microsoft.com">www.update.microsoft.com</a>.</li> <li>• DA virtual ports may interfere with the serial session. Therefore, you must disable the PDA's synchronizing software. Refer to the information above on disabling the synchronizing software.</li> </ul>

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