

# RealLegal E-Transcript Manager Installation Guide

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For assistance using RealLegal E-Transcript Manager, call 1-800-290-9378 or email [RealLegalSupport@thomsonreuters.com](mailto:RealLegalSupport@thomsonreuters.com).

For free reference materials, visit the Product support section at <https://legal.thomsonreuters.com/en/support> or <https://legal.thomsonreuters.com/en/products/reallegal>.

Our products also contain comprehensive help available via the **Help** menu in the application.

## About E-Transcript Manager

E-Transcript Manager is production software for court reporters. It provides a central dashboard for agency production staff to manage multiple reporters, transcripts, and jobs. Together with E-Transcript Bundle Viewer (the application that displays E-Transcripts) and E-Transcript Reporter Edition, E-Transcript Manager comprises the suite of E-Transcript products. However, many other applications work with E-Transcript Manager. For information on using E-Transcript Manager, download the free [RealLegal E-Transcript Manager User Guide](#).

## System Requirements

### HARDWARE

- Personal computer with 1 GHz dual-core processor (3 GHz i3 or equivalent recommended)
- 2 GB of RAM, or more depending on your operating system
- 20 GB of available hard disk space
- Screen resolution: 800 x 600 (1024 x 768 or higher recommended)

### SOFTWARE

- Microsoft Internet Explorer® 11
- Microsoft® Edge
- Google Chrome

Information in this guide is current through September 2022 (version 9.6). L-371764  
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## SUPPORTED OPERATING SYSTEMS

Operating System	32-bit	64-bit
Windows 10 Home and Pro	x	x
Windows 11 Home and Pro		x

## Backing Up Your Data Files

Before upgrading your software, it is recommended that you back up your data, including the E-Transcript files (.ptx), the history file (current.hst), any archive files (archive.hst, \*.hst), and the database file (.mdb).

The default locations for these files are listed below. The location on your computer may vary depending on your operating system and installation selections:

RealLegal E-Transcript Manager 6.0:

- C:\E-Transcript Files\
- C:\Program Files\RealLegal E-Transcript 6.0\current\

RealLegal E-Transcript Manager 7.0: C:\E-Transcript Files\7.0\current

RealLegal E-Transcript Manager 8.3: C:\Documents and Settings\All Users\Application Data\RealLegal\EtxMgr\Files

RealLegal E-Transcript Manager 9.6: C:\Users\Public\Documents\RealLegal\ETXMgr\Files

## Installing E-Transcript Manager Version 9.6

If you are running E-Transcript Manager 6.0, 7.0, or 8.3, you will need to uninstall the application before upgrading to version 9.6. You need administrative rights on the computer where you install E-Transcript Manager. After installation, you must have read, write, and modify rights to the program folder where E-Transcript Manager is installed, for example, C:\Program Files (x86)\RealLegal\E-Transcript Manager and the location where Transcript folders are stored. For systems running Windows Vista and later, the file path is C:\Users\Public\Documents\RealLegal\ETXMgr.

## INSTALLING ON A SINGLE MACHINE FOR ONE USER

As a prerequisite, an earlier version of E-Transcript Manager should be already installed on the machine. The **History.mdb** database file can be located in either the default directory or a user defined directory. The upgrade to version 9.6 will work in either location.

1. Click the **Close (X)** button to close E-Transcript Manager before starting the upgrade process.
2. Download and run the E-Transcript Manager version 9.6 installer file. The application is upgraded to version 9.6.
3. Launch E-Transcript Manager version 9.6. At the initial start-up, the **History.mdb** database file is upgraded to version 9.6.

**Tip:** If the **History.mdb** database file is large, it is recommended that you run the upgrade process outside of normal business hours to minimize work interruption for the user.

**Important!** The upgrade process to version 9.6 runs silently in the background and may take several minutes to complete based on how many transcripts are being upgraded. Once the upgrade process is complete, the application will launch automatically. Do NOT attempt to restart the application while the upgrade is in progress (this will interrupt/terminate the upgrade process). If you want to verify that the upgrade is in progress, click **CTRL + ALT + DEL** to open the **Task Manager** on the machine and click **Processes**. The E-Transcript Manager upgrade status is displayed under **Background processes** (see Figure 1).

Name	Status	14% CPU	42% Memory	2% Disk	0% Network	P
<b>Apps (1)</b>						
Task Manager		0.3%	18.1 MB	0 MB/s	0 Mbps	
<b>Background processes (44)</b>						
Antimalware Service Executable		0%	150.7 MB	0.1 MB/s	0 Mbps	
COM Surrogate		0%	1.8 MB	0 MB/s	0 Mbps	
COM Surrogate		0%	1.4 MB	0 MB/s	0 Mbps	
CTF Loader		0%	29.7 MB	0 MB/s	0 Mbps	
<b>E-Transcript Manager (32 bit)</b>		<b>13.0%</b>	<b>30.0 MB</b>	<b>0.1 MB/s</b>	<b>0 Mbps</b>	
Google Crash Handler		0%	0.1 MB	0 MB/s	0 Mbps	
Google Crash Handler (32 bit)		0%	0.1 MB	0 MB/s	0 Mbps	
Host Process for Windows Tasks		0%	3.5 MB	0.1 MB/s	0 Mbps	
Host Process for Windows Tasks		0%	3.6 MB	0 MB/s	0 Mbps	

Figure 1

## INSTALLING ON MULTIPLE MACHINES (DATABASE FILE IS SHARED BY MULTIPLE USERS)

If you have a setup where a database file is shared by multiple users, you can upgrade the entire system (all machines) to version 9.6.

The following prerequisites are required prior to starting the upgrade process:

- An earlier version of E-Transcript Manager should already be installed on all machines.
- The **History.mdb** database file should be in a shared user defined location.
- E-Transcript Manager should be connected to the **History.mdb** database file via **Tools > Advanced > Connect Database** in all machines.

The below steps describe the upgrade process for three machines, hereafter referred to as Machine A, Machine B, and Machine C.

1. Click the **Close (X)** button to close E-Transcript Manager in all three machines. E-Transcript Manager should be closed in all machines prior to entire upgrade process and remain closed until the upgrade process (including file upgrade upon starting the first machine with version 9.6) is successfully completed.
2. Upgrade to E-Transcript Manager version 9.6 on Machine A only. Do NOT upgrade the other machines. The other machines will be upgraded later after the database has been upgraded. Launch E-Transcript Manager version 9.6 in Machine A. At start up, the existing version files and the **History.mdb** database file on Machine A and the shared location are upgraded to version 9.6.  
**Tip:** If the **History.mdb** database file is large, it is recommended that you run the upgrade process outside of normal business hours to minimize work interruption for users.

**Important!** The upgrade process to version 9.6 runs silently in the background and may take several minutes to complete based on how many transcripts are being upgraded. Once the upgrade process is complete, the application will launch automatically. Do NOT attempt to restart the application while the upgrade is in progress (this will interrupt/terminate the upgrade process). If you want to verify that the upgrade is in progress, click **CTRL + ALT + DEL** to open the **Task Manager** on the machine and click **Processes**. The E-Transcript Manager upgrade status is displayed under **Background processes** (see Figure 1 in the previous section).

3. Go to the specified shared location of the now upgraded **History.mdb** database file. Rename the **History.mdb** database file to **History.bak**. This is done to preserve the file for future use (while upgrading the other machines to version 9.6) and to hide it during subsequent upgrades (for Machine B and Machine C). The upgraded **History.mdb** database file in the shared location must not be found by Machine B and C during their upgrade, otherwise the upgrade process will fail.
4. Upgrade to E-Transcript Manager version 9.6 in Machine B and Machine C.
5. Launch E-Transcript Manager version 9.6 in Machine B and Machine C. Since the application will not find the **History.mdb** database file in the shared location, the upgrade process creates a new **History.mdb** database file in the default database directory location at **C:/ > Users > Public > Public Documents > RealLegal > ETXMgr > Files** on Machine B and Machine C.
6. In the shared location, rename the **History.bak** file back to **History.mdb**.
7. On Machine B and Machine C, click **Tools > Advanced > Connect Database** to connect to the **History.mdb** database file in the shared location.
8. Delete the **History.mdb** database file in the default database directory location at **C:/ > Users > Public > Public Documents > RealLegal > ETXMgr > Files** on Machine B and Machine C.

### About MyRealLegal (<http://my.reallegal.com>)

MyRealLegal is integrated with E-Transcript Manager. When you activate E-Transcript Manager, MyRealLegal processes the activation. MyRealLegal also plays an integral part in RealLegal Reporter Edition, Mailbox, and RealLegal E-Transcript Signatures.

### ABOUT REALLEGAL REPORTER EDITION

Reporter Edition enables reporters to import transcripts, edit transcripts, attach turn-in sheets to transcripts, sign transcripts digitally, and send them to E-Transcript Manager over the secure RealLegal network. For no additional charge and from E-Transcript Manager, you can email a link to the Reporter Edition software to reporters in the field. When they click the link, the software installs.

After the installation, reporters can email transcripts from Reporter Edition and the E-Transcript Manager Mailbox allows automatic import of the transcripts.

For information on using RealLegal Reporter Edition, download the free [RealLegal Reporter Edition Quick Reference Guide](#).

### ABOUT REALLEGAL E-TRANSCRIPT SIGNATURES

When you sign a transcript with E-Transcript Manager or a reporter signs a transcript with Reporter Edition, RealLegal processes the digital signing. When you activate E-Transcript Manager you are given a subscription to E-Transcript Signatures. Signatures in your account can be used by reporters you invite. Instruction on adding authorized users to your signature billing account can be found in the E-Transcript Manager Help (available via the **Help** menu in the application) or the [RealLegal E-Transcript Manager User Guide](#).

### ABOUT REALLEGAL E-TRANSCRIPT MANAGER BUNDLE VIEWER

E-Transcript Bundle Viewer allows anyone to view transcripts, exhibits, and video created with the RealLegal line of products. Use E-Transcript Bundle Viewer to open and work with E-Transcript .ptx files, E-Transcript .ptz Bundles and related exhibits, and Portable Exhibit .pex files. No subscription is required to download and use this free software.

The software can be downloaded here: <https://legal.thomsonreuters.com/en/support/software-downloads/reallegal/e-transcript-bundle-viewer>. For information on using E-Transcript Bundle Viewer, download the free [RealLegal E-Transcript Bundle Viewer User Guide](#).