

Lexis Draft (NZ) – Troubleshooting

Background: This document outlines errors encountered and resolved. Before contacting tech support, please read through this sheet to check if there is a resolution for the error you have encountered.

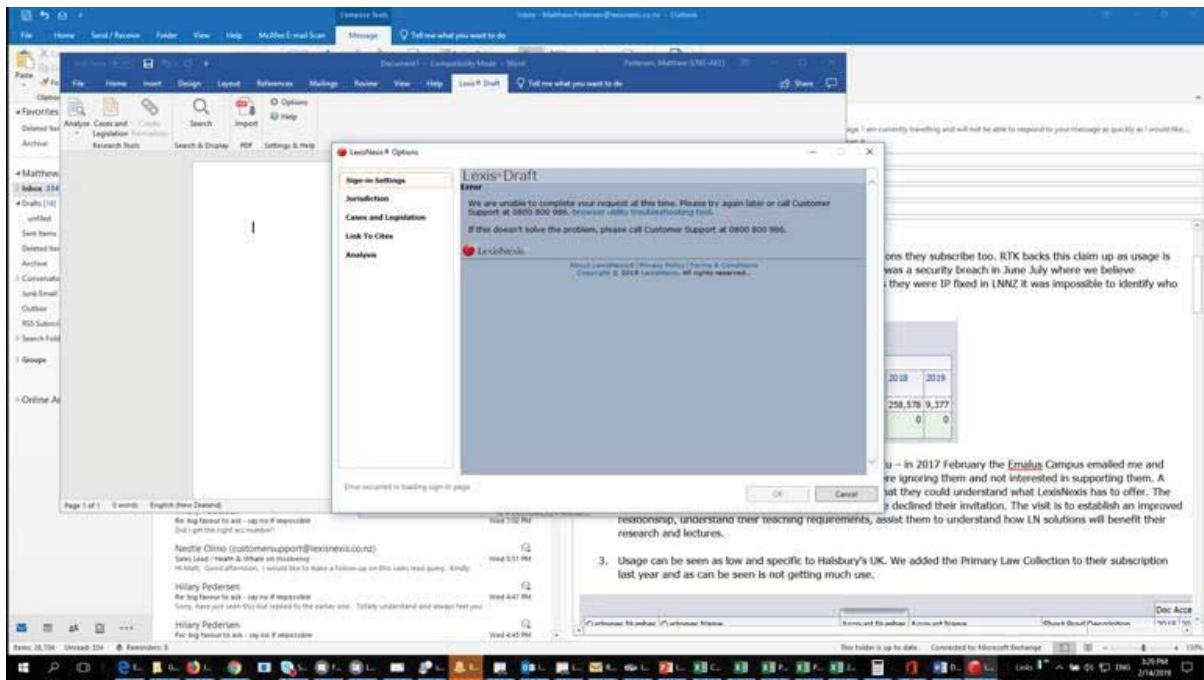
Authentication Issues

Login Screen Displays Error

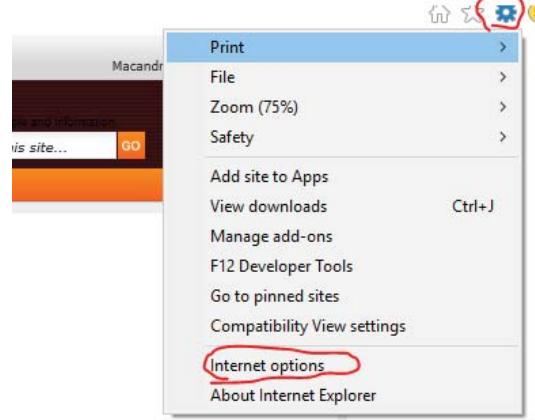
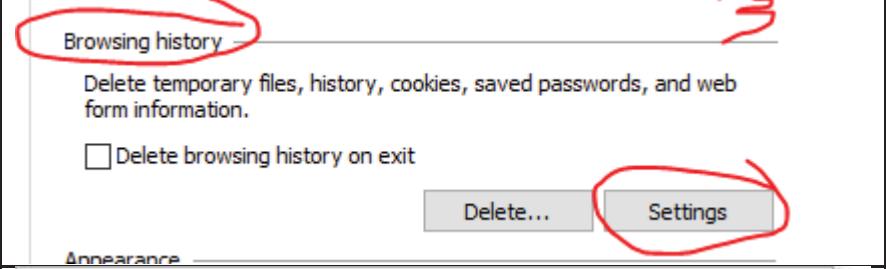
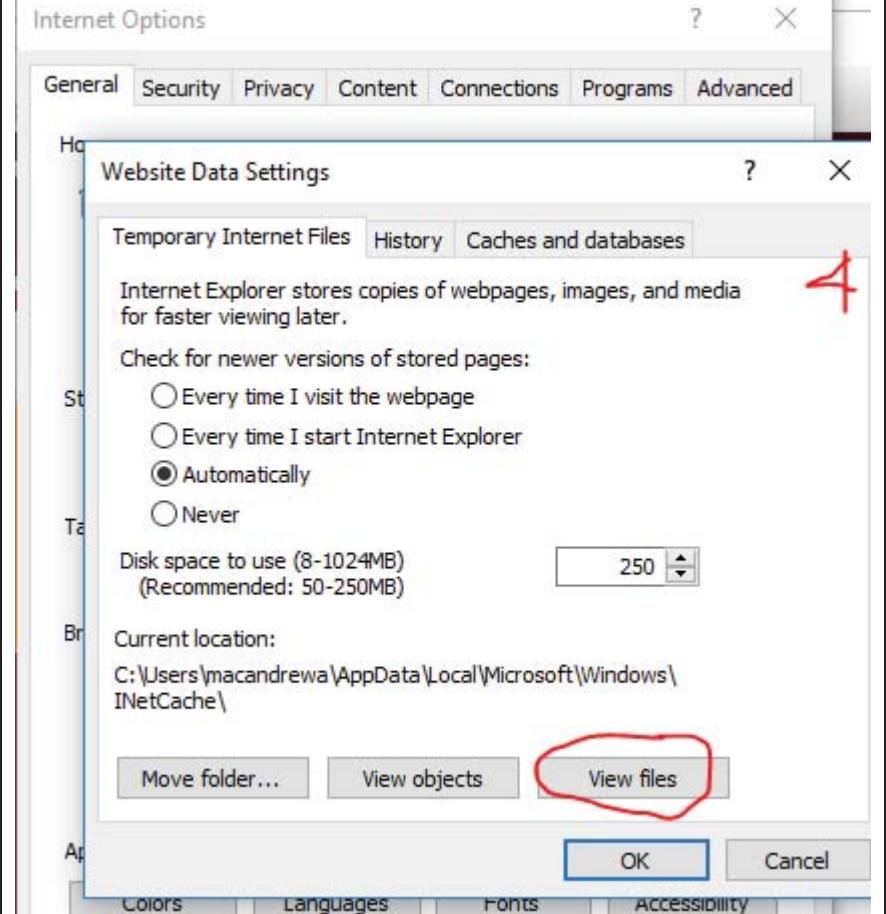
Issue Description

When trying to logging into Lexis Draft an error message will appear stating “we are unable to complete your request at this time..”

Resolution Clearing Authentication Cookies: Clear your Cache from Internet Explorer. Instructions below.



Resolution

<p>Close Microsoft Word and Outlook.</p> <p>Open Internet Explorer.</p> <p>Go to settings and click "Internet Options"</p>	
<p>Click "Settings" under Browsing History.</p>	
<p>Click "View Files" and a file explorer will open up a file explorer.</p> <p>Delete all the files in the file explorer.</p>	

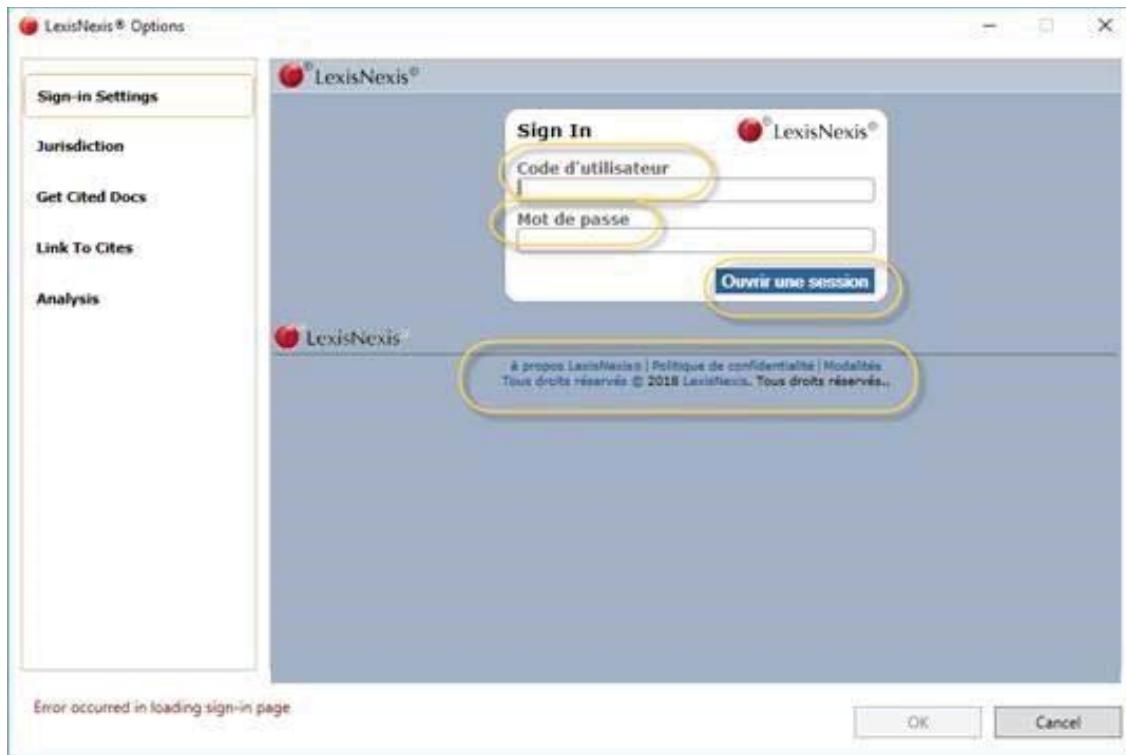
<p>Open up Microsoft Word.</p> <p>Click Settings and login to Lexis Draft using your Lexis Advance credentials.</p>	<p>Lexis® Draft</p> 
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Authentication Issues with Sign in screen in a different language

Login Screen is in a different language

Issue Description

For users that have more than one language in their Windows preferences sometimes the sign in page shows in a different language and even though they are using correct credentials they cannot log in.

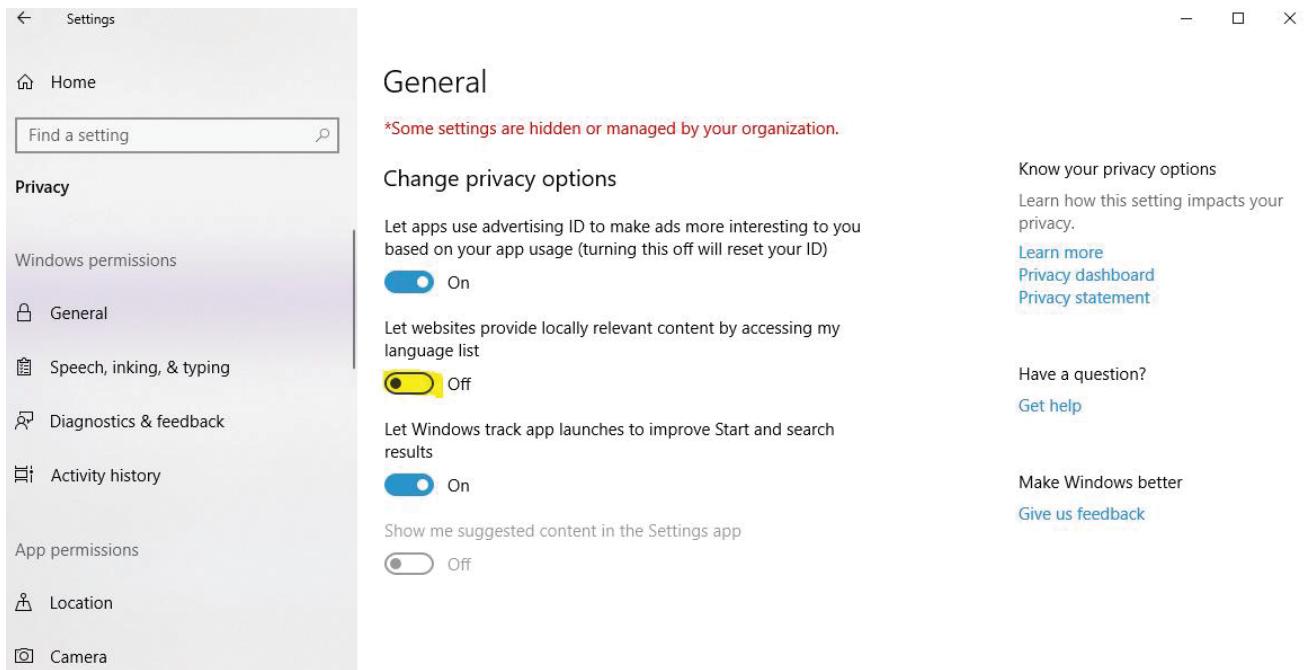


Resolution

The issue appears because websites can access language lists on the pc and sometimes the preferred language is selected incorrectly.

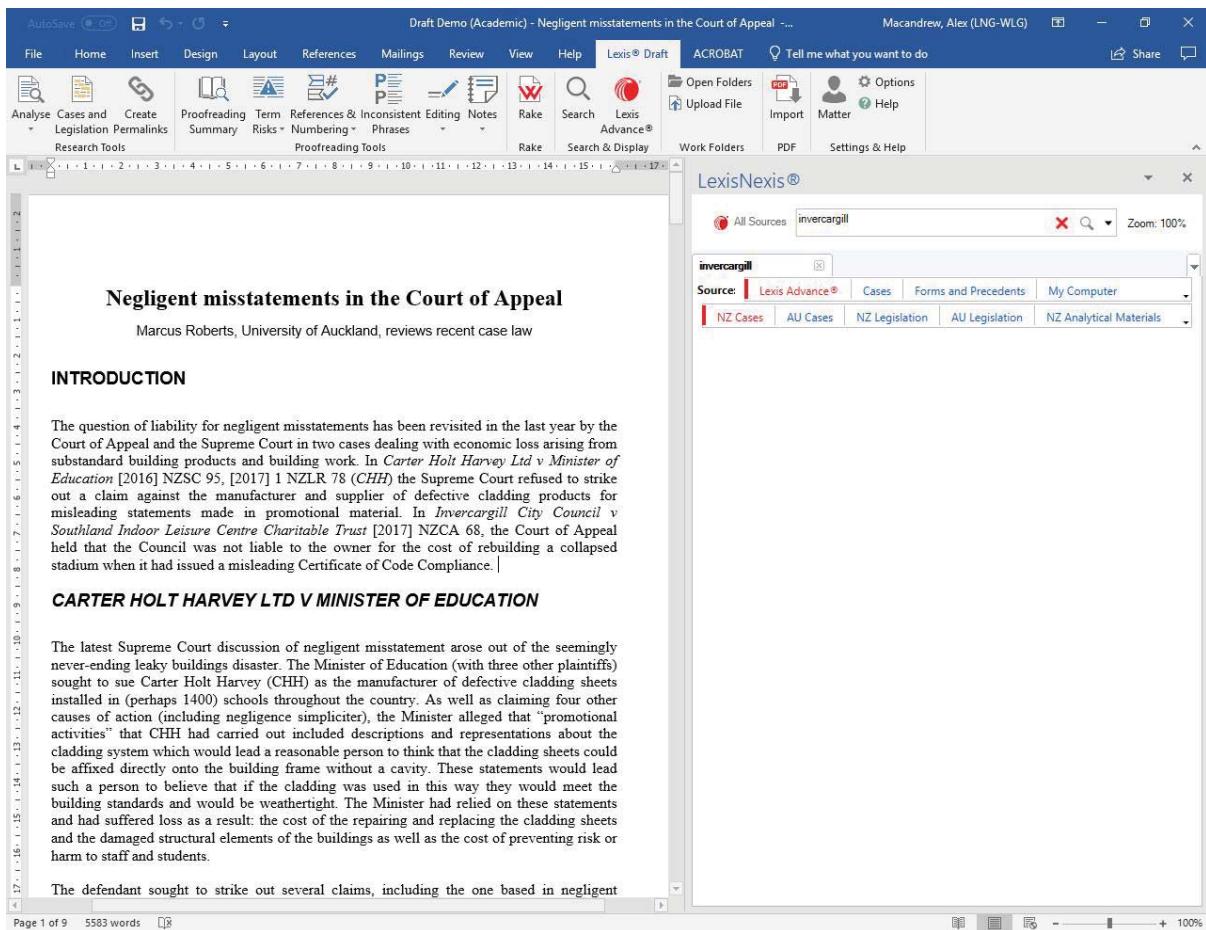
To fix this issue follow the next steps:

1. Open Windows menu
1. Click Settings
2. Go to Privacy
3. Turn off “Let websites provide locally relevant content by accessing my language list”



Research Tool Errors

Search Pane Appears Blank



Resolution

- Version 1709:** The root cause is an issue with Microsoft Windows 10 version 1709. Affected users can check which version of Windows 10 they're running by holding down the windows key on their keyboard and pressing the R key, then typing 'winver' (without quotes) in the box that appears and pressing the Enter key. The next screen should display the full Windows 10 version. The optimal solution is to upgrade to Windows 10 version 1803 or 1809.
- Multiple Displays Issue:** Another possible solution is to open a blank document in Microsoft Word, click File-Options and the very first option which reads "When using multiple displays" change the setting to "Optimize for compatibility". Click OK then close Word and ALL Office applications. Re-open Word and try again. If this doesn't fix the issue then upgrading the Windows 10 version is the only solution.

Disabled or Unloaded Add-in

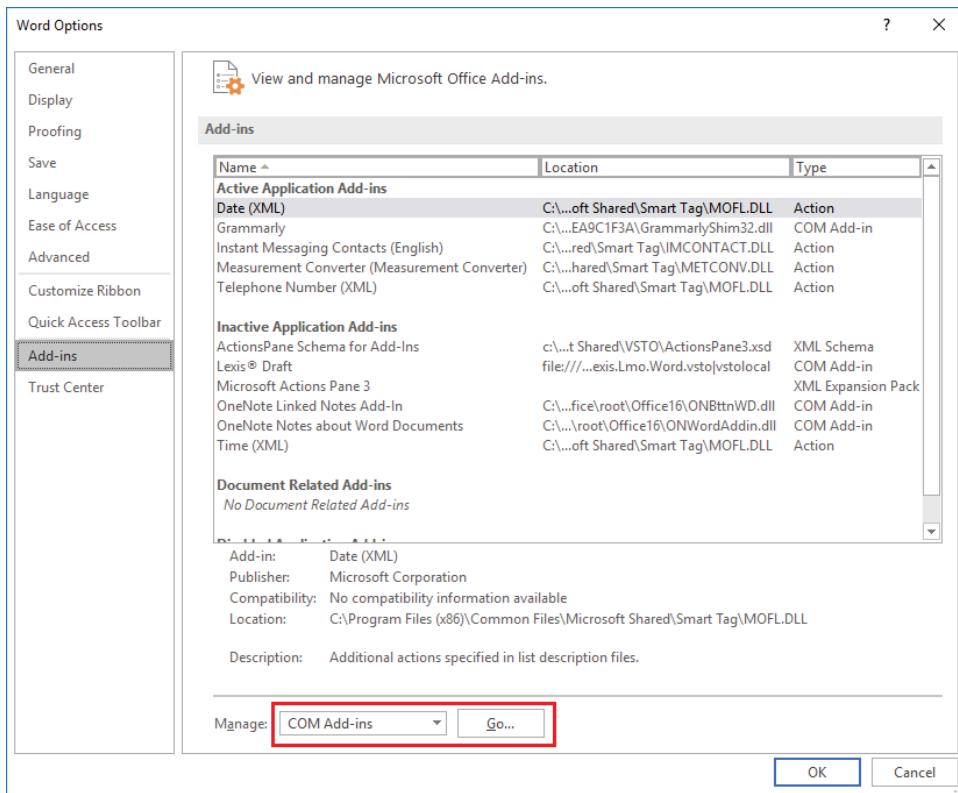
Lexis Draft Add-in was disabled in Microsoft Word

Issue Description

Lexis Draft Add-In was installed but does not appear on the ribbon. The reason for that might be that the add-in was disabled by Microsoft Office. To make it work you need to enable the add-in.

Resolution

1. Click **File > Option > Add-ins**
2. Where it says **Manage** click **Go.**



3. Tick the box next to Lexis Draft and click **OK**

Lexis Draft Add-in should appear on your ribbon.

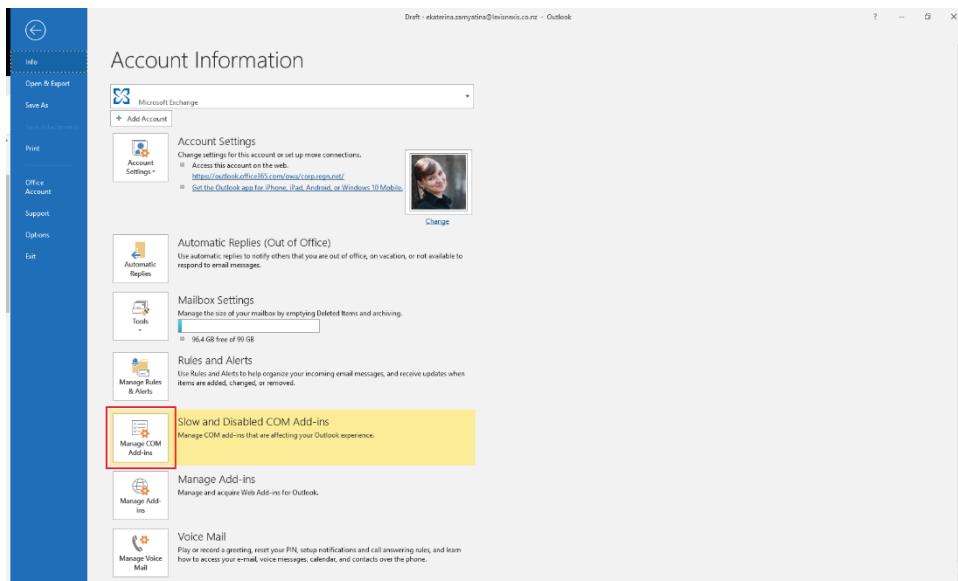
Lexis Draft Add-in was disabled in Microsoft Outlook

Issue Description

Lexis Draft Add-In was installed but does not appear on the ribbon. The reason for that might be that the add-in was disabled by Microsoft Office. To make it work you need to enable the add-in.

Resolution

4. Click **File > Info**
5. Select **Manage COM Add-ins.**



6. In the window click on Always enable this add-in under Lexis Draft and click Close.

Lexis Draft Add-in should appear on your ribbon.

Lexis Draft Add-in stays disabled in Microsoft Word or Outlook

Issue Description

If you follow the previous steps, but Lexis Draft is still marked as disabled, Microsoft Office might have marked it as "Unloaded". That means that the add-in is deactivated every time the application restarts.

Resolution

System administrators support might be required for some users.

1. Close the application
2. Press **Win+R** on your keyboard
3. In the window that appears type **regedit**
4. Follow the path below:

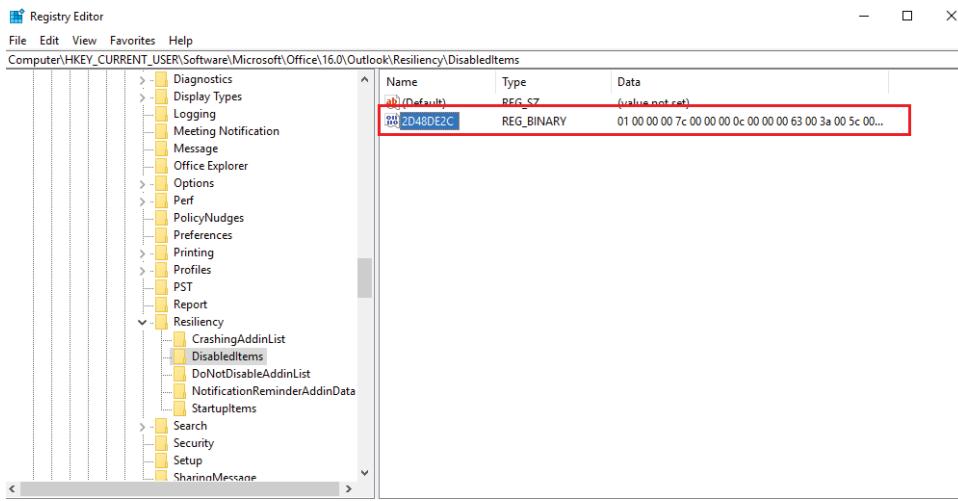
For Word:

HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Word\Resiliency\DisabledItems

For Outlook:

HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\Resiliency\DisabledItems

5. There will be two files in that folder. Select the one that is not named (Default) and delete it.



Your Lexis Draft Add-in should load again.

Lexis Draft Add-in stays disabled in Microsoft Outlook

Customer encountered issue due to a windows update.

The macro security options were reset during office upgrade so all I did was to allow for macros and enable the toolbar from disable addins.

Name	Publisher	Installed On	Size	Version
HP JumpStart Bridge	HP Inc.	11/09/2017	27.9 MB	1.3.0.407
HP JumpStart Launch	HP Inc.	11/09/2017	666 KB	1.3.392.0
HP MAC Address Manager	HP	11/09/2017	1.00 MB	1.1.10.1
HP Notifications	HP	21/08/2017	36.9 MB	1.1.4.1
HP SoftPac Download Manager	HP	11/09/2017	52.4 MB	4.3.19.0
HP Software Setup	HP	11/09/2017	4.64 MB	9.2.3
HP Support Solutions Framework	HP Inc.	11/09/2017	14.9 MB	12.10.49.21
HP System Default Settings	HP Inc.	11/09/2017	3.27 MB	1.2.11.2
HP USB-C Universal Dock	HP	30/11/2017	86.8 MB	1.14
iCloud	Apple Inc.	30/05/2019	152 MB	7.12.0.14
Intel(R) Dynamic Platform and Thermal Framework	Intel Corporation	30/04/2019	35.0 MB	0.3.1026.4743
Intel(R) Rapid Storage Technology	Intel Corporation	30/04/2019	35.0 MB	15.7.0.1014
Intel(R) Wireless Bluetooth(R)	Intel Corporation	11/09/2017	15.7 MB	19.60.0
Intel(R) Graphics Driver	Intel Corporation	30/04/2019	3.85 MB	22.20.16.4736
Intel(R) Management Engine Components	Intel Corporation	30/04/2019	9.16 MB	11.7.0.1035
Intel(R) PROSet/Wireless Software	Intel Corporation	30/04/2019	366 MB	20.90.0
Intel(R) Serial IO	Intel Corporation	30/04/2019	35.0 MB	30.100.1724.2
iTunes	Apple Inc.	29/05/2019	396 MB	12.9.5.7
Oabra Direct	GN Audio A/S	30/04/2019	82.4 MB	3.12.195.0
Java 8 Update 191 (64-bit)	Oracle Corporation	14/12/2018	118 MB	0.0.1910.12
Java 8 Update 201	Oracle Corporation	16/01/2019	101 MB	0.0.2010.9
Java SE Development Kit 8 Update 191 (64-bit)	Oracle Corporation	14/12/2018	282 MB	0.0.1910.12
Java(TM) SE Development Kit 11.0.2 (64-bit)	Oracle Corporation	17/01/2019	277 MB	11.0.2.0
Landonline Digital Signing - Client Side v2	Onitree Systems Ltd	30/04/2019	4.08 MB	3.0.1.0
LandOnline Print-to-Tiff Driver	Onitree Systems Ltd	30/11/2017	160 MB	8.6.6.0
Lexis® Draft	LexisNexis	27/11/2018	160 MB	8.6.6.0
LOCComponents	Land Information New Zealand	30/11/2017	21.0 KB	1.00.0000
MCN Managed Services	Kareya	27/11/2017	63.0.19	
Microsoft Office 365 Business - en-us	Microsoft Corporation	7/06/2019	16.0.11629.20214	
Microsoft OneDrive	Microsoft Corporation	6/06/2019	122 MB	19.0.0.0410.0007
Microsoft Silverlight	Microsoft Corporation	16/01/2019	100 MB	5.1.50918.0
Microsoft System CLR Types for SQL Server vNext ...	Microsoft Corporation	21/03/2019	451 MB	15.0.600.33
Microsoft System CLR Types for SQL Server vNext ...	Microsoft Corporation	21/03/2019	6.27 MB	15.0.600.33
Microsoft Visual C++ 2005 Redistributable	Microsoft Corporation	1/04/2017	5.52 MB	0.0.61000
Microsoft Visual C++ 2005 Redistributable (x64)	Microsoft Corporation	1/04/2017	5.91 MB	0.0.61000
Microsoft Visual C++ 2005 Redistributable - x86 9...	Microsoft Corporation	30/11/2017	12.4 MB	9.0.30729
Microsoft Visual C++ 2005 Redistributable - x64 9...	Microsoft Corporation	1/04/2017	1.10 MB	9.0.30729.6161
Microsoft Visual C++ 2005 Redistributable - x86 9...	Microsoft Corporation	30/11/2017	8.20 MB	9.0.30729
Microsoft Visual C++ 2005 Redistributable - x64 9...	Microsoft Corporation	1/04/2017	3.09 MB	9.0.30729.6161
Microsoft Visual C++ 2010 x64 Redistributable - 1...	Microsoft Corporation	30/11/2017	18.3 MB	10.0.49219
Microsoft Visual C++ 2010 x86 Redistributable - 1...	Microsoft Corporation	30/11/2017	17.2 MB	10.0.49219

Currently installed programs Total size: 9.71 GB
101 programs installed

Note: Jesse also performed a few close and open sessions to make sure it did not get disabled and checked for virus scanner activity during the process as it can affect the toolbars sometimes.