

The following article provides instructions to manually install and configure **CLW**. Please note that due to some restrictions and system configuration choices implemented at some sites, some site-specific adjustments to these instructions may be required.

Manual installation is only required if your site does not have a **Master Install Script** or running it did not work. The **Master Install Script** is usually located in the shared drive in the **Tools** folder. It is run by right-clicking and selecting **Run as administrator**.

Additionally, many issues that users encounter with **CLW** can be resolved by going through the manual installation steps to ensure all application dependencies and add-ins are installed and configured properly.

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- [**Installation Checklist**](#)
- [**Preparation**](#)
- [**Install and Configure Add-In\(s\)**](#)
- [**Update Internet Explorer \(IE\) Settings**](#)
- [**Add Icons**](#)

Installation Checklist

These steps should be performed for each user:

Preparation

- Create Windows User [Only necessary for new users]
- Map Network Shared Drive [Optional for some sites, but suggested]
- Grant User Read, Write, and Modify Privileges to the Shared Drive or Folder(s)
- Disable UAC
- Download and Install Silverlight

Install and Configure Add-In(s)

- Create Local Folders and Copy Contents
- Install Add-In(s)
 - CyNet Office File Manager [Required]
 - Cycom Email Exporter Plus [Optional]
 - Outlook Calendar Add-in [Optional]
- Verify Add-in(s) Listed in Applications
- Update Registry Keys
- Configure Add-in(s) Trust Center Settings

Update IE Settings

- Add Site URL to Trusted Sites
- Disable Protected Mode
- Add Site URL to Compatibility View [Optional]

Add Icons

- Add CLW Desktop Icon
- Add CyImportFile Desktop Icon
- Add CLW Import Icon to Send To Menu [Optional]

Preparation

There are five steps to complete this task:

1. [**Create Windows User \[Only necessary for new users\]**](#)
2. [**Map Network Shared Drive \[Optional for some sites, but suggested\]**](#)
3. [**Grant User Privileges**](#)
4. [**Disable User Account Control**](#)
5. [**Download and Install Silverlight**](#)

Step 1. Create Windows User

If this installation is for an existing user, move to **Step 2**.

CLW uses the current active Windows user account to identify the default user and their customization settings. Creating a Microsoft account for the user will provide a Windows user login but is not required unless your site is using Office 365.

If your site is using Office 365, each user will have an Office 365 ID which serves as their Microsoft account ID and their Windows user account.

If your site is not using Office 365, instructions to create a new user for Windows 10 with and without creating a Microsoft account can be found here:

[**https://support.microsoft.com/en-us/help/17197/windows-10-set-up-accounts**](https://support.microsoft.com/en-us/help/17197/windows-10-set-up-accounts)

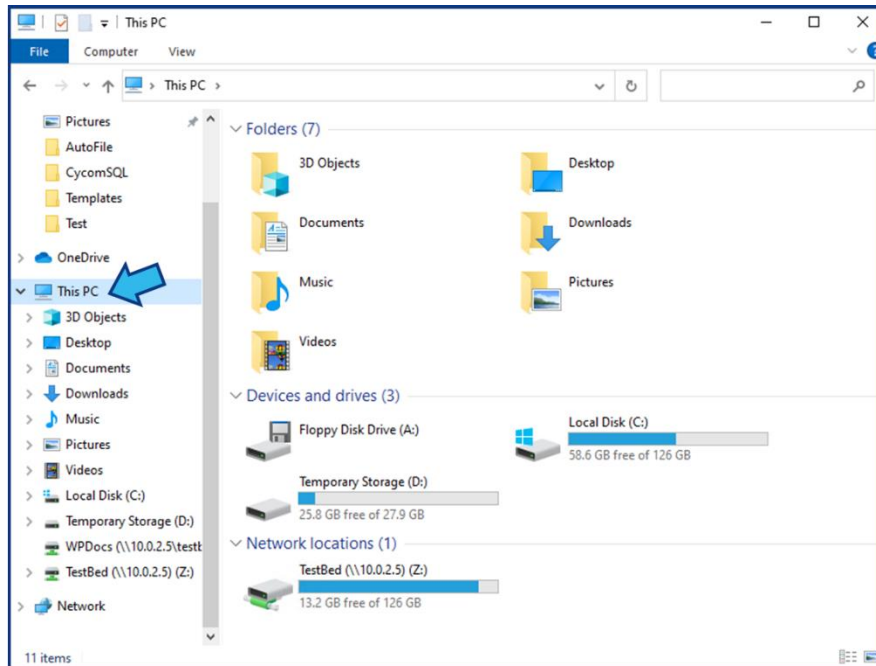
Instructions to create a new user for Windows 7 or 8 can be found here:

[**https://support.microsoft.com/en-us/help/13951/windows-create-user-account**](https://support.microsoft.com/en-us/help/13951/windows-create-user-account)

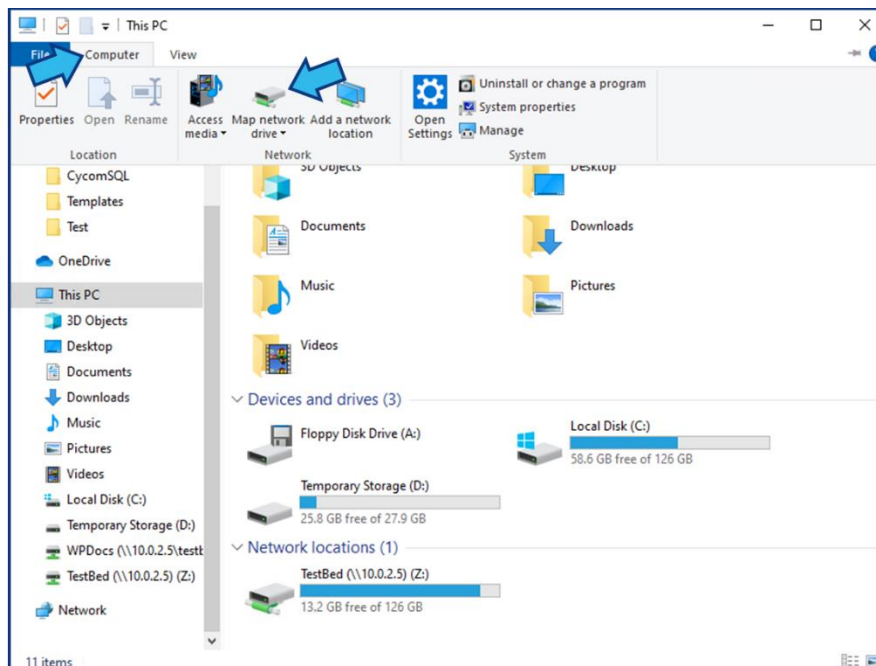
Step 2. Map Network Drive

Each device must have access to the network file share where **CLW** files are maintained. This can be done by mapping the network drive to the user's computer. Note that the user's device will require **Network Discovery** to be enabled in order to complete this step. You can access this setting in the **Network and Sharing Center** from the **Control Panel**.

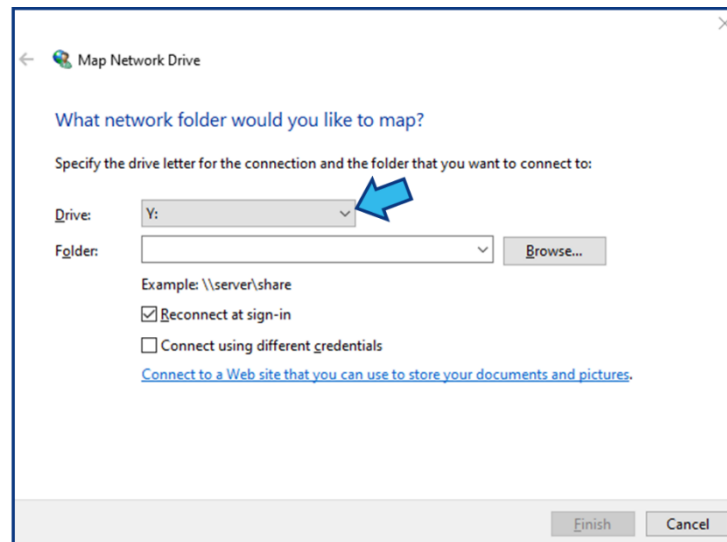
To map a drive, open **File Explorer** on the user's device and select **This PC** from the directory on the left.



Select the **Computer** tab in the **Menu Bar**. Then select **Map Network Drive**.

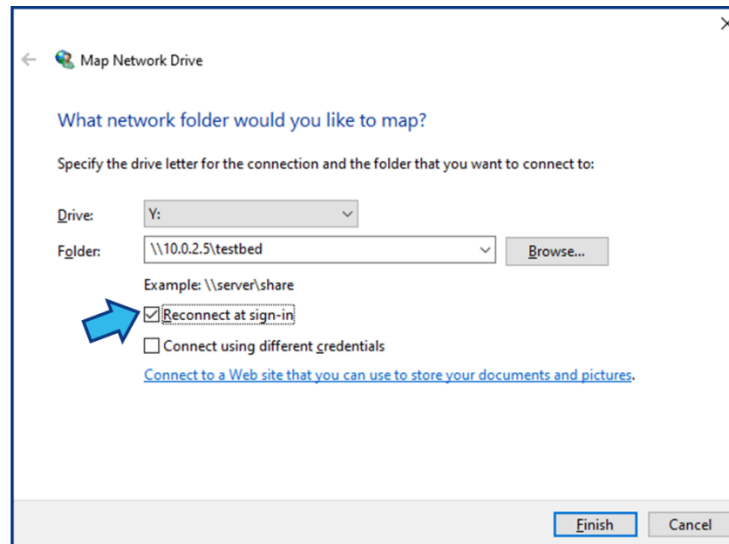


In the **Map Network Drive** window that appears, select the drive letter your site uses for the file share. This should typically be later in the alphabet to ensure there are no issues with removable storage drives. For consistency and future support, **CLW Best Practices** suggests using the same drive letter for all users at your site for the network shared drive, even if not required by your specific **CLW** configuration. If the needed drive letter is already in use on the user's device, you may have to adjust accordingly.

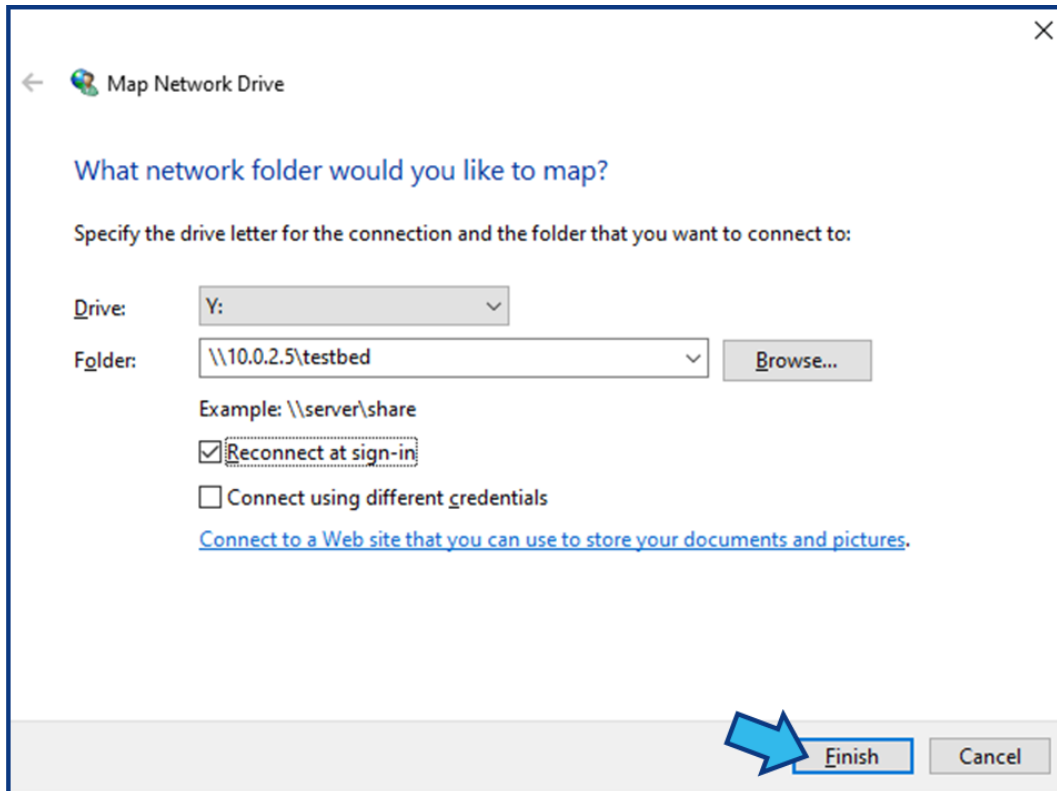


If you know the destination you can type it directly into the **Folder** field. Otherwise, select **Browse** to view all available storage devices on the network. Select the appropriate network computer or server and then the shared folder for **CLW**.

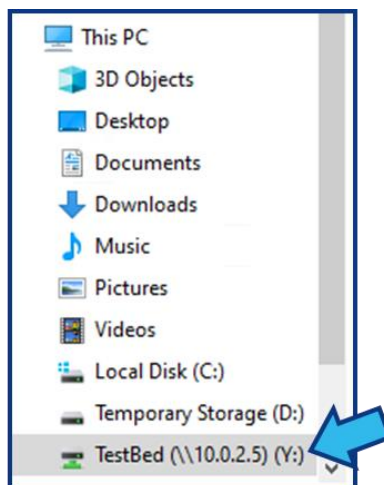
Be sure to check the option to **Reconnect at sign-in**.



Select **Finish**. You may be prompted to enter a username and password to authorize the network connection.



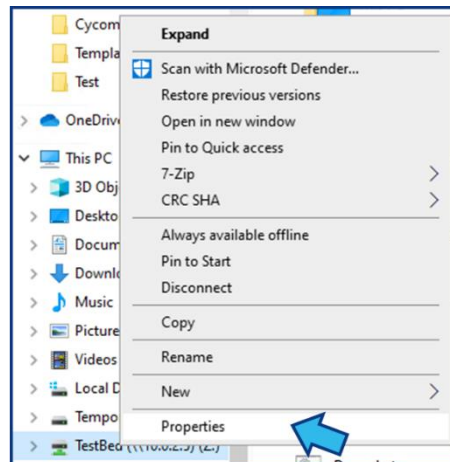
You should now see the new mapped drive in **File Explorer** in the directory on the left. Selecting this drive will display the shared **CLW** folder, usually titled **Cycom32**. However, your site may use a different name. Please note that your mapped drive will appear in the list on the left, as in the picture below, but the label will be unique to your site.



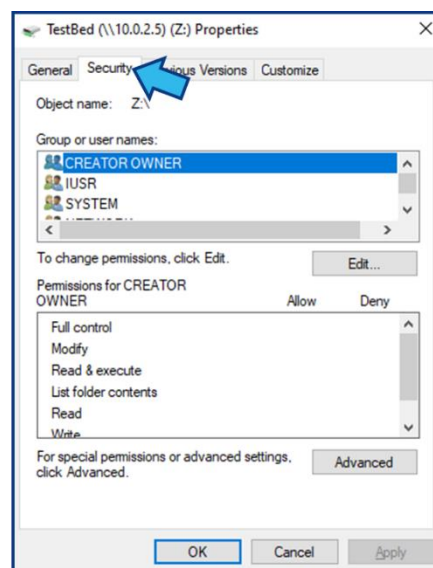
Step 3. Grant User Privileges

Each **CLW** user needs **READ**, **WRITE**, and **MODIFY** privileges for the network file share where **CLW** files are maintained. If you have a user that should be restricted to read-only in **CLW**, that can be managed in **CLW** by a **System Administrator** using a security profile.

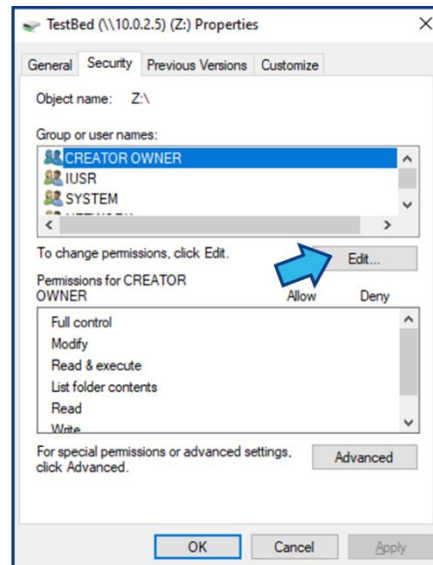
To grant privileges, right-click on the network drive and select **Properties**. Alternatively, you can grant privileges only to specific folders on the network if this drive is used for more than **CLW**. To do so, use the same process, but instead of accessing the properties of the drive, right-click the folder(s) and select **Properties**.



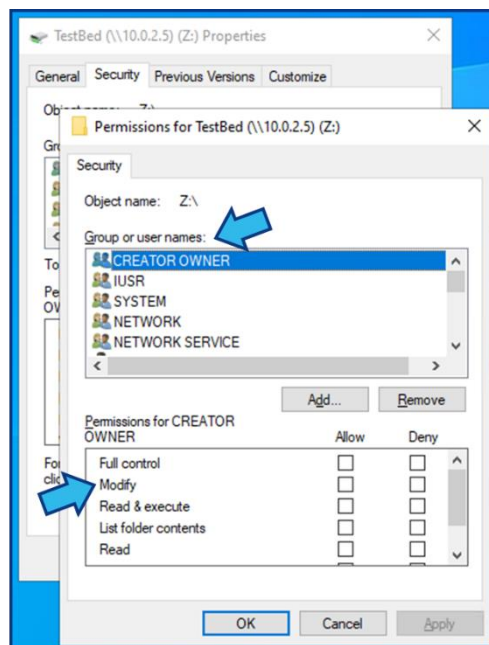
Select the **Security** tab.



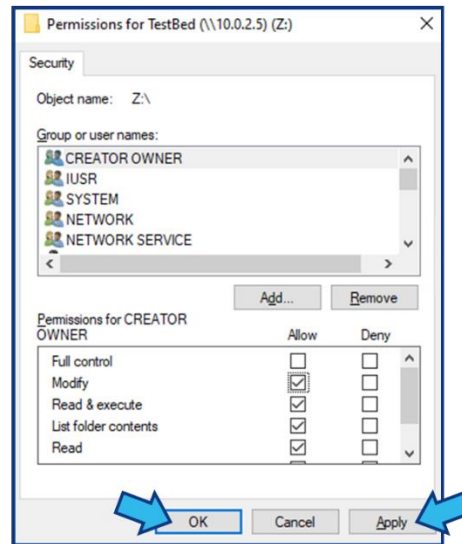
Select **Edit**.



A **Permissions** window will appear. In the **Group or user names** section, select the user. Then select the appropriate permission levels by using the checkboxes. Be sure to allow **Modify**, **Read**, and **Write**.



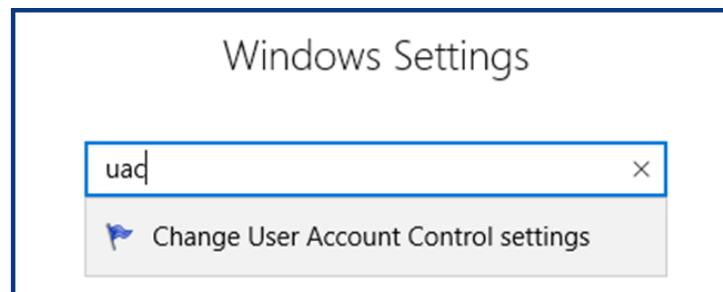
Select **Apply** and then close the **Permissions** window by selecting **OK**. Close the **Properties** window by selecting **OK**.

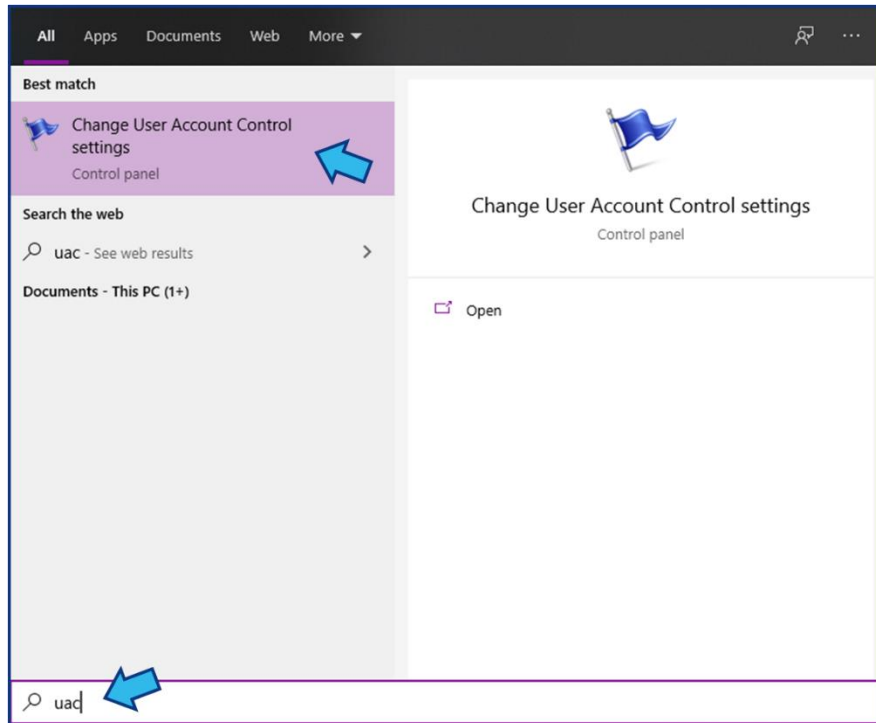


Step 4. Disable User Account Control

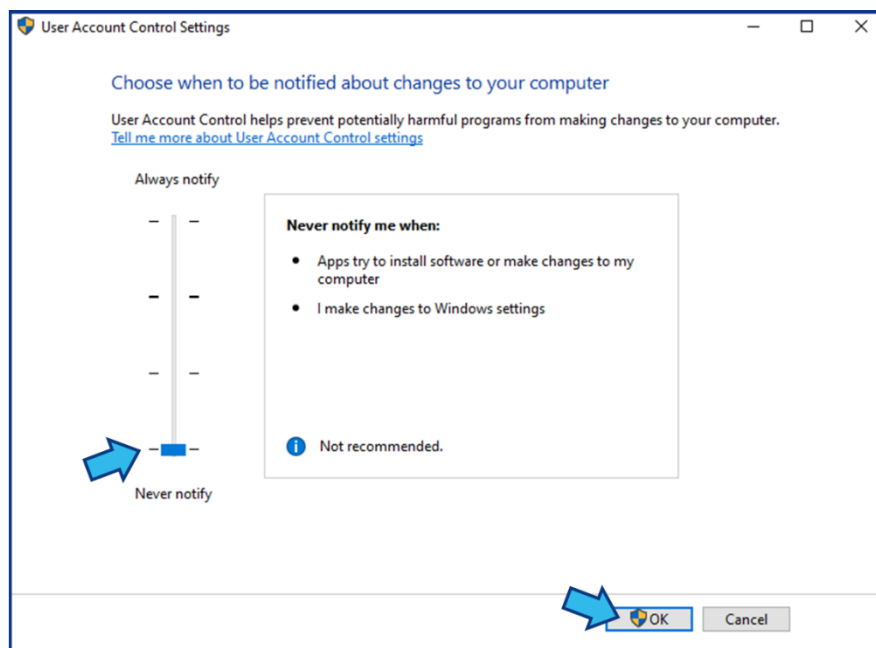
Disabling **User Account Control (UAC)** is advised to prevent unnecessary pop-ups during installation and operation of **CLW**.

From the **Start** menu or the **Settings Control Panel**, type **UAC** in the search field. Select **Change User Account Control settings** when it appears in the list or drop-down.





Move the slider down to **Never Notify**, then select **OK**. You will need to restart the computer before you continue with the installation.



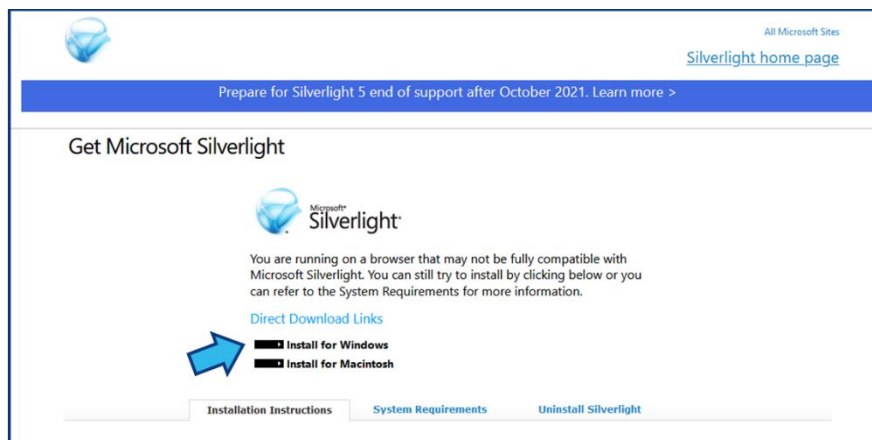
Step 5. Download and Install Silverlight

CLW must be opened in an **IE** browser with **Silverlight**. Please note that **Edge** is not currently acceptable for running **CLW**, nor is any other browser except **IE**.

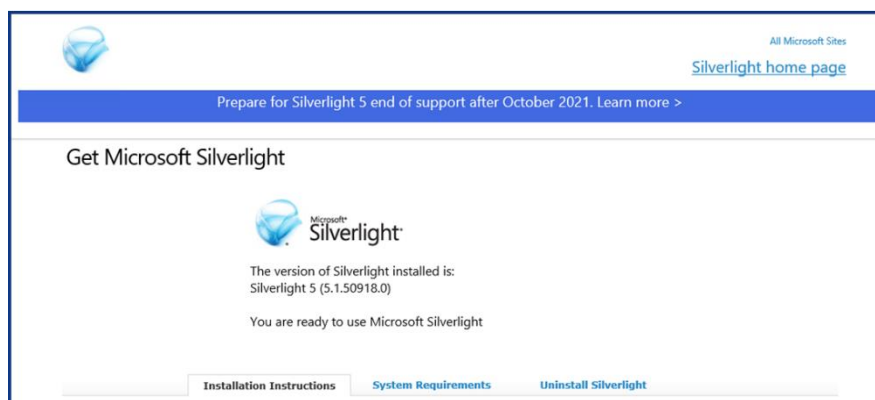
Please note that you will need administrator privileges to install **Silverlight**. To download **Silverlight**, open an **IE** browser. The **Silverlight** download page is located at

<https://www.microsoft.com/getsilverlight/>

Select **Install for Windows** from the **Direct Download Links**. Save this file to your device when prompted.



Open the saved file. **Silverlight** will be installed on the device. To confirm **Silverlight** is installed, navigate to the same download page as above. If **Silverlight** is properly installed, the message will disclose the **Silverlight** version and will report "You are ready to use Microsoft Silverlight".



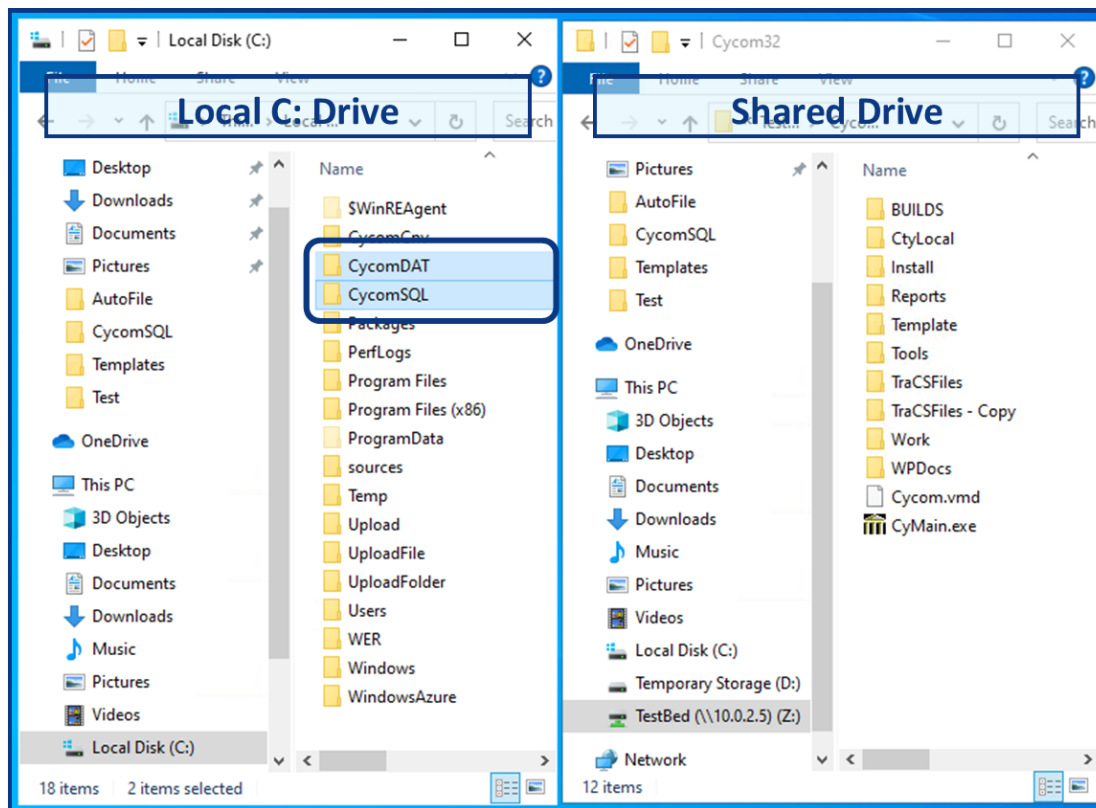
Install and Configure Add-Ins

There are four steps to complete this task:

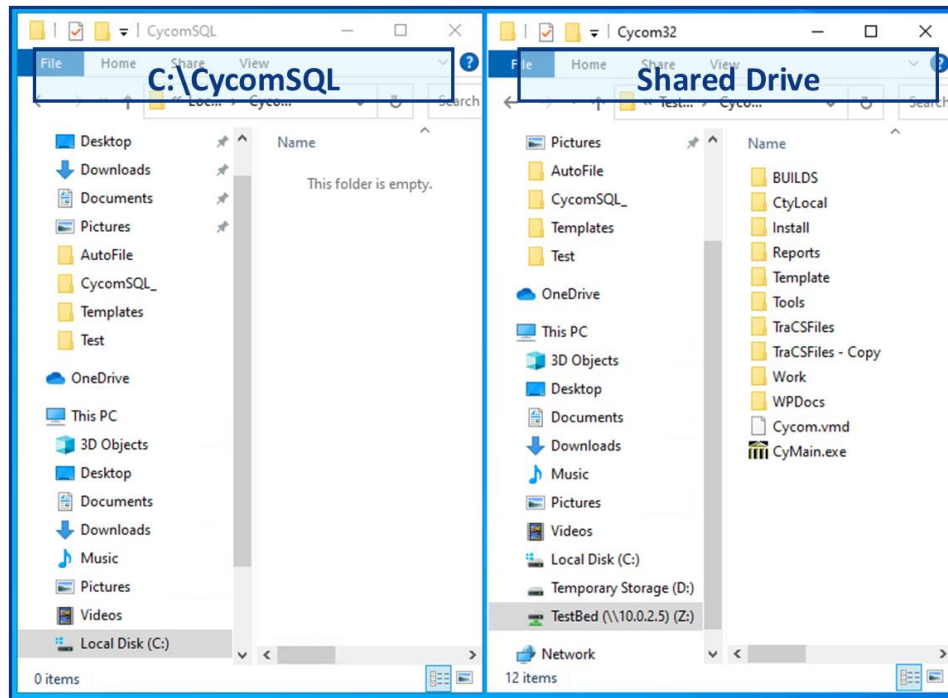
1. **Create Local Folders and Copy Contents**
2. **Install Add-In(s)**
 - o CyNet Office File Manager [Required]
 - o Cycom Email Exporter Plus [Optional]
 - o Outlook Calendar Add-in [Optional]
3. **Verify Add-in(s) Listed in Applications**
4. **Update Registry Keys**
5. **Confirm and Configure Add-ins**

Step 1. Create Local Folders and Copy Contents

Open two instances of **File Explorer**. In the first, navigate to the user's **C:** drive. In the second, navigate to the **Cycom32** folder of the shared drive. In the user's **C:** drive, create two folders. Name the first **CycomSQL** and name the second **CycomDAT**.

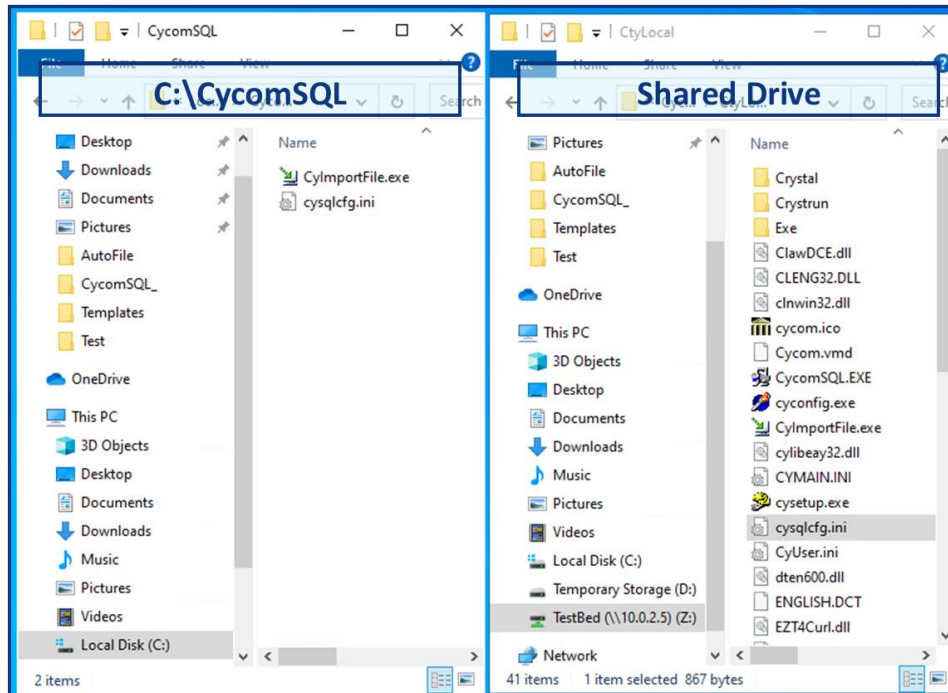


Double-click the **CycomSQL** folder you just made to open the folder in the first **File Explorer** window.



Copy the following files from the shared drive into the local **CycomSQL** folder:

- **CySQLCfg.ini** (typically found in the **Install** or **CtyLocal** folder)
- **CyImportFile.exe** (typically found in the **Install** or **Tools** folder)



Step 2. Install Add-In(s)

Make sure **Word**, **Excel**, and **Outlook** are closed prior to installing any **CLW** add-ins. Please note if you skip this step, you will likely end up with a faulty version of the add-in requiring you to uninstall and reinstall correctly.

There are three add-ins for **CLW**: **CyNet Office File Manager**, **Cycom Email Exporter Plus**, and **Outlook Calendar Add-in**. Please note that your site may not have all three dependent on your licensing and contract terms.

The add-ins are located in the network shared drive. Usually they can be found in the following location (substituting your network shared drive address for NETWORK):

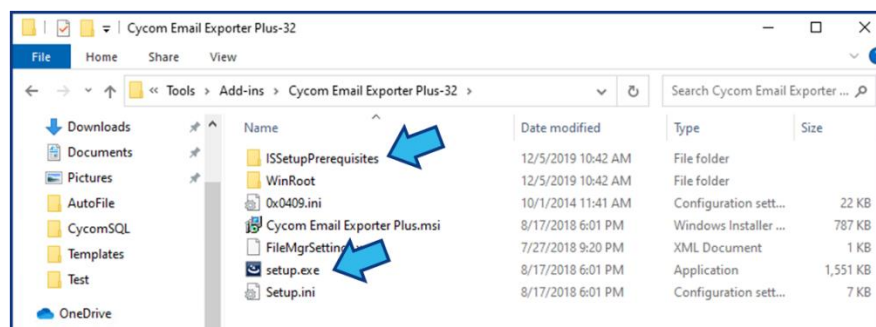
```
\\NETWORK\Cycom32\Tools\Add-ins
```

If you have trouble locating the add-in folders, they may be in another folder. First, try looking through the other folders in the shared drive. If found, either note the location for future installations, or else create the necessary folders to create the address path above and move the add-in folders there.

If you cannot find the add-in folders, please contact [Cycom Support](#) for assistance.

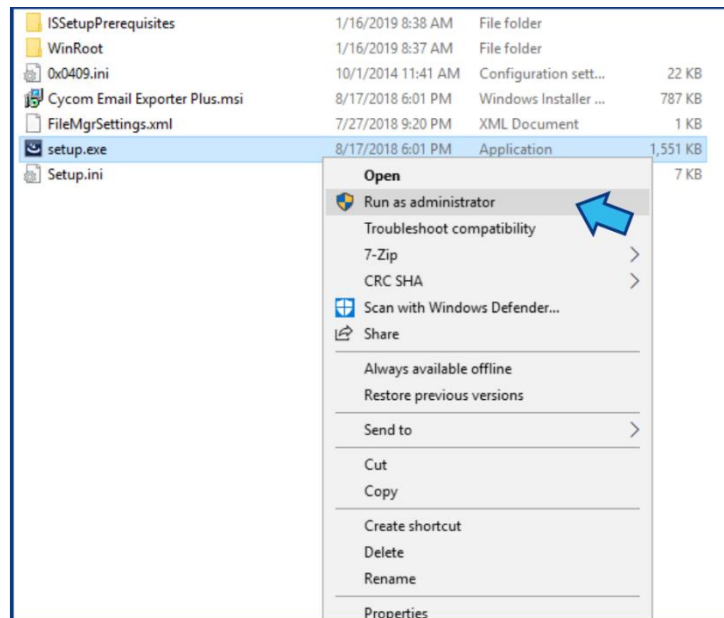
Start with **CyNet Office File Manager** and perform the following steps for each add-in. Please note the images below show the **Cycom Email Exporter Plus** add-in, but the steps will look similar for all the add-ins.

First, open the add-in folder. Inside you should find a file named **setup.exe** that will install the add-in. You should also find a folder of prerequisites that may be named **ISSetupPrerequisites** or simply **Prerequisites**.

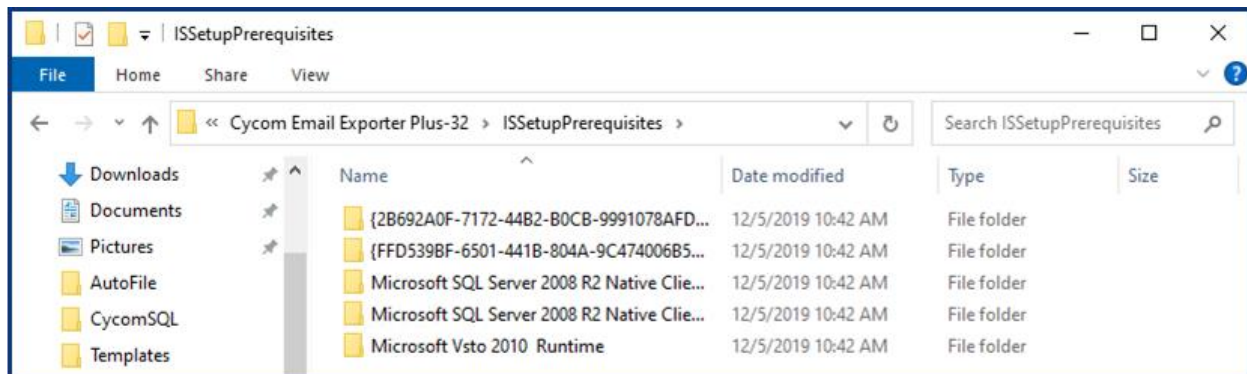


Next, try installing from the **setup.exe** file by right-clicking the file and selecting **Run as administrator**.

You must select **Run as administrator** even if the user has administrator privileges on the device.

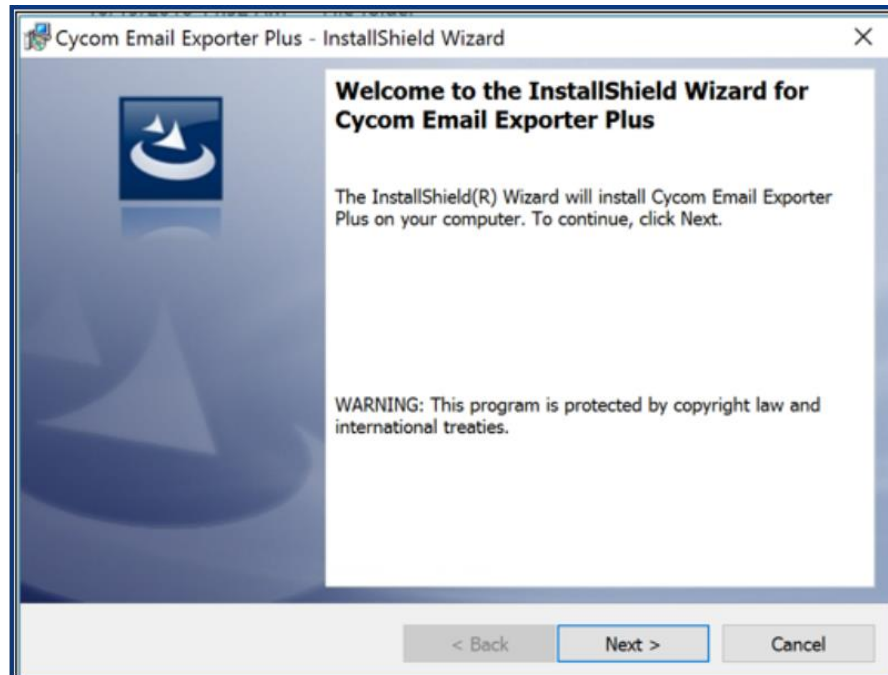


If missing dependencies are identified, you will be prompted. If you see a dialog window listing one or more missing files, close that and return to the add-in folder and open the prerequisites folder. Inside you will find folders for each prerequisite.



Install each of the prerequisite files in the same manner by first opening the folder and then right-clicking each file and selecting **Run as administrator**. If **Run as administrator** is not an option, select **Install**. You may be required to restart the computer after some files are installed. Once all the prerequisites are installed in this way, return to the add-in folder, and run the **setup.exe** file as administrator again.

If no dependencies are identified, you will see an installation wizard. Follow the steps in the wizard, accepting the default selections.



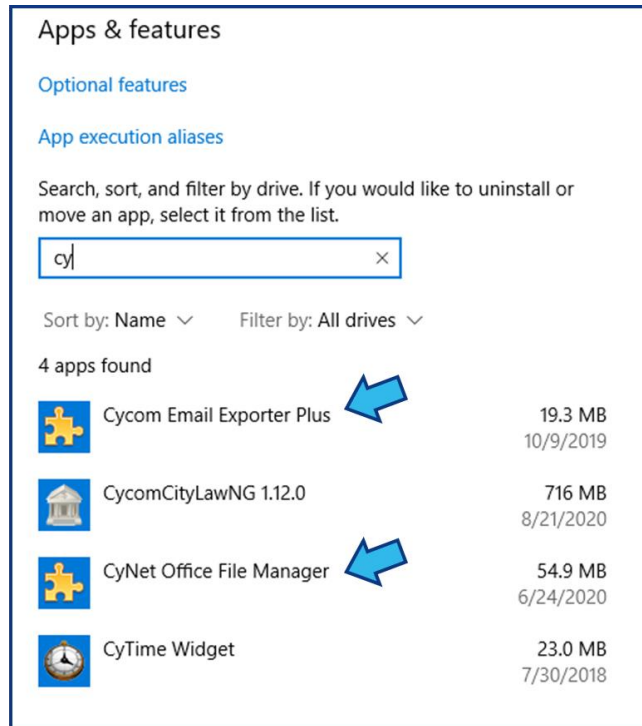
During installation of the add-ins, if you are prompted to enter an IP address, enter the following information:

- **IP Address:** 0.0.0.0
- **Service:** Leave blank
- **Port:** 6655
- **Secure http:** Uncheck
- **Install for All Users:** Check
- **Use Upload Service:** Uncheck



Step 3. Verify Add-In(s) Listed in Applications

Once finished installing the add-in(s), open **Apps & Features** in **Settings** and confirm each add-in you installed appears once and only once in the list of applications.



Apps & features





Optional features

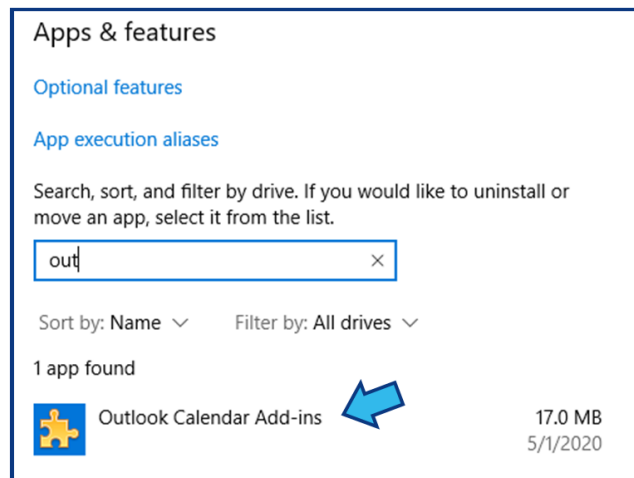
App execution aliases

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

Sort by: Name ▾ Filter by: All drives ▾

4 apps found

	Cycom Email Exporter Plus	19.3 MB 10/9/2019
	CycomCityLawNG 1.12.0	716 MB 8/21/2020
	CyNet Office File Manager	54.9 MB 6/24/2020
	CyTime Widget	23.0 MB 7/30/2018



Apps & features


Optional features

App execution aliases

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

Sort by: Name ▾ Filter by: All drives ▾

1 app found

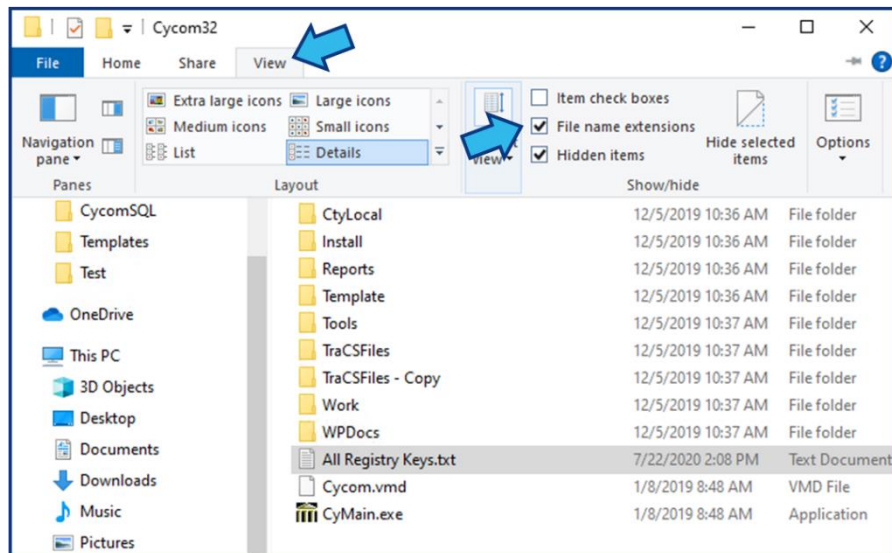
	Outlook Calendar Add-ins	17.0 MB 5/1/2020
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Step 4. Update Registry Keys

This step may not be necessary because the registry keys are usually updated with the add-in installations. However, occasionally, due to alternate system configurations, the registry

keys may not be updated completely or correctly. Because of this, it is **CLW Best Practices** to update the registry keys anytime add-ins are installed manually.

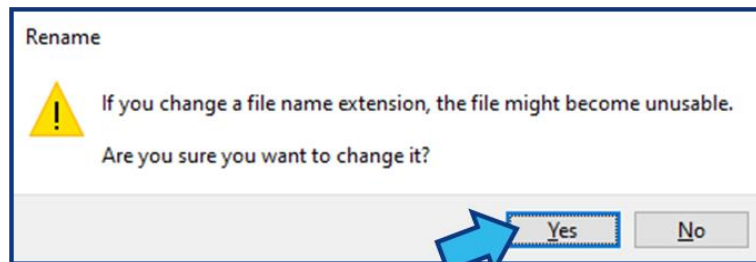
First, you will need to download the **All Registry Keys.txt** file attached to this article in our **Help Center**. Store this file in the shared drive, so it is accessible for all future installations. This file will need the extension changed to **BAT** in order to run. This is easiest to do from **File Explorer**. If file extensions are not visible, first turn them on by selecting **View** and then check the box for **File name extensions**.



Next, right-click the **All Registry Keys.txt** file and select **Rename**. Replace the **TXT** portion of the file name with **BAT**.



You will be warned that changing the extension may affect the file. Select **Yes** to confirm. Please note that you will only need to rename once if this file is stored in your shared drive.



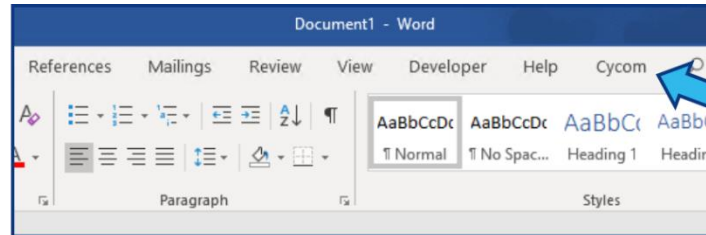
Next, copy this file to the local **C:\CycomSQL** folder and right-click the file and select **Run as administrator**. A command prompt will open, and the keys will be registered. If you are prompted to overwrite an existing file, type **Yes** or **Y** and press the **Enter** key.

Once the registry keys have been updated, restart the computer.

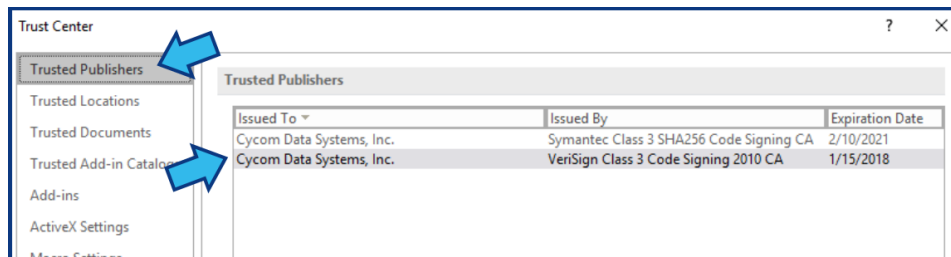
Step 5. Configure Add-In(s) Trust Center Settings

CyNet Office File Manager

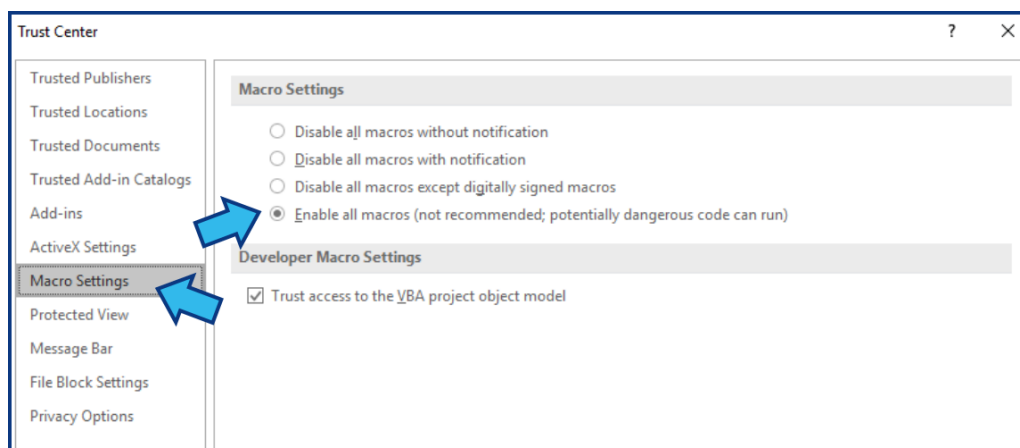
CyNet Office File Manager is an add-in that allows integration with Microsoft Office products, such as **Word**, **Excel**, and **Outlook**. This add-in is required for templates to function correctly in **CLW**. To configure this add-in, open **Word** and confirm that you see a **CLW** tab in the **Menu Bar** at the top. This may be labeled **CityLaw**, **CountyLaw**, or **Cycom**.



Next, select **File** and then **Options** to open the **Word Options** window. Select **Trust Center** on the left and then select **Trust Center Settings...** on the right to open the **Trust Center** window. Select **Trusted Publishers** and confirm that **Cycom Data Systems** is listed as a **Trusted Publisher** and that the **Expiration Date** has not expired.



Next, select **Macro Settings** and select the **Enable all macros** option. Please note that selecting this option is not required but is highly encouraged as long as you or your users regularly exercise sensible precautions and do not open documents from unknown sources.

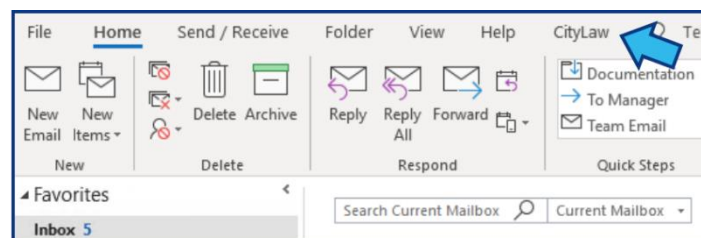


Select **OK** to close the **Trust Center** window, then select **OK** to close the **Word Options** window.

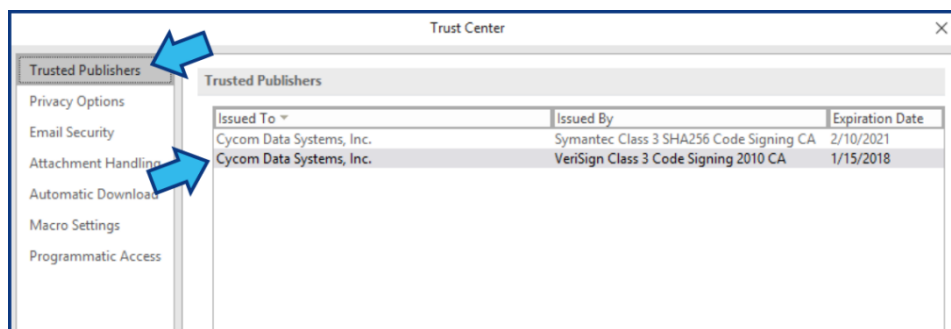
If **Excel** will be used by the user, repeat these steps in **Excel**.

Cycom Email Exporter Plus

Cycom Email Exporter Plus is an add-in that allows the user to import email from **Outlook** directly to **CLW**. To configure this add-in, open **Outlook** and confirm that you see a **CLW** tab in the **Menu Bar** at the top. This may be labeled **CityLaw**, **CountyLaw**, or **Cycom**.



Next, select **File** and then **Options** to open the **Outlook Options** window. Select **Trust Center** on the left and then select **Trust Center Settings...** on the right to open the **Trust Center** window. Select **Trusted Publishers** and confirm that **Cycom Data Systems** is listed as a **Trusted Publisher** and that the **Expiration Date** has not expired.



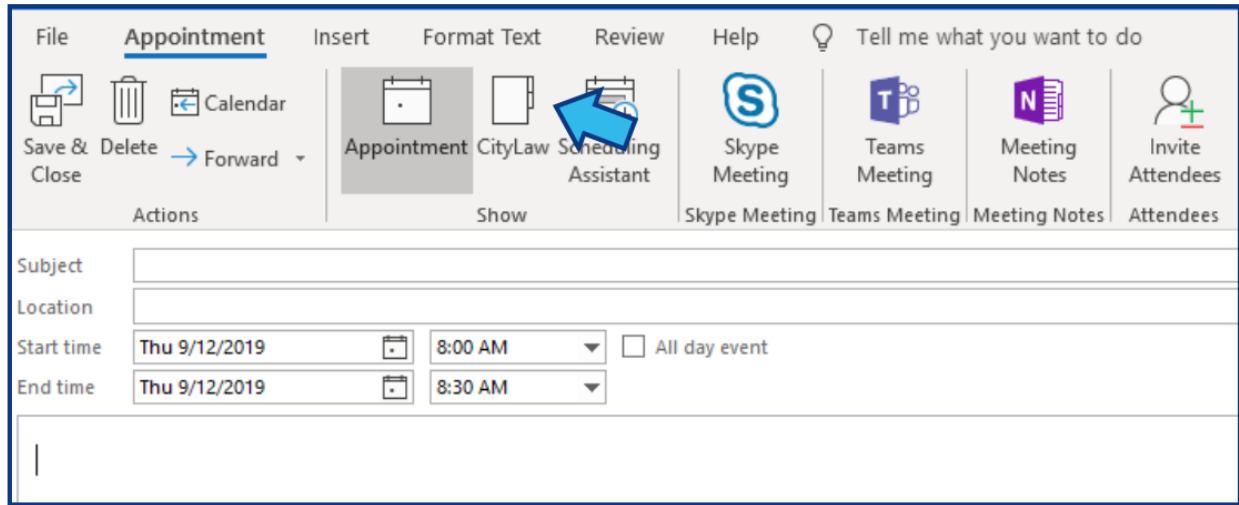
Next, select **Macro Settings** and select the **Enable all macros** option. Please note that selecting this option is not required but is highly encouraged as long as you or your users regularly exercise sensible precautions and do not open email and attachments from unknown sources.

Select **OK** to close the **Trust Center** window, then select **OK** to close the **Outlook Options** window.

Outlook Calendar Add-in

Outlook Calendar Add-in is an add-in that allows calendar events created in **Outlook** to be synced with **CLW** and vice versa. To configure this add-in, open **Outlook** and select the calendar icon to open the **Outlook Calendar** view.

Select **New Appointment** and confirm there is a **CLW** button at the top of the **Appointment** form. This may be labeled **CityLaw**, **CountyLaw**, or **Cycom**.



The screenshot shows the Outlook ribbon for the 'Appointment' form. The 'Appointment' tab is active, and the 'CityLaw Scheduling Assistant' button is highlighted with a blue arrow. The ribbon includes the following sections:

- File**: Save & Close, Delete, Forward
- Appointment**: Appointment, CityLaw Scheduling Assistant
- Skype Meeting**: Skype Meeting
- Teams Meeting**: Teams Meeting
- Meeting Notes**: Meeting Notes
- Attendees**: Invite Attendees

The form fields are as follows:

Subject			
Location			
Start time	Thu 9/12/2019	8:00 AM	<input type="checkbox"/> All day event
End time	Thu 9/12/2019	8:30 AM	

Update IE Settings

There are three steps to complete this task:

1. [Add Site URL to Trusted Sites](#)
2. [Disable Protected Mode](#)
3. [Add Site URL to Compatibility View](#)

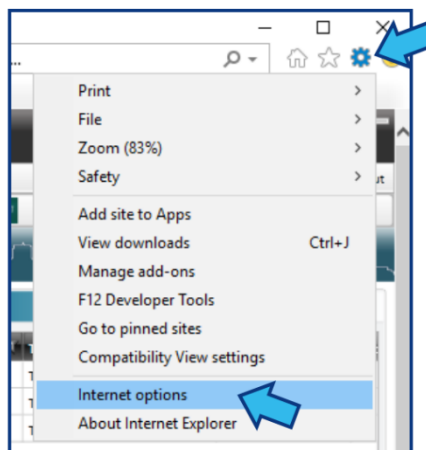
Step 1. Add Site URL to Trusted Sites

Open **IE** and enter the URL address for **CLW** at your site. If you do not know the URL address for **CLW** at your site, enter the following (replacing IIS_SERVER with the name of your IIS server):

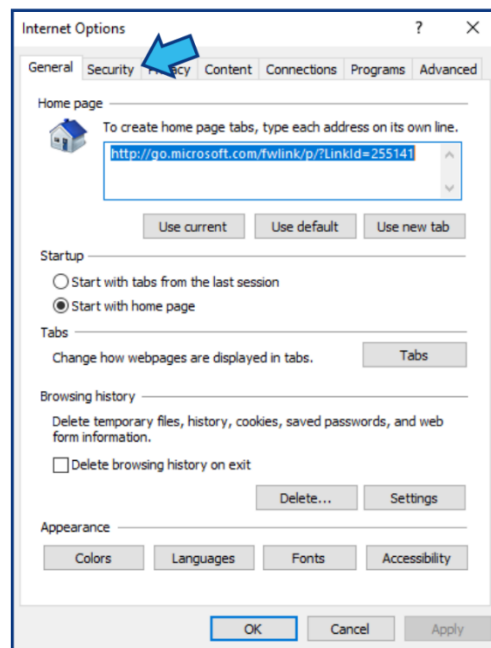
```
http://IIS_SERVER
```

Alternatively, you can also acquire the URL from any other user with an active installation by simply opening **CLW** on that device and noting the address in **IE**.

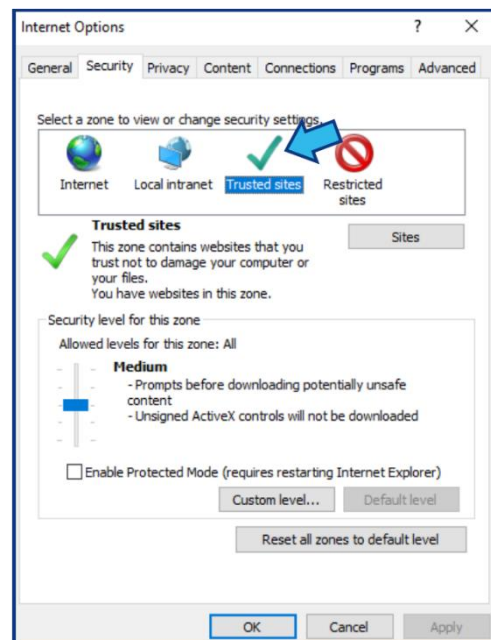
Once **CLW** is open in an **IE** browser, select **Tools** and then select **Internet options** to open the **Internet Options** window.



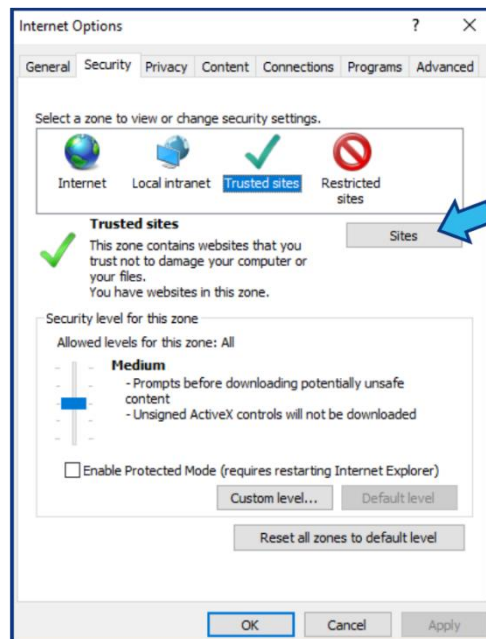
Select the **Security** tab.



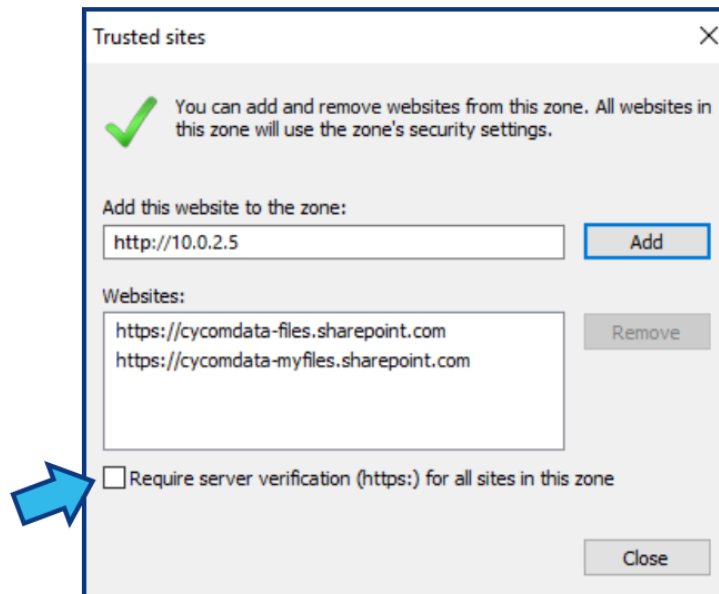
Select **Trusted sites** from the zones box.



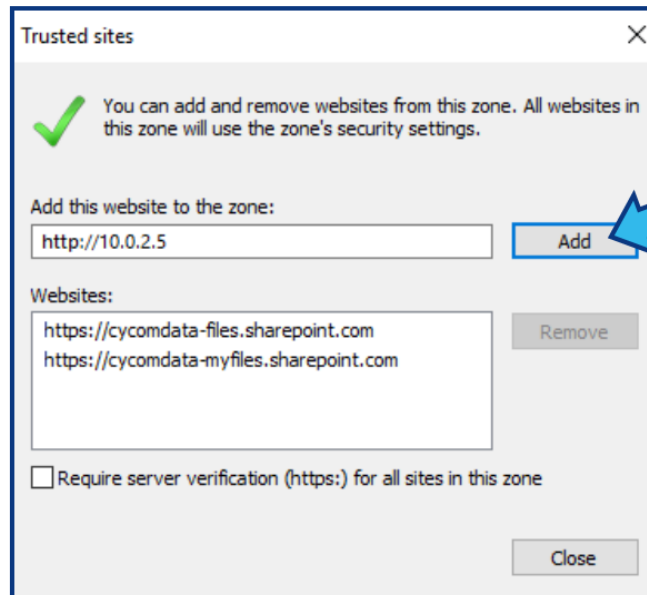
Select **Sites** to open the **Trusted sites** window.



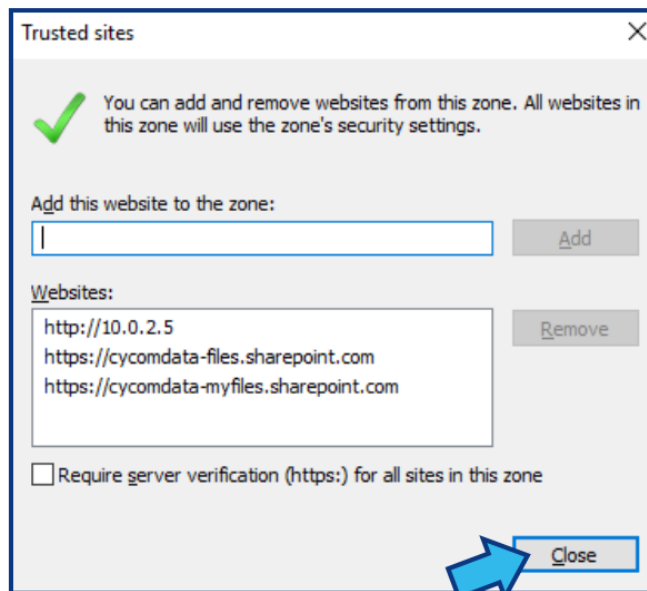
Uncheck **Require server verification for all sites in this zone**.



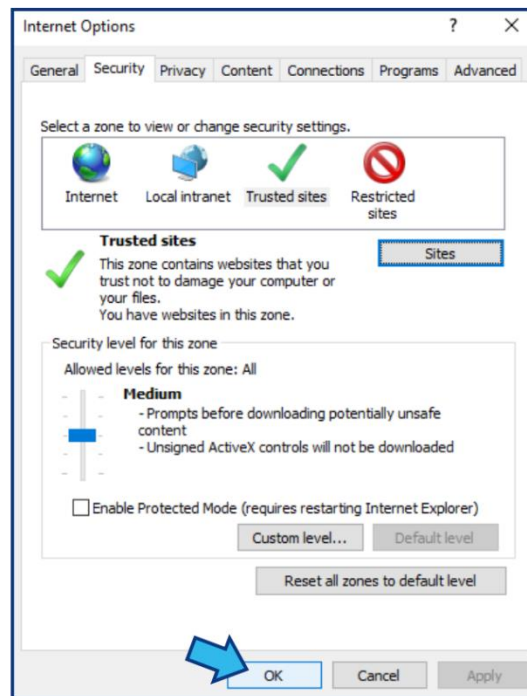
The URL for **CLW** should already be populated in the **Add this website to the zone** field. If not, enter the URL and then select **Add**.



Select **Close** to close the **Trusted sites** window.

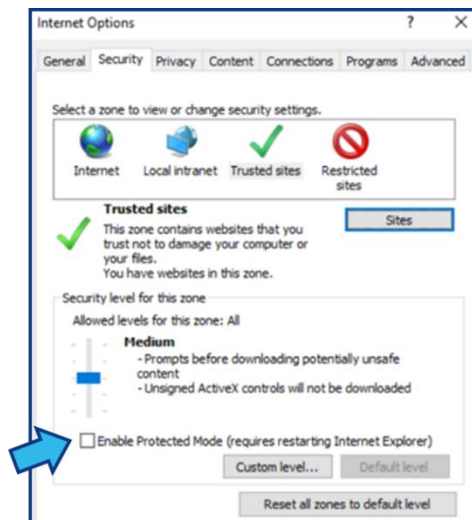


Select **OK** to close the **Internet Options** window.



Step 2. Disable Protected Mode

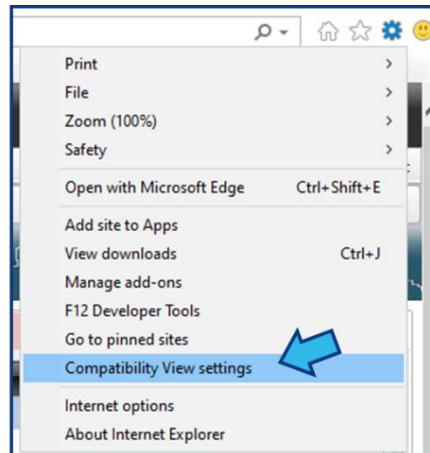
With **CLW** open in an **IE** browser, select **Tools** and then select **Internet options** to open the **Internet Options** window. Select the **Security** tab. Uncheck **Enable Protected Mode**.



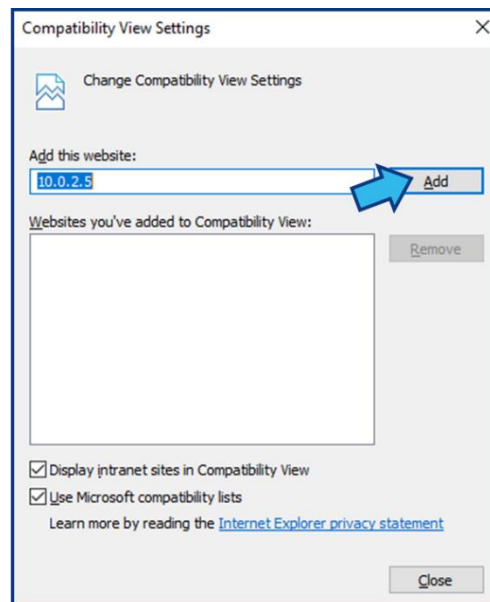
Select **OK** to close the **Internet Options** window.

Step 3. Add Site URL to Compatibility View

With **CLW** open in an **IE** browser, select **Tools** and then select **Compatibility View** settings to open the **Compatibility View Settings** window.



The URL for **CLW** should already be populated in the **Add this website** field. If not, enter the URL and then select **Add**.



Select **Close** to close the **Compatibility View Settings** window.

Add Icons

There are three steps to complete this task:

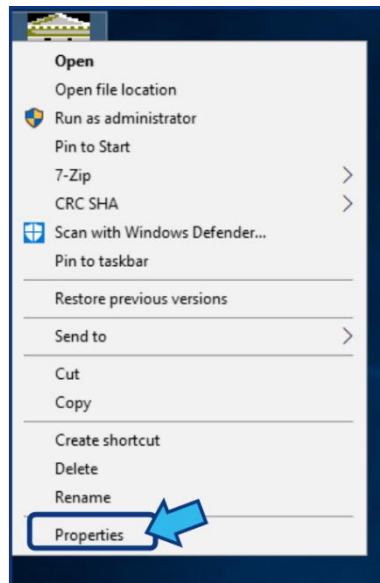
1. [Add CLW Desktop Icon](#)
2. [Add CyImportFile Desktop Icon](#)
3. [Add CLW Import Icon to Send To Menu](#)

Step 1. Add CLW Desktop Icon

Since **CLW** is accessed through an **IE** browser, first create a desktop shortcut for **IE** and name it **CityLaw**, **CountyLaw**, **CLW**, or the name your site has chosen to use.

Do this by navigating to the location in **Program Files** for the **IE** application. In the **IE** folder, you should see a file named **iexplore.exe**. Right-click that file and select **Send to** and then **Desktop (create shortcut)**.

Next, right-click the icon you just made and select **Properties**.



Select the **Shortcut** tab and in the **Target** field you should see the path to the **iexplore.exe** file. It will likely look like this:

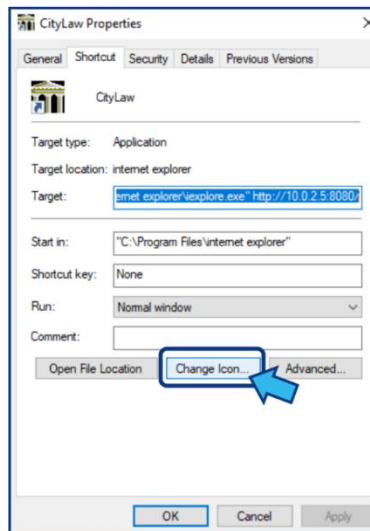
```
"C:\Program Files\Internet Explorer\iexplore.exe"
```

At the end of this path, enter a single space and then in quotes enter the full site URL for **CLW**. Do not erase the original path. The original part of the target opens the **IE** browser.

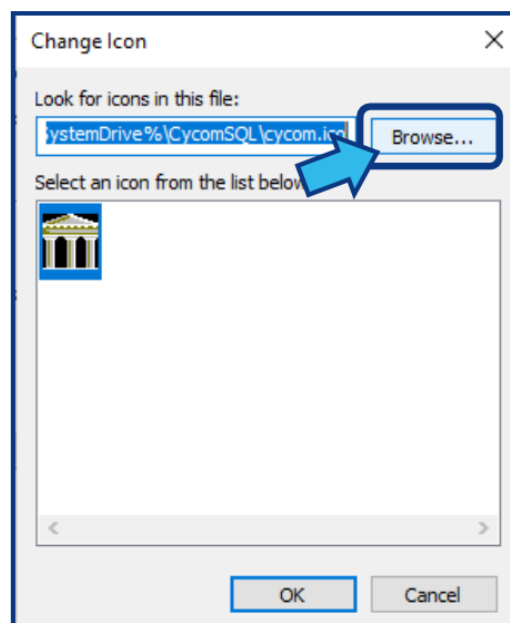
The part you are adding sets the address destination to your site's **CLW** URL. When you have entered your site's **CLW** URL, the target should look similar to this:

`"C:\Program Files\Internet Explorer\iexplore.exe" "YOUR_URL"`

Next, to help distinguish this icon from **IE**, you may wish to change the icon image. Select **Change Icon...** to open the **Change Icon** window.

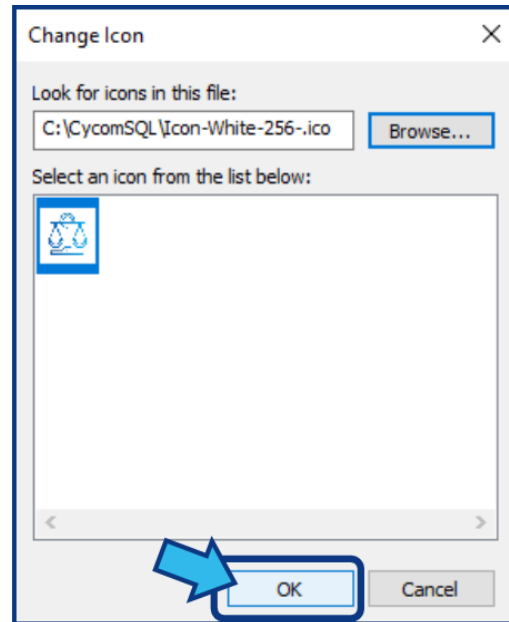


Select the desired icon if it is available in the options or select **Browse...** to open the **Change Icon** window.



Navigate to and highlight the desired icon, then select **Open**. If you do not have the **CLW** icon available, it is provided at the end of this article in our **Help Center**. Save the icon image to the shared drive so it is available for future installations.

Select **OK** to close the **Change Icon** window.



Select **Apply** to apply the changes you have made and then select **OK** to close the **Properties** window.

Step 2. Add CyImportFile Desktop Icon

Inside the **C:\CycomSQL** folder right-click **CyImportFile.exe** and select **Send to** and then **Desktop (create shortcut)**.

The icon you just created can be renamed to **CLW Import** or anything desired to make it easier for users to identify. To do so, right-click the icon and select **Rename**. There is one exception. You cannot name this the same as the desktop icon that opens **CLW**.

Step 3. Add CLW Import Icon to Send To Menu

To add the **CLW Import** tool as an option in the **Send To** menu, navigate to the user's **C:\CycomSQL** folder.

Right-click the **CyImportFile** file and select **Send to** and then **Desktop (create shortcut)**.

In **File Explorer**, type the following in the address bar:

```
shell:sendto
```

Now drag the icon you just created into this folder. Rename the file by right-clicking and selecting **Rename**. It should be named something meaningful to the user, such as **CLW Import** or **Import to CityLaw** (or **CountyLaw**).