BAR/BRI Books File Protection FAQ's

What is FileOpen?

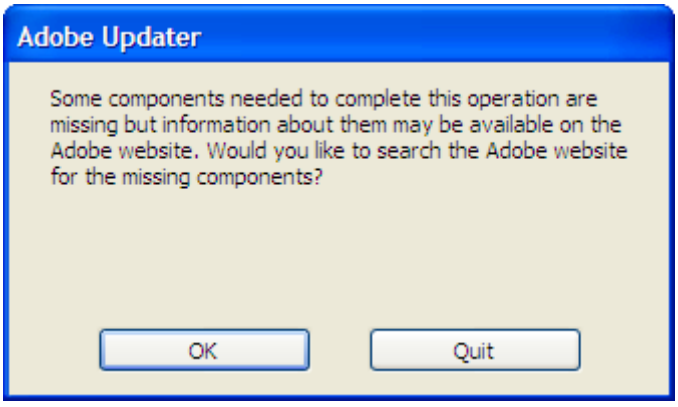
FileOpen is a plug-in to Adobe Acrobat and Acrobat Reader that allows Thomson Reuters to manage who has access to BAR/BRI protected PDF files.

How do I access the files?

After an initial setup process, you will just click on the links and they will be opened up in Adobe Acrobat or Acrobat Reader. However, because Thomson Reuters is using the FileOpen software to protect its PDF documents from being distributed to unauthorized users, there is a one-time set up that will be required for users before they gain access to the PDF files. Once this process is completed, you should be able to access the files just by clicking on the links on the site.

Once you have created an account and purchased a set of files, the one-time installation and registration process is as follows:

- Click on any of the PDF documents. If the FileOpen plug-in is not installed, you will be prompted with a message similar to the following:



- Click OK and you will be brought to the FileOpen plug-in installer page on the Internet.
- A Java applet will load on the page. Click "Install" to install the plug-in.
- If the Java applet fails to load, click the link on the page that states "Click here for more installation options". There you will be able to select the type of installation that best suits your operating system and preferred installation method.
- Once the plug-in has been installed successfully, click on one of the PDF's that you purchased and your machine will then be registered for FileOpen access. The result of this is the following message.

BarBri.com

File Open Systems Registration Complete

This registration confirmation PDF signals that your computer has been registered to view BarBri.com content that is protected with FileOpen Systems digital rights management.

You will only get this message once for each computer that you register.

You are now free to close this window, return to BarBri.com and select your documents.

THOMSON BAR/BRI

FileOpen Systems

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- You can close this page and go back to the list of documents. From this point forward, you should be able to access the PDF documents by just clicking on them and having them open up in Acrobat Reader.
- NOTE: Thomson Reuters will allow you to register up to two machines per user. To register an additional machine, see the following section.

On how many computers can I access BAR/BRI protected PDF's?

BAR/BRI books can be either read online, or downloaded and read, on a maximum of two computers. These can be any combination of PC or Mac.

Your initial registration installs and registers the FileOpen plug-in on one machine. To install it on a second machine, follow the link in on the previous page.

Do I need to be connected to the Internet to use the PDF file?

You only need to be connected to the Internet when you SAVE the PDF file to your computer and the first time you open the downloaded PDF file. It will verify your right to use the file and will lock it to your computer.

Can I share BAR/BRI protected PDF's with others?

The FileOpen system digital rights management will lock the PDF to your computers. The files are not viewable by someone who does not have access.

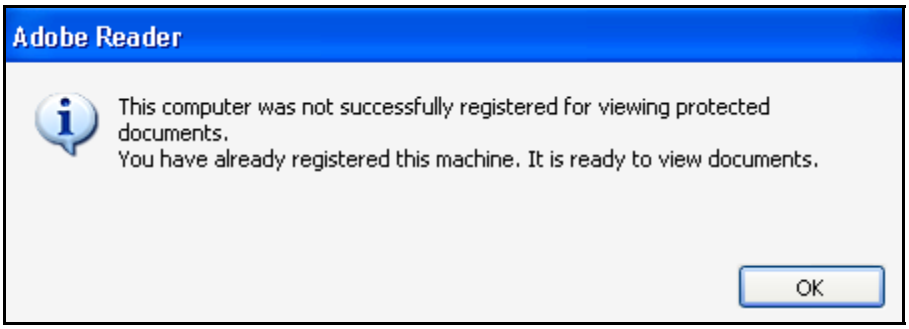
If the PDF file is locked to my computer, what do I do if my computer or hard drive needs replacing?

Contact Thomson Reuters Customer Support at (800) 270-WEST (9378).

I'm getting the following error message "This machine is not registered for access to this document", what is happening?

You need to go the page with the PDF links in it and select the link to register an additional machine.

I'm getting the following error message "You have already registered this machine. It is ready to view documents", what is happening?



If your PC or Mac has already been registered, you do not need to register it a second time. If this message continues to appear, contact Thomson Reuters Customer Support at (800) 270-WEST (9378).

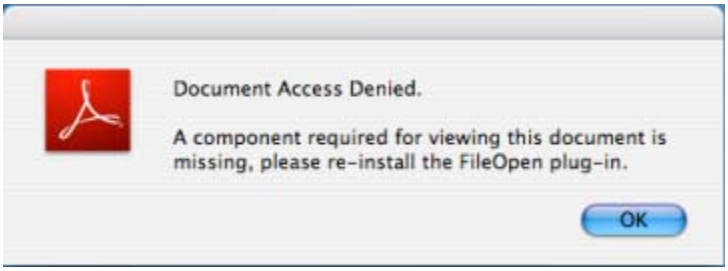
I'm getting the following error message "You have already registered your quota of machines", what is happening?

BAR/BRI allows each user to register a total of two computers. They can be any combination of PC or Mac If have an issue regarding machine registration, contact Thomson Reuters Customer Support at (800) 270-WEST (9378).

I'm getting the following error message "This document has expired", what is happening?

All BAR/BRI protected PDF's have an expiration date of one year from the time you first access the file. If you need additional viewing time, contact Thomson Reuters Customer Support at (800) 270-WEST (9378).

I'm getting the following error message "A component required for viewing this document is missing, please re-install the FileOpen plug-in", what is happening?



Occasionally, there are installation problems with Adobe Acrobat plug-ins. If you encounter this, follow these steps:

1. Close out of any browser windows and Adobe Acrobat if open
2. Uninstall the FileOpen plug-in.
    a. Windows - This can be done like most other Windows programs, through Windows Control Panel, Add-Remove Programs. More detailed instructions can be found at http://www.fileopen.com/removeplugin.html
    b. Mac OSX – Locate Adobe Reader.app, and de-select the FileOpen.acroplugin
3. Go to http://plugin.fileopen.com and follow the instructions to reinstall the FileOpen plug-in.

If you still have problems, please contact Thomson Reuters Customer Support at (800) 270-WEST (9378).