

Problems with L&J Signed Templates
22-Jun-2009

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Summary of the Issues

An issue has arisen regarding the digital signatures on Word templates used in three products – Best Authority, CrossWords, and Stylizer. This issue does not compromise security, but instead prevents our templates from loading or running in certain circumstances. The issue became apparent at midnight Saturday, when the certificate used to sign certain templates expired (normally, templates are “timestamped” when signed, so that they remain valid after the cert expires, but in this case there was a glitch in that process.)

Symptoms vary depending on your environment (and some environments will be unaffected), but may include:

- Word 2003 and earlier: Users receive a message regarding an expired certificate, every time they start Word. They can show details.
- Word 2007: Users see a note under the toolbar every time they start Word, saying “Some active content has been disabled”. The Options button shows details.
- Any version of Word: User clicks a Levit & James toolbar, and either nothing happens, or they see a message saying that the application has been disabled due to security settings.

If users have Macro Security set to Medium, they can click Enable, then the template will load and the application will run properly.

If you don't see symptoms, you don't need to do anything

Product versions affected

These include:

- Best Authority: Versions 2.0.301, and 2.1 and 2.5
- Stylizer: Version 4
- CrossWords: Version 4

Re-signed templates are available for all affected products (see below); current setup kits include the fixes, as well. (NOTE: instructions may change or be clarified throughout the course of this week, so please download the latest instructions before applying a fix):

If you have any questions or problems

Please call L&J tech support at 703-771-8185.

Best Authority

Download and install (or push) re-signed Template

- Download the re-signed template as BestAuthDot.zip, from the following link:
<ftp://ftp.levitjames.com/private/templates/BestAuthDot.zip>
- Open that file (which contains only BestAuth.dot) and use its content to replace your existing BestAuth.dot. The location of that file is in your “Word Startup” folder, which is as follows:
 - If you installed for “All Users”, a subfolder of “Program Files\Microsoft Office”
 - If you installed per-user, a subfolder of each user’s profile, under “Roaming\Microsoft Office”.
 - The subfolder name depends on your version of Word:
 - Word 2000: “Office\Startup”
 - Word 2002 (XP): “Office10\Startup”
 - Word 2003: “Office11\Startup”
 - Word 2007: “Office12\Startup”

Note: The easiest way to find the folder might be to search either “Program Files\Microsoft Office” or the entire User Profile for “BestAuth.dot”. When you find it, just right-click on the result line & choose “Open File Location”. If you’re just updating one machine, you can unzip the template to your desktop, and simply copy it into that folder.)

NOTE: The first time you open Word after applying any of the fixes, you may need to tell your computer to trust the certificate. This is done as follows:

- Word 2000-2003: You will see a dialog presented. Check “Always trust content from this publisher” and click “Enable”
- Word 2007: You will see a note below the ribbon, saying “Some active content has been disabled”. Click “Options”, then select “Trust All Documents from this Publisher” and click OK.
- OR, if you are using SMS or any other form of “push” installation, you will need to push the new certificate as “trusted”.

Stylizer

Download and install (or push) re-signed Template

- Download the re-signed template as StylizerDot.zip, from the following link:
<ftp://ftp.levitjames.com/private/templates/StylizerDot.zip>
- Open that file (which contains only Stylizer.dot) and use its content to replace your existing Stylizer.dot. The location of that file is in your “Word Startup” folder, which is as follows:
 - If you installed for “All Users”, a subfolder of “Program Files\Microsoft Office”
 - If you installed per-user, a subfolder of each user’s profile, under “Roaming\Microsoft Office”.
 - The subfolder name depends on your version of Word:
 - Word 2000: “Office\Startup”
 - Word 2002 (XP): “Office10\Startup”
 - Word 2003: “Office11\Startup”
 - Word 2007: “Office12\Startup”

Note: The easiest way to find the folder might be to search either “Program Files\Microsoft Office” or the entire User Profile for “Stylizer.dot”. When you find it, just right-click on the result line & choose “Open File Location”. If you’re just updating one machine, you can unzip the template to your desktop, and simply copy it into that folder.)

NOTE: The first time you open Word after applying any of the fixes, you may need to tell your computer to trust the certificate. This is done as follows:

- Word 2000-2003: You will see a dialog presented. Check “Always trust content from this publisher” and click “Enable”
- Word 2007: You will see a note below the ribbon, saying “Some active content has been disabled”. Click “Options”, then select “Trust All Documents from this Publisher” and click OK.
- OR, if you are using SMS or any other form of “push” installation, you will need to push the new certificate as “trusted”.

CrossWords

Download and install (or push) 3 re-signed Templates

NOTE: There are two sets of files available for download. One is designated for sites with a Document Management System (DMS), such as IManage, OpenText, or WorldDox. The other is designed for sites with no DMS.

- Download the re-signed templates from the appropriate Link :

ftp://ftp.levitjames.com/private/templates/CW4_WithDMS.zip

OR

ftp://ftp.levitjames.com/private/templates/CW4_NoDMS.zip

- Open that file (which contains three templates) and use its contents to replace your existing three files. The location of those files is in your “Word Startup” folder, which is as follows:
 - If you installed for “All Users”, a subfolder of “Program Files\Microsoft Office”
 - If you installed per-user, a subfolder of each user’s profile, under “Roaming\Microsoft Office”.
 - The subfolder name depends on your version of Word:
 - Word 2000: “Office\Startup”
 - Word 2002 (XP): “Office10\Startup”
 - Word 2003: “Office11\Startup”
 - Word 2007: “Office12\Startup”

Note: The easiest way to find the folder might be to search either “Program Files\Microsoft Office” or the entire User Profile for “CWMain.dot”. When you find it, just right-click on the result line & choose “Open File Location”. If you’re just updating one machine, you can unzip the downloaded files to your desktop, and simply copy them into that folder.)

NOTE: The first time you open Word after applying any of the fixes, you may need to tell your computer to trust the certificate. This is done as follows:

- Word 2000-2003: You will see a dialog presented. Check “Always trust content from this publisher” and click “Enable”
- Word 2007: You will see a note below the ribbon, saying “Some active content has been disabled”. Click “Options”, then select “Trust All Documents from this Publisher” and click OK.
- OR, if you are using SMS or any other form of “push” installation, you will need to push the new certificate as “trusted”.