

Q. How do I know what the most current version of DissoMaster is?

A. The [DissoMaster page](#) on www.cflr.com lists the most current version.

Q. Is the CFLR DissoMaster Suite certified by the Judicial Council?

A. Yes. Each year, DissoMaster is submitted to the Judicial Council to be certified for use in all California courts.

Q. Who are the experts behind DissoMaster, Executioner, and Propertizer?

A. Art Grater - Art studied engineering, math, business, finance and accounting at the University of Minnesota, Cal State University, University of Hawaii, MIT and UC Berkeley and is licensed as a California Professional Engineer and is an approved State Bar MCLE provider. Art helped CFLR create the DissoMaster Suite and does DissoMaster-related private consulting for attorneys and CPAs. For more information, please visit www.DissoCase.com.

Judge Kenneth Black - Judge Black recently retired from the bench and is now doing private judging, providing mediation, trial, and discovery services. After serving as a commissioner for five years, Judge Black was appointed to the bench in 1987. Judge Black earned a degree in economics from New York State University in 1971, and his law degree from UCLA in 1974.

Q. I have a suggestion for improving the software – who do I contact?

A. We are continually striving to improve the programs and enthusiastically welcome user suggestions. If you have an idea to improve DissoMaster, Propertizer, or Executioner, please email it to west.CFLR@thomson.com.

Q. Is there Technical Support?

A. Absolutely! Our Technical Support consultants can be reached at (800) 953-4357, weekdays between 6:00 a.m. and 4:30 p.m. Pacific Time.

Q. What if I have a usage-related question?

A. We can help you out there too. West's highly trained Reference Attorneys are also available weekdays between 6:00 a.m. and 4:30 p.m. Pacific Time by calling (800) 953-4357.

Q. I have questions about my account, or other customer service questions – who do I call?

A. Customer Service calls should be directed to DissoMaster's dedicated customer service team at The Rutter Group in Encino, California, at (800) 747-3161.

Q. How do I know which version of CFLR DissoMaster Suite I have?

A. Go to Help/About. You'll find version information there.

Q. Why are my numbers different from opposing counsel's?

A. Sometimes counsel use different child and spousal support tools or settings, or it may just be a case of data being entered incorrectly.

Q. What are the minimum software and hardware requirements?

A. Operating System (MS Windows):

Minimum: Windows 2000, Service Pack 4

Recommended: Windows XP Service Pack 2 or higher (including Vista)

Processor:

Pentium-class or higher

RAM (Memory):

Minimum: 1 GB

Recommended: 2 GB or or higher

Other:

Internet Explorer (comes with Windows)

- o Minimum: Internet Explorer 6
- o Recommended: [Internet Explorer 7](#)

[.NET Framework 2.0](#) (comes with Windows XP and above)

Q. Will my software expire?

A. Yes. The software will expire on July 31st of each year following the full taxable year. For example, version 2010-2 will expire on July 31, 2011. However, as long as your subscription is current, you'll automatically receive a new CD-ROM each year, prior to the expiration date.

Q. I only ordered DissoMaster, but now I have access to Executioner and Propertizer. What does that mean?

A. If you ordered DissoMaster, you will receive Executioner at no additional cost. You also have a free 30-day evaluation copy of Propertizer. At the end of the 30 days, your access to any unsubscribed programs will expire, prompting you to phone a member of our sales staff to register if you wish to purchase an additional component.

Q. I received a CD that is labeled CFLR DissoMaster, Executioner and Propertizer, but I only ordered Propertizer. How do I know I received the right software?

A. All three CFLR applications are located on one disc. If you only ordered Propertizer, you will have received a key code that only unlocks that program. If you wish to purchase an additional application on the Suite, just phone our sales staff at (800) 747-3161 to subscribe; they will set you up and send you the key code you need to unlock the desired application.

Q. I'm not sure how to use these products. Is there a help tool or tutorial available?

A. Yes. There are a number of ways to receive help:

- 1) Go to the online help from the Help toolbar drop down.
- 2) Click any input field in the main screen of DissoMaster and then click the Help tab.
- 3) Call our Reference Attorneys or Technical Support consultants, at (800) 953-4357.
- 4) For additional DissoMaster-related resources, check out www.dissomasterinfo.com

Q. What features are available with Propertizer?

A. Propertizer helps users divide marital assets and debts. It properly handles *Moore/Marsden* and *Watts* and *Epstein* calculations.

Q. What features are available with Executioner?

A. Executioner is a complete software solution for calculating interest applied to support, legal fees, and property division payments.

Q. I still have more questions. Where can I find more DissoMaster and CFLR information?

A. You can find additional information at www.CFLR.com.