

File associations not working properly; older version of CaseWare launches when double-clicking directly on CaseView document

You have two different versions of CaseWare installed and when you double click on a CaseView document to open, the older version tries to open the document and you get an error message that the file was opened on a higher version. You have tried to change the file associations under Folder Options in the Control Panel, but you cannot see the correct icon or the correct path will not work.

The UAC in Windows is trying to protect your computer from unauthorized program activity and in doing so causes the installation to be incomplete. This usually occurs when you are logged onto a computer at a user access level but not an administrator level.

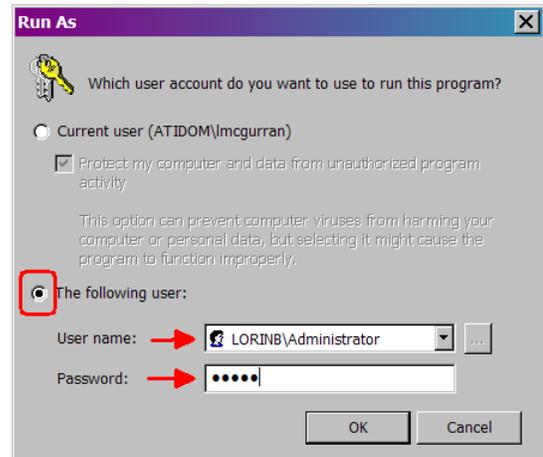
Solution

When installing a new version of CaseWare or a patch for CaseWare, you will need to either:

- Perform the install as an administrator in Windows on that computer or;
- Remove the user protection that is on by default when performing the installation.

a) **Perform the install as an administrator in Windows on that computer.** You can log off as the current user and then log in as at the administrator level. You can also:

- 1) Right mouse click on the executable icon for the installation.
- 2) Choose **Run As**.
- 3) In the **Run As** dialog, choose **The Following User** and type in the administrator login and password. Click **OK**.
- 4) Proceed with the installation process as normal.



b) **Remove the user protection that is on by default when performing the installation**

- 1) Right mouse click on the executable icon for the installation.
- 2) Choose **Run As**.
- 3) In the **Run As** dialog, choose **Current User** and deselect the option **Protect my computer and data from unauthorized program activity**.
- 4) Proceed with the installation process as normal.

