

## I am getting script errors when I open the Jazzit financial statements

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If you encounter script errors loading the Jazzit financial statements, check the following:

- ✓ Run CaseWare Working Papers locally (not installed exclusively on the server).
- ✓ Check the script restrictions on your anti-virus software.
- ✓ Check your Internet Explorer version. Ensure it is the latest version and scripts are not disabled
- ✓ If the above does not work, try reinstalling CaseWare.

The following are CaseWare's recommendations per the CaseWare Support [website](#)

### *Problem*

An error message may be displayed when opening a CaseView document that states "There was an error during script execution."

### *Solution*

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Commonly this only occurs when opening a CaseView document that is part of a purchased template, either from CaseWare or a third party vendor. The document is attempting to run a script which is damaged, missing, or the program's access to the script is otherwise blocked. A common cause of a blocked script is Antivirus software that sees the script as potentially malicious activity.

Templates may need to be installed on the local workstation running CaseView to ensure the script is properly accessible. Installing to a network location is not always possible, check with the software vendor. In the case of Working Papers templates that use scripting, the template must be installed locally to function correctly.

If the template is installed locally, a reinstall of the template may be necessary.

If a script error is generated in a file that is not typically running scripts at all, or is generated when opening any document in CaseView, a full reinstall of Working Papers, including an update to the latest patch, should be performed to replace all relevant components.