



CaseWare Working Papers

How to download install and register CaseWare Working Papers from a Silent Install Packager



Index

1. Introduction	3
2. Minimum requirements needed to install CaseWare Working Papers.....	3
2.1. Operating systems	3
2.1.1. Microsoft Windows 10	3
2.1.2. Microsoft Windows 8.1, with Update	3
2.1.3. Microsoft Windows 7 Professional Service Pack 1 or higher	4
2.1.4. Additional components - Microsoft Office	5
2.1.5. Additional components - Other	5
2.2. Hardware (Personal Computer PC) requirements	5
2.2.1. Security and permissions	5
2.3. File server/networks	6
2.4. Call to action CaseWare Africa sends an email announcing that CaseWare has a new version	6
2.4.1. What you need to know about the installation codes	7
2.4.2. To access your “My Software” page (Where your software download is, including your codes).....	7
2.4.3. Download code.....	8
2.4.4. Authorisation code	8
2.5. How to do a Silent Installation	8
2.5.1. Purpose:.....	9
2.5.2. Writing of the automated script:.....	9
2.5.3. Supported versions of Windows:	9
2.5.4. The commands we use:	9
2.5.5. CaseWare Working Papers	10
2.5.6. CaseWare Connector	10
2.5.7. Templates	10
2.5.8. Versioning the Silent Installation.....	11
2.5.9. Copying files to the local PC	11
2.5.10. Installing CaseWare Working Papers (Without License):	12
2.5.11. Installing CaseWare Working Papers (With License):.....	12
2.5.12. Installing the templates:.....	12
2.5.13. DataStore and the Silent Installer:.....	12
2.5.14. Running the Silent Installation:	13
2.5.15. Running the Silent Registration:	13
2.5.16. What you need to know about Site License Management (For firms that run large teams of CaseWare Working Papers users that use the Silent Install process)	14
2.6. License Revocation - What if you need a CaseWare Working Papers license for a new user or new PC	14
2.6.1. Automated Revocation Process:.....	15
2.6.2. Manual Revocation Process:	16
2.7. Need help? Access the CaseWare Africa Success Community.....	18

1. Introduction

This guide serves as your resource companion where we list all the minimum requirements and other useful information that will help you establish what it is you need to do when installing CaseWare Working Papers as an organisation that needs to follow the Silent Install process.

2. Minimum requirements needed to install CaseWare Working Papers

2.1. Operating systems

2.1.1. Microsoft Windows 10

With Microsoft Windows 10, you would need to ensure that you have CaseWare 2017 installed as a minimum requirement. If you are unsure, please go to our [Product Updates page on the CaseWare Africa Success Community](#).

Note

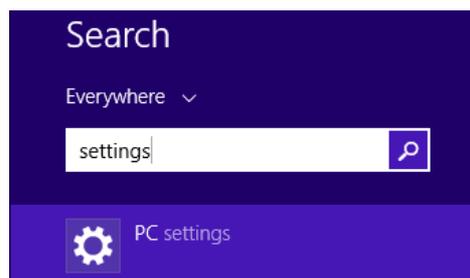
Some firms do not allow Microsoft updates to be done directly from your personal computer as the IT policy determines the use of a Windows Server Update Service (WSUS).

A WSUS is a deployment solution developed by Microsoft enabling administrators of a firm to manage the distribution of updates and hotfixes released for Microsoft products to PCs in a corporate environment. If you have any trouble installing CaseWare or any of the updates, please reach out to your CaseWare champion and or IT administrator.

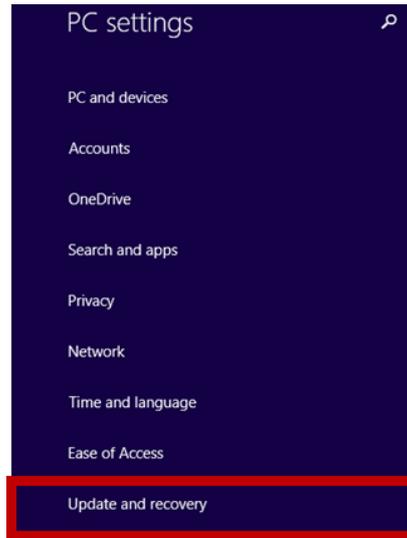
2.1.2. Microsoft Windows 8.1, with Update

For users that run Microsoft Windows 8, kindly note that you would need to update your Operating System to Windows 8.1. If you are not sure how to do this or how to check if you are on Windows 8.1 already, kindly refer to the below steps.

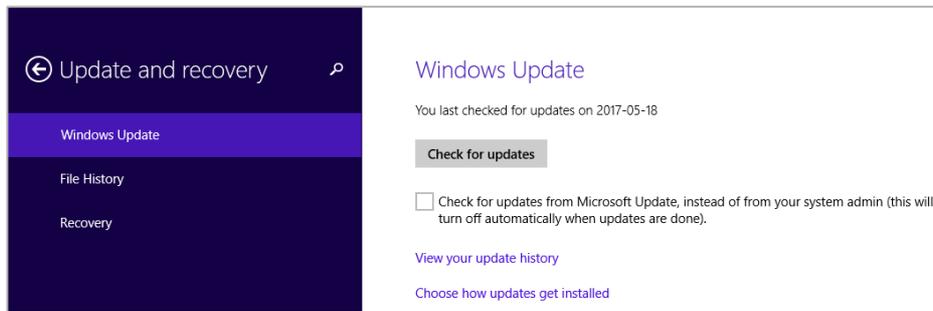
- Step 1 – Press the Windows button on your keyboard, type in the word “Settings”. On the right-hand side, you will see a set of results display. Kindly click on the “PC Settings” option.



- Step 2 – You will see your setting results display on the left-hand side of your screen. Click on the “Update and recovery” option.



- Step 3 – Then click on the “Check for updates” and follow the on-screen instructions



Note Alternatively, click [here](#) to go to the Microsoft website to see if your Operating System is up to date.

2.1.3. Microsoft Windows 7 Professional Service Pack 1 or higher

If your PC runs on Windows 7, please check to see if you have the Microsoft Service Pack 1 (SP 1) installed. Microsoft continuously improves its software and the most notable update to Windows 7 for CaseWare Working Papers is the SP1 update. It includes previously released security, performance, and stability updates for Windows 7. Installing SP1 helps keep Windows 7 up to date and it must be installed for CaseWare Working Papers to function correctly.

To find out more, click [here](#) to access the information listed on the Microsoft website. There are some tutorial videos on YouTube you can also look at. Take note that your PC needs to have sufficient disk space for this Microsoft update. Keep in mind that the disk space mentioned here is in addition to the disk space you would need to install CaseWare Working Papers. Below is an indication of the disk space you need for the SP1 installation. Click [here](#) for important information when sharing files hosted on Windows 7.

Installation method	Estimated amount of free disk space required
Windows Update	• x64-based (64-bit): 1050 MB
Downloading SP1 from the Microsoft website	• x64-based (64-bit): 7400 MB
Installing SP1 using an installation DVD	• x64-based (64-bit): 7400 MB

2.1.4. Additional components - Microsoft Office

- Microsoft Internet Explorer 11.0 or higher on most versions of Microsoft Windows, as per the Internet Explorer life cycle.
- Microsoft Office 2007 Service Pack 3, 2010, 2013, 2016, or the desktop version of Microsoft Office 365 (the cloud side is not supported).
- Microsoft Office 2007 Service Pack 3 or greater
- CaseWare Connector also supports the following:
 - Microsoft Office 2016
 - The desktop version of Microsoft Office 365 (the cloud side is not supported)
 - Microsoft Office 2013
 - Microsoft Office 2010
 - Microsoft Office 2007 Service Pack 3 or higher

2.1.5. Additional components - Other

Adobe Acrobat Reader version 10.0 or higher

Local administrative rights to the destination machine (I.E. your PC) are required

Note

After 12 January 2016, Microsoft will only be supporting Internet Explorer 11 and higher. Always ensure you have the latest version of Internet Explorer installed.

2.2. Hardware (Personal Computer PC) requirements

CaseWare Working Papers will require up to 1GB of hard drive space for the download and installation, yet will require a minimum of 5.5GB total storage. This will be in addition to any space required to update your Windows or Mac operating system. Additional hard drive space is required for templates and engagement files. The size of open client files will vary depending on the features used and the size of documents managed. Working Papers has built-in compression that significantly reduces the size of compressed files.

- Minimum 1GHz 64-bit (x64) processor; 2GHz recommended for improved performance.
- Minimum 2GB of RAM; 8GB recommended for improved performance.
- The Connector program requires 10 MB hard drive space
- The Working Papers programme requires 5GB of hard drive space
- The size of open client files will vary depending on the features used and the size of the documents managed. Working Papers has built-in compression that significantly reduces the size of compressed files
- 1024 x 768 minimum screen resolution at normal size (DPI 100%).

Note

A stable Internet connection is required during the installation of CaseWare Working Papers. We recommend an Internet connection such as ADSL or fibre. A 3G/4G or LTE connection is possible, but is not always recommended as there could be breaks in the signal and the cost of 3G/4G could be expensive in certain territories. Please be mindful of the download size for those who have a limited Internet bundle

2.2.1. Security and permissions

- Installation requires local administrative rights on your PC. Please reach out to your CaseWare Champion or IT administrator to ensure you will be able to install CaseWare Working Papers without any hindrances
- The use of CaseWare Working Papers requires read/write access to the program folder and any folders containing client files (this includes CaseWare files stored on servers). Whenever you are not sure about this, please contact to your IT administrator

- CaseWare Working Papers can make use of CaseWare Data Store to allow for central management of staff permissions and facilitates single sign on. Refer to the Data Store installation guide on the CaseWare Africa Success Community for the minimum requirements and steps to implement
- If your virus scanner can exclude files by their extensions, then all Working Papers files should be excluded. The following extensions are associated with Working Papers and can be excluded from virus scans: *.dbf, *.cdx, *.fpt, *.cvw, *.ac, and *.ac_
- If your virus scanner can exclude applications, exclude the following executable files in the Working Papers root installation folder: CWIN32.EXE, CVWIN32.EXE, and CWCS.EXE

2.3. File server/networks

Working Papers Data Store requires Microsoft SQL server running on one of the following supported versions:

- Microsoft® SQL Server® 2016 or SQL Server 2016 Express®.
- Microsoft® SQL Server® 2014 or SQL Server 2014 Express®.
- Microsoft® SQL Server® 2012 or SQL Server 2012 Express®.
- Microsoft® SQL Server® 2008 or SQL Server 2008 Express®.

A file server can be used to store Working Papers client files.

- Operating systems
 - Microsoft Windows Server 2016.
 - Microsoft Windows Server 2012 R2.
 - Microsoft Windows Server 2012.
 - Microsoft Windows Server 2008 R2 with SP1.
- Microsoft CIFS compatible networks like SAMBA on Linux. Please contact CaseWare Support before implementing this type of solution

Note

SP1 is enforced by the installer.

2.4. Call to action | CaseWare Africa sends an email announcing that CaseWare has a new version

Once a year, CaseWare Africa will communicate to all clients that This email will be sent to you as the CaseWare user, Champion or IT administrator depending on your license agreement. The core function of this email is to introduce CaseWare Working Papers and it contains the link that will route you to the CaseWare Africa Success Community where you will land on the CaseWare Release page.

It will contain all the information you need to install CaseWare Working Papers. Once you are familiar with the process, you will navigate to the “My Software” page where you will find your Download and Authorisation codes as well as the link to download the Silent Installation Packager.

CaseWare Working Papers | Release | October 2017 | Version 2017.00.225

Released: 27/10/2017

What's New in CaseWare Working Papers and SmartSync 2017

CaseWare Working Papers 2017 contains new features that will further enhance efficiency and compliance. We have updated our IFRS, IFRS for SME and assurance engagement templates to cater for new and recently amended compliance changes. The updated templates and CaseWare Working Papers 2017 have been built on a 64-bit platform to take full advantage of current technologies.

Please note that this release comes with new IFRS, IFRS for SMEs, Probe MMX, MFMA NT and GRAP templates. You will find links to the template pages below, but please be aware that CaseWare Working Papers 2017 is a prerequisite for your new templates to work. A link to the CaseWare Working Papers 2017 installation guide is also provided under installation instructions.

CaseWare Working Papers 2017

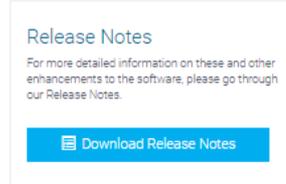
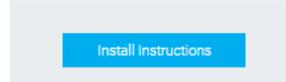
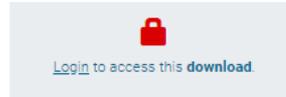
- **Adjusting Journal Entries:** Scrolling in the Adjusting Entries screen is now possible in a locked down file in order to view all line entries.
- **Auto Publish:** To simplify the transition to a new year, a new Auto-Publish feature is available for existing Cloud-integrated files when performing a year-end close (YEC).
- **Mapping and Grouping Search:** Assigning mapping has been simplified with additional search options in both the Unmapped accounts and Mapping numbers sections.
- **Performance:** Importing large trial balances is significantly faster.
- **Recent File List:** New options have been added to the right-click context menu to simplify maintenance of recent files (Remove from the list and Clear unpinned files).

SmartSync

- **Improved Word and Excel conflict management:** the expanded exclusive lock function is enabled, modifications to the opened document are exclusive to the user.
- **Enhanced Prevention of data-loss:** when clearing out child copies, SmartSync child copies now automatically check for and transmit any missed synchronization events before they can be deleted.
- **Enhanced Document management:** SmartSync copies will no longer be deleted when documents are still open. A warning message will now appear when attempts are made to delete a sync copy with open documents.

Click on the applicable templates and utilities that have been recently released for further information:

- IFRS
- IFRS for SMEs (Incl. SAIPA)
- IFRS for SMEs (Incl. SAIPA) - Body Corporate entities
- IFRS vir KMO's en SAIPA
- Probe
- MFMA NT
- GRAP
- Data Store
- Connector
- XBRL (New - June 2018)
- XBRL Lite (New - June 2018)

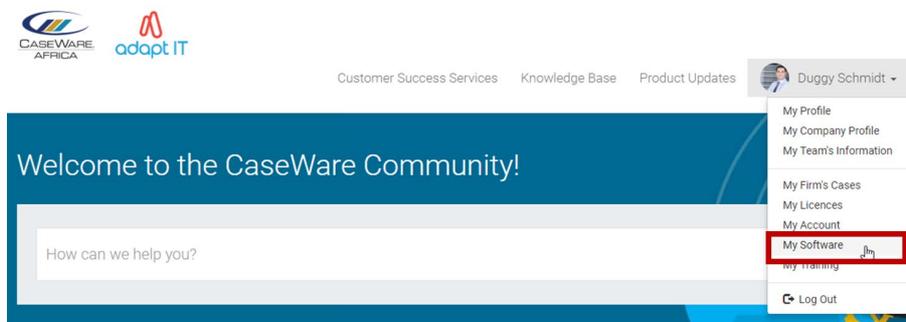


2.4.1. What you need to know about the installation codes

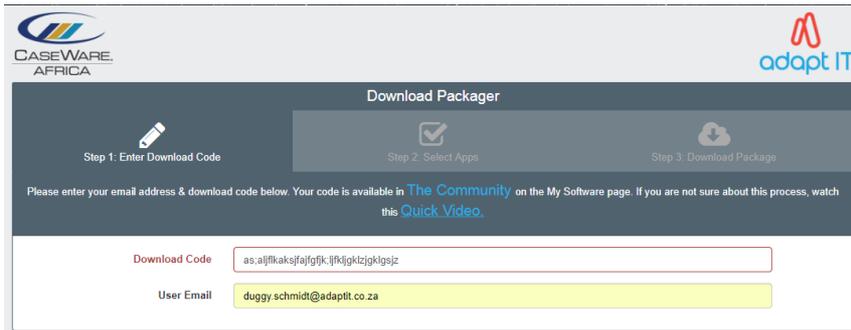
Throughout the CaseWare Working Papers download, installation and registration process, it is important to keep track of which codes are used when. All codes will be listed under the “My Software” section of the CaseWare Africa Success Community. If for some reason the codes do not populate automatically, you can refer to them here. Simply copy and paste the codes into the relevant fields. Here is a quick and easy outline that simplifies the different terms used to identify the various codes.

2.4.2. To access your “My Software” page (Where your software download is, including your codes)

From the CaseWare Africa Success Community, click on the dropdown menu top-right and select the “My Software” option

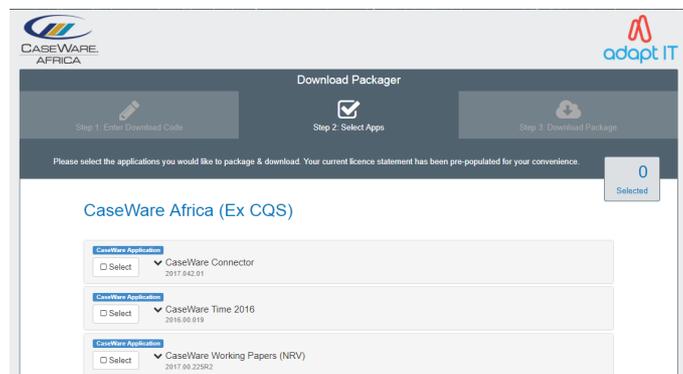


This will bring you to the “My Software” page. Here all the information is listed that you will need to install CaseWare Working Papers. On your right, you will see your download packager button. For your convenience the Download Code and Authorisation Code is listed.



2.4.3. Download code

Your Download code can be found in the “My Software” section of the CaseWare Africa Success Community. The release email will contain a link that will take you to the community, or alternatively go to <http://success.casewareafrica.com>. This is normally pre-populated during the installation but depending on your firm’s Internet security, you might need to copy and paste it into the “Download Code” field. You will also be asked to populate your email address. Remember to use your own email address and NOT the email address of your CaseWare Champion and or IT administrator.



2.4.4. Authorisation code

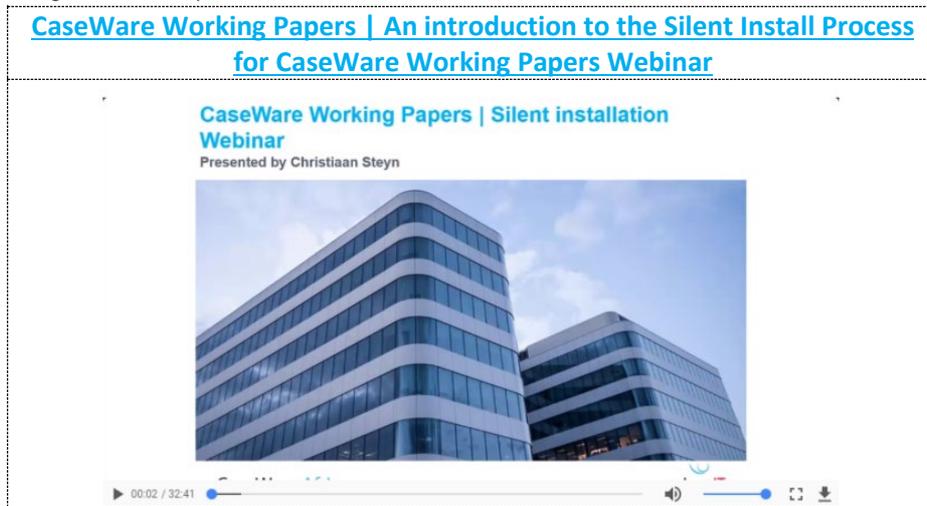
You would need this code after you have downloaded and installed CaseWare. The authorisation code is required at the end of the installation process whereby you now register your instance of CaseWare Working Papers. The purpose of this code is to ensure that your license is protected and strictly assigned to you and your company. Keep the checkbox unticked.



2.5. How to do a Silent Installation

For firms that manage teams with multiple CaseWare users, we support the Silent Installation process. Here, we will provide the CaseWare Champion and or IT administrator with the source files found in the “My Software” section of the CaseWare Africa Success Community to perform the mass installation. The following steps will illustrate how to rename the CaseWare Working

Papers “setup.exe” file to trigger the built-in Silent Install process. There is also a 30-minute webinar recording you can refer to gain a deeper understanding of what is required.



2.5.1. Purpose:

The Silent Installation .bat file was created to simplify the process of installing CaseWare Working Papers and your templates. The Silent Install process allows for a faster installation of the software whereby there is no need for user input as all the relevant codes are already included. It simplifies the maintenance and support of CaseWare Working Papers going forward. When a technical issue arises on a user’s machine that is related to an installation issue, the silent installer can simply be deployed from the My Software page on the CaseWare Africa Success Community again to reinstall the package and resolve any potential issues.

2.5.2. Writing of the automated script:

When creating the Silent Installer, it is important to note that the nature of the .bat file is that it runs the commands sequentially so it is advised to list your components in the correct order after CaseWare Working Papers has been installed. When editing the .bat file we can recommend using **Notepad ++** as it makes the editing process easier to read and edit than Notepad.

2.5.3. Supported versions of Windows:

The Silent Install process will support all 64-bit versions of Windows 7, Windows 8.1 and Windows 10. Should you wish to run the Silent Installation on 64-bit versions, the Program Files (x86) references must be changed.

2.5.4. The commands we use:

- General
 - MKDIR - This will create a folder within the specified directory with the listed name in "".
 - IF NOT EXIST - This is an IF function and will check whether certain files/information exist. If the information is already there, the Silent Installation script will skip that part of the function/installation, if it is not there, the installation will continue and execute/install that section/template.
 - :: - This will indicate that the line is a comment to the scripts. This will indicate that no action is required from the script. Use this to document your workings, etc.
 - **type NUL >** - This will create the specified file in the directory specified. We use the functionality with the 'IF NOT EXIST' function to manage version numbers on whether the Silent Install should run or not.
 - **rd** - This command will delete the old Silent Installation components from the path specified, following the command.

Function	Result
/s	Removes all directories and files in the specified directory
/q	Run the command in quiet mode, do not ask user for confirmation

- Xcopy - This command will copy the Silent Installation components from the network to the path specified, following the command.

Function	Result
/s	Copies all directories and sub directories in the specified directory
/h	Copy hidden and system files
/d	Copy only those files whose source time is newer than the destination time
/y	Do not ask the user to override files, automatically override all files
/q	Run the command in quiet mode, do not ask user for confirmation

2.5.5. CaseWare Working Papers

- `"/S "/s /v"/qb"` - This command at the end of a line will indicate that the installation has to be executed silently.

Function	Result
/S	Makes the .exe bootstrap silent
/V	Indicates that anything following this switch should be passed to the MSI Execution Engine. Note that there should not be a space between /V and the next argument
/qb	Invokes a Quiet Install with a Basic Interface. This will display a progress bar during the installation
/qn	Performs a Quiet Install with No Interface and can be used in place of /qb. You should not see any indication that the install is occurring apart from Desktop Shortcuts suddenly appearing, etc. The only way to know that the installation has completed with this option is to monitor the Task Manager for the MSIEEXEC engine to finish

2.5.6. CaseWare Connector

Function	Result
/silent	Executes a Silent Installation of the package (Connector 2016 and above)

2.5.7. Templates

- **%~dp0**

- This command enables you to move the installation package to any location on the network or local machine and it will still know where to find the relevant components. Once you execute the batch file, this command will pick up the location where it is being run from and apply that path to all of the components that are being installed. When using this command, you must ensure that the folder structure remains the same and that the .bat file is at the top of the structure and executes down through the various directories.

- **timeout /t 5 /nobreak**

- This is a timeout command allowing the Silent Installation to wait for 5 seconds before continuing with the next command. Increase this time for slower computers as it will take longer for the packager.exe task to start.

- **:WAITLOOP***

- This command allows us to create a loop in the installation to wait for the current installation of a template to finish before we start the installation of the next template. The command should be numbered sequentially.

- **tasklist /fi "imagename eq cwpackager.exe" | find /i "cwpackager.exe"> NUL**

- This command will search for the task cwpackager.exe in the task list.

- **echo Error level = %ERRORLEVEL%**

- This command will display a 0 if the task does not exist and a 1 if the task exists.

- **if "%ERRORLEVEL%"=="1" goto CONTINUE***

- This command will continue to the next installation if the current one has finished. The command should be numbered sequentially.

- **if "%ERRORLEVEL%"=="0" goto INSTALLING***
 - This command will go to the installing command as the current template is still busy installing. The command should be numbered sequentially.
- **:INSTALLING***
 - This command allows you to add a timeout to the Silent Installation giving it time to wait for the current template to finish installing. The command should be numbered sequentially.
- **timeout /t 10 /nobreak**
 - This is a timeout command allowing the Silent Installation to wait for 10 seconds before continuing with the next command.
- **goto WAITLOOP***
 - This command will return the Silent Installation to the beginning of the "WAITLOOP" to check whether the template installation completed or not. The command should be numbered sequentially.
- **:CONTINUE***
 - If the previous installation completed, the Silent Installation will continue to the next installation. The command should be numbered sequentially.
- **rd /s /q**
 - This command will delete the Silent Installation components from the path specified in the xcopy command once the installation has completed.
- **/silent"**
 - This should be used for CaseWare Connector 2016 and later.

2.5.8. Versioning the Silent Installation

We have built in version control for the administrator of the Silent Installation to manage when the Silent Installation runs and when the templates get installed. The administrator can update the version of each template separately by increasing the version number of that template in the IF NOT EXIST and type NUL > for that template.

2.5.9. Copying files to the local PC

We have built in 2 methods of copying the installation files from the server to your local PC:

- **Method 1**

We will start off by deleting old folders if the installation failed previously:

- rd /s /q %localappdata%\CaseWare Silent Install\Components\"
- Then we will copy the folders to the local machine:
- ::xcopy /s /H /q "%~dp0\Components" %localappdata%\CaseWare Silent Install\Components\"
- When the installation completes, the script will delete the folders:
- rd /s /q %localappdata%\CaseWare Silent Install\Components\"

- **Method 2:**

We copy the folders to the local machine only replacing files with a modified date later than the files already on the PC:

xcopy /S /H /D /Y /q "%~dp0\Components" "%localappdata%\CaseWare Silent Install\Components\"

We will not delete the files when we are done with the installation, allowing easy reinstallation in the future and should the administrator update only one template, the Silent Installation will only copy that one file.

2.5.10. Installing CaseWare Working Papers (Without License):

CAUTION: This will not license the software and users should license CaseWare Working Papers manually after installation. Prepare the components for the Silent Installation, insert the path and name of the CaseWare installation folder and setup file under the heading “::INSTALLING CASEWARE - Without License”. Ensure that you delete or comment out the heading and command “::INSTALLING CASEWARE - With License”.

2.5.11. Installing CaseWare Working Papers (With License):

With CaseWare Working Papers we are able to deploy a licenced version of your instance due to the fact that we can automatically licence the software during the installation. CAUTION: The user’s computer name will get registered but their name, surname and email address will not be with CaseWare Working Papers – should you wish to see the licenced users, do not rename the setup.exe file.

- **Step 1:**

Prepare the components for the Silent Installation with the automatic registration, rename the setup.exe file that is found in the CaseWare installation folder:

- For non SmartSync the name must begin with WP2016ZA_SITELICENSE_.exe
- For SmartSync must be WP2016ZASYNC_SITELICENSE_.exe
- After the 1st _ is where you need to include the firm’s unique Site Licence followed by another _ and then the extension .exe. This can be obtained from the “My Software” section in the CaseWare Africa Success Community.

- **Step 2:**

- Change the installation link to the corresponding change made above for the setup.exe file:
- "%~dp0\CaseWare\WP_2016.00.110_SASync\WP2016ZASYNC_SITELICENSE_.exe /S /v"/qb"
- Ensure that you delete out the heading and command “::INSTALLING CASEWARE - Without License”.

2.5.12. Installing the templates:

The installation of the templates is done with a silentcwp.ini file as this is the specific file name that the CaseWare packager looks for when launching. This silentcwp.ini file is where we document the various licence codes that the firm has purchased. These have to be listed in the order that they are required and shown on the installation screen for the relevant template. For codes that the firm has not purchased, the code must be left blank and you should move onto the next code. Each template must be saved in its own folder inside of which is the .cwp and the .ini files. When writing the Silent Installation for the templates, be cognisant of the order in which the templates have to be installed to ensure that the latest scripts are included. The latest released template will be installed.

- Below is an example of how the template installation file gets named within the Silent Installation .bat file
 - :: Install IFRS
 - "%~dp0\Templates\IFRS\IFRS 2014_5[Probe 2014_2]b.cwp"

You will notice that there are no specific commands following the .cwp extension. This is because, if you have included the silentcwp.ini file in the same directory as the .cwp file. You must also increase the version number of the **IF NOT EXIST** function as well as the type NUL > function every time there is a new install set and you want the users to install the latest version.

2.5.13. DataStore and the Silent Installer:

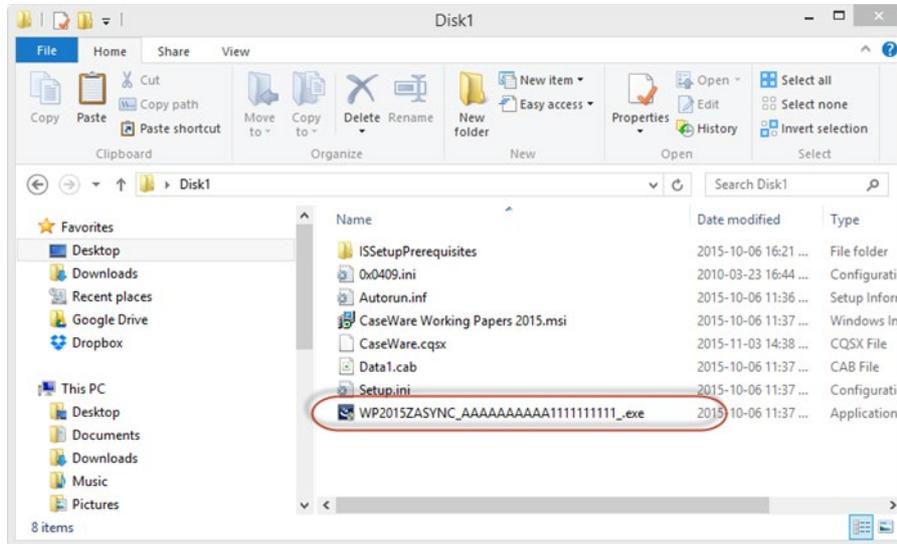
Here we can include a link that will execute the DataStore connection file from wherever it has been setup on the network, provided the computer can access the link at that time. This provides further piece of mind that all users are connected to the DataStore after installation and you don’t need to rely on the users to run the connection file manually.

- This command is a reference to the exact file on the server as in the example below:
 - "T:\Data Store\Connection file.cwc"

We recommend including this as the final command in the installation as it also serves to notify the user that the installation has been completed as CaseWare Working Papers will remain open once the connection file has been applied.

For CaseWare Working Papers SmartSync:

- WP2016ZASYNC_ AAAAAAAAAA1111111111_ .exe



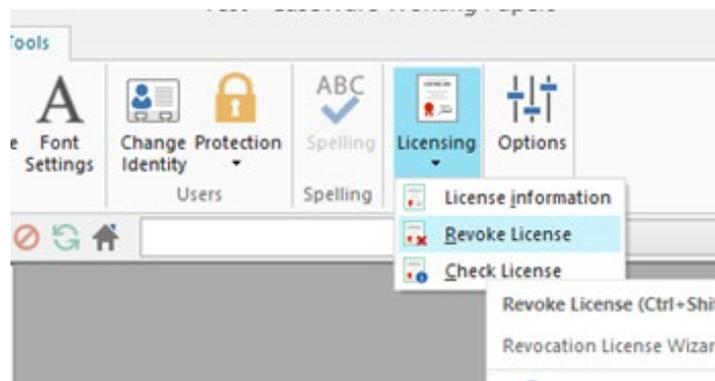
2.5.16. What you need to know about Site License Management (For firms that run large teams of CaseWare Working Papers users that use the Silent Install process)

CaseWare Working Papers uses Site Licenses as opposed to a single user Authorisation code for firms with multiple CaseWare Working Paper users. Site licenses therefore make use of a single Authorisation code for your entire firm. You will not need to have different authorisation codes for each of your firm’s CaseWare user’s. As a result, this reduces complexity and will make tracking easier as you do not need to track each Authorisation code associated with a specific user’s Personal Computer (PC).

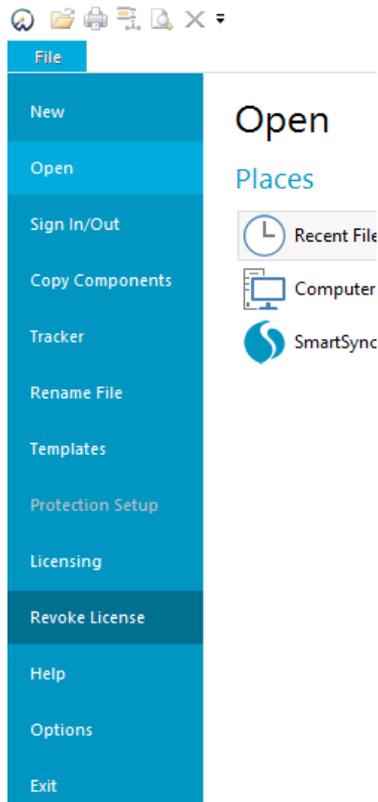
For firms that make use of Site Licences, please refer to the knowledge base article on the CaseWare Africa Success Community to carefully take into consideration what it is you need to keep in mind when administering your firm’s Site License. [Click here](#) to access the article on the community.

2.6. License Revocation - What if you need a CaseWare Working Papers license for a new user or new PC

The License Revocation process has been implemented to allow for CaseWare Working Papers licenses to be returned to the license server where they can either be reused or cancelled. It is also applicable if a client needs to reduce their license count or when staff resign or join your team and the license needs to be transferred to a new user. Before making infrastructure changes in your firm, we recommend revoking licenses from any PC of a user that could be affected. These environmental changes could invalidate the PCs affected and require re-registration. Changes that could trigger this include Domain membership changes, computer name changes, and re-imaging/republishing of PC images. To begin the revocation process, go to the Tools tab, in the Licensing group, click Licensing | Revoke License or press Ctrl+Shift+R to open the License Revocation Wizard.

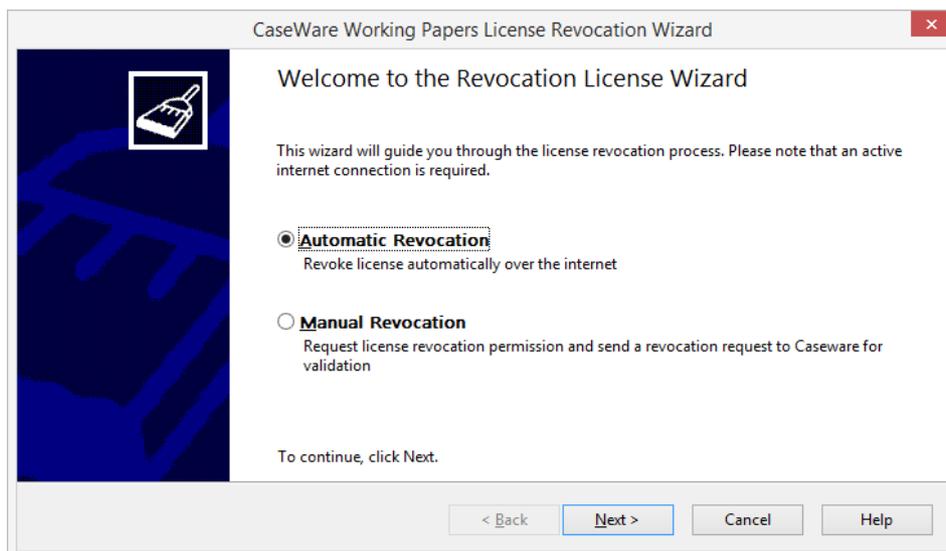


Alternatively, you can find the option under the file view

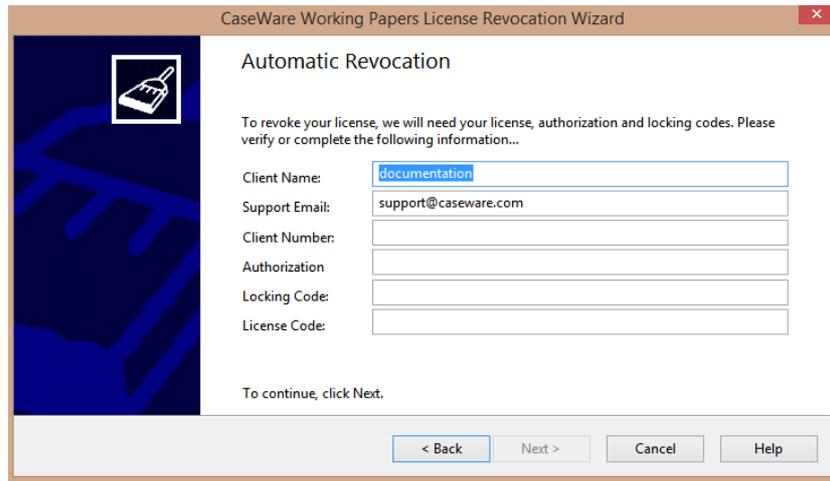


2.6.1. Automated Revocation Process:

- Select the automatic revocation option which is the recommended method of revoking the current license and click Next to proceed.

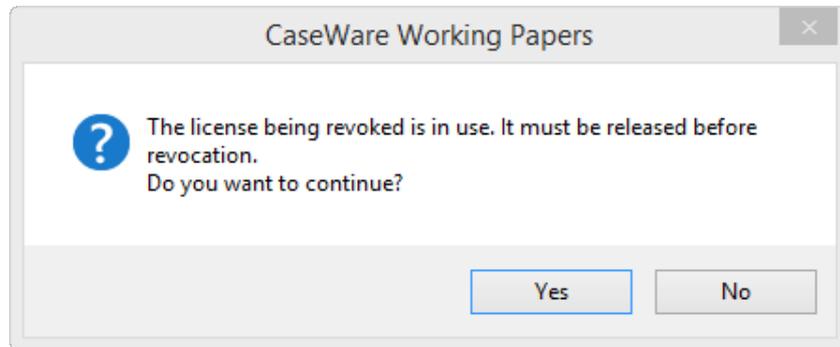


- Fill in the applicable fields and click Next.



The screenshot shows the 'Automatic Revocation' step of the 'CaseWare Working Papers License Revocation Wizard'. The window title is 'CaseWare Working Papers License Revocation Wizard'. On the left is a blue graphic with a white icon of a document and a key. The main text reads: 'Automatic Revocation' and 'To revoke your license, we will need your license, authorization and locking codes. Please verify or complete the following information...'. Below this are input fields for: Client Name (containing 'documentation'), Support Email (containing 'support@caseware.com'), Client Number, Authorization, Locking Code, and License Code. At the bottom, it says 'To continue, click Next.' and has buttons for '< Back', 'Next >', 'Cancel', and 'Help'.

- Click YES to automatically revoke the license over the Internet.



The screenshot shows a dialog box titled 'CaseWare Working Papers'. It contains a question mark icon and the text: 'The license being revoked is in use. It must be released before revocation. Do you want to continue?'. At the bottom are two buttons: 'Yes' and 'No'.

2.6.2. Manual Revocation Process:

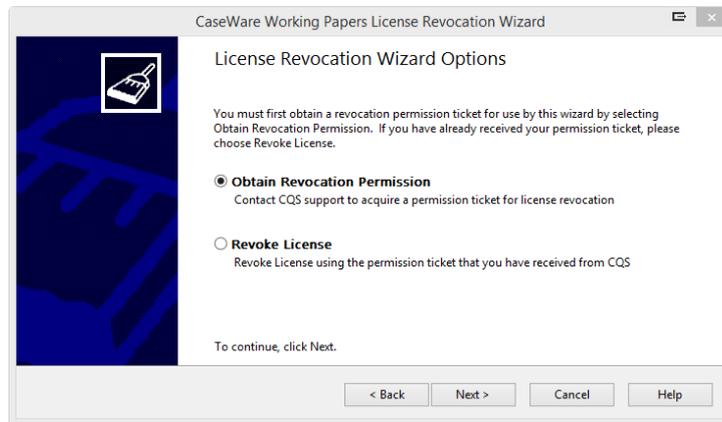
The manual revocation process will require a ticket to be issued in order to revoke the license. This is done via email to your Account manager.

- Select the manual revocation option and click Next to proceed.

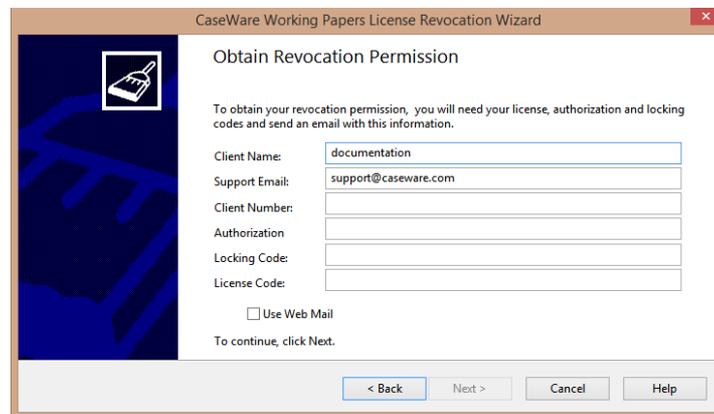


The screenshot shows the 'Welcome to the Revocation License Wizard' screen. The window title is 'CaseWare Working Papers License Revocation Wizard'. On the left is a blue graphic with a white icon of a document and a key. The main text reads: 'Welcome to the Revocation License Wizard' and 'This wizard will guide you through the license revocation process. Please note that an active internet connection is required.' Below this are two radio button options: 'Automatic Revocation' (with subtext 'Revoke license automatically over the internet') and 'Manual Revocation' (with subtext 'Request license revocation permission and send a revocation request to Caseware for validation'). The 'Manual Revocation' option is selected. At the bottom, it says 'To continue, click Next.' and has buttons for '< Back', 'Next >', 'Cancel', and 'Help'.

- First step is to acquire revocation permission from CaseWare Working Papers Support.



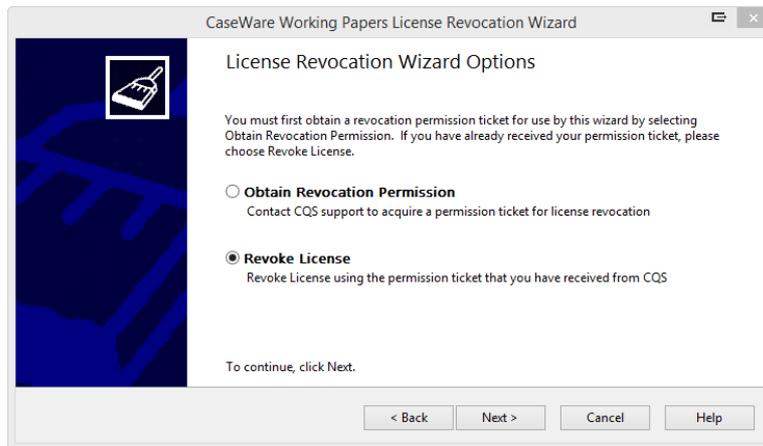
- Fill in the applicable fields and click Next to send and acquire a permission ticket from CaseWare support.



- Once you acquire the permission ticket from support, select Revoke License.



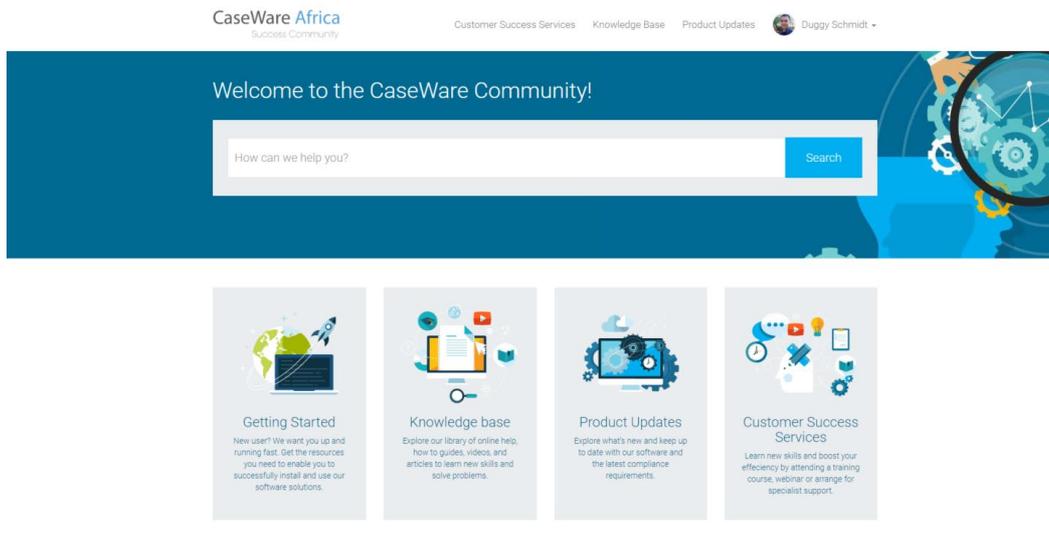
- Browse and locate the permission ticket or type the permission string in the field provided.



6. Click Next to complete the revocation wizard.

2.7. Need help? Access the CaseWare Africa Success Community

We value our clients, and it is extremely important to know how to get the right information your need fast. To ensure we support you effectively, we have developed the CaseWare community to help you find all your CaseWare resources in one place. Here you will find all our product updates, FAQs, how to guides and videos on a wide variety of topics. To access the community, [click here](#).



Contact Us

Main Contact Details

Adapt IT Reception

+27 10 494 1000

Help Desk Direct Extension

E-mail CaseWare Support

support@casewareafrika.co.za

Other Important Details

Register at <https://success.casewareafrika.com/> for easy access to frequently asked questions, upgrades, downloads and technical documentation.

Email us at info@casewareafrika.co.za regarding:

Feedback

Ideas on service or products

Product information

Account or license information

Any other queries

Follow us



[CaseWare Africa – South Africa](#)



[CaseWare Africa – South Africa](#)



[CaseWare Africa – South Africa](#)



[CaseWare Africa – South Africa](#)