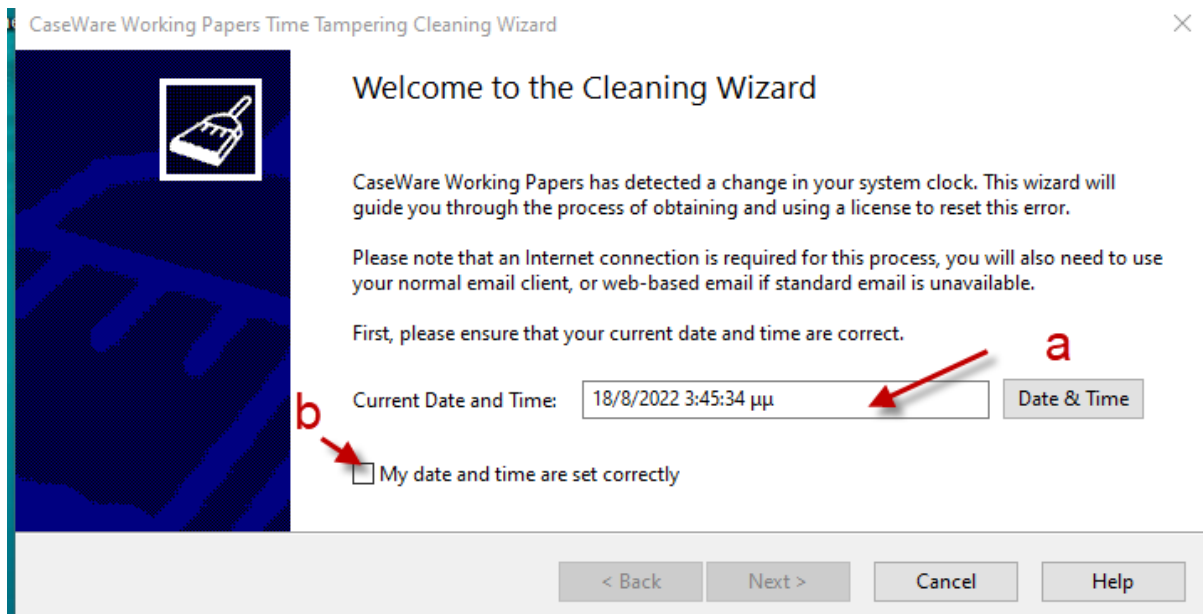**Procedures**
CMS Systems Solutions Ltd
Time Tampering

Purpose
The procedure describes the steps to correct a 'Time Tampering' incident. Time Tampering happens when the user has changed the computer date and tries to use Caseware Working Papers**. It is highly recommended not to change the computer date**.
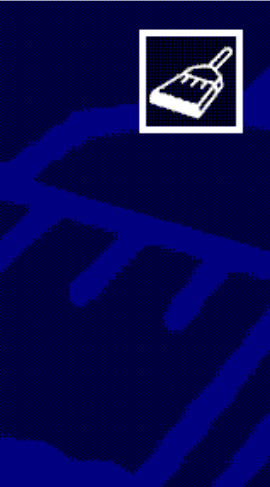
Steps

1. Once Caseware opens, the following window of the 'Cleaning Wizard' will appear.
   a. Confirm that the date and time is correct. If not, correct it by pressing 'the date and time' tab.
   b. Click on the box 'My date and time are set correctly'

2. Press Next on the window, which has changed

3. Press next. The selection is 'Obtain Cleaning Licence'. Do not change it.

4. Confirm the information in the window that appears, as follows:
   a. Client Name: The name of the user
   b. Support Email: info@cms-ss.com
   c. Client Number: the client number
   d. Click on Use Web Mail
   e. Press next

5. A new window opens with text highlighted in blue. The text has been highlighted and copied automatically. Press next

6. Press Finish on the Cleaning Wizard

CaseWare Working Papers Time Tampering Cleaning Wizard   ✕

Cleaning Wizard Finished

An email has been sent to CMS Systems Solutions Ltd requesting an LSCLEAN license. You will receive a response soon for use with this wizard to repair your Time Tampering error.

Rerun this Wizard and Select Use Cleaning License when you receive this response.

< Back   Finish   Help

7. You will be returned to Caseware. Press x to close.

8. Open your webmail (Outlook, Gmail, Hotmail, etc) :

i.   Create an email
ii.   Paste the text in the body of the email
iii.   Complete the following:
   a. To: info@cms-ss.com
   b. Subject: Time Tampering

Send

From ∨   emily.panayidou@cms-ss.com

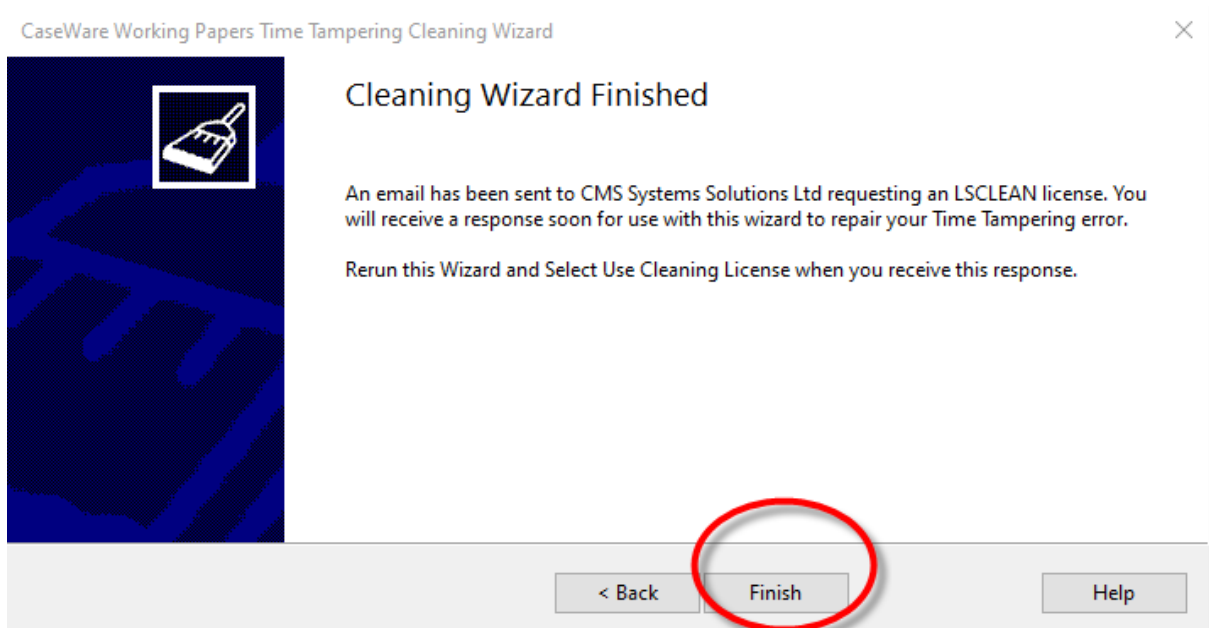To   info@cms-ss.com   a

Cc

Subject   Time Tampering   b

Client Name: Emily Panayidou
Client Number: CMS
Host Name: EMILYSSD2

License Version to Clean: 2021
License Feature to Clean: CY

iv.   Send the email and wait for the response from our support team, within Office working hours.

9. When you receive an email from Caseware Customer Service - Time Tampering Clean Licence:
   a. Open it
   b. Copy the file lscleant.txt that is attached to the email
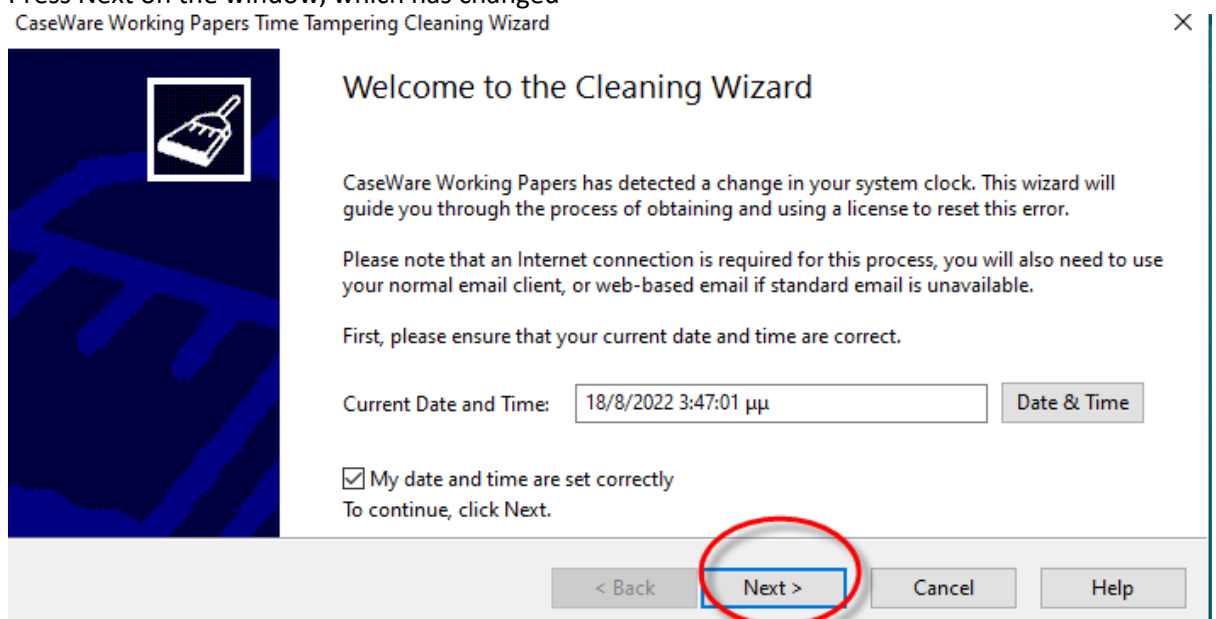   c. Paste the file on your desktop, for easy access

10. Open Caseware again. The following window of the 'Cleaning Wizard' will appear.
    a. Confirm that the date and time is correct. If not, correct it by pressing 'the date and time' tab.
    b. Click on the box 'My date and time are set correctly'
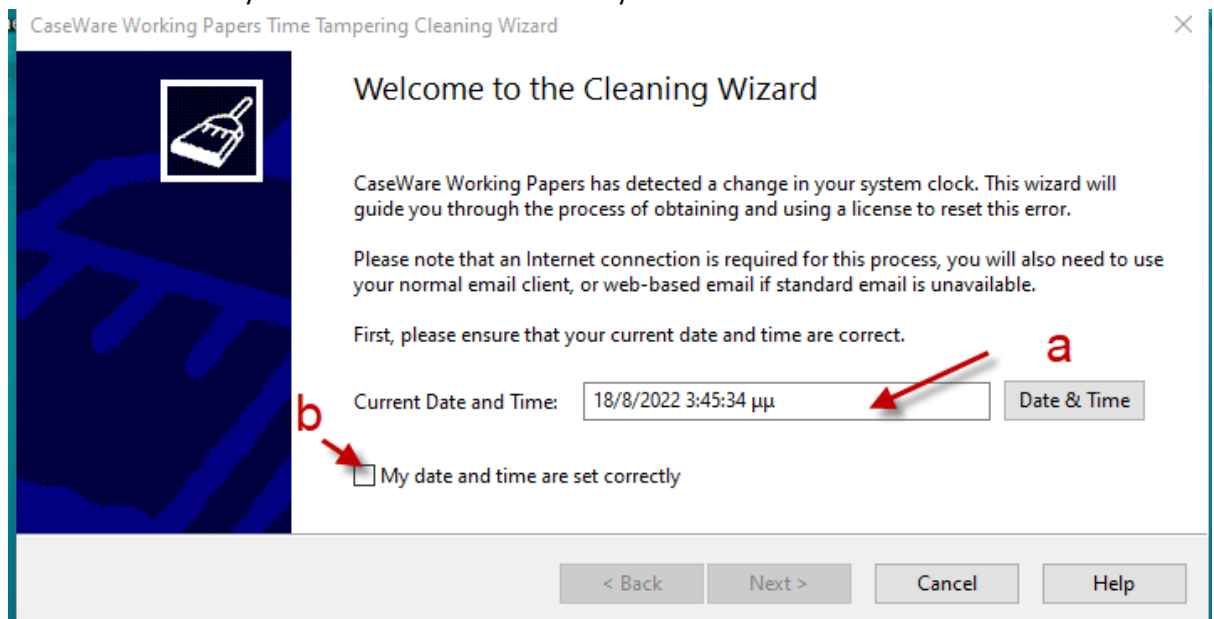
11. Press Next on the window, which has changed

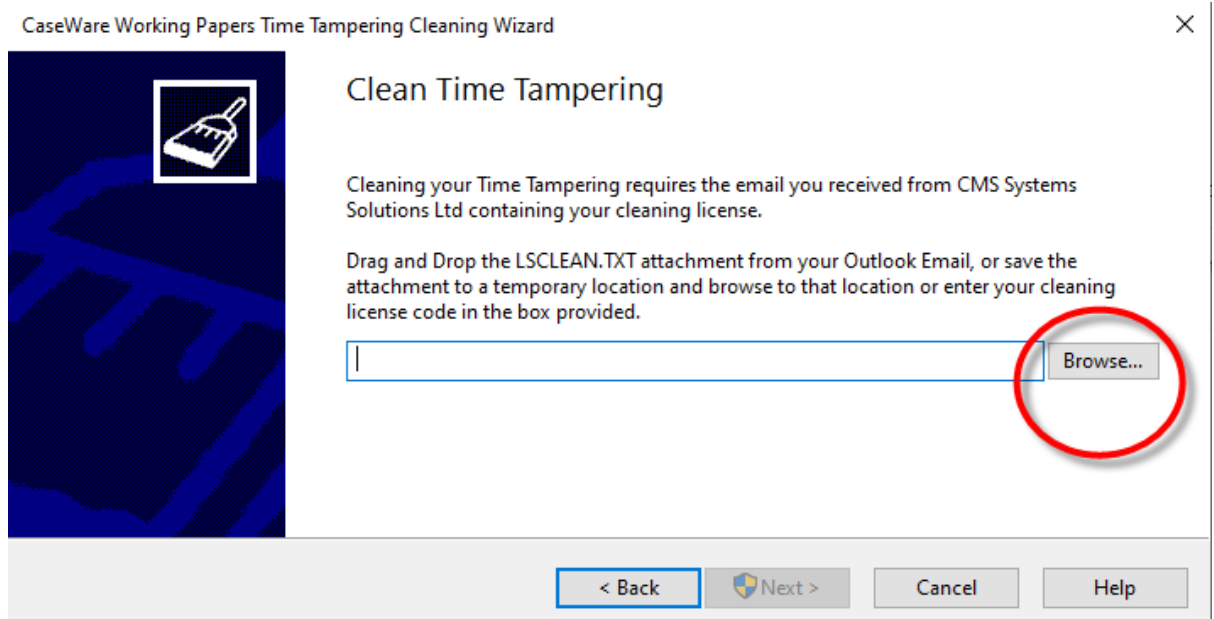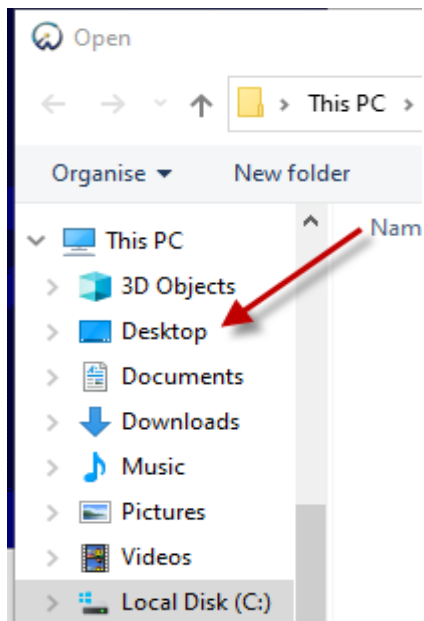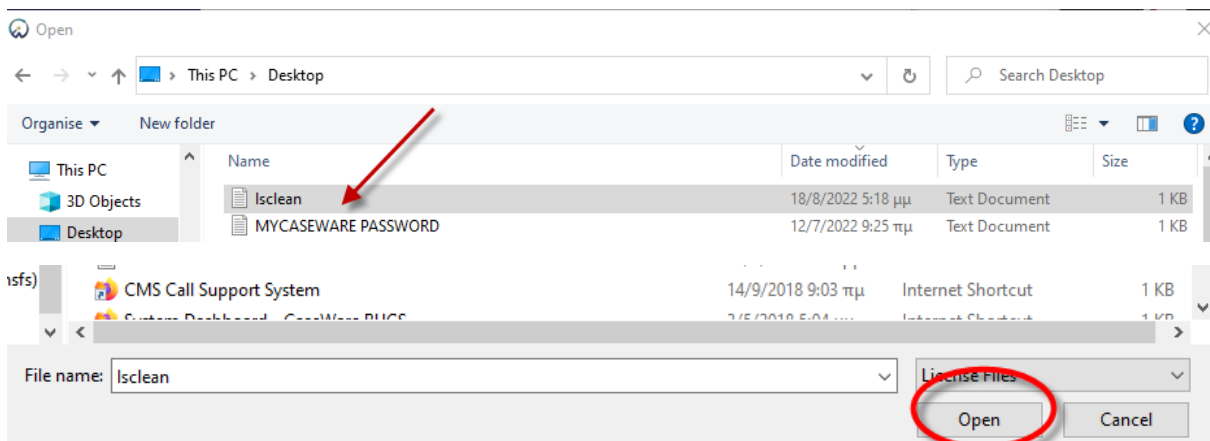12. Change the option to 'Use Cleaning Licence' and press Next
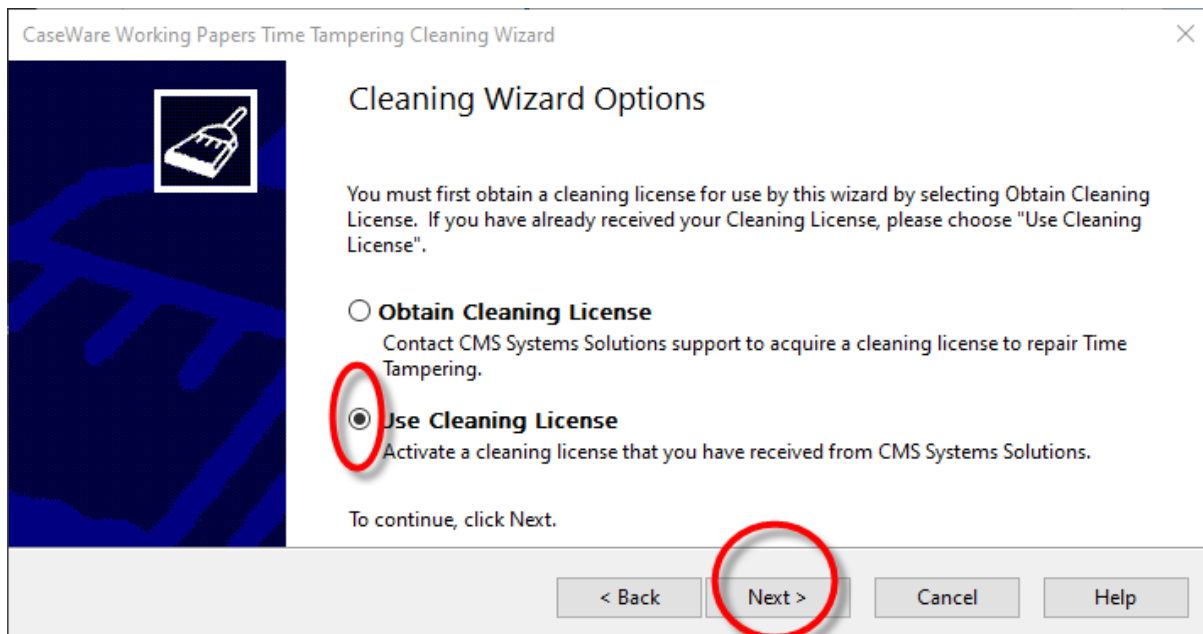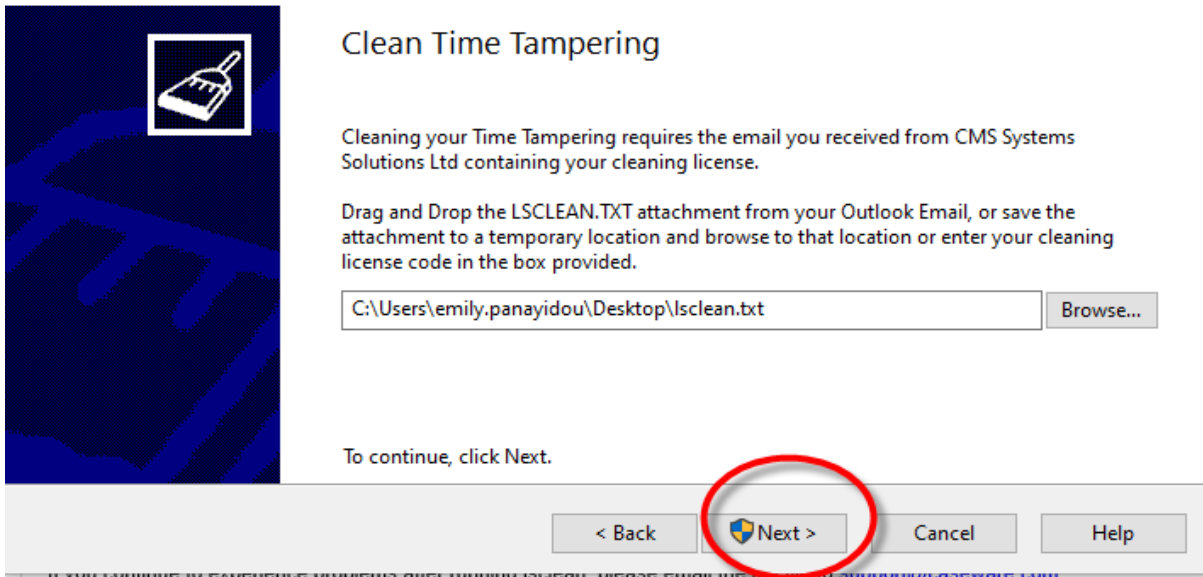

13. Click on the Browse Key

14. Go to your Desktop, to browse for the file

15. Select the file LSCLEAN and press Open

16. Press Next

Clean Time Tampering

Cleaning your Time Tampering requires the email you received from CMS Systems Solutions Ltd containing your cleaning license.

Drag and Drop the LSCLEAN.TXT attachment from your Outlook Email, or save the attachment to a temporary location and browse to that location or enter your cleaning license code in the box provided.

C:\Users\emily.panayidou\Desktop\lsclean.txt [Browse...]

To continue, click Next.

[< Back] [Next >] [Cancel] [Help]

17. Press the message button at the bottom of the screen

and allow this app to make changes to your device.

18. The procedure has been completed.   The Wizard will now inform the user that the Time Tampering has been removed.

19. Reopen Caseware Working Papers