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'

CaseWare Working Papers Time Tan	npering Cleaning Wizard					\times
A	Welcome to the	Cleaning	Wizard			
	CaseWare Working Paper guide you through the pr					
	Please note that an Internet connection is required for this process, you will also need to use your normal email client, or web-based email if standard email is unavailable.					
	First, please ensure that ye	First, please ensure that your current date and time are correct.				
b	Current Date and Time:	18/8/2022 3:4	i5:34 μμ		Date & Time	
My date and time are set correctly						
		< Back	Next >	Cancel	Help	

2. Press Next on the window, which has changed

CaseWare Working Papers Time Tampering Cleaning Wizard

(A)	Welcome to the Cleaning Wizard			
	CaseWare Working Papers has detected a change in your system clock. This wizard will guide you through the process of obtaining and using a license to reset this error.			
	Please note that an Internet connection is required for this process, you will also need to use your normal email client, or web-based email if standard email is unavailable.			
	First, please ensure that your current date and time are correct.			
	Current Date and Time: 18/8/2022 3:47:01 µµ Date & Time			
	✓ My date and time are set correctly			
	To continue, click Next.			
	< Back Next > Cancel Help			

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

CaseWare Working Papers Time Tampering Cleaning Wizard



Cleaning Wizard Options

You must first obtain a cleaning license for use by this wizard by selecting Obtain Cleaning License. If you have already received your Cleaning License, please choose "Use Cleaning License".

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Obtain Cleaning License

Contact CMS Systems Solutions support to acquire a cleaning license to repair Time Tampering.

○ Use Cleaning License

Activate a cleaning license that you have received from CMS Systems Solutions.

To continue, click Next.



- 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

CaseWare Working Papers Time Tampering Cleaning Wizard

A	Support by E-mail	
	To obtain your Time Tampering cleaning license, you will need to enter your clie number and support email address	
	Client Name: Emily Panayidou	*
	Support Email: info@cms-ss.com	*
	Client Number: CMS C	
~~~///	✓ Use Web Mail To continue, click Next.	
	< Back Next > Cancel	Help

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

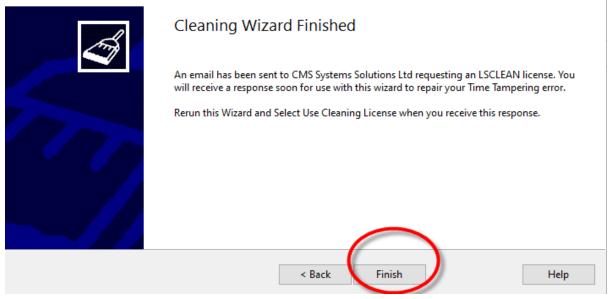
CaseWare Working Papers Time Tampering Cleaning Wizard

Use Web Mail Start your Web Mail client and address an email to info@cms-ss.com. The text below has been copied automatically, please paste it into the body of your mail.	web
Client Name: Emily Panayidou Client Number: CMS Host Name: EMILYSSD2 License Version to Clean: 2021 License Feature to Clean: CY	^
Locking Code (Version 8): C-1E97D-8 Locking Code (New Style): C-*1KLDSUG8GU2GFPS Authorization Code: DF7C4302D50250890367 License Type:Standalone Is Commuter Token : <u>NO</u> To continue, click Next.	~
< Back Next > Cancel	Help

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#### 6. Press Finish on the Cleaning Wizard

CaseWare Working Papers Time Tampering Cleaning Wizard



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- 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: <u>info@cms-ss.com</u>
  - b. Subject: Time Tampering

$\triangleright$	From V To	emily.panayidou@cms-ss.com	
Send	Cc	]	
	Subject	Time Tampering D	
Client Name:	: Emily Panayi	dou	
Client Name: Client Numb		dou	•
	er: CMS	dou	•
Client Numb Host Name: I	er: CMS		•

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'

CaseWare Working Papers Time Tampering Cleaning Wizard

<i>F</i>	Welcome to the	Cleaning Wizard		
	guide you through the pr	s has detected a change in your syste ocess of obtaining and using a licens et connection is required for this pro	e to reset this error.	
	your normal email client, or web-based email if standard email is unavailable.			
b	Current Date and Time:	18/8/2022 3:45:34 µµ	Date & Time	
	My date and time are s	set correctly		
		< Back Next >	Cancel Help	

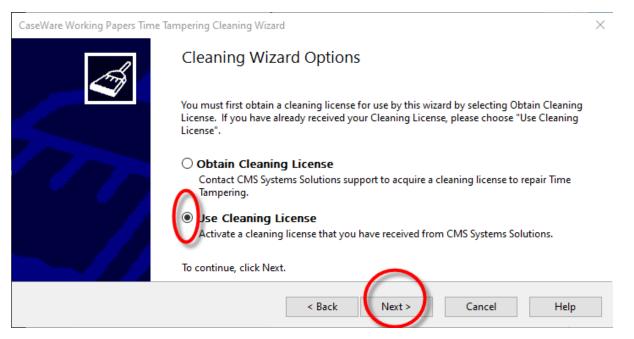
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11. Press Next on the window, which has changed CaseWare Working Papers Time Tampering Cleaning Wizard

<i>F</i>	Welcome to the	Cleaning Wizard			
	CaseWare Working Papers has detected a change in your system clock. This wizard will guide you through the process of obtaining and using a license to reset this error.				
	Please note that an Internet connection is required for this process, you will also need to use your normal email client, or web-based email if standard email is unavailable.				
	First, please ensure that your current date and time are correct.				
	Current Date and Time: 18/8/2022 3:47:01 µµ Date & Time				
~ //	My date and time are set correctly				
	To continue, click Next.				
		< Back Next > Cancel	Help		

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



### 13. Click on the Browse Key

CaseWare Working Papers Time Tampering Cleaning Wizard

(A)	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.
	Browse
	< Back  Vext > Cancel Help

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

🐼 Open
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\blacksquare$ $\Rightarrow$ This PC $\Rightarrow$
Organise 🔻 New folder
🗸 💻 This PC
> 🧊 3D Objects
> 📃 Desktop 🥌
> 🔮 Documents
> 🕂 Downloads
> 🎝 Music
> 📰 Pictures
> 📑 Videos
> 🏪 Local Disk (C:)

15. Select the file LSCLEAN and press Open

@ Open	×
$\leftarrow \rightarrow \checkmark \uparrow$ <b>I</b> > This PC > Desktop	✓ O Search Desktop
Organise 🔻 New folder	III 🔻 🔟 ()
This PC Name	Date modified Type Size '
🗊 3D Objects 📄 Isclean 🗡	18/8/2022 5:18 µµ Text Document 1 KB
Desktop	12/7/2022 9:25 πμ Text Document 1 KB
1sfs) 👘 CMS Call Support System	14/9/2018 9:03 πμ Internet Shortcut 1 KB
V K	> /E /2010 E.0.4 Internet € La tata 1 VD ¥
File name: Isclean	V License Files V
	Open Cancel

#### 16. Press Next

<i>F</i>	Clean Time Tampering	
	Cleaning your Time Tampering requires the email you received from CMS Solutions Ltd containing your cleaning license.	Systems
	Drag and Drop the LSCLEAN.TXT attachment from your Outlook Email, or attachment to a temporary location and browse to that location or enter y 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