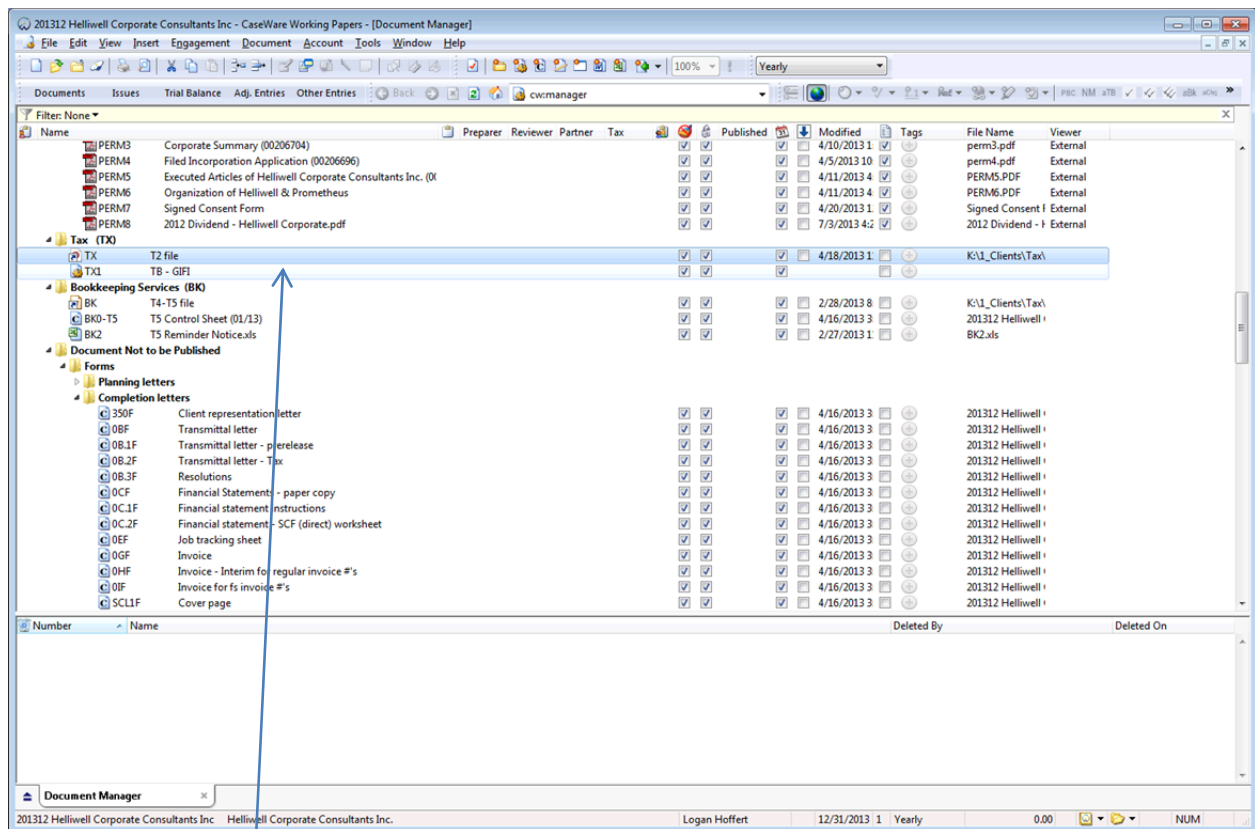# Taxprep Will Not Open Correct Version in Caseware

This issue is caused by an association error in windows.
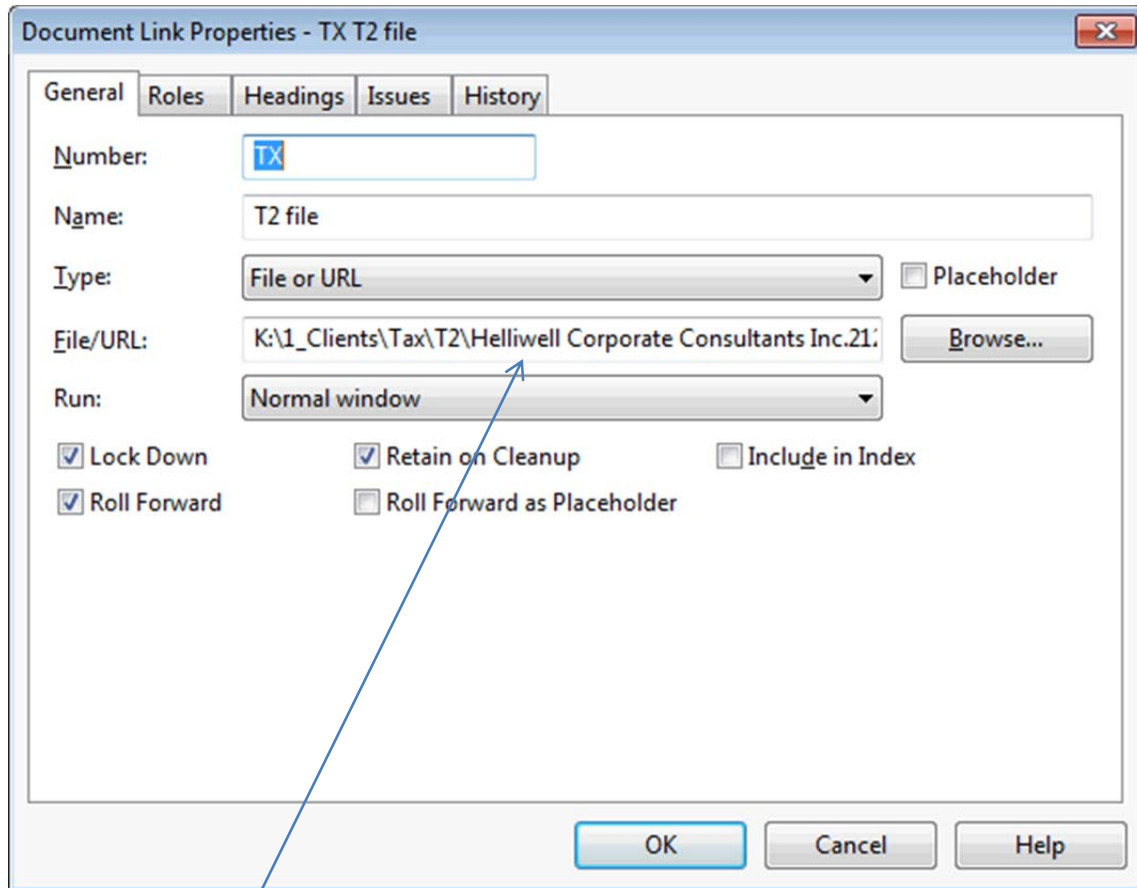
To resolve this issue.

The user must NOT be in citrix before you start this process. Ensure the user has logged out and check the Citrix app centre to ensure the user is completely signed out.

Locate the taxprep file inside the caseware working paper file

Right click on the tax file line and select properties

Taxprep Will Not Open Correct Version in Caseware

Check the file / URL line at the end to see the extension of the file name. Make a note of it (eg .213, .212, .113. 112, 313, T13, T12 etc)
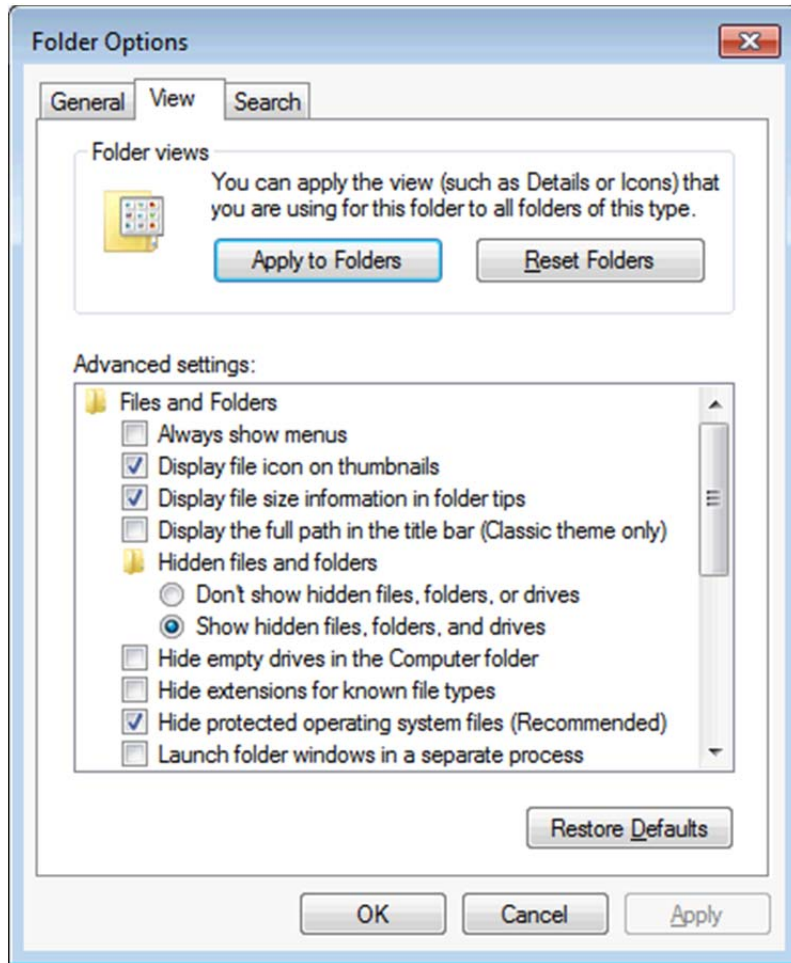
Open File Explorer in Citrix.

Navigate to K:\1_Clients\Tax\T2

If needed turn on file extension view by pressing the **ALT** key, choosing Tools -> Folder Options.

Click the 'View' tab,

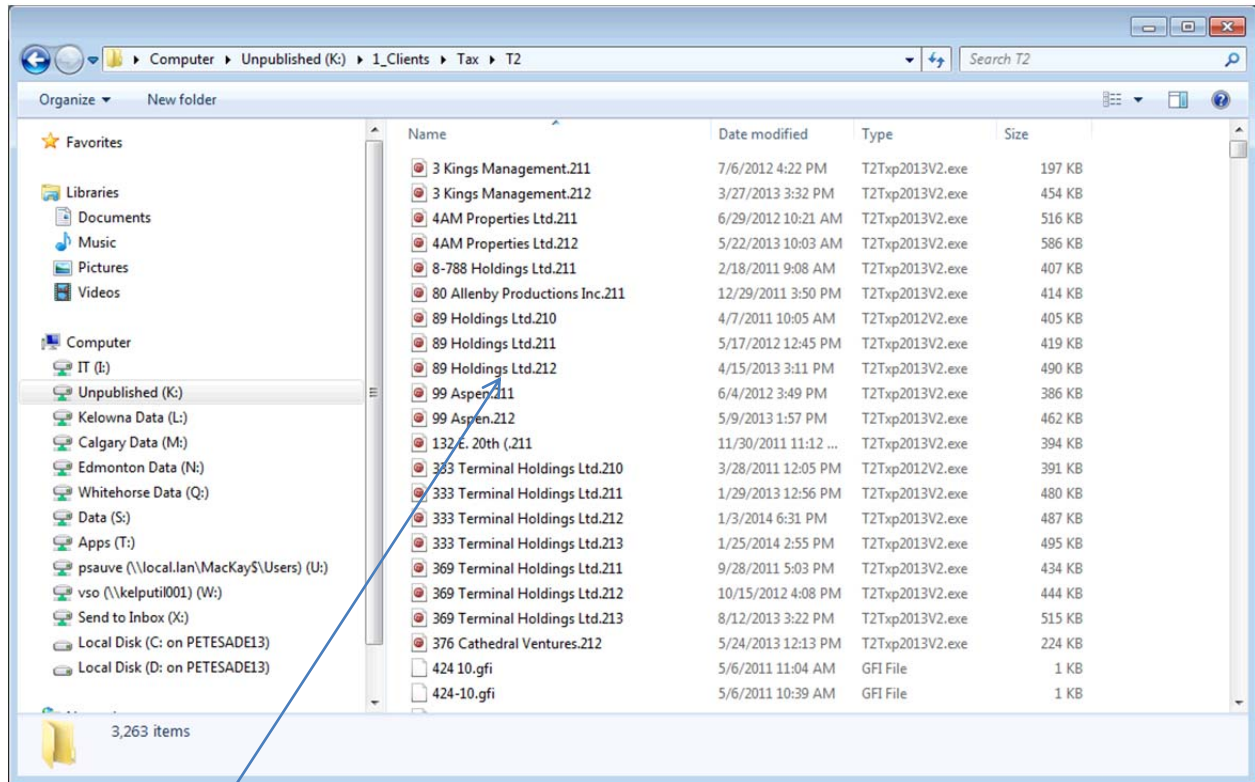# Taxprep Will Not Open Correct Version in Caseware

Ensure 'hidden files and folder are set to show', hide empty, and hide extensions are unchecked.

Click OK

Once back in file explorer you should now see the extensions for the files.
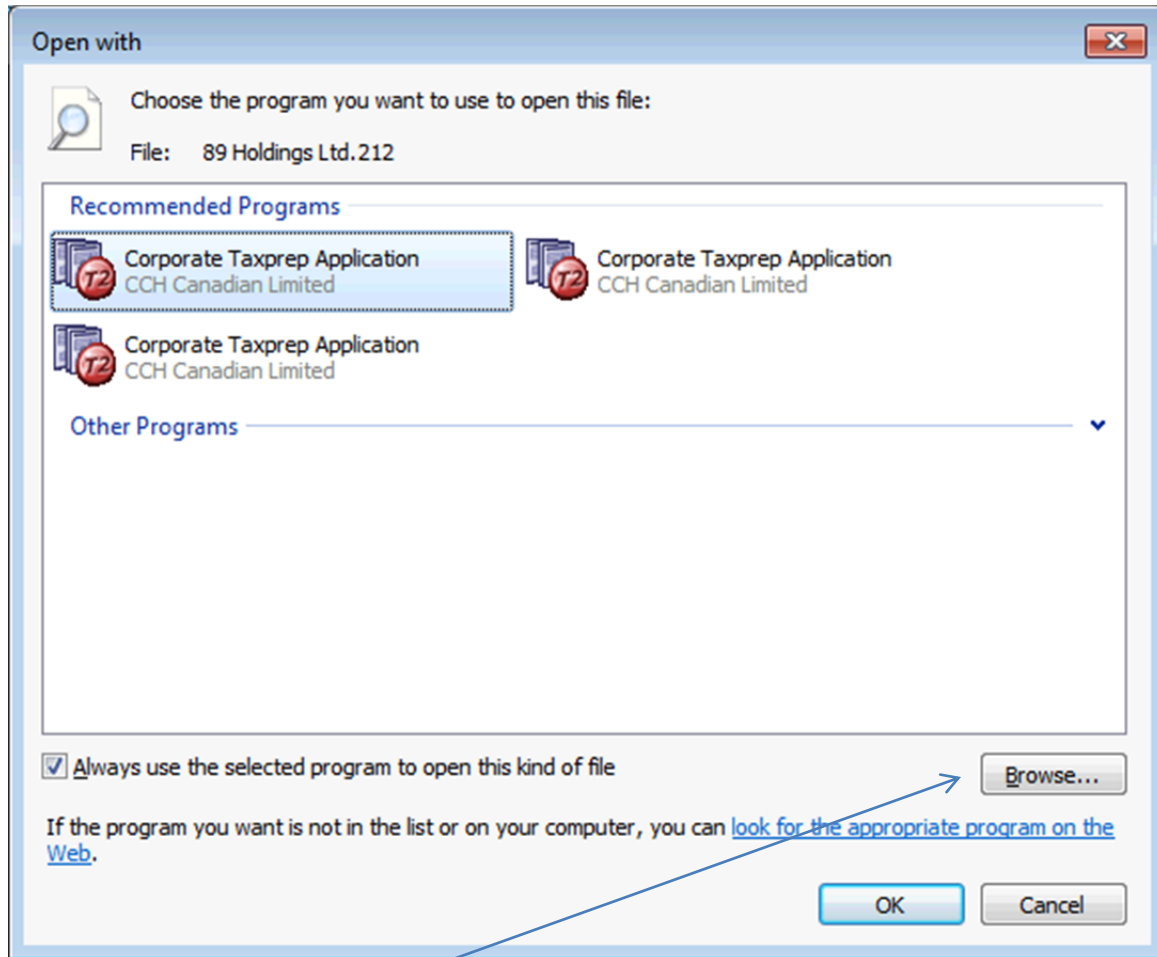
Taxprep Will Not Open Correct Version in Caseware

Select a file with the same extension you noted in the caseware file and right click the file name.

Choose 'Open With…' in the menu that appears, then click 'Choose Default Program…'

Taxprep Will Not Open Correct Version in Caseware

Click the Browse… button.
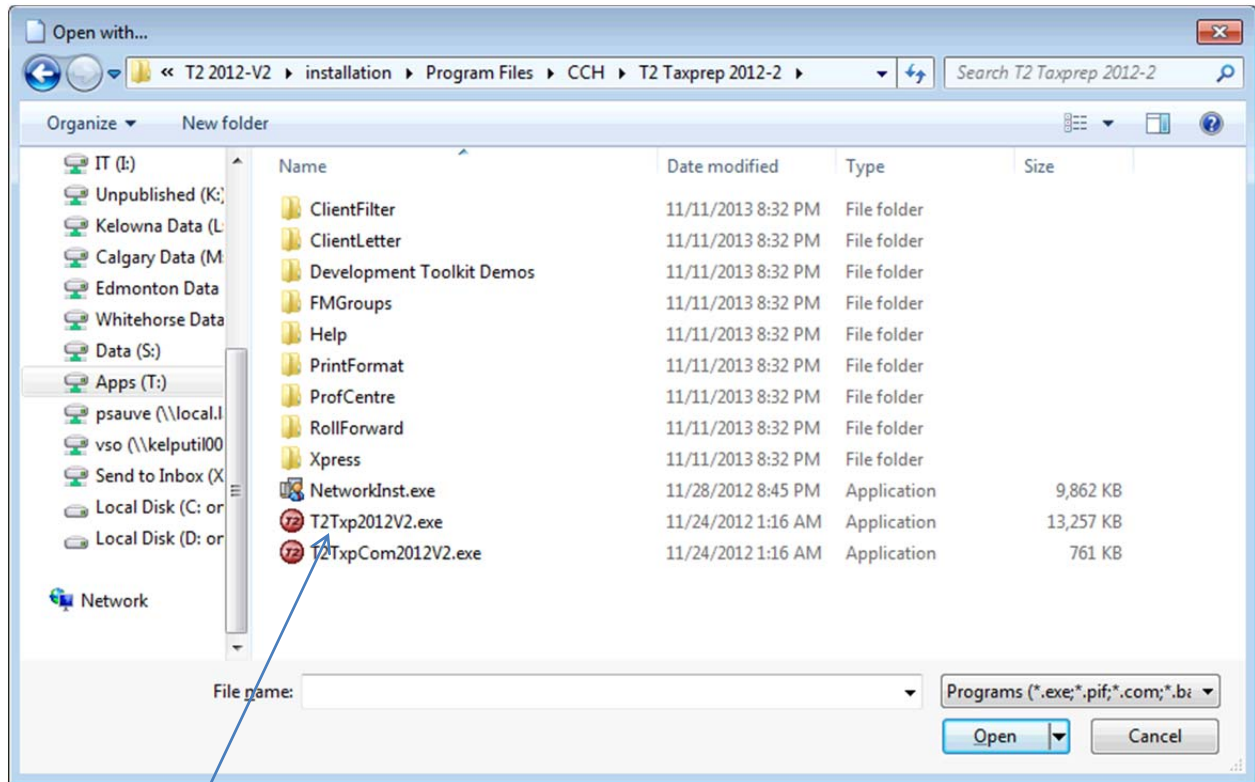
Navigate to the T: Drive.

Choose T1, T2 or T3 as required for the program you are updating.

For Taxprep 2012 I would navigate to:

T:\T2\T2 2012-V2\installation\Program Files\CCH

Your path (T:\T2\T2 2012-V2\) could be different if you are updating T1 or T3 or Taxprep Forms, but the remainder of the path is the same for each version.

Taxprep Will Not Open Correct Version in Caseware

Select the program listed, in this case the program is: T2Txp2012V2.exe (Do not choose the COM program)

Select open , select OK.

Test the application inside caseware to ensure the correct version of the program opens the selected Tax file.

Taxprep Will Not Open Correct Version in Caseware