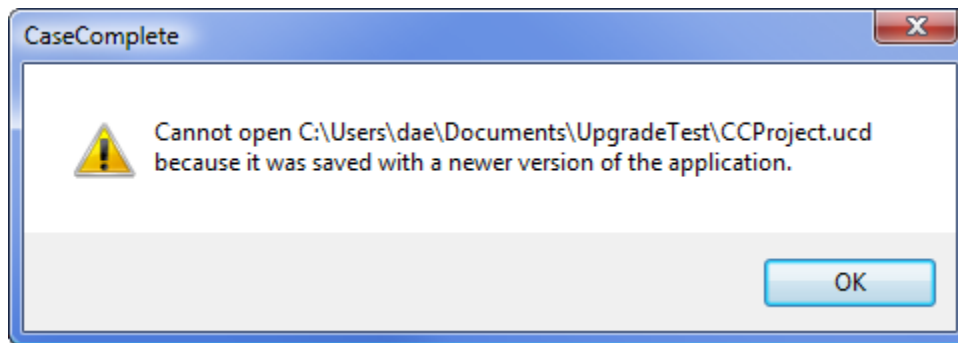


FILE COMPATIBILITY BETWEEN CASECOMPLETE 2010 AND OLDER VERSIONS

In CaseComplete 2010 we added a couple of new features that forced file incompatibility between versions of CaseComplete: we added data dictionary capabilities to the glossary and the ability to use rich text formatting in almost every text field in CaseComplete. CaseComplete 2010 can still load projects created with earlier versions of CaseComplete but the reverse is not true: you will not be able to use an older version of CaseComplete to load a project saved with CaseComplete 2010.

IMPACT ON TEAMS

Because of this incompatibility, teams that share CaseComplete projects between multiple users should take steps to ensure that they upgrade at the same time. You want to avoid the situation where one or more team members upgrade to 2010 before anyone else, because as soon as a 2010 user saves changes to the project, other users still at version 2009R2 or earlier won't be able to load the project anymore. If they try, here's what they'll see:



UPGRADING YOUR CASECOMPLETE FILES TO 2010 FORMAT

CaseComplete automatically updates the file format of your project files as soon as you save them. Note that you don't have to upgrade all files in your project at the same time. In fact, since CaseComplete only saves files if their contents changed, it's likely some package files will still be at the old file format and others will be at the new format. This is perfectly acceptable and not a problem for CaseComplete. But as soon as any one project file has been updated to the new format, that will make the entire project unreadable to older versions of CaseComplete.

FILE UPGRADE PROCEDURE

If you are at all concerned about not being able to load your project using your current version of CaseComplete after upgrading, go ahead and make a backup by doing a File/Save As, and save the project to a new folder. Or simply make a copy of the project folder using Windows Explorer. Close the "saved-as" project and reopen your working project and make changes as you normally would. That's all there is to it. If the project is under version control, then check out the files, make changes, and check them back in as you normally would.

DOWNLOADING EARLIER VERSIONS OF CASECOMPLETE

If you're not ready to upgrade to 2010 yet and need to reinstall CaseComplete or install it on another computer, you can download your current version of CaseComplete from the [support page](#) of our website (see the revision history section in the lower right on that page).