

## eCompliance .NET Framework Technology Update

April 5, 2019 - eCompliance released a technology update to the EC-AuditTool April 4 at 5pm.

### Background

eCompliance has been working on the back-end upgrading to the core technology that runs the AuditTool, specifically .NET framework technology update from version 3.5 to latest 4.7 along with security update to match newer .NET framework.

Notes from eCompliance on this update:

- The program should start up, auditors should recognize that there is an update, and get that update (just like how it gets updated automatically in all the other instances historically).
- This time it will take a little longer to do the update, from 30 seconds to probably 60 seconds.
- There is a small chance that some users will have an installation issue because it is newer .NET technology, but we estimate that to be <5% of the user population.

### Updating

Make sure you have the latest version which is now: 2019.4.3.1826



If you don't get an automatic update then:

- Make sure the application is uninstalled first (from the Add/Remove Programs menu)
- Then go to <http://audittool.ecompliance.com> and install the application.
- If existing purchased license keys are required or missing from the eC-AuditTool you can go here to retrieve them <http://store.ecompliance.com/RetrieveLicenseKeys.mvc>
- All existing files are saved on your computer and can be reopened like previous.
- Contact [support@ecompliance.com](mailto:support@ecompliance.com) if they have any issues.

\*Please note (all files and work in progress audit files remain on their computer and uninstalling/reinstalling does not affect them).

## Support

eCompliance support staff is ready on hand and knows about the update, what to do if something goes wrong, and can help any auditors that have issues if they call in or email [support@ecompliance.com](mailto:support@ecompliance.com).

## Benefit

The benefit from this upgrade is that there have been some installation issues on about 5% of auditor's computers with Windows 10 operating system not being able to consistently open the program. This upgrade in back-end technology should fix most, if not all the windows 10 installation issues we've had in the past 12 months.

## Contact

eCompliance Support Contact  
1-800-686-1915  
[support@ecompliance.com](mailto:support@ecompliance.com)