

Mariner Software

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What can I do to resolve the error message "The Managed object model version used to open the persistent store..."

Customer Service - 2018-01-23 - in Contour (Mac)

At Launch, Contour displays the following text:

The managed object model version used to open the persistent store is incompatible with the one that was used to create the persistent store.

- What does this message mean?
- What can be done to resolve the error?

This is an error message related to the data file Contour uses to store screenplay information you've entered to Contour. In order to resolve the issue, it will be necessary to address the data file (Contour.xml) Contour uses to store screenplay information.

If you have not saved any screenplay information to Contour, you should be able to resolve this issue by removing the Contour data file (see below for steps). If you have saved screenplay information to Contour, it may be possible to recover screenplay information by submitting a [support request](#).

Steps to locate the Contour data file

The name of the Contour data file is **Contour.xml**. To locate it, follow these steps:

1. Make sure Contour is quit. Normally Contour will quit after encountering this error.
2. In Finder, select Go to Folder (under OS X 10.7) or to Folder (under OS X 10.6) from the Go menu. A text field will appear.
3. Paste the path `~/Library/Application Support/Contour/` (including the tilde character at the beginning) into the text field, then press enter. A window titled Contour ("Contour" will appear in the title bar) will appear in the window's title bar (see the above screenshot).

If you do not have any screenplay information saved in Contour

If you do not currently have any screenplay information saved in Contour (for example, if this is the first time you have launched Contour), it should be possible to resolve this behavior by locating the Contour data file (see the steps provided above) and removing it from its current location. There are two ways it should be possible do this:

- Move Contour.xml to a location (for example Desktop or your Documents folder) other than `~/Library/Application Support/Contour/`.
- Delete Contour.xml: move it to the Trash, then empty Trash (**Caution: Deleting a**

file cannot be undone).

After removing Contour.xml, Contour should launch without displaying this prompt. If for any reason Contour continues to display this message on launch, please [contact us for support](#).

If you currently have screenplay information saved in Contour

If you have saved screenplay information in Contour, it will be necessary to review the data file in order to address it. To submit the data file to us, locate the data file (follow the steps provided above), then attach it [to a support request through the Help Desk](#).

If (for any reason) you are not sure

If you are not certain whether you have saved screenplay information to Contour, please feel free to submit the data file to us: please follow the steps under “If you currently have screenplay information in Contour” and attach Contour.xml [to a new support request through the Help Desk](#).