

ProSystem fx[®] Engagement

Welcome to ProSystem fx Engagement!

This bulletin provides important information relating to ProSystem fx Engagement version 6.1.2. Please review this bulletin carefully prior to installation, and if you have any questions, call Technical Support at **1-800-PFX-9998, option 4**.

Version 6.1.2
March 2010



Release
Bulletin

IMPORTANT NOTE FOR 6.X CUSTOMERS

We recommend that all customers using Engagement v. 6.0 or v. 6.1 upgrade to v. 6.1.2 to take advantage of updates implemented since those releases. This also applies to customers who have installed a patch to address lock-up or other issues.

IMPORTANT NOTE FOR KNOWLEDGE COACH CUSTOMERS

Engagement v. 6.1.2 **MUST** be installed prior to you installing the 2010 Knowledge-Based Audits of Employee Benefit Plans for Knowledge Coach or any future Knowledge Coach titles.

IMPORTANT NOTE FOR 5.X CUSTOMERS

Customers currently using any 5.x version may upgrade at their discretion. Version 6.1.2 includes Windows 7 compatibility as well as integration with ProSystem fx Portal and ProSystem fx Tax (SaaS) products which may be needed by some customers. However, as there is always risk associated with a software change, customers on 5.x should carefully consider these risks before upgrading during busy season.

NEW IN THIS RELEASE

The following features are available in this release:

Knowledge Coach in a Multi-user Environment is provided for firms using CCH's new audit planning and workflow tool with multiple users. Several enhancements have been made to ensure data will flow to the workpapers when added or modified by another user. Also, users will now be able to edit custom audit area names and the modification will flow through to all the applicable workpapers until the respective audit program is added.

Integration with ProSystem fx Portal allows for the sending of documents from the Engagement binder to CCH's electronic storage space where files can be effortlessly uploaded, downloaded and stored, while maximizing the security of sensitive information.

Link to CCH's ProSystem fx Suite Dashboard provides quick access to the next generation of ProSystem fx applications including Tax, Workstream and Document.

Link to CCH's Knowledge Base Web Site provides quick access to hot topics, FAQs, guides, system requirements and other information about ProSystem fx applications.

Link to CCH's Live Chat Web Site provides live conversing with ProSystem fx Engagement support representatives using just your Web browser.

Integration with the January 2010 release of ProSystem fx Tax (SaaS), CCH's next generation of ProSystem fx Tax, allows the transfer of 2009 U.S. tax balances from Engagement to applicable tax returns. Balances can be transferred via Dynalink or G/L Bridge. If the balances are dynalinked and updates are subsequently made in

the Engagement trial balance, the linked tax return is dynamically updated via Quiklink Update.

Delete Binders Utility is in the Utilities folder of the installation DVD. You can copy the **PfxBindersDeletion.exe** to the x:\Pfx

Engagement\Admin\Utilities folder which is used for deleting batches of binders in central file rooms. The utility allows you to filter binders based on a set of criteria including the binder retention period date. All or individual binders that meet the criteria can be selected for deletion. The utility is also available as a download on the ProSystem fx Engagement Support Web site for customers on Engagement v. 5.5, 5.7 or 6.0. Instructions for running the utility are included with the download instructions on the Support Web site. **Note:** Vista and Windows Server 2008 users must select to Run as Administrator when launching the utility.

the Engagement trial balance, the linked tax return is dynamically updated via Quiklink Update.

2009 Tax Grouping Update Wizard is included for updating ProSystem fx Tax grouping lists. A new M-3 option code to “exclude” was added to Charitable Contributions for Corporation, S Corporation, and Partnership groupings. A separate download is available on the ProSystem fx Engagement Support Web site for customers running Engagement v. 5.5, 5.7 or 6.0 that do not want to upgrade to v. 6.1.2.

2009 GoSystem Tax and Lacerte Grouping List updates are included.

Trial Balance Conversion Utility is available in a command line version for customers wanting to convert trial balances of binders in more than one central file room at a time. Instructions are included in the Conversion Guide located in the Documents folder of the ProSystem fx Engagement DVD.

IMPORTANT NOTES

Upgrading from ProSystem fx Engagement v. 6.0 or v. 6.1 to v. 6.1.2

We recommend that all customers using Engagement v. 6.0 or v. 6.1 upgrade to v. 6.1.2 to take advantage of updates implemented since those releases. This also applies to customers who have installed a patch to address lock-up or other issues.

ProSystem fx Engagement is Supported on Windows 7

ProSystem fx Engagement v. 6.1.2 now works with Windows 7.

ProSystem fx Engagement is Supported with Internet Explorer 8

ProSystem fx Engagement v. 6.1.2 is supported with I.E. 8.

ProSystem fx Engagement v. 6.0 Issues Resolved

The following issues reported by ProSystem fx Engagement v. 6.0 users are resolved:

- Accounts will no longer be unassigned from non-tax grouping lists after running the Tax Grouping Update Wizard in the local file room.
- The Tax Grouping Update Wizard can now be run in a Terminal Service environment.
- ProSystem fx Tax returns dynalinked with an Engagement trial balance reflect the correct year balances in the return.
- Variance column trial balance links no longer display zeros instead of the correct value.
- Copying and pasting variance column trial balance links now works correctly.
- Subgroup description trial balance links no longer reflect a number rather than the description.
- The column ID for prior period consolidated trial balance links is now accurate.
- Accounts with leading zeros are no longer missing from trial balance reports.
- Accounts that begin with alpha characters now sort above their subtotal in detail trial balance reports.
- Write-up journal entries now sort correctly in the Current and Year to Date report.
- Two-tier consolidation by subgroups no longer returns a zero balance.
- Performance is improved when opening workpapers with a lot of trial balance links.

ProSystem fx Engagement v. 6.1 Issues Resolved

The following issues reported by ProSystem fx Engagement v. 6.1 users are resolved:

- Issues related to the Engagement application locking-up upon open or close of binders are fixed where attributable to the Engagement software.
- Prior period balances will now update when workpaper reference columns are selected for the subsidiary trial balance column of a consolidated trial balance.
- Performance is improved when consolidating several trial balances that include a large number of accounts.
- Data conversion errors will no longer occur when consolidating trial balances.
- Time out failures no longer occur when using the Import from Engagement TB function.
- Trial balance links now display the correct balances when the same workpaper is open in more than one binder and the dual monitors option is not selected.
- Trial balance links to accounts over 32 characters and all variance column links now display correct values.
- TB report workpaper references now display with the correct account if you re-imported and regrouped the accounts.
- Rounding account balances in consolidated trial balances are now accurate.
- Performance is improved when saving journal entries with a large number of lines.
- Doubling or quadrupling of trial balance link values in trial balances converted from Engagement v. 5.x no longer occurs.
- Edits made to “significant change description” fields in Knowledge Coach workpapers now flow to other staff members via synchronization, regardless of which user initiates the synchronization process.
- Problems with Excel will no longer occur when a non-Engagement Excel workbook is open and you close a Knowledge Coach Excel workbook.

Export Trial Balance Data to ProSystem fx Profit Driver is Supported

ProSystem fx Engagement v. 6.0 did not include the ability to export trial balance data from Engagement to ProSystem fx Profit Driver. That functionality is restored in ProSystem fx Engagement v. 6.1.2.

Add or Remove Tax Group Utility is Supported

ProSystem fx Engagement v. 6.0 did not include the Add or Remove Tax Group Utility. That functionality is restored in ProSystem fx Engagement v. 6.1.2.

Knowledge Coach Workpapers Diagnostic Issue

There is a known issue with diagnostics on Knowledge Coach workpapers that cause a diagnostic called “Refresh Diagnostics” to be generated on each Knowledge Coach workpaper when you choose to finalize a binder. These “Refresh Diagnostics” diagnostics will appear in the Finalize Binder Wizard. Choosing the option to delete all diagnostics will NOT clear any underlying diagnostics that might exist on the Knowledge Coach workpapers, causing the underlying diagnostics to appear in your finalized binder. To work around this issue, please manually choose the right-click option to “Refresh diagnostics for the entire binder” in the Diagnostic pane, clear/delete all valid diagnostics, and finalize again. You’ll continue to see the “Refresh Diagnostics” diagnostic in the Finalize Binder Wizard; however, no diagnostics will appear in your finalized binder when you continue the finalization process. Please contact Technical Support for additional assistance.

Must Keep All Answers for Knowledge Coach Workpapers

When rolling forward binders, creating a binder from a template, or copying a binder when the binder contains Knowledge Coach workpapers, the user must select to keep all answers. This restriction has been put in place to ensure data integrity when the workpapers refresh and the user has selected to keep answers in some workpapers, but not others.

Knowledge Coach and Partial Synchronization

Knowledge Coach does not support partial synchronization. Users must complete a full synchronization to check in/out workpapers or assign them to users.

Knowledge Coach Not Supported in Shared File Room

For the v. 6.1.2 release of ProSystem fx Engagement, working with Knowledge Coach content is not available when the local file room is shared.

Microsoft Hot fix- KB974372

This is a Microsoft recommended hot fix for .NET Framework 2.0- based applications. It is recommended that this hot fix be applied to workstations running .NET Framework 2.0 SP2 and .NET Framework 3.5 SP1. In addition, Vista SP2 must be installed prior to installing this hot fix. The hot fix is available in the Applications folder of the v. 6.1.2 installation DVD or it can be downloaded from the Support Web site.

More information is available on Microsoft's Web site: <http://support.microsoft.com/kb/974372>

ProSystem fx Engagement Now Shipped on DVD

This change of media is due to the increased size of the components and supporting files. If you require CD media, please contact Customer Service for a CD containing the installation and supporting files.

Conversion of Trial Balance Microsoft Access Databases to SQL Database

A Trial Balance Conversion Utility is provided for converting trial balance data stored in Microsoft Access databases to an SQL database. If preferred, the trial balance data can be converted automatically by synchronizing binders between a central file room and local file room or between local file rooms. Please note the synchronization process will be slower when trial balances exist in the binder which have not already been converted. After the conversion of trial balance data from Microsoft Access to SQL, firms should expect their SQL databases to increase in size. A separate Trial Balance Conversion Guide is provided for detailed information about the conversion process. This guide can be located on the ProSystem fx Engagement DVD in the Documents folder. The guide also provides information for using a command line version of the trial balance conversion utility if desired.

Detail Account Sorting

Since the trial balance is now stored in an SQL database, the trial balance detail accounts will sort based on standard SQL sorting. This is slightly different from the sort of detail accounts in releases of Engagement prior to 6.1.2. For example, if you have an account number which is all numeric, followed by accounts that begin with the same first digit but include dashes in any of the other digits, the dashed accounts will sort before the all numeric number in Engagement 6.1.2.

Office 2007 Must be Installed to Work with Knowledge Coach Content

New features that are part of the Knowledge Coach product require functionality that is only supported in Microsoft Office 2007.

Toolbars

After upgrading to Engagement version 6.1.2, the icons in the Binder View toolbar may be shifted to the left resulting in the wrong functionality associated with a button's icon. To correct the issue, click on the Tools drop down menu and select Customize. When the Customize window appears, click on the Reset Toolbar button. After the toolbar has been reset, the Binder View buttons should be associated with the correct functionality.

Installation

For detailed information regarding the installation and configuration of ProSystem fx Engagement, please refer to the Installation Guide and Networking Best Practices documents. These documents and others can be found in the Documents folder on the Engagement DVD. Additionally, they are available for download from the Engagement Support Web site located at:

<https://support.cch.com/engagement>.

Installation of ProSystem fx Engagement v. 5.5 or higher is required for upgrades to Engagement v. 6.1.2. Installation of v. 6.1.2 requires that all Engagement office servers and workstations be upgraded. If you are currently using a version prior to v. 5.5 and require assistance upgrading, please contact Technical Support at 1-800-739-9998 option 4.

Engagement allows for mass deployment/installation by way of pushing the install to computers. Installs using an MSI file vary depending on what deployment tool is used. For instructions on how to complete the installation with an MSI package using Active Directory, please refer to the Administrator's Guide to Pushing Engagement MSI Installation. If you are using a deployment tool other than Active Directory, please consult your deployment application documentation for further instructions on how to push the install with an MSI package.

The minimum system memory for Engagement Administrator or Workpaper Management modules on a 32-bit computer is 2 GB. ProSystem *fx* Engagement requires MDAC 2.8 SP1 or higher on each workstation. If the program detects a lower MDAC version, you will receive a prompt during the installation to upgrade your MDAC version.

ATTENTION: Ensure that a current backup is completed before and after converting to v. 6.1.2. Additional information about the ProSystem *fx* Engagement Database Backup & Restore utility can be found on the Engagement DVD.

IMPORTANT: When upgrading the ProSystem *fx* Engagement Admin module from v. 5.5 or higher, users that have changed the logon account for the PFXSYNPFT Service to allow workpapers to reside on a remote server will be required to reset this user name and password after the installation of v. 6.1.2. Failure to do this will result in synchronization attempts being locked.

During the installation of the ProSystem *fx* Engagement Administrator module, the creation of the bin databases for storing binder information will default to the installation directory (x:\Pfx Engagement\Admin\Data). If you prefer the bin to be created in a location other than the Admin installation directory, you **must** change the bin directory path on the *Choose Bin Database Path* dialog during the installation. Please refer to the Installation Guide for additional information.

Please refer to the Networking Best Practices document on the Engagement DVD for specific user rights requirements.

ATTENTION WINDOWS 2000 AND OFFICE 2000 USERS

Support for Microsoft Windows 2000 Server, Microsoft Windows 2000 Professional, and Microsoft Office 2000 has been discontinued.

ATTENTION WINDOWS SERVER 2008 USERS

Although v. 6.1.2 is supported with Windows Server 2008, upgrading to ProSystem *fx* Engagement v. 6.1.2 from any Engagement versions prior to v. 5.7.1 already installed on Windows Server 2008 is not supported. If a version prior to 5.7.1 is installed on Windows Server 2008, it may be necessary to migrate that installation to a supported Windows version in order to ensure a successful upgrade.

ATTENTION NOVELL NETWORK USERS

ProSystem *fx* Engagement v. 6.x utilizes Microsoft SQL database architecture; however, Engagement is fully compatible with Novell networks with one additional requirement. The SQL databases must reside on a computer with a Windows-based operating system (Windows XP Professional, Windows Vista, Windows 2003 or Windows 2008) and must be visible to the Novell network. All workpapers can be maintained and stored on the Novell file server. For more information, please refer to the Networking Best Practices document.

Attention Engagement v. 6.0 Users with Binders Containing Knowledge Coach Commercial Entities Content

The content from the first Commercial Entities release will not work with Engagement v. 6.1.2. Users are required to update the workpapers to the newest Commercial Entities release. For firms that have finalized binders using this original content we have provided a utility to make the content available for viewing in those finalized binders. The KC Conversion folder on the v. 6.1.2 DVD contains an archive with the files required to make this content accessible. Please refer to the Read Me.txt text file in the folder with instructions on running the utility to access the older Commercial content. You can also refer to Knowledge Base article SW27284 for detailed instructions.

SQL Express / SQL Upgrade

SQL Express is a free database management tool that may be ran in conjunction with Engagement. If firms choose to purchase Microsoft SQL Server 2005 or Microsoft SQL Server 2008, there may be additional licensing costs associated. Please refer to <http://www.microsoft.com/sql/howtobuy/default.mspx> for detailed licensing options for Microsoft SQL Server 2005 or <http://www.microsoft.com/Sqlserver/2008/en/us/how-to-buy.aspx> for detailed licensing options for Microsoft SQL Server 2008.

IMPORTANT: Version 6.1.2 supports Microsoft SQL Express 2005 or 2008 and Microsoft SQL Server 2005 or 2008 as its database management tool. MSDE and SQL Server 2000 are no longer supported.

Conversion

IMPORTANT: Prior to installation, ensure there is a successful backup of the Engagement databases, workpapers, and templates. For additional information, please refer to the ProSystem *fx* Engagement Database Backup & Restore Instructions located on the ProSystem *fx* Engagement DVD or the Support Web site.

Binders

When upgrading, the Engagement binder databases will be converted during the installation process.

Templates and Binder Packages

All binder templates must be converted from the Workpaper Management module after installing v. 6.1.2. Binder templates created in v. 4.0 or later may be converted directly to v. 6.1.2. Binder template conversion must be run on a machine with a local installation of Engagement Workpaper Management. Users in a Citrix or Terminal Services environment should convert the binder templates in a non-Citrix or non-Terminal Services environment. The binder templates can then be copied to the Citrix or Terminal Server.

Trial balance templates created in v. 4.0 or higher can be converted via a process provided on the File menu of the ProSystem *fx* Engagement File Room.

Binder packages created in v. 4.0 or higher will automatically be converted to v. 6.1.2 when received into a local file room. Binders archived in v. 4.0 or higher may be unarchived with v. 6.1.2. Binder backups created in v. 4.0 or higher can be restored into v. 6.1.2.

Trial Balances

Trial balances can be converted at a Central File Room or Local File Room level after the installation of ProSystem *fx* Engagement by using the Trial Balance Conversion Utility. Alternatively, trial balances can be converted automatically during synchronization of the binder. Converting trial balances during the synchronization process will increase synchronization times.

Database Backup and Restore

CRITICAL: Regular nightly backups of Engagement databases, workpapers, and templates will enable you to restore them in the event of a hardware failure or other disaster. If you require assistance in setting up a scheduled nightly backup or ensuring your current backup is capturing all necessary files, please contact Technical Support at 800-739-9998, option 4.

During the installation of the v. 6.1.2 Engagement Administrator module, the Database Backup and Restore utility will automatically be installed to the x:\Pfx Engagement\Admin\Utilities\Backup Restore directory.

IMPORTANT: If you are currently using a third party backup software to backup the Engagement databases, you will not be able to restore a single binder to the central file room. The ProSystem *fx* Engagement Database Backup and Restore utility allows the restoration of a single binder or an entire central file room.

For additional information about the Database Backup and Restore utility or instructions on setting up a scheduled task for the nightly backup, please refer to the ProSystem *fx* Engagement Database Backup and Restore Instructions located on the Engagement DVD. Additionally, the Database Backup and Restore Instructions are available for download from the ProSystem *fx* Engagement Support Web site.

Microsoft Windows Vista and Windows 7

When running the ProSystem *fx* Engagement Configuration Utility in a Windows Vista or Windows 7 environment with User Account Control (UAC) enabled, the Interactive Services Detection service must be running. The recommended best practice is to configure the Interactive Services Detection service to start automatically.

Virtualization included in Microsoft Windows Vista or Windows 7 limits users' rights to certain directories with User Account Control (UAC) enabled. Due to these limitations, it is recommended that ProSystem *fx* Engagement not be installed to the C:\Windows, C:\Windows\System 32, or C:\Program Files directories. For additional information refer to Microsoft's Windows Vista Application Development Requirements for User Account Control Compatibility document. Please contact Technical Support for installations of ProSystem *fx* Engagement v. 6.1.2 or higher that currently exist in these locations.

Microsoft Office 2007 Compatibility

Newly created Microsoft Office workpapers can be inserted in the binder using the new Office 2007 formats; however, conversion of existing workpapers to the new Office 2007 file formats must be performed outside of the Engagement binder. Conversion of workpapers to the new Office 2007 formats is not required as files from all versions of Office can co-exist within the binder. Microsoft's Office Compatibility Pack is required when using Office 2007 documents with previous versions of Office.

Microsoft Office 2007 Ribbon

The Engagement menu items will appear both on the Ribbon and on the Add-Ins tab. It is possible to disable the Engagement Ribbon functions by going to the Excel/Word Options and choosing Add-Ins. Select Manage COM Add-ins and deselect Pfx.Ribbon.ExcelAddin (for Excel) or Pfx.Ribbon.WordAddin (for Word) from the list of Add-ins available.

Microsoft Office 2007 OLE Linking

Microsoft has confirmed there is an issue with creating OLE links with Microsoft Excel 2007 and Microsoft Word 2007. The new XLSX and DOCX file formats do not maintain the integrity of the links if the files are moved to a new location. This affects workpapers using the new file formats once the binder has been synched and opened on a different user machine. Microsoft identifies the cause of the issue is the change to the open XML format. The XML formats retain a path to the original file location. Moving the file causes the link to be broken due to it not being able to update the new file path location. Additional information from Microsoft can be found in the following Knowledge Base articles.

<http://support.microsoft.com/?id=961102>

<http://support.microsoft.com/?id=961244>

Microsoft will be providing a fix for this issue. Microsoft has not established a release date for the fix.

This issue does not affect existing OLE links created with Office 97 through Office 2003 using the .doc or .xls file extensions.

The current workaround is to use Office 97-2003 file formats instead of Office 2007 file formats (.docx and .xlsx).

Existing Office 2007 files that contain OLE links will need to be saved outside of Engagement using the Office 97-2003 format and then reinserted using New Workpaper from File.

Office Servers / Administrator Module

Changing the computer name after Engagement is installed is not recommended in v. 6.x. Changing the computer name may cause login failures, synchronization failures, and database errors.

System time clocks must be synchronized across all office servers to ensure proper data flow between servers. Failure to properly ensure that all time clocks are synchronized before performing Administrator module functions may result in data loss.

Static IP addresses are recommended for all Office Servers. Please refer to the Networking Best Practices for more information.

All office servers should be synchronized before adding a new office server or updating to a new version of Engagement.

All Administrator users must have access and rights to the Admin Share directory on all office servers.

Export to Tax

Consolidated trial balances that are utilizing the M-3 functionality must be exported to ProSystem *f*x Tax using the GL Bridge option.

The GoSystem Tax Schedule M-3 tax codes may be used to produce tax trial balance reports within Engagement; however, they are not compatible with GoSystem Tax and will not be imported to the GoSystem Tax return.

The “Exempt Org – GoSystem Tax” grouping for 990’s may be used to produce tax trial balance reports within Engagement; however, this grouping is not compatible with GoSystem Tax and will not be imported into the GoSystem Tax return.

Dynalink from Engagement to Global *f*x Tax through a Citrix session is not supported.

Dynalink to both Global *f*x Tax and the desktop application for a single client is not supported.

When using the Dynalink option to export trial balance data to ProSystem *f*x Tax, the Employer ID # (EIN) used for the Dynalink configuration on the Tax Software Interface dialog in Engagement must be unique. If you have multiple clients that will be using the same EIN, please add additional characters to the end of the EIN to make each one unique (i.e., 99-9999999-1).

Synchronization

Synchronization utilizes two services for data transfer. The services are PFXSYNPFTService.exe and PfxEngDesktopService.exe. For further information regarding these services and how they function, please refer to the Networking Best Practices document.

You can also refer to the Networking Best Practices document for guidance on configuring workpaper storage on a Novell file server.

Shared File Room

The Add/Remove Tax Grouping utility is not supported for use with Shared File Room. The ProSystem *f*x Knowledge Tools library utilizes Compiled HTML Help (CHM) files. There is a known issue with not being able to access CHM files from a network location. This affects how Knowledge Tools functions with Shared File Rooms. For the Knowledge Tools CHM files to be accessible in Shared File Room, the machine name of the host machine must be added to the Trusted Sites list within Internet Explorer. Please see the following Microsoft Knowledge Base article on the issue:

<http://support.microsoft.com/kb/896054/>

General

Engagement toolbar customizations may be made using a 1024x768 or greater screen resolution. Lower screen resolutions may result in the inability to view additional toolbar buttons added to the Engagement toolbar.

Large fonts are not supported by ProSystem *f*x Engagement.