



**ProSystem *fx*[®]
Engagement
Installation Guide**

June 2010

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Contents



- Installation** **1**
- Overview..... 1
- Engagement 6.5 Requirements..... 1
- Installation Considerations..... 8
- Installation Instructions..... 11
- Altering a Current Install of Engagement..... 16
- CCH Workpaper Downloads..... 17
- Knowledge Tools Content..... 17
- Knowledge Coach Content..... 18
- Terminal Services Installation..... 18
- Using the ProSystem fx Engagement Administrator..... 20

Installation

Overview

This guide provides step-by-step instructions for installing the ProSystem fx Engagement Administrator and Workpaper Management modules. Also included is information for installing Knowledge Coach and Knowledge Tools. The minimum and recommended system requirements are also provided.

Before you begin, refer to the following documents:

- The *License Agreement* for information and restrictions on installation.
- The *ProSystem fx Engagement Release Bulletin* for new product features.
- The *Administrator/Office Server Tips* document for assistance in determining how you should configure office servers for your firm.

Two ProSystem fx Engagement modules must be installed in order for the application to function. These modules are the Administrator module and the Workpaper Management module.

The Administrator module is an organizational tool designed to provide security and control rights for different staff levels, as well as organize and maintain your office servers and central file rooms.

The Workpaper Management module relies on the Administrator module to provide login information, central storage, and secured access to all your client data.

Knowledge Coach is an audit planning and workflow tool that streamlines audit processes through the use of intelligent engagement tailoring, dynamic linking of risks to audit programs, extensive diagnostics, and automated flow of information across workpapers.

Knowledge Tools is the predecessor to Knowledge Coach, and provides a streamlined, easy-to-follow audit methodology for implementing the AICPA's Risk Assessment Standards effectively and efficiently.


Knowledge Tools is not a dynamic workflow tool like Knowledge Coach.

Engagement 6.5 Requirements

The following two tables detail the requirements for the Engagement Administrator and Workpaper Management modules.

Administrator Module


System Requirements	Recommended	Minimum
Microprocessor	<p>32-Bit: Pentium 4 processor, 2.8 GHz or faster</p> <p>64-Bit: Pentium 4 single-core processor, 3.2 GHz, or any multi-core processor</p>	<p>32-Bit: Pentium 4 processor, 2 GHz</p> <p>64-Bit:</p> <ul style="list-style-type: none"> ■ Pentium 4 processor, 3.2 GHz, or any multi-core processor ■ AMD Athlon 64, Intel Pentium 4 with Intel EM 64T support
Supported Operating Systems	<p>For SQL 2005</p> <ul style="list-style-type: none"> ■ Windows 7 (Professional, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows Vista (Business, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows XP Professional with Service Pack 2 (32-bit) ■ Windows XP Professional with Service Pack 1 (64-bit) ■ Windows Server 2003 Service Pack 1 (Standard and Enterprise: 32-bit and 64-bit) ■ Windows Server 2008 (Standard and Enterprise: 32-bit and 64-bit) ■ Windows Server 2008 R2 (64-bit) <p>For SQL 2008</p> <ul style="list-style-type: none"> ■ Windows 7 (Professional, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows Vista (Business, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows XP Professional with Service Pack 2 (32-bit and 64-bit) ■ Windows Server 2003 Service Pack 2 (Standard and Enterprise: 32-bit and 64-bit) ■ Windows Server 2008 (Standard and Enterprise: 32-bit and 64-bit) ■ Windows Server 2008 R2 (64-bit) <p>Note: Novell Netware 5.1 or higher and Linux are supported for workpaper storage only.</p>	
Terminal Server and Citrix	<ul style="list-style-type: none"> ■ Windows Server 2003 with Service Pack 1 (32-bit and 64-bit) with Terminal Services ■ Windows 2008 Server (32-bit and 64-bit) with Terminal Services ■ Windows Server 2008 R2 (64-bit) ■ Citrix Presentation Server 4.5 or higher 	
System Memory	2 GB RAM	<p>32-Bit:</p> <ul style="list-style-type: none"> ■ 1 GB RAM for Windows XP Professional ■ 2 GB RAM for Vista and server-class operating systems <p>64-Bit: 4 GB RAM</p>
Additional memory improves performance and may be required to run additional applications simultaneously.		

System Requirements	Recommended	Minimum
Drive Space	Administrator requires 500 MB of drive space when installed with the CD image files, 200 MB of drive space in the Temp folder, and additional space required for data.	
Video	Super VGA at 32-bit color quality with a resolution of 1024 x 768.	Super VGA at 16-bit color quality with a resolution of 800 x 600.
	ProSystem fx Engagement does not support large fonts.	
Network Environment		
Microsoft	Client for Microsoft Networks and Microsoft TCP/IP.	
Other Software		
SQL	<p>SQL 2005 Supported Editions</p> <ul style="list-style-type: none"> ■ SQL Server 2005 Service Pack 2 Standard Edition (32-bit and 64-bit) ■ SQL Server 2005 Service Pack 2 Enterprise Edition (32-bit and 64-bit) ■ SQL Express Service Pack 2 (32-bit) <p>SQL 2008 Supported Editions</p> <ul style="list-style-type: none"> ■ SQL Server 2008 Standard Edition (32-bit and 64-bit) ■ SQL Server 2008 Enterprise Edition (32-bit and 64-bit) ■ SQL Server 2008 Express (32-bit) ■ SQL Server 2008 Express (64-bit) <p> Note: Engagement does not include an installer for SQL Server 2008 Express 64-bit. To use SQL Server 2008 Express 64-bit, your firm will need to install and configure the instance manually. Please see the <i>Administrator's Guide to Pushing Engagement MSI Installation v 6.5</i> document for detailed instructions on doing this.</p>	
Data Access Components	<p>The following items are installed automatically with ProSystem fx Engagement:</p> <ul style="list-style-type: none"> ■ Microsoft Jet Database Engine 4.0 with Service Pack 6 ■ Soap Toolkit 3.0 ■ MSXML 4.0 Service Pack 2 parser ■ SQLXML 3.0 Service Pack 3 ■ Microsoft Visual C++ 2008 Redistributable vcredistsp1_x86.exe - 9.0.30729.17 ■ Microsoft Visual C++ 2008 Redistributable vcredist_x86.exe - 9.030729.4148 <p>The following items are installed automatically with ProSystem fx Engagement if an SQL 2005 instance is found:</p> <ul style="list-style-type: none"> ■ Microsoft SQL Server 2008 Management Object (32-bit) ■ Microsoft SQL Server 2008 Native Client (32-bit or 64-bit, according to operating system) ■ SQL Server System CLR Types (32-bit) <p>The following items are installed automatically with ProSystem fx Engagement if SQL 2008 32-bit is found on a 64-bit operating system:</p> <ul style="list-style-type: none"> ■ Microsoft SQL Server 2008 Management Object (32-bit) 	

System Requirements	Recommended	Minimum
	<ul style="list-style-type: none"> ■ SQL Server System CLR Types (32-bit) <p>MDAC 2.8 Service Pack 1 is required by SQL Server 2005 Express. Windows Installer 3.1 is required by SQL Server 2005 Express. Windows Installer 4.5 is required by SQL Server 2008 Express. Microsoft .NET Framework 2.0 is required by SQL 2005 and Admin Workstation. Microsoft .NET Framework 3.5 SP1 is required by SQL 2008. Adobe Reader 8.0 or higher is optional.</p>	
Web Browser	Internet Explorer 6.0 with Service Pack 1 or higher	
Email	Microsoft Mail, Microsoft Exchange, GroupWise, Internet SMTP/POP3, or other MAPI compliant messaging software to use network or Internet email	None
Other Hardware		
Internal or External DVD drive	Any internal or external DVD compatible drive for reading the installation media. The installation media is distributed on DVD, and can be copied to other machines or locations as needed.	

Workpaper Management Module

System Requirements	Recommended	Minimum
Microprocessor	<p>32-Bit: Pentium 4 processor, 2.8 GHz or faster</p> <p>64-Bit: Pentium 4 single-core processor, 3.2 GHz (or any multi-core processor)</p>	<p>32-Bit: Pentium 4 processor, 2 GHz</p> <p>64-Bit:</p> <ul style="list-style-type: none"> ■ Pentium 4 processor, 3.2 GHz (or any multi-core processor) ■ AMD Athlon 64, Intel Pentium 4 with Intel EM 64T support
Supported Operating Systems	<p>For SQL 2005</p> <ul style="list-style-type: none"> ■ Windows 7 (Professional, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows Vista with Service Pack 1 (Business, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows XP Professional with Service Pack 2 (32-bit) ■ Windows XP Professional with Service Pack 1 (64-bit) <p>For SQL 2008</p> <ul style="list-style-type: none"> ■ Windows 7 (Professional, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows Vista (Business, Enterprise, and Ultimate: 32-bit and 64-bit) ■ Windows XP Professional with Service Pack 2 (32-bit and 64-bit) 	
Terminal Server and Citrix	<ul style="list-style-type: none"> ■ Windows Server 2003 with SP 1 (32-bit and 64-bit) with Terminal Services ■ Windows Server 2008 (32-bit and 64-bit) with Terminal Services ■ Windows Server 2008 R2 (64-bit) ■ Citrix Presentation Server 4.5 or higher 	
System Memory	<p>32-Bit: 2 GB RAM</p> <p>64-Bit: 4 GB RAM</p>	<p>32-Bit:</p> <ul style="list-style-type: none"> ■ 1 GB RAM for Windows XP Professional ■ 2 GB RAM for Vista and Server class operating systems <p>64-Bit: 4 GB RAM</p>
<p>Additional memory improves performance and may be required to run additional applications simultaneously.</p>		
Drive Space	<p>Workpaper Management requires 250 MB of drive space, 200 MB of free space for the Temp folder during installation, and additional space required for data.</p>	

System Requirements	Recommended	Minimum
Video	Super VGA at 32-bit color quality with a resolution of 1024 x 768.	Super VGA at 16-bit color quality with a resolution of 800 x 600.
	ProSystem fx Engagement does not support large fonts.	
Other Software		
Microsoft Office	Office 2007 or higher	Office 2007 or Office 2003 with Service Pack 1
SQL	<p>SQL 2005 Supported Editions</p> <ul style="list-style-type: none"> ■ SQL Server 2005 Service Pack 2 Standard Edition (32-bit and 64-bit) ■ SQL Server 2005 Service Pack 2 Enterprise Edition (32-bit and 64-bit) ■ SQL Express Service Pack 2 (32-bit) <p>SQL 2008 Supported Editions</p> <ul style="list-style-type: none"> ■ SQL Server 2008 Standard Edition (32-bit and 64-bit) ■ SQL Server 2008 Enterprise Edition (32-bit and 64-bit) ■ SQL Server 2008 Express (32-bit) ■ SQL Server 2008 Express (64-bit) <p> Note: Engagement does not include an installer for SQL Server 2008 Express 64-bit. To use SQL Server 2008 Express 64-bit, your firm will need to install and configure the instance manually.</p>	
Data Access Components	<p>The following items are installed automatically with ProSystem fx Engagement:</p> <p>Microsoft Jet Database Engine 4.0 with Service Pack 6</p> <ul style="list-style-type: none"> ■ Soap Toolkit 3.0 ■ MSXML 4.0 Service Pack 2 parser ■ SQLXML 3.0 Service Pack 3 ■ SQLXML 4.0 Service Pack 1 will be installed with Workpaper Management and Terminal Services Database ■ Microsoft Visual C++ 2008 Redistributable vcredistsp1_x86.exe - 9.0.30729.17 ■ Microsoft Visual C++ 2008 Redistributable <p>The following items are installed automatically with ProSystem fx Engagement if an SQL 2005 instance is found:</p> <ul style="list-style-type: none"> ■ Microsoft SQL Server 2008 Management Object (32-bit) ■ Microsoft SQL Server 2008 Native Client (32-bit or 64-bit, according to operating system) ■ SQL Server System CLR Types (32-bit) <p>The following items are installed automatically with ProSystem fx Engagement if SQL 2008 32-bit is found on a 64-bit operating system:</p> <ul style="list-style-type: none"> ■ Microsoft SQL Server 2008 Management Object (32-bit) ■ SQL Server System CLR Types (32-bit) 	

System Requirements	Recommended	Minimum
	<p>MDAC 2.8 Service Pack 1 is required by SQL Server 2005 Express.</p> <p>Windows Installer 3.1 is required by SQL Server 2005 Express.</p> <p>Windows Installer 4.5 is required by SQL Server 2008 Express.</p> <p>Microsoft .NET Framework 2.0 is required by SQL 2005.</p> <p>Microsoft .NET Framework 3.5 SP1 is required by SQL 2008, Workpaper Management, and Knowledge Coach.</p> <p>If Office 2007 is installed, Office 2007 Primary Interop Assemblies (PIA) and Visual Studio Tools for the Office Runtime version 3.0 will be installed automatically.</p> <p>If Office 2003 Professional SP2 is installed and Knowledge Tools is selected for installation, Office 2003 Primary Interop Assemblies (PIA) and Visual Studio 2005 Tools for Office Runtime 2.0 (VSTOR) will be installed automatically.</p> <p>Visual Studio Tools for Office (VSTO) is required for Knowledge Coach.</p> <p>Adobe Reader 8.0 or higher is optional.</p>	
Web Browser	Internet Explorer 6.0 with Service Pack 1 or higher.	
Email	Microsoft Mail, Microsoft Exchange, GroupWise, Internet SMTP/POP3, or other MAPI compliant messaging software to use network or Internet email	None
Other Hardware		
Internal or External DVD drive	Any internal or external DVD compatible drive for reading the installation media. The installation media is distributed on DVD, and can be copied to other machines or locations as needed.	


Additional Requirements for Knowledge Coach

System Requirements	Recommended	Minimum
Supported Operating Systems	<ul style="list-style-type: none"> ■ Windows Vista with Service Pack 2 (32 bit and 64 bit) ■ Windows Server 2008 with Service Pack 2 (32 bit and 64 bit) 	
Microsoft Office	Office 2007 or higher	
Other Software	Visual Studio Tools for Office (VSTO) Microsoft .NET Framework 3.5 Service Pack 1	

Additional Requirements for Knowledge Tools

System Requirements	Recommended	Minimum
Microsoft Office	Office 2007 or higher	Office 2003 Professional with Service Pack 2 or higher
Other Software	<p>If Office 2007 is installed:</p> <ul style="list-style-type: none"> ■ Office 2007 Primary Interop Assemblies (PIA) ■ Visual Studio Tools for the Office Runtime 3.0 <p>If Office 2003 Professional with Service Pack 2 is installed:</p> <ul style="list-style-type: none"> ■ Office 2003 Primary Interop Assemblies (PIA) ■ Visual Studio 2005 Tools for Office Runtime 2.0 (VSTOR) 	

Installation Considerations

 **Important:** If you are using MSI Push, please see *MSI Push Installation Guide* located in the Document folder of the installation DVD for more information.

We recommend that you update your video card driver to the latest driver available and install Microsoft Direct X 9.x or higher.

Compressed Folders

The requirement of uncompressed drives is outlined in SQL Server 2005 Books Online, see <http://msdn2.microsoft.com/en-us/library/ms143719.aspx>. If you are upgrading a current installation of Engagement, this should not be an issue. Otherwise, it is important to identify any uncompressed or compressed folders and files that may exist in locations where Engagement or Microsoft SQL Server/Express databases exist. The new SQL Instance installation detects any compressed files and exits with an error message if they are found.

If compressed files are found, it is recommended that you uncompress the drive containing SQL and Engagement.

To uncompress the drive, do the following:

1. In My Computer, right-click the drive that will contain ProSystem *fx* Engagement and select **Properties**.
2. Uncheck the option *Compress this drive to save disk space*.
3. Click **Apply** and then **OK** to uncompress the drive.

If the SQL Instance installation still detects compressed files, then please call Technical Support at 1-800-739-9998, option 4 for assistance. If you are upgrading Engagement, then you should not have to do anything regarding compressed drives.

Networking Best Practices

For in-depth networking instructions on ProSystem *fx* Engagement, please see the *ProSystem fx Engagement Networking Best Practices* document located in the Documents folder of the installation DVD. This document covers the following network issues:

- Windows, Novell, and Linux servers
- LAN, WAN, and VPN topologies
- Port configuration
- SQL configuration
- Communication across networks and subnets
- Static versus dynamic IP addresses on office servers

The *ProSystem fx Engagement Networking Best Practices* document also addresses the following topics in detail:

- Long file names must be enabled on the server(s) where the ProSystem *fx* Engagement Administrator is located.
- ProSystem *fx* Engagement utilizes Microsoft SQL server 2005 Express and Microsoft SQL server 2008 Express.
The server must be a Windows computer with any of the following operating systems installed: Windows XP Professional with Service Pack 2, Windows 2003 Server with Service Pack 1 (Service Pack 2 required for SQL Server 2008), Windows XP Professional with Service Pack 1 (64-bit, Service Pack 2 for SQL Server 2008), Windows 2003 Server with Service Pack 1 (64-bit, Service Pack 2 for SQL Server 2008), Windows 2008 Server (32-bit or 64-bit), Windows Vista (32-bit or 64-bit, Enterprise, Ultimate, or Business) or Windows 7 (32-bit or 64-bit, Enterprise, Ultimate, or Professional). The databases cannot reside on a Novell or Linux server.
- SQL Server 2005 and 2008 are memory intensive programs. Steps can be taken to optimize these programs for improved program and server performance.
- ProSystem *fx* Engagement allows users to store their workpapers on a different server than where the binder database is located (Office Server). In these cases, the ProSystem *fx* Engagement Synchronization service needs to be configured to run under an account with rights to the location where the workpapers are being stored. The workpapers can reside on a non-Windows server.
- Time synchronization plays an important part in ProSystem *fx* Engagement. All servers and workstations running Engagement (in the office and in the field) should maintain time clock synchronization to ensure that you do not lose data and to ensure that the latest changes to data and server are properly synchronized.
- Changing workstation or server names is not supported after ProSystem *fx* Engagement has been installed. This is due to the installation of SQL.

For additional information or for the latest update on any of these items, please contact ProSystem *fx* Technical Support at 1-800-739-9998, option 4.

ProSystem *fx* Engagement Administrator Considerations

The ProSystem *fx* Engagement Administrator module should be installed and configured on a Windows server or a dedicated computer with a Windows operating system, as noted above. If you plan to maintain multiple office servers, the Administrator module should be installed and configured on a Windows server or a dedicated computer for each office. For more information on office servers, please refer to Chapter 3, Engagement Administrator, in the User Guide.


Administrator must be installed to a location accessible by all computers running ProSystem fx Engagement Workpaper Management. Administrator installation must be performed at the console of the Windows server or the dedicated computer. It cannot be installed by pushing the install from another computer to the Windows server or dedicated computer.

The Administrator Workstation setup allows you to remotely access the Administrator module. The Administrator Workstation can be installed to any workstation that needs to remotely access the Administrator module.

 **Note:** Engagement Administrator should **not** be installed on every computer in your firm.

Knowledge Coach Considerations



If Knowledge Coach is licensed, it should be installed on any computer where Workpaper Management or Terminal Services Client is installed and the Knowledge Coach features are desired.

 **Important:** Microsoft Office 2007 or higher must be installed prior to installing Knowledge Coach.

Pre-Installation Checklist

For detailed configuration instructions, please see the *ProSystem fx Engagement Networking Best Practices* document.

Before beginning the installation, verify that all of the following tasks are completed:

- If you are upgrading to ProSystem fx Engagement 6.5 from a prior version, do the following:
 -  **Important:** All machines running Engagement in a network environment must be upgraded to version 6.5 in order for users to access the software. It is not possible to run different versions of Engagement within the same office.
 - ◆ **Upgrade the main office server first.** We recommend that you upgrade the main office server first, then upgrade the workstations in order of priority to begin using the software.
 - ◆ **Back up the central databases.** Back up all central admin and bin databases prior to upgrading. For detailed instructions on using the backup restore utility, refer to the *Database and Restore Instructions.pdf* file in the Documents folder of the installation DVD.
 - ◆ **Back up the workpapers.** Back up all workpapers before upgrading. To ensure that this backup contains the latest versions of all files, users should synchronize all binders to the Central File Room prior to the backup.
 - ◆ **Back up templates.** Back up all centrally located templates prior to upgrading to allow for a full rollback if necessary.
- Close Microsoft Word, Excel, and Outlook.
- We strongly recommend that you close any additional programs.
- Disable virus-checking programs.
- If you are installing on a computer that currently has another application using SQL, stop that instance. For instructions on how to stop and start services, see the *ProSystem fx Engagement Networking Best Practices* document.
 -  **Note:** Do not stop instances of PFXENGAGEMENT SQL.
- If you install ProSystem fx Engagement to a server that is running Microsoft SQL Server 2005 or 2008 Enterprise or Standard Edition, we recommend that you use the SQL Server 2005 or 2008 Enterprise or Standard Edition instead of SQL Express 2005 or 2008. This allows ProSystem fx Engagement to run optimally.


If you use the Standard or Enterprise Editions, you must do the following:

- ◆ Configure a named instance of SQL Server for ProSystem *fx* Engagement prior to installation. Instructions for setting up and configuring SQL Server are included on the DVD in the *ProSystem fx Engagement Networking Best Practices* document.
- ◆ Install Service Pack 2 for SQL Server 2005.
- ◆ Have appropriate licensing on the SQL server.
- Ensure that the operating system, Microsoft Internet Explorer, and Microsoft Office are all installed with the required service packs. See [Engagement 6.5 Requirements](#) for details.
- If you are installing Knowledge Coach, ensure that Microsoft Office 2007 or higher is installed.

Installation Instructions

This section provides standard procedures for installing or upgrading the Engagement Administrator module and Workpaper Management module. It also includes instructions for installing Knowledge Coach and Knowledge Tools .

 **Note to Citrix Users:** If you are installing to a Citrix or Windows Terminal Server environment, refer to [Terminal Services Installation](#).

 **Caution:** Publishing installation Group Policy Objects through Active Directory is not recommended due to possible conflicts among versions (for example, Canadian CCH Engagement Administrator and United States Engagement Workpaper Management on the same workstation).

Installing Engagement for the First Time

To install ProSystem *fx* Engagement for the first time, do the following:

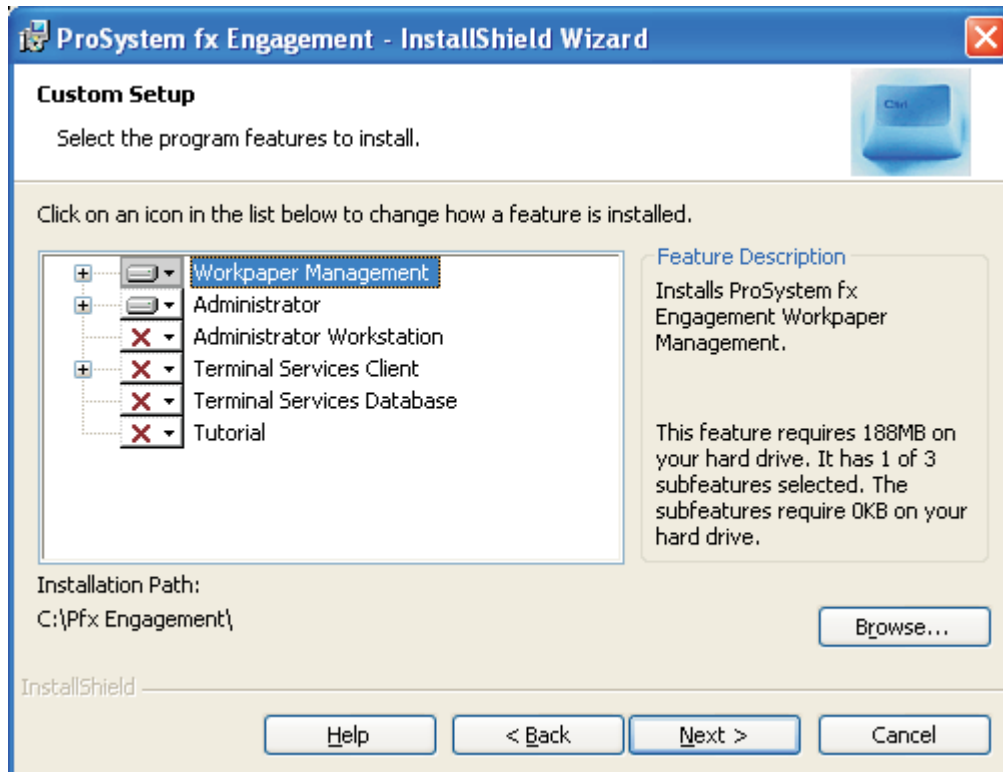
1. Complete all tasks in the [Pre-Installation Checklist](#).
2. Insert the Engagement DVD. If autorun is enabled, the *Install ProSystem fx Engagement* screen displays. If autorun is not enabled, select **Start/Run**. in the *Open* field, enter **X:\setup.exe**, where X represents your DVD-ROM drive letter, and click **OK**.

The following options are available from the launch screen:

- ◆ **Install SQL Express 2005.** Installs the Engagement SQL database instance using SQL Express 2005. This option should be selected only if an Engagement SQL database instance does not already exist and you want to install the 2005 release of SQL Express.
- ◆ **Install SQL Express 2008.** Installs the Engagement SQL database instance using SQL Express 2008. This option should be selected only if an Engagement SQL database instance does not already exist and you want to install the 2008 release of SQL Express.
- ◆ **Install Engagement.** Installs Engagement. Select this option if you want to install Engagement without also installing Knowledge Coach.
- ◆ **Install Engagement with Knowledge Coach.** Installs Engagement and Knowledge Coach.
- ◆ **View Installation Guide.** Opens the *Engagement Installation Guide* PDF.
- ◆ **Support Website.** Launches the Engagement Support Website.
- ◆ **Browse CD.** Displays the contents of the DVD in Windows Explorer.
- **Note:** When launching the installation from the contents of the DVD, it is imperative that PfxEngSetup.exe is selected with Windows Vista, Windows 7, and Server 2008. PfxEngSetup.exe provides elevated privileges for installations on these operating systems.
- ◆ **Exit.** Closes the launch screen.

 **Notes:**

- If you do not have Adobe Reader version 7.0 or later, you are given the opportunity to install it. You need Adobe Reader to view the *Installation Guide* or *Release Bulletin*. You also need Adobe Reader to view the *ProSystem fx Engagement User Guide* via **Help/User Guide**. Click **Yes** to continue installing ProSystem fx Engagement without Adobe Reader. Click **No** to cancel the installation and install Adobe Reader 7.0 or later. Adobe Reader 8.0 is included on the Engagement Installation Disk.
 - The *Install ProSystem fx Engagement* launch screen uses an .ini file to customize which buttons are displayed. To remove a button from the launch screen, edit the "product.ini" file, which is located at the root of the installation disc. Remove any section from the product.ini file to remove the corresponding button from the launch screen.
3. If an Engagement SQL Instance already exists on the computer, skip to step 7. If an Engagement SQL Instance does not already exist on the computer, click **Install SQL Express 2005** or **Install SQL Express 2008** on the launch screen. The *Welcome* screen displays.
 4. Click **Next**. The *Ready to Install the Program* page displays.
 5. Click **Install**. The *Installing ProSystem fx SQL Instance Installer* dialog displays. When the installation is complete, the InstallShield Wizard Completed dialog displays.
 6. Click **Finish**. The *Install ProSystem fx Engagement* launch screen displays.
 7. Click **Install Engagement** to install Engagement without Knowledge Coach. Click **Install Engagement with Knowledge Coach** to install both Engagement and Knowledge Coach. The Welcome screen displays.
 8. Click **Next**. The *License Agreement* dialog displays.
 9. Read the license agreement. If you agree to the terms, select **I accept the terms in the license agreement** and click **Next**. The *Install Guide and Release Bulletin* dialog displays.
 10. Click **Install Guide** to view a PDF file of the *Installation Guide*. Click **Release Bulletin** to view the a PDF file of the *Release Bulletin* for ProSystem fx Engagement 6.5.
 11. Click **Next**. The *Custom Setup* page displays.



12. Select the module or modules to install. Click the appropriate icon and select **This feature will be installed on local hard drive** to install the module or **This feature, and all subfeatures, will be installed on local hard drive** to install the module and all subfeatures (for example, Engagement CD Image for Administrator, or Templates and Sample Binder for Workpaper Management).
 - ◆ **Workpaper Management.** Workpaper Management should be installed on computers that will be accessed by Engagement staff members.
 - 📁 **Note Regarding Knowledge Coach:** If the Install Engagement with Knowledge Coach button was selected on the Launch screen, Knowledge Coach will be selected by default. Microsoft Office 2007 or higher is required to install ProSystem fx Knowledge Coach.
 - 📁 **Note Regarding Knowledge Tools:** This feature is selected by default. Microsoft Office 2003 Professional with Service Pack 2 or later is required in order to install ProSystem fx Knowledge Tools.

- ◆ **Administrator.** The Administrator module should be installed on a dedicated computer that is designated as the main office server. Computers with the Workpaper Management module installed need access to this main office server computer.

 **Notes:**

- If you plan to create a secondary office server or servers, install the ProSystem *fx* Engagement Administrator module on a separate dedicated computer. When more than one office server exists, workstations with Workpaper Management installed do not necessarily need a network connection to both office servers. Some can connect to the main office server while others connect to a secondary office server.
- It is not mandatory to have a network connection between the main and secondary office servers. Data can be passed between the two using *Create and Receive Admin Packages*. For more information, see the topics *Creating an Admin Package* and *Receiving an Admin Package* in Chapter 3, Engagement Administrator, in the User Guide.


- ◆ **Administrator Workstation.** The Administrator Workstation setup allows you to access the Administrator module remotely.

13. If you selected *Administrator* in step 12 (with or without Workpaper Management) the *Administrator Bin Database Path* dialog displays. The system creates the database in the default folder on your local computer unless you click **Browse** and specify a different location.
14. Click **Next**. The *Ready to Install* dialog displays.

 **Notes:**

- ◆ If you attempt to install conflicting applications, such as Administrator and Administrator Workstation, InstallShield displays a conflict message specifying the conflicting applications. Click **Back** to make the necessary changes.
- ◆ If your system does not meet the requirements for the application you are installing, InstallShield displays a message listing the missing components. Click **Cancel** to install the necessary components. Click **Back** to install a different application. For detailed information about the new bin structure of the Engagement database, see the topic *Managing Bins* in Chapter 3, Engagement Administrator, in the Engagement User Guide.

15. Click **Install**. InstallShield displays the progress screen as the necessary programs and features are installed.

-  **Note:** If ProSystem *fx* Knowledge Tools is selected for installation and Microsoft Office 2003 or Office 2007 Primary Interop Assemblies (PIA) and Visual Studio 2005 Tools for Office Runtime (VSTOR) are not installed on your computer, the respective progress for these components display.

16. If you are installing Administrator, read the information on the *Backup Information* dialog and select **I have read the above warning**, then click **Next**. The *InstallShield Wizard Completed* dialog displays.
17. Click **Finish**, then complete any applicable tasks in the [Post-Installation Checklist](#).

Upgrading an Existing Version of Engagement to Engagement 6.5

To upgrade a previous Engagement version to Engagement 6.5, do the following:

1. Complete all tasks in the [Pre-Installation Checklist](#).
2. Insert the Engagement DVD.
3. If Autorun is enabled, the *Install ProSystem *fx* Engagement* screen displays. If Autorun is not enabled, the *Run* dialog displays. In the *Open* field, enter X:\PfxEngSetup.exe, where

X represents your DVD-ROM drive letter, and click **OK**. The *Install ProSystem fx Engagement* screen displays.

 **Notes:**

- ◆ When upgrading, you do not need to install 2005 SQL Express or 2008 SQL Express, because Engagement is already installed and the Engagement SQL database instance should already exist.
- ◆ The *Install ProSystem fx Engagement* launch screen uses an .ini file to customize which buttons are displayed. To remove a button from the launch screen, edit the "product.ini" file, which is located at the root of the installation disc. Remove any section from the product.ini file to remove the corresponding button from the launch screen.

4. Click **Install Engagement** to upgrade the currently installed features for the Engagement installation. If the currently installed features include additional features such as Knowledge Coach, these features will be upgraded. This will not give the option to install additional features.

Click **Install Engagement with Knowledge Coach** to add the Knowledge Coach feature to an installation that does not already have Knowledge Coach installed, or to upgrade an existing installation of Knowledge Coach. If you want Knowledge Coach but are unsure if it is currently installed, select this button. The *Welcome* screen displays.


5. Click **Next**. The *License Agreement* dialog displays.

6. Read the license agreement. If you agree to the terms, select **I accept the terms in the license agreement** and click **Next**. The *Install Guide and Release Bulletin* dialog displays.

7. Click **Install Guide** to view a PDF file of the *Installation Guide*. Click **Release Bulletin** to view a PDF file of the *Release Bulletin* for ProSystem fx Engagement 6.5.

8. Click **Next**. The *Upgrade to ProSystem fx Engagement 6.5* page displays.

9. If you have read the warning message and have created a backup then select that option and click **Next**. The *Ready to Install* dialog displays.

 **Note:** If your system does not meet the requirements for the application you are installing, InstallShield displays a message listing the missing components. Click **Cancel** to install the necessary components. Click **Back** to install a different application. For detailed information about the new bin structure of the Engagement database, see Chapter 3 of the User Guide.

10. Click **Install**. InstallShield displays the *Progress* screen as the necessary programs and features are upgraded.

11. If Administrator is being upgraded, read the information on the *Backup Information* dialog, select **I have read the above warning**, and then click **Next**. The *InstallShield Wizard Completed* dialog displays.

12. Click **Finish**, then complete any applicable tasks in the [Post-Installation Checklist](#).

Post-Installation Checklist

After completing the installation, you should perform the following tasks, as applicable:

- If you are upgrading from a release of Engagement prior to version 6.0, you must convert all trail balances to the Microsoft SQL database format before opening them in version 6.5. To do this, select **Start/Programs/ProSystem fx Engagement/Utilities/ProSystem fx Engagement Trial Balance Conversion Wizard**, and then follow the instructions in the wizard.
- Verify that all administrative users have full access to the Admin Share folder on the office server. This folder, which is created during the installation, is shared by default, but the network administrator needs to ensure that all Engagement administrative users have full rights to that location. For

additional information, see the *ProSystem fx Engagement Networking Best Practices* document in the Documents folder of the installation DVD.

- The installation process sets the Engagement folder permissions automatically. These rights are needed for Engagement to function optimally. The installation gives the “Users” group all rights except Full Control. These rights are inherited by all child objects so that all folders and subfolders within Engagement receive these same rights. For additional information, see the *ProSystem fx Engagement Networking Best Practices* document.

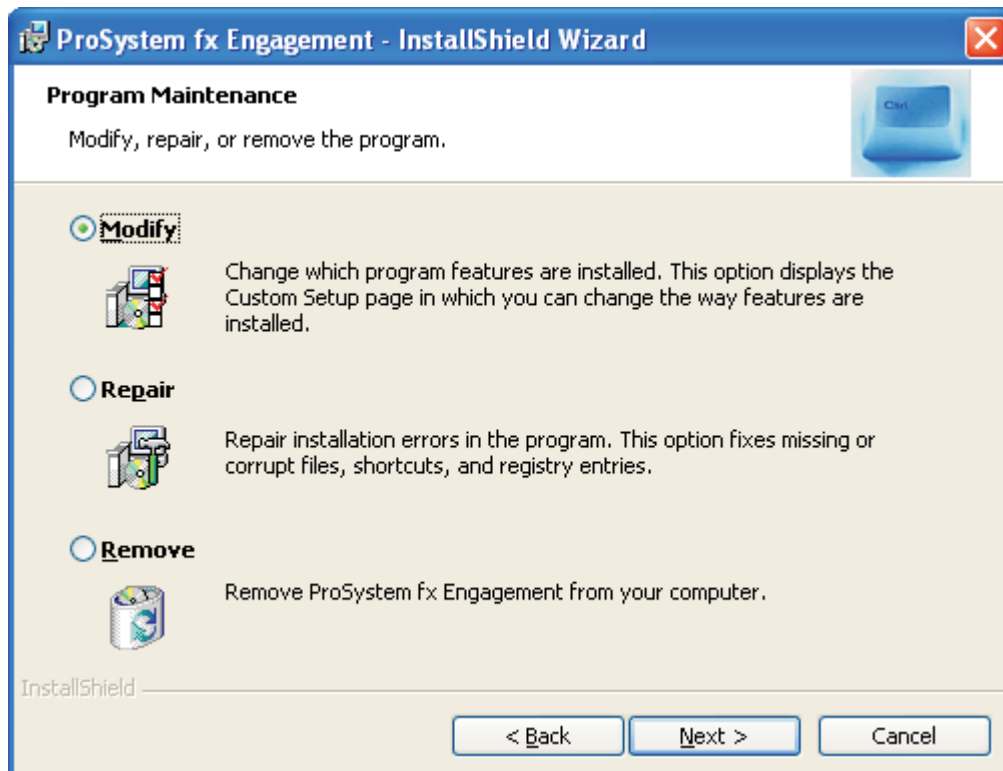
Altering a Current Install of Engagement

ProSystem fx Engagement Program Maintenance allows you to modify, repair, or remove the current installation.

Modifying a Current Install

To add new program features or remove currently installed features, do the following:

1. Close all programs on your computer.
2. Select **Add or Remove Programs** (or **Programs and Features** in Windows 7, Windows Vista and Windows Server 2008) from your computer's Control Panel.
3. Select **ProSystem fx Engagement** from the list and click **Change** to open the *Welcome* dialog.
4. Click **Next** to display the *Program Maintenance* dialog.



5. Select **Modify** and then click **Next**. The *Custom Setup* dialog displays.

6. Select applications to install and deselect applications to remove. Click the **plus sign (+)**, where available, to select individual options to install or remove. The *Custom Setup* dialog displays the amount of space required for installation.
7. Click **Next** to display the *Ready to Modify* dialog.
8. Click **Install** to begin the update process. The *InstallShield Wizard Completed* dialog displays when the process is finished.
9. Click **Finish** to exit the installation.

Repairing a Current Install

To repair program features from a previous installation, do the following:

1. Close all programs on your computer.
2. Select **Add or Remove Programs** (or **Programs and Features** in Windows 7, Windows Vista, or Windows Server 2008) from your computer's Control Panel.
3. Select **ProSystem fx Engagement** from the list and click **Change** to open the *Welcome* dialog.
4. Click **Next**. The *Program Maintenance* dialog displays.
5. Select **Repair** and then click **Next**. The *Ready to Repair* dialog displays.
6. Click **Install**. The *Installing ProSystem fx Engagement* status bar displays while InstallShield repairs the installation(s). Once the repair process is finished, the *InstallShield Wizard Completed* dialog displays.
7. Click **Finish**.

Removing ProSystem fx Engagement

To remove all installed features, do the following:

1. Close all programs on your computer.
2. Select **Add or Remove Programs** (or **Programs and Features** in Windows 7, Windows Vista, or Windows Server 2008) from your computer's Control Panel.
3. Select **ProSystem fx Engagement** from the list and click **Remove** to display the *Welcome* dialog.
4. Click **Yes** on the confirmation dialog. Windows removes all ProSystem fx Engagement applications.

CCH Workpaper Downloads

For detailed instructions on downloading and installing a CCH (formerly Miller) Integrated Engagement Guide, please refer to the release bulletin for each integrated title or go to the Web site at <http://support.cch.com/updates/Engagement>.

You can download the release bulletin from the CCH Web site at <http://support.cch.com>. A release bulletin will also be mailed to you when you purchase an integrated CCH Title.

Knowledge Tools Content

For instructions on downloading and installing Knowledge Tools content, please refer to the Knowledge Tools User Guide, available on the Engagement Installation DVD.


For more information about Knowledge Tools, or to download Knowledge Tools titles, go to <http://support.cch.com/updates/KnowledgeTools>.

Knowledge Coach Content

For instructions on downloading and installing Knowledge Coach content, please refer to the *Knowledge Coach User Guide* found on the Engagement Help menu.

Terminal Services Installation

The installation of Engagement can vary based on the Terminal Services and Citrix software setup. For this reason, we strongly suggest that you consult with your network administrator prior to installing Engagement. We also advise contacting Technical Support prior to installation to address any questions you may encounter with the installation.

 **Important:** The following instructions outline the preferred steps for installing ProSystem fx Engagement Terminal Services Client; however, your configuration may require additional or alternate steps. For additional assistance, please contact Technical Support at 1-800-739-9998, option 4.

Before beginning, install ProSystem fx Engagement Administrator. Refer to the [General Installation Instructions](#) for instructions.

The following section contains instructions for installing the ProSystem fx Engagement Terminal Services Client (Workpaper Management for Terminal Services), ProSystem fx Engagement Terminal Services Database, and ProSystem fx Engagement Administrator Workstation.

Installation Considerations for Terminal Services Database




Keep the following in mind when installing Terminal Services Database:

- The Terminal Services Database should be installed to a static location that is accessible for all of the load balanced servers. This location should be a dedicated Windows 2003 or 2008 server with enough space to store data being created in the Terminal Services Client module.
- The recommended location is the main office server where the ProSystem fx Engagement Administrator is installed. The Terminal Services Database installation must be performed at the server console of the computer it is to reside on.

Terminal Services Installations

This section provides installation instructions for ProSystem fx Engagement Terminal Services Database, Terminal Services Client, or Administrator Workstation on a Windows Terminal Services enabled server.

1. Complete all tasks in the [Pre-Installation Checklist](#).
2. Determine that no one is accessing the Terminal Services server.
3. Insert the ProSystem fx Engagement DVD.
4. Open Control Panel and select **Add/Remove Programs\Add New Programs** on Server 2003 or **Programs and Features** on Server 2008.
5. Click **CD or Floppy**, and then click **Next**. The *Install Program from Floppy Disk or CD-ROM* dialog displays.
6. Click **Next**. The *Run Installation Program* dialog displays.
7. If an Engagement SQL Instance is already installed, skip to step 15.
If an Engagement SQL Instance is not already installed, do one of the following:


- ◆ Install Microsoft SQL Server 2005 or 2008 Standard or Enterprise edition as explained in the *ProSystem fx Engagement Networking Best Practices* document, and then skip to step 15.
 - ◆ Install Microsoft SQL Express 2005 or Microsoft SQL Express 2008, which are included on the Engagement disc. To install SQL Express 2005 or 2008, continue to step 8.
8. Click **Browse** and locate the **ProSystem fx SQL 2005 Instance Installer.msi** or **ProSystem fx SQL 2008 Instance Installer.msi** (Windows 7, Vista, or Server 2008 users locate **ProSystem fx SQL 2005 Instance Installer.exe** or **ProSystem fx SQL 2008 Instance Installer.exe**).
 9. Click **Finish**. The SQL 2005 or SQL 2008 Instance Installer wizard displays.
 10. Click **Next**. The *Ready to Install the Program* page displays.
 11. Click **Install**. Several status screens display as the SQL Instance is installed.
 12. Click **Finish**.
 13. Click **CD or Floppy**, and then click **Next**. The *Install Program from Floppy Disk or CD-ROM* dialog displays.
 14. Click **Next**. The *Run Installation Program* dialog displays.
 15. Click **Browse** and locate the *PfxEngSetup.exe* file.
 16. Click **Finish**. The *Welcome* dialog displays.
 -  **Note:** If you do not have Adobe Reader version 7.0 or later, you are given the opportunity to install it. You need Adobe Reader to view the *Installation Guide* or *Release Bulletin* in step 19 of this procedure. You also need Adobe Reader to view the *ProSystem fx Engagement User Guide* via Help/User Guide. Click **Yes** to continue installing ProSystem fx Engagement without Adobe Reader. Click **No** to cancel the installation and install Adobe Reader 7.0 or later. Adobe Reader 8.0 is included on the Engagement Installation Disk.
 17. Click **Next**. The *License Agreement* dialog displays.
 18. Read the license agreement. If you agree to the terms, select **I accept the terms in the license agreement** and click **Next**. The *Install Guide and Release Bulletin* dialog displays.
 19. Click **Install Guide** to view a PDF of the *Installation Guide*. Click **Release Bulletin** to view the Release Bulletin for ProSystem fx Engagement.
 20. Click **Next**. The *Custom Setup* dialog displays.
 21. Select the program feature to install: Terminal Services Database, Terminal Services Client, or Administrator Workstation. Click the **plus sign (+)** to select or deselect subfeatures to install, or choose *This feature, and all subfeatures, will be installed on local hard drive*. Deselect Workpaper Management, which is selected by default.
 -  **Note Regarding Knowledge Coach:** Microsoft Office 2007 is required to install ProSystem fx Knowledge Coach.
 -  **Note Regarding Knowledge Tools:** Microsoft Office 2003 Professional with Service Pack 2 or a later version of Microsoft Office is required in order to install ProSystem fx Knowledge Tools. For new installations of Engagement, the Professional edition is required. If you are upgrading from a prior Engagement version, then another edition of Office 2003 (such as Standard) is allowed if it is already installed. If a prior version of Office is detected, the Knowledge Tools subfeature of Terminal Services Client is not available for installation.
 22. If you are installing Terminal Services Client, click **Next** to display the *Terminal Services Database Location* dialog. Enter the name of the server where the database is installed.

23. Click **Next**. The *Ready to Install* screen displays.

 **Notes:**

- ◆ If you attempt to install conflicting applications, InstallShield displays a message specifying the conflicting applications. Click **Back** to make the necessary changes.
- ◆ If your system does not meet the requirements for the application you are installing, InstallShield displays the *Requirements* dialog, listing the necessary components. Click **Cancel** to install the necessary components, or click **Back** to change the application to install.

24. Click **Install**. The *Installing ProSystem fx Engagement* status bar displays as InstallShield completes the installation. The *InstallShield Wizard Completed* dialog displays.

 **Note:** If you are installing Terminal Services Client with license Knowledge Tools selected, and Microsoft Office 2003 or Office 2007 Primary Interop Assemblies (PIA) and Visual Studio 2005 Tools for Office Runtime (VSTOR) are not installed on your computer, the respective progress bars for these components display.

25. Click **Finish**, then complete any applicable tasks in the [Post-Installation Checklist](#).


Using the ProSystem fx Engagement Administrator



From the Windows Start menu, select the program group where you installed the ProSystem fx Engagement Administrator. Select **ProSystem fx Engagement Administrator**, or double-click the **Administrator** icon on your desktop. The *ProSystem fx Engagement Admin Login* dialog displays.

Initial Login to the Engagement Administrator

Only staff assigned to the Administrator Staff Group can log in to the Administrator. The program provides one default staff member in the Administrator Staff Group. You can modify the password and staff information for the default user, but you cannot change the Login Name or delete this staff member. There is no limit to the number of licensed staff you can assign as administrators.


 **Note:** If you want other workstations to access the Administrator module, install Administrator Workstation to those workstations. See [Installation Instructions](#).

The first time you log in, do the following:

1. Start Engagement Administrator by doing one of the following:
 - ◆ Double-click the Engagement Admin icon on your desktop.
 - ◆ Select Start/Programs/CCH/Engagement/Engagement Admin.The Engagement Admin Login displays.
2. In the *Login Name* field, enter **ADMIN**. Leave the *Password* field blank.
3. Click **OK**. The ProSystem fx Engagement Administrator program detects that a main office server has not been set up and displays a message that the computer must be configured as an office server before you can log in.
4. Click **Yes**. The *Provide Office Server Information* dialog displays.
5. Enter a label of up to 32 characters for the main office server in the *Label* field. The label is required and is used as the office server's name.
6. The *Server name* field defaults to the name of the computer to which you are logged in.
7. Enter a description for the server of up to 60 characters in the *Description* field. The description is optional.
8. Click **Next**. The *Determine the office server designation* dialog displays.

9. Select **Main office server** to establish this as the main office server.
10. If the Firm has more than one office server and this office server does not have a physical connection with the other office server(s), check the **Disable Admin Synchronization** check box.
11. Click **OK**. The *Firm Properties* dialog displays.
12. Enter the firm information and click **Next**. The *Configure Office Server Summary Report* displays.
13. Do any of the following:
 - ◆ Click **Print** to print the summary report.
 - ◆ Click **Save As** to save the report as an HTML file.
 - ◆ Click **Back** to make changes to your settings.
 - ◆ Click **Cancel** to discard your work and exit the *Configure Office Server Wizard*.
 - ◆ Click **Finish** to save your settings and open Engagement Administrator.

Once you are in the program, you can change the administrator's password and add more staff to the Admin group, if needed. See *Adding New Staff Members* in Chapter 3 of the User Guide.

 **Note:** For instructions on creating a secondary server, refer to the section *Setting up the Administrator Environment* in Chapter 3 of the User Guide.