

# Technical Considerations Affecting ProSystem fx Engagement

This page addresses a number of technical issues that may affect ProSystem fx Engagement users. We are making you aware of these issues so that you can plan accordingly, to minimize any impact they may have on your users.

## MICROSOFT OFFICE 2003 SP3 OR OFFICE 2007 AND OLE LINKS

Microsoft has also confirmed there is an issue with Office 2007 when printing the gridlines in Word (\*.docx) for a linked Excel Object. The gridlines do not print properly with subsequent printing. In order to work around this issue, the user can open the Excel file and go to the Page Layout tab. In the Sheet Options group, they should uncheck the View option for Gridlines. Alternatively, if the file is saved in the .doc file format, the issue will not present itself.

Additionally, when linking with Office 2003 SP3 or Office 2007, Named Ranges that are copied from Excel and linked as an Excel Object into Word will not update properly when new rows are added to the Excel document. This is due to the name of the worksheet tab in Excel containing a space (i.e., "Balance Sheet"). Documents that were created and linked using Office 2003 SP2 or a prior version will continue to function properly. For links created on Office 2003 SP3 or later, users will need to remove the space from the worksheet name (i.e., "BalanceSheet") and then recreate the link.

## MICROSOFT WINDOWS XP SERVICE PACK 3

Engagement usage in the field with the new Shared File Room may be adversely impacted by two issues related to the behavior of Microsoft Windows Service Pack 3, described below.

- 1) If a machine is a member of a domain, and the machine is being used outside the domain (for example, for field use), there may be issues with authentication to other machines, which is required for use of the Shared File Room. Field Mode is not affected by this issue and is a possible alternative option. Upgrading to Windows Vista or Windows 7 is a recommended resolution for firms wishing to use Shared File Room.
- 2) An issue has been documented by Microsoft that may have an effect on the ability of machines to properly resolve machine names. This can result in synchronization errors, as well as errors in using the Shared File Room. A hotfix is available to address this issue. Please see the following link for additional information.

<http://support.microsoft.com/kb/953761>

**Note:** Windows XP Service Pack 3 is required by Microsoft for installation of Office 2010.