

ProSystem fx® Engagement & ProSystem fx® Knowledge Coach

Version 6.8
August 2011




This bulletin provides important information relating to ProSystem fx Engagement version 6.8 and ProSystem fx Knowledge Coach version 1.8. Please review this bulletin carefully prior to installation, and if you have any questions, call Technical Support at 1-800-PFX-9998, option 4.

Release
Bulletin

NEW IN THIS RELEASE – ProSystem fx Engagement

The following features are available in this release:

-  **New Icons** will replace the existing ProSystem fx Engagement icons after installation. These rebranded icons are consistent with the ProSystem fx Office Suite.
- Performance Improvements** have been made in several areas such as opening Word and Excel documents, refreshing the trial balance after printing and refreshing the central file room list in the local file room after synchronization.
- Retain Tab Structure and Focus** when synchronizing, assigning, checking in, or checking out workpapers from an open binder.
- Replace Multiple Workpapers with a Placeholder** is available in the roll forward setting, instead of having to select this for each workpaper individually.
- New Warning When Opening Multiple Copies of the Same Workpaper in Different Periods** ensures you edit and save changes to the current period workpaper, instead of wasting time editing an incorrect copy that can't be saved.
- Drag and Drop Multiple Workpapers from Windows Explorer** places the workpapers into the tab selected, instead of using the tab of the binder where the workpaper originated.
- Microsoft Office 2007 Document Types** are at the top of the list when you select to insert a new blank workpaper.
- Remember the Last Balance Type Selection** when inserting trial balance links into financial statements and other workpapers, rather than defaulting to the Unadjusted Balance.
- Wider Field for the Rounding Account** is available so you can see the details you need and select the right account faster.
- ProSystem fx Engagement Live Chat** is available on the Help Menu to make it easier to connect with a CCH Support representative.
- Team Notes** retain the selected sort order even after you delete a note.
- Ctrl + Alt + Del** will not send workpapers to the trash.

- Bin Manager Report** may be produced on demand. Previously, the report would display only the first time someone logged into the Administrator module after nightly tasks had run.
- Synchronization of Binders** is permitted past the bin warning level until the bin reaches the threshold level of 4 GB.
- New Firm Option to Clear the Modified After Review Icon** is provided so firms can choose if they want either the 1st or 2nd reviewer to clear the warning icon, or if a 2nd reviewer must clear the icon..
- Tickmarks Issues** have been fixed with Office 2010 (used linked images) and Adobe Acrobat 8 (gray background).
- Refresh Issues** have been fixed with Consolidated Reports and Trial Balance Reports.
- Time Out Errors** have been fixed with synchronization and consolidation.
- Improved Integration with ProSystem fx Portal** when sending workpapers to large ProSystem fx Portal accounts.
- Financial Statement Disclosure Examples** are provided for access to 2011 updates to the CCH U.S. GAAP Financial Statement Disclosure Examples title, as well as a library of more than 750 example footnotes.
- ProSystem fx Engagement Utilities** have been updated and included with the 6.8 Release.
- Documentation Improvements** have been made by migrating the content of four separate documents into the *Installation Guide* and the *User Guide*. The four discontinued documents include: *Administrator's Guide to Pushing Engagement*, *MSI Installation, Database Backup and Restore Instructions*, *Networking Best Practices*, and *US Technical Considerations – Engagement*.
- Deployment Planning Guide** is a new document available to help administrators and managers identify the key factors that influence the performance, reliability, and functionality of the ProSystem fx Engagement application.

NEW IN THIS RELEASE – ProSystem fx Knowledge Coach

The following features are available in this release:

Performance Improvements have been made in several areas such as opening binders and workpapers.

Multiple Knowledge Coach Titles in One Binder is supported with this release of ProSystem fx Knowledge Coach. Prior to this version of Knowledge Coach, you could not add independent workpapers to a binder unless it was from the same title as the foundation workpapers. Independent workpapers can now be added to any binder without the foundation workpapers, as well as binders that have foundation workpapers from a different title. Independent workpapers are any workpapers that are not related workpapers. The easiest way to know which workpapers are independent is to go to the *New Knowledge Coach Workpaper* dialog and select the new check box labeled “Show independent workpapers only.” Once this box is selected the only workpapers displayed for insertion will be the independent workpapers.

Note: Adding related workpapers to a binder that has foundation workpapers from a different title is not supported in this release of Knowledge Coach. A list of related workpapers for each title can be found in *RES-010 Knowledge Coach Overview*. This functionality will be included in the next update of Knowledge Coach.

Pause Automatic Refresh within Knowledge Coach Workpapers allows you to pause the refresh of a Knowledge Coach workpaper. To ensure the workpapers always show the most current questions and answers, workpapers will automatically refresh when they are opened, saved or switching to view another workpaper. Also, the diagnostics will always reflect what a refreshed workpaper would show.

Copy/Paste Knowledge Coach and Non-Knowledge Coach Workpapers at the same time is supported.

Modified Workpaper Rollforward Settings will be applied to newly created binders when you copy/paste a binder, create a binder from a template, or create a binder from an existing binder, rather than reverting back to the default roll forward settings.

Option to Refresh Binder Diagnostics on Binder Open is displayed. You have the choice to refresh binder diagnostics or to not refresh. You can also choose a default option and elect not to see this message again.

Note: If you want to access the information in the binder quickly, you would choose to not refresh binder diagnostics.

Unanswered Question Diagnostics for sub-steps can now be cleared by marking parent steps "N/A." There are two documents that have this new feature. One is the *KBA-901 Financial Statement Disclosure Checklist*; when you mark main steps as "N/A" the sub-steps' unanswered question diagnostic will be cleared. Another place where this has been implemented is *KBA-302 Understanding the Entity and its Environment*. Once you mark the "Consider?" column as "N/A," all diagnostics for that row will be cleared. This feature will be available for all titles released after Knowledge Coach 1.8.

Missing Signoff Diagnostics similar to the items noted above, when you sign off on a procedure step, the missing signoff diagnostics for the sub-steps will also be cleared. This is true for all workpapers, except for program steps and sub-program steps in the *AUD-800* series. This feature will be available for all titles released after Knowledge Coach 1.8.

Knowledge Coach Save Utility is available on the Tools menu. In the unlikely event that answers are not getting saved or your workpaper crashes, you can use this utility to restore your answers.

Note: Please see the article at <http://support.cch.com/answerdoc.aspx?id=sw33722> for more information and instructions on how to use this feature.

Shared Services Memory Usage is reduced as Shared Services automatically restarts after the close of the last Knowledge Coach Binder. By restarting this service, it cuts down on the build-up of memory usage.

Note: For Terminal Service Users there is a Shared Service for every user, rather than one Shared Service for all users. This will increase performance of Knowledge Coach in the Terminal Services environment.

TECHNOLOGIES

ProSystem fx Engagement v. 6.8 Supports Technologies Not Previously Supported by Engagement:

- Adobe X
- Internet Explorer 9
- SQL Server 2005 SP4
- SQL Server 2008 SP2
- Windows Server 2008 R2 SP1
- Windows 7 SP1

IMPORTANT NOTES

Workpaper Template Types No Longer Available

The following workpaper template types are no longer available to select inside of ProSystem fx Engagement because they are rarely used:

- Microsoft Office Excel Macro-Enabled Worksheet (.XLSM)
- Microsoft Office Word Macro-Enabled Worksheet (.DOCM)
- Microsoft Office PowerPoint Macro-Enabled Worksheet (.PPTM)
- Microsoft Office Excel Chart (.XLS)

To create these types of workpapers for use in ProSystem fx Engagement:

- Save one or more of the workpaper template types to the ProSystem fx Engagement Workpaper Templates folder “C:\Pfx Engagement\WM\Workpaper Templates.” It will be displayed inside of ProSystem fx Engagement.
- Create one or more of the workpaper template types outside of Engagement and insert the workpaper from file.

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 and Shared File Room

Knowledge Coach does not support shared file room. Users must log in to the office or field locations.

Knowledge Coach and TB Links in Microsoft Word Workpapers

Knowledge Coach does not support trial balance links inserted in Microsoft Word workpapers. However, TB links in Microsoft Excel workpapers are supported.

AutoSave, AutoRecover and Undo/Redo Are Not Supported in Knowledge Coach Workpapers

Knowledge Coach Word and Excel workpapers do not support Microsoft functions such as AutoSave, AutoRecover and undo/redo. To avoid losing any data, ensure workpapers are saved frequently.

Office 2007 or Office 2010 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 or Office 2010 (32-bit version only).

INSTALLATION

NOTE: If you plan to upgrade the release of your operating system or Microsoft Office, complete those upgrades prior to installing the latest version of ProSystem *fx* Engagement.

For detailed information regarding the installation and configuration of ProSystem *fx* Engagement, please refer to the Installation Guide. The Installation Guide can be found in the Documents folder on the Engagement DVD.

Installation of ProSystem *fx* Engagement v. 5.5 or higher is required for upgrades to Engagement v. 6.8. Installation of v. 6.8 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 Installation Guide. 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. 6.8. For additional information about the ProSystem *fx* Engagement Database Backup & Restore Utility, refer to Appendix F: Database Backup and Restore in the Installation Guide, which can be found in the Documents folder on the Engagement DVD.

IMPORTANT: When upgrading the ProSystem *fx* Engagement Administrator 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. 6.8. 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.

For specific user rights requirements, please refer to Appendix E in the Installation Guide.

New Deployment Planning Guide

This guide is available to help administrators and managers identify the key factors that influence the performance, reliability, and functionality of the ProSystem *fx* Engagement application. This deployment guideline will help ensure the highest possible level of reliability, sustainability, performance, predictability, and end-user usability. The target audiences for Engagement deployment are the firm administrators and managers who make business decisions and evaluate technology and network infrastructure. Firms that are new to Engagement, as well as firms which are upgrading an existing installation, must plan their deployment strategy well in advance of installation day. The Deployment Planning Guide can be found in the Documents folder on the Engagement DVD.

Knowledge Coach Updates 1.6 and 1.7

The modifications included in the Knowledge Coach 1.6 and 1.7 Updates are included in Knowledge Coach 1.8; therefore, these updates will be removed when installing Knowledge Coach 1.8. For firms that use MSI push instead of manual install, a remove software push will need to be performed to uninstall these updates prior to pushing Engagement 6.8.

Knowledge Coach Log-In after Update

If you are updating from a previous version of Knowledge Coach, there is a VSTO clean-up process that will add additional time to the initial log in to ProSystem *fx* Engagement after the upgrade.

Attention Windows Server 2008 Users

Although v. 6.8 is supported with Windows Server 2008, upgrading to ProSystem *fx* Engagement v. 6.8 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 7, 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 Appendix E in the Installation Guide.

SQL Express / SQL Upgrade

SQL Server Express is a free edition of SQL Server that may be used 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 6.8 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 Appendix F: Database Backup and Restore in the Installation Guide, which can be found in the Documents folder on the Engagement DVD.

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. 6.8. Binder templates created in v. 4.0 or later may be converted directly to v. 6.8. 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. 6.8 when received into a local file room. Binders archived in v. 4.0 or higher may be unarchived with v. 6.8. Binder backups created in v. 4.0 or higher can be restored into v. 6.8.

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 & 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. 6.8 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 back up 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 Appendix F: Database Backup and Restore in the Installation Guide, which can be found in the Documents folder on the Engagement DVD.

OTHER INFORMATION

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. 6.8 or higher that currently exist in these locations.

Microsoft Office 2007 or Office 2010 Compatibility

Newly created Microsoft Office workpapers can be inserted in the binder using Office 2007 or Office 2010 formats; however, conversion of existing workpapers to the Office 2007 or Office 2010 file formats must be performed outside of the Engagement binder. Conversion of workpapers to Office 2007 or Office 2010 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 or Office 2010 documents with previous versions of Office.

Microsoft Office 2007 or Office 2010 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.

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 Appendix E in the Installation Guide 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 *fx* 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 *fx* Tax through a Citrix session is not supported.

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

When using the Dynalink option to export trial balance data to ProSystem *fx* 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 (e.g., 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 Appendix E in the Installation Guide.

You can also refer to Appendix E in the Installation Guide 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 *fx* 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 *fx* Engagement.