

# ProSystem fx® Engagement & ProSystem fx® Knowledge Coach

Version 6.9/1.10  
December 2011



This bulletin provides important information relating to ProSystem fx Engagement version 6.9 and ProSystem fx Knowledge Coach version 1.10. Please review this bulletin carefully prior to installation, and if you have any questions, call Technical Support at 1-800-PFX-9998, option 4.

**Note:** The 2011 Tax Grouping Update Utility is not included with ProSystem fx Engagement version 6.9. You must download and install this utility separately once it is available.

**Note:** The ProSystem fx Engagement version 6.9 and ProSystem fx Knowledge Coach version 1.10 release may be downloaded as a DVD image. Refer to *How to Download the Release DVD Image* and *How to Use the Downloaded DVD Image* on page 2 for more information.

Release  
Bulletin

## NEW IN THIS RELEASE – ProSystem fx Engagement

The following features are available in 6.9:

**Performance Improvements** have been made in several areas:

- Synchronizing binders to and from the Central File Room
- Opening unclassified Trial Balance reports
- Opening Excel workpapers with Trial Balance links

**Send Multiple Workpapers to ProSystem fx Portal** at one time, instead of sending each workpaper one at a time.

**Updated Compressed Database Utility** scans the machine for compressed database files that are required by ProSystem fx Engagement and detects any SQL start-up parameters that will prevent a database upgrade. You can run the utility from the Install ProSystem fx Engagement setup screen by clicking the new button, **Detect Compressed Databases**. It is strongly recommended to run this utility prior to upgrade. Refer to *Compressed Database Files* on page 2 for more information.

## NEW IN THIS RELEASE – ProSystem fx Knowledge Coach

The following features are available in 1.10:

**Option to Synchronize Knowledge Coach Content at Log In** if new Knowledge Coach content exists in the Knowledge Coach content library. Previously, new Knowledge Coach content always synchronized automatically. However, there may be times when you are working on a slow connection or when you do not need to use the new content, so you would prefer to synchronize Knowledge Coach content at a later time. With this new option, you have the choice to synchronize later, so that you can access your local file room faster and not delay your workflow process.

**Improvement with Binder Synchronization** so that only the Knowledge Coach content associated with that binder will synchronize in the Knowledge Coach content library. Previously, all Knowledge Coach content synchronized during a binder synchronization, which caused time delays and potential failed synchronizations if a lot of data was passed through slow or unreliable connections. Now it will only pass required content, so that you can access your workpapers faster and become more efficient with Knowledge Coach.

**Knowledge Coach Compilations & Reviews License Available** for users who only need the Compilations & Reviews titles or the Non-Traditional Engagement titles.

**TCP Port 8080** is discontinued for PfxKnowledgeCoach.SharedServices. Refer to *Ports* on page 3 for details.

## INSTALLATION

### How to Download the Release DVD Image

The ProSystem *fx* Engagement version 6.9 and ProSystem *fx* Knowledge Coach version 1.10 release is available for download as a DVD image. Current subscribers must register at <http://support.cch.com> and link their account to their login. The download is available at [http://support.cch.com/updates/engagement/default\\_iso\\_files.aspx](http://support.cch.com/updates/engagement/default_iso_files.aspx). The download is approximately 2.6 GB and may take a while to download depending on your internet connection.

### How to Use the Downloaded DVD Image

The DVD image is an ISO file. You must either burn the ISO file to a DVD or use a compression program to open it. There are several programs available that will open ISO files, such as “7-Zip” which is a free program. In addition, Windows Vista and Windows 7 contain built-in functionality to burn ISO files to a DVD.

### Upgrade Operating System or Microsoft Office

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 found in the Documents folder on the Engagement DVD.

### Upgrade ProSystem *fx* Engagement

Installation of ProSystem *fx* Engagement v. 5.5 or higher is required for upgrades to Engagement v. 6.9. Installation of v. 6.9 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.

**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. 6.9. 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.

**ATTENTION:** Ensure that a current backup is completed before and after upgrading to v. 6.9. 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.

**ATTENTION KNOWLEDGE COACH USERS:** You will not have to redeploy any Knowledge Coach Utility updates to repair specific Knowledge Coach title workpapers after the Engagement 6.9 or Knowledge Coach 1.10 installation.

### Compressed Database Files

Before upgrading, it is strongly recommended that each machine (Admin Module and Workpaper Management) be scanned for the presence of compressed database files. The *Compressed Database Utility* performs a scan of the machine and will identify any Prosystem *fx* Engagement database files that are compressed. If compressed database files are identified, the log file will provide the information so that you can decompress them manually. Additionally, the utility will detect a SQL start-up parameter that will prevent the SQL upgrade. For additional information about the ProSystem *fx* Engagement Compressed Database Utility, refer to Installation Considerations in the Installation Guide, which can be found in the Documents folder on the Engagement DVD.

## Ports

ProSystem *fx* Engagement transfers data over the following ports:

- SQL Server (PROFXENGAGEMENT) – TCP port 2029; UDP port 1434
- PFXEngDesktopService - TCP port 6735
- PFXSYNPFIService - TCP port 6736
- PfxConfigUtility – UDP port 6737
- Pfx.KnowledgeCoach.SharedServices - TCP ports 8731 and 8732 (Use of TCP port 8080 is discontinued in v. 6.9)

These ports are configured on the server and workstations during installation. However, if you are connecting over a VPN or through a firewall, or another device such as a router, you will need to ensure that these ports are opened in order for the program to work correctly.

## Mass Deployment

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.

## Minimum Requirements

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.

## Logging In after Update

If you are updating from a previous version, 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. 6.9 is supported with Windows Server 2008, upgrading to ProSystem *fx* Engagement v. 6.9 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 6.9 supports Microsoft SQL Express 2005 or 2008 and Microsoft SQL Server 2005 or 2008 as its database management tool.

## Operating Systems Not Supported

ProSystem *fx* Engagement should not be installed on the following:

- Microsoft Small Business Server
- A Domain Controller Server
- An Exchange Server

## CONVERSION

### Binders

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

**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.

### Templates and Binder Packages

All binder templates must be converted from the Workpaper Management module after installing v. 6.9. Binder templates created in v. 4.0 or later may be converted directly to v. 6.9. 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. 6.9 when received into a local file room. Binders archived in v. 4.0 or higher may be unarchived with v. 6.9. Binder backups created in v. 4.0 or higher can be restored into v. 6.9.

### 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

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. 6.9 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. 6.9 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 supported 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 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 "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.