ProSystem *fx*® Engagement & ProSystem *fx*® Knowledge Coach

Welcome to ProSystem *fx* Engagement v. 7.1 and ProSystem *fx* Knowledge Coach v. 2.1

This bulletin provides important information about the v. 7.1 release of ProSystem *fx* Engagement and the v. 2.1 release of ProSystem *fx* Knowledge Coach. Please review this bulletin carefully. If you have any questions, contact Technical Support at 1-800-PFX-9998 (1-800-739-9998), Option 4. Additional information is available on **CCH Support Online**.

Note: There are two guides that provide important information relating to the installation and deployment of ProSystem *fx* Engagement v. 7.1. These are the *Installation Guide* and the *Deployment Planning Guide* found in the Documents folder with the Install Media.

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This document covers the following topics:

New in this Release - ProSystem *fx* Engagement

Download Delivery Program

In an effort to provide faster access to software product updates, CCH will begin delivering all ProSystem *fx* Suite products by electronic download in 2014. This delivery method will replace DVDs and CDs. Detailed instructions for downloading the release are available at https://support.cch.com/online-software-delivery/.

Improved Workflow with Synchronization Enhancements

You will now be able to restart synchronization for a selected binder with a status of Stopped, Failed, Partially Failed, Locked or Cancelled. The restart option will synchronize all workpapers originally selected for synchronization. Also, the time it takes to synchronize over the WAN when no changes have been made has been improved.

Convert Excel and Word Workpapers to the Latest File Format

An option to convert Microsoft Office .xls and .doc workpapers to .xlsx or .docx is available when creating a new binder from roll forward or from copying and pasting a binder. In roll forward, the option is provided in the Verify Workpaper Roll Forward Settings screen of the wizard. Workpapers with macros or those with Microsoft document level password protection, as well as trial balances, trial balance reports, KT, PPC, Miller, and M&P workpapers, are not eligible for conversion. The conversion process not only saves the workpapers in the newer file format but also updates OLE link references for converted workpapers. If desired, one or more workpapers can be selected for exclusion from the conversion.

Updated Workpaper Templates, Sample Binder Templates and Sample Company Binder Packages

Workpaper templates in the default Engagement Workpapers and ProSystem *fx* Tax Workpapers folders have been updated to the .xlsx and .docx file formats. Workpaper templates with the same name in the older .xls or .doc file formats that are in these same folders will be removed. As a result, if you prefer to continue to use the older file format workpaper templates, be sure to move them to another folder prior to installing the 7.1 release. The

Sample Binder and Sample Tax Binder templates, as well as the Sample Audit and Sample Tax binder packages, have been updated such that the workpapers are in the newer file format and the tax account grouping is updated to the 2013 tax year.

Three New Tickmarks

Three new tickmarks, each in a red, green and blue image, are available. The tickmarks and file names are:

- TR (Agrees to TR.bmp)
- TB (Agrees to TB.bmp)
- ∑ (Agrees to S.bmp)

If Engagement v. 7.1 is installed as an upgrade to a previous release, you will need to manually add the tickmark in the Tickmark Definition dialog. The newly added tickmarks, along with other existing tickmarks, can then be shared with other users by using the Export and Import features in the Tickmark Definition dialog.

Ultra Tax

The Tax Software Interface dialog inside Engagement may be used to export trial balance data so that it can be imported directly into Ultra Tax. In the prior release, a separate utility had to be used to export the data.

CCH Axcess Branding and Account Number

References to ProSystem *fx* Suite or any of the suite applications have been changed to the new CCH Axcess branding. Also, the CCH Axcess Account Number field in Staff Properties has been increased to accommodate the number of characters available in the login dialog.

New in this Release - ProSystem *fx* Knowledge Coach

Enhanced Stability of Knowledge Coach

To provide a better experience for all workflows and improve data integrity, the 2.1 release of Knowledge Coach addresses the following:

- Preservation of edited custom floatie answers (e.g. Custom Benchmark in KBA-301 Materiality) when a workpaper is closed without saving it.
- Retention of user-entered data in KBA-301 - Determination of Materiality Benchmark table and data flow therefrom.
- Experience improvement for firms using a large number of titles to ensure there is not a timeout when opening a binder. In rare instances, this led to incomplete binders.

Support for Commercial 2014 and Future Titles

The 2.1 release of Knowledge Coach will be required to install the Commercial 2014 title and future titles. These titles will include changes necessary for compliance with the various applicable standards (e.g. Generally Accepted Auditing Standards, Generally Accepted Government Auditing Standards (Yellow Book), etc.).

Note: Some titles that are released after Commercial 2014 will NOT require the Knowledge Coach 2.1 due to timing of updates and the Base Title required by that industry title. Please see the Knowledge Coach Updates page for details on which minimum Knowledge Coach version each title requires.

Technologies

The following new technologies are now supported with ProSystem *fx* Engagement v. 7.1:

- Microsoft Windows 8.1
- Microsoft Windows Server 2012 R2
- Internet Explorer 11
- Citrix Xen App 6.5 Feature Pack 2
- Virtual Desktop Infrastructure (VDI)
- QuickBooks 2014

The following technologies are no longer supported with ProSystem *fx* Engagement v. 7.1:

- Microsoft Office 2003
- Microsoft Windows XP
- Internet Explorer 7

In the next scheduled release of ProSystem *fx* Engagement in 2015, the technologies listed below will no longer be supported:

- Microsoft Server 2003

- SQL Server 2008
- Windows Vista
- Adobe 9
- Office 2007

Important Notes

ProSystem *fx* Engagement and Knowledge Coach Versions Supported in 2015

Beginning in September 2015, we will no longer support Engagement versions prior to v. 7.0.

In order to ensure the highest quality support and product experience, CCH will only offer support for the current version and the two previous versions of the software. For this purpose, "support" is defined in two parts: Technical Compatibility and Customer Support.

For more information on the Engagement version support lifecycle, please visit: http://support.cch.com/answerdoc.aspx?id=sw43082

For more information on the Knowledge Coach version support lifecycle, please visit: http://support.cch.com/answerdoc.aspx?id=sw43088

SQL Server 2008, 2008 R2 and SQL Server 2012 (Express, Standard, or Enterprise) are Supported Platforms

ProSystem *fx* Engagement no longer supports SQL Server 2005 or SQL Server 2005 Express. If you are upgrading from an Engagement version prior to 6.11, this will require an upgrade to SQL Server 2008, 2008 R2 (Express, Standard, or Enterprise) or SQL Server 2012 (Express, Standard or Enterprise) prior to installing ProSystem *fx* Engagement v. 7.1. Please refer to the *Deployment Planning Guide* (found in the Documents folder on the Engagement Install Media) for further information and recommendations.

Database Limit for Knowledge Coach Content Titles

If you are using SQL Server 2008 Express and have more than 80 Knowledge Coach titles installed, you could encounter limits on adding additional titles. The limit is not an issue for those who have upgraded to SQL Server 2008 R2 or higher, or are running the Standard or Enterprise editions.

Knowledge Coach Base Title

Most Content Packages for Knowledge Coach v. 2.1 require a related Base Title to be installed before the Title Content Package. The Base Title is a package that contains data that is common to various titles. This allows the ability to decrease the size of each title and allow for fixes to be made in one package rather than multiple title packages. Information on which Base Title is needed can be found on the ProSystem *fx* Knowledge Coach Updates site when the title is downloaded. The Base Title does not have to be released to all users in order to use the Content Title.

Imports from ATB, GoSystem Audit and ProSystem *fx* Write-Up

Effective with the 2015 ProSystem *fx* Engagement release, users will no longer have the ability to import directly from ATB, GoSystem Audit or ProSystem *fx* Write-Up using the Import Conversion Wizard. These products were discontinued several years ago and the level of usage in the accounting industry has dropped to very low levels. Although using the wizard to import from these products will no longer be available, you will still be able to export their data to Excel and import into Engagement with the Paste TB Import Wizard.

Issues Resolved

Issues identified in a previous release of ProSystem *fx* Engagement have been resolved to enhance your workflow, including:

- During the login process, missing or invalid files will be replaced. Such files include Pfx.KnowledgeCoach.dot, Pfx.KnowledgeTools.dot, and epace.dot. If any of the files cannot be replaced, then an error message will appear and a log file will be generated. The name of the log file is "EngagementLoginFailureLog" and will be located at X:\Pfx Engagement\WM\Utilities\Login.
- During roll forward, workpapers with an invalid replacement file can now be successfully replaced with a valid file.
- An extra file extension will no longer be added to workpapers sent from Engagement to CCH Access Portal and then back to Engagement.
- The tickmark location in Fund Reports will no longer change when a row containing a journal entry is expanded.
- The file modified date and time for workpapers is now accurate regardless of the selected operating system time zone.

Installation

Please refer to the *Installation Guide* and the *Deployment Planning Guide* for important information relating to the installation and deployment of ProSystem *fx* Workpaper Manager. These guides may be found in the Documents folder with the Install Media.

.NET 4.0 Full Required for All Installation Options

The installation requires .NET 4.0 Full for WM, TSClient, TSDatabase, Admin, and AdminWS installations.

Service Packs

It is strongly recommended that the latest service packs for operating systems and other software are installed in order for Engagement to run optimally. Please refer to the *Installation Guide* for more details on the recommended and required versions.

Upgrade Operating System or Microsoft Office

If applicable, complete operating system or Microsoft Office upgrades prior to installing the latest version of ProSystem *fx* Engagement.

Refer to the *Installation Guide* for detailed information regarding the installation and configuration of ProSystem *fx* Engagement.

Note: Engagement does not support any 64-bit editions of Microsoft Office.

Upgrade ProSystem *fx* Engagement

Installation of ProSystem *fx* Engagement v. 6.5 or higher is required for upgrades to Engagement v. 7.1. Installation of v. 7.1 requires that all Engagement office servers and workstations be upgraded. If you are currently using a version prior to 6.5 and require assistance with upgrading, please contact Technical Support at 1-800-739-9998, option 4.

Note for Knowledge Coach Users: Installation will take longer due to changes made to the KC content database. This is a one-time occurrence and times will vary based on the number of titles installed.

Important: When upgrading the ProSystem *fx* Engagement Administrator module from v. 6.5 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 their user name and password after the installation of v. 7.1. Failure to do so will result in failed synchronizations.

During a new installation of ProSystem *fx* Engagement Administrator module, the creation of 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 D in the *User Guide*.

Ports

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

- SQL Server (PROFXENGAGEMENT) - TCP port 2029; UDP port 1434
- PFXSYNPFTService - TCP port 6735
- PFXEngDesktopService - TCP port 6736
- PfxConfigUtility - UDP port 6737
- P2EWinService - TCP ports 943 and 4530
- SharedFileRoom - TCP port 445

These ports are configured on the server and workstations during installation. However, if you are connecting over a VPN, through a firewall, or another device such as a router, you will need to ensure that these ports are opened 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. In addition, ProSystem *fx* Engagement requires MDAC 2.8 SP1 or higher on each workstation. Please see the *Installation Guide* for additional information.

Logging In After Update

If you are updating from a previous version, there is a VSTO clean-up process that will add time to the initial log in to ProSystem *fx* Engagement after the upgrade. It may be helpful to notify end users of the additional initial login time.

Attention Novell Network Users

ProSystem *fx* Engagement v. 7.1 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 Vista, Windows 7, Windows 8, Windows 8.1, Windows Server 2003, Windows Server 2008, or Windows Server 2012) and must be visible to the Novell network. All workpapers can be maintained and stored on the Novell file server.

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 2008, Microsoft SQL Server 2008 R2, or Microsoft SQL Server 2012, there may be additional licensing costs associated. Please refer to http://www.microsoft.com/sqlserver/en/us/editions/previous-versions.aspx for detailed licensing options for Microsoft SQL Server 2008 and Microsoft SQL Server 2008 R2, or http://www.microsoft.com/sqlserver/en/us/default.aspx for detailed licensing options for Microsoft SQL Server 2012.

Important: Engagement v. 7.1 supports Microsoft SQL Express 2008, 2008 R2 or 2012, and Microsoft SQL Server 2008 or 2012 as its database management tool.

Operating Systems Not Supported

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

- Microsoft Small Business Server (for more information, see http://support.cch.com/answerdoc.aspx?id=sw34431)
- A Domain Controller Server (for more information, see http://support.cch.com/answerdoc.aspx?id=sw3787)
- An Exchange Server
- Linux, as it is supported for workpaper storage only.

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 *User Guide*.

Templates and Binder Packages

All binder templates must be converted from the Workpaper Management module after installing Engagement v. 7.1. Binder templates created in v. 4.0 or later may be converted directly to v. 7.1. 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 Engagement 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 Engagement v. 4.0 or higher will automatically be converted to v. 7.1 when received into a local file room. Binders archived in v. 4.0 or higher may be unarchived with v. 7.1. Binder backups created in Engagement v. 4.0 or higher can be restored into v. 7.1.

Trial Balances

Trial balances created in Engagement v. 5.7 or earlier can be converted at a central file room or local file room level after the installation of ProSystem *fx* Engagement v. 7.1 by using the Trial Balance Conversion Utility. Alternately, trial balances can be converted automatically during synchronization of the binder. Converting trial balances during the synchronization process will increase synchronization times. Please refer to the *Conversion Guide* for more information, which is available at CCH Support Online.

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. In addition, you can choose to incorporate differential backups as part of your backup strategy. If you require assistance in setting up a scheduled nightly backup or ensuring your current backup is capturing all necessary files, please visit http://support.cch.com/answerdoc.aspx?id=sw33890 or contact Technical Support at 1-800-739-9998, option 4.

During the installation of the Engagement Administrator module v. 7.1, 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 *User Guide*.

Other Information

Microsoft Windows Vista, Windows 7, Windows 8 and Windows 8.1

When running the ProSystem *fx* Engagement Configuration Utility in a Windows Vista, Windows 7, Windows 8 or Windows 8.1 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, Windows 7, Windows 8 or Windows 8.1 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 at 1-800-739-9998, option 4, for installations of ProSystem *fx* Engagement v. 6.11 or higher that currently exist in these locations.

Microsoft Office 2007, Office 2010, or Office 2013 Ribbon

The Engagement menu items will appear on both the Engagement 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 uncheck **Pfx.Ribbon.ExcelAddIn** (for Excel) or **Pfx.Ribbon.WordAddIn** (for Word) from the list of Add-Ins available.

Microsoft Office 365

Microsoft offers multiple packaging options (called "plans") for Office 365. Office 365 is available with online only versions of the Office applications and there are also plans that include desktop versions. (For example, Office 365 Midsize Business or Office 365 Enterprise E3.) To use Office 365 with Engagement, you must subscribe to a version of Office 365 that includes a desktop version and have the desktop version of Office installed on the PCs that will be running Engagement. In this scenario, the user experience is essentially the same as the user running Office 2013.

Note: CCH does NOT currently have plans to support online only versions of Office. This is largely due to the fact that Microsoft does not support customized ribbons/add-ons in the online versions.

To see a comparison of the different Office 365 plans, and which ones include desktop versions of the applications, visit: http://office.microsoft.com/en-us/business/compare-all-office-365-for-business-plans-FX104051403.aspx.

Office Servers/Administrator Module

Changing the computer name after Engagement is installed is not supported in Engagement v. 7.1. 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.

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

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 or CCH Axcess 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., 99-999999-1).

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 D in the *User Guide*.

Shared File Room

Knowledge Coach and the Add/Remove Tax Grouping utility are not supported for use with Shared File Room.

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.

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If you provided an email address with your order, you are already registered for e-fxNews and will receive information on the products your firm is currently licensed for in the near future. We encourage you to visit our Web site at CCH Support Online to review and update your firm's e-*fx*News profile to ensure you are receiving information on all the ProSystem *fx* Office products you desire.

If you have not provided us with your email address, please do so by taking one of the following actions:

- Complete the profile information below and fax this information to the attention of Customer Service at 1-800-PFX-9998 (1-800-739-9998), option 1, option 2.
- Visit our Web site at CCH Support Online and click on **e-fxNews Profile Setup**.

If you have any questions, please call Customer Service at 1-800-PFX-9998 (1-800-739-9998), option 1.

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