

# CCH® ProSystem fx® Engagement & CCH® ProSystem fx® Knowledge Coach

## Welcome to CCH® ProSystem fx® Engagement v7.5 and CCH® ProSystem fx® Knowledge Coach v2.5

This Release Notes document provides important information about the February 2017 v7.5 release of CCH ProSystem fx Engagement and the v2.5 release of CCH ProSystem fx Knowledge Coach. Please review this information carefully. If you have any questions, additional information is available on [CCH Support Online](#).

### Notes:

- ◆ If you are running Engagement version 7.1 or 7.2, there is a separate update and associated release notes for the 2016 Tax Grouping Update release as located in the 'Release 7.1' or 'Release 7.2' section of the [Engagement Support website](#). If you are running a version older than Engagement v7.1, you must upgrade to a supported version to update trial balances to the 2016 tax grouping lists.
- ◆ There are two guides that provide important information relating to the installation and deployment of Engagement v7.5. These are the *Installation Guide* and the *Deployment Planning Guide* found in the Documents folder with the Install Media.
- ◆ The February 2017 hotfix will be applied with this installation and will not need to be downloaded and run separately.

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## Technologies No Longer Supported with This Release

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As communicated last year, the following technologies are no longer supported:

- ◆ Microsoft® SQL Server® 2008 and 2008 R2
- ◆ Microsoft® Windows® 8
- ◆ Microsoft® Office 2007
- ◆ Internet Explorer® 8 and 9
- ◆ Citrix® Presentation Server 4.5
- ◆ Citrix® XenApp® version 6.5

## Technologies Supported with This Release

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The following new technologies are now supported:

- ◆ Microsoft® Windows® 10
- ◆ Microsoft® Office 2016
- ◆ Microsoft® Office 64-bit editions
- ◆ Microsoft® Edge
- ◆ QuickBooks® 2016
- ◆ Citrix® XenApp® versions 7.5, 7.6, 7.7 and 7.9

At Wolters Kluwer, we want to ensure that we are staying current with the latest technologies. Therefore, going forward, we will support only the current and one prior version of both third party technologies and our CCH applications. The latest system requirements can be found on the Engagement Support site [CCH Support Online](#).

## 2016 Tax Grouping Update and New Manage Tax Groups Feature

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There were no changes to the tax codes for CCH ProSystem *fx* Engagement for 2016. The 2016 Tax Grouping Update includes:

### **CCH® ProSystem *fx*® Tax and CCH Access™ Tax**

The Tax Grouping Update Wizard will update tax grouping lists to 2016 tax codes. New 2016 tax grouping lists are available for Corporation, S Corporation, Partnership, Exempt and Individual tax entity types.

### **Lacerte®**

New 2016 tax grouping lists are available for Corporation, S Corporation, Partnership and Exempt tax entity types.

### **GoSystem® Tax**

New 2016 tax grouping lists are available for Corporation, S Corporation, Partnership and Exempt tax entity types.

### **UltraTax CS®**

New 2016 tax grouping lists are available for Corporation, S Corporation, Partnership, Exempt and Individual tax entity types.

### **Exporting Subgroups to UltraTax CS® (New feature!)**

Subgroups can now be exported to UltraTax with the trial balance. If subgroups exist in the grouping list and have accounts assigned to them, they will automatically be exported. Up to 32 characters of the subgroup index and 50 characters of the subgroup description will be exported with each account assigned to the subgroup.

### **Import Conversion Wizard**

Supports 2016 tax groupings from CCH® ProSystem *fx*® Trial Balance, CaseWare® and Creative Solutions Accounting™.

### **Manage Tax Groups (New feature!)**

A Manage Tax Groups button is now provided in the *Account Groupings* window when a ProSystem *fx* Tax grouping list is selected. When the button is clicked, the *Manage Tax Groups* window opens to allow for adding and removing rental property groups, farm property groups, business entity groups and other tax groups such as M-3. This feature replaces the Add or Remove Tax Groups utility.

## New In This Release - CCH ProSystem *fx* Engagement Admin

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### **Global Profile Manager**

WM Version and KC Version columns are now provided in the Global Profile Manager window of the Administrator application for each enabled or disabled staff profile, and shows the current version installed for that profile. The version displayed is from the last time each staff member successfully logged in to Office mode of the Workpaper Management application.

## Admin Views Utility

A beta version of a new Admin Views Utility is provided, which allows Admin staff group users to view central file room, staff, client and binder data for all office servers. The data is displayed in a grid that can be customized with regard to the column and row settings. The customized view of the data can optionally be saved to create a new view or overwrite a previously saved custom view. The view of the data in the grid can also be exported to CSV, XLSX, PDF and HTML. Finally, the view of the data can be printed if desired. The utility can be launched from the CCH ProSystem *fx*Engagement Start – Programs or All Apps menu. The utility is released as a beta to allow you to provide feedback on the utility to ensure it meets your needs. If you have questions or feedback on the Admin Views Utility Beta, please email the Product Manager at [kim.conaway@wolterskluwer.com](mailto:kim.conaway@wolterskluwer.com) rather than contacting Support.

- ◆ Known issue: For views where a large number of records needs to be retrieved from the database, such as any of the Binder Views, it may take several minutes to display the data in the grid. In some cases, the data may not display at all in the grid. This issue will be resolved in a future non-beta release of the utility.

## New in This Release - CCH ProSystem *fx*Engagement

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### New Functionality with Trial Balance Windows, Including Grids

The look and feel of many of the trial balance windows have been updated with new grids, controls and functionality. The following grids have been updated to be consistent with the Chart of Accounts and Funds Setup windows: Journal Entry Detail, Write Up Journal Entries, Group and Subgroup Classifications (Advanced Account Groupings), TB Column Setup, Consolidate TB and Classifications. These grids provide filters and functionality to make it easier to view and enter data.

The functionality is now consistent across all of the grids. You can now add, edit and delete directly in the data grids. You can easily filter and sort the data in the grids. A red asterisk (\*) in the column heading of the grid indicates which cells are required to be completed. Error messages appear inline in the grid to quickly see where the problem is and hover over the error icon to view the reason for the error.

In many of the trial balance windows, light-weight style buttons for commands such as New and Delete are now used. Hover functionality is provided to view the full text of any cell in the grid that includes an ellipsis (...).

### Refreshing the Trial Balance Takes Less Time

The time it takes to refresh the Trial Balance has been reduced. Also, when switching between worksheets in the Trial Balance and when auto-refresh is turned on, a refresh will only occur if there has been a change to the trial balance that affects the sheet that is now open.

### New Functionality with Trial Balance Reports

Trial balance reports for all types of trial balances including standard, fund, consolidated and write up are now created from the same window and the resulting report is in the Microsoft® Excel®.xlsx file format. Just like with fund trial balance reports in earlier v7.x releases, a binder tab location can optionally be selected when any report is created.

When working with trial balance reports, you can manually size the columns and the system will retain the setting even after the report refreshes as a result of changes to the trial balance. To reduce instances of corruption and to improve the time it takes to refresh the report after trial balance changes, balance columns are not available for cell formatting changes or tickmark insertion. Instead, the spacer columns provided between the balance columns and all columns and rows outside of the calculated report area can be used for mark-ups including tickmarks and formatted text.

If you are using a release of Engagement v7.5 prior to December 2016, the following trial balance report issues are resolved in this release:

- ◆ Trial balance reports no longer display as blank when 'Include current and future' is selected when the report is created.
- ◆ Journal entry type references in journal entry detail rows now display the same abbreviation as defined in TB Column Setup.
- ◆ Spacer column cells in blank rows can be edited and the edits are retained when the report refreshes.
- ◆ Edits made in the column header cells for the 50 rows to the right of the calculated area are retained when the report refreshes, except changes to the width of any of those columns are not retained.
- ◆ Changes made in the Microsoft® Page Setup dialog, including setting repeating header rows, are retained when the report refreshes.
- ◆ Excel® XFOOT function now works as expected.

### Journal Entries of Any Type Included in a Single Journal Entry Report

When creating journal entry reports, you can select one or more journal entry types to be included in a single report or you can choose to create separate reports by journal entry type. If you are already using an earlier release of Engagement v7.5, journal entry reports now display the full journal entry description.

### Fewer Steps to Setup Accounts when Importing Trial Balance Data

When you import data into the Paste TB Import window, the first two columns are pre-defined as *Account #* and *Description*, because they are required fields and must be the first two columns of the imported data.

You also have a new option to import group and subgroup assignments for each account to one or more non-tax grouping lists. This eliminates the need to assign accounts in the Account Grouping window after the import completes.

### Improved Experience with Setting up Trial Balance Columns

You will find it easier to view the data in the *Trial Balance Column Setup* window because now you can:

- ◆ Resize the window to see more data in the grids.
- ◆ Hover over the column headings in the *Selected columns* grid to see the purpose of the data in the column.
- ◆ View the full period (mm/dd/yyyy) in the *Available columns* and *Selected columns* grids.
- ◆ View the Column ID in the *Selected columns* grid to assist when reviewing TB link formulas.

You will find it more efficient to set up the properties of the *Selected columns* inside the grid rather than setting up some properties in additional fields below the grid. For example, with variance columns you can add the columns and set the properties directly in the grid.

### Improved Experience when Adding Journal Entries

There is added flexibility to view more data at once in the *Journal Entry Detail* window. The workflow now moves from top to bottom and you can use the separator bars to resize sections of the window without having to change the overall size of the window. The new vertical orientation allows for a smaller default window size while also providing the ability to view long account numbers without manually changing the size of the *Account #* column. You can still resize the window to be larger or smaller than the default size, as needed.

If you like to view other workpapers in the background while adding journal entries, you can minimize the window to the taskbar so you can see the data in the workpaper. If you need to perform other tasks, you will need to close the *Journal Entry Detail* window before doing so.

There are two grids in the *Journal Entry Detail* window that provide options for sorting and filtering. You will be notified if you try to cancel or close the window before the data is saved in the "Journal entry lines" grid.

### Using Wildcards in Windows with a Grid Filter Row

You can now do more in the filter row of the grids, such as the *Chart of Accounts* window. You can type text to locate accounts that begin with the characters typed or you can enter an asterisk (\*) followed by text and/or numbers in the filter row, and the grid will filter the column to show accounts that contain that same information. You can enter one or more question marks (?) followed by text and/or numbers in the filter row. The question marks are placeholders that designate a character location. The grid will filter the column to show accounts that match the characters entered in that location.

### Copying or Cutting Subgroups in an Account Grouping List

When copying or cutting subgroups in an account grouping list, you will see different behavior with the Account Class and Ratio Class assignments of the subgroup depending on whether you are doing it from the *Account Groupings* window or the *Group and Subgroup Classifications (Advanced)* window.

**From the Account Groupings window.** The Account Class and Ratio Class of the subgroup will always inherit the settings of the target group. (For example, if the account class of the subgroup is CA, but the account class of the target group is NA, the resulting pasted subgroup will have an account class of NA. If the account class of the target group is blank, the resulting pasted subgroup will have a blank account class.)

**From the Group and Subgroup Classifications (Advanced) window.** The Account Class and Ratio Class of the subgroup will either:

- ◆ Inherit the settings of the target group if the Account Class is **not** blank in the target group (For example, if the account class of the subgroup is CA, but the account class of the target group is NA, the resulting pasted subgroup will have an account class of NA.), or
- ◆ Retain the original settings if the Account Class is blank in the target group. (For example, if the account class of the subgroup is CA and the account class of the target group is blank, the resulting pasted subgroup will have an account class of CA.)

It's now easier to add a group in the *Account Groupings* window because your focus can now be on a group, subgroup or account. Also, subgroups can be added when your focus is on a subgroup or account.

When adding a new subgroup from the *Group and Subgroup Classifications (Advanced)* window, the account classification, ratio classification, M-3 option and send to tax are defaulted to be the same as the group.

## Consolidating Trial Balances

Beginning with Engagement v7.5, if a group, subgroup or account exists in more than one subsidiary trial balance but does not exist in the overriding trial balance, then the first subsidiary trial balance listed (other than the overriding trial balance) will take precedence. Therefore, the following are best practices:

- ◆ The overriding trial balance includes all groups, subgroups and accounts of the other subsidiary trial balances and are named and classified as desired.
- ◆ The overriding trial balance accounts are assigned to the desired group/subgroup in the overriding trial balance.

The issue of the columns in the consolidated trial balance changing order when a reconsolidation is performed has been fixed, so that the order of the columns will not change. If subsidiary trial balances are added in the *Consolidate TB* window after the initial consolidation, the reconsolidation process will place those subsidiaries after all other columns in the consolidated trial balance. To change the order of the columns at any time, use the *TB Column Setup* window.

If the combination of the subsidiary trial balance abbreviation and the abbreviation for any balance column selected to be included in the consolidated TB or consolidated TB reports exceeds 32 characters, only the first 32 characters will display in the column heading of the consolidated TB and reports.

## Changes with Write Up Journal Entries

The look and feel of the *Write Up Journal Entry* window has improved, including a new grid with a filter row. The *Date* and *Ref* cells in the grid are no longer skipped over when tabbing or entering in cells making it is easier to change the default values, when needed. *Difference* amounts are now provided to easily determine the amount of the difference between the debits and credits.

When setting up journals, a separate dialog will now open making it easier to view and edit the information. Also, journals are now sorted in alphanumeric order by abbreviation, so new journals do not always sort at the end, and all journals are easier to locate in the lookup.

## Longer TB Links Allowed

The maximum number of characters allowed in TB links in Microsoft® Excel® .xlsx files has increased to 7,250 characters.

## Inserting TB Links Easier

When tabbing into the Account/Index # or Fund index fields, you can now manually enter a value in the field instead of always having to use the dropdown lookup. To edit the field with a mouse click, either press **F4** or click the down arrow to display the lookup list.

## No Longer Able to View Trial Balance Reports Inside Engagement

When the option to view a trial balance report is selected inside of Engagement, unexpected behavior sometimes occurs. In order to eliminate confusion, this option is disabled. Opening reports outside of Engagement, allows you to make changes as needed.

## Microsoft® Office File Formats

When creating a new workpaper from a template, only Microsoft® Excel® .xlsx, Word .docx and PowerPoint® .pptx are provided as General templates. The older file formats have been removed.

## Message Handling

By clicking on the Excel® or Word instance in the task bar, messages that use to display behind the binder window when a process is performed related to an Excel® (including trial balance or trial balance report) or Word workpaper, can now be viewed.

## Support Notice for Unexpected Exceptions

When an unexpected exception occurs while working in the application, which should be rare, a new support notice message box displays indicating a support code number. A link is provided to open a support case into which the support code can be copied. If a knowledge base article already exists for the particular support code, a link to the article is provided in the message box. Periodically, updates to the encrypted file that includes the support code and knowledge base article references will take place via an automatic download from the internet when users log on to the Workpaper Management or Administrator application.

## Greater than 100% Display Size Supported

When working with trial balance function dialogs inside an Excel® workpaper, fields, buttons and controls display as expected when running Engagement on a display size greater than 100%, such as the default size for Windows 10 and for Microsoft® Surface laptops. To resolve display issues for the Account Groupings, Add or Edit Group/Subgroup, Paste TB Import, Write Up Journal Entry Option or Import Conversion Wizard, please refer to the [High Resolution Displays](#) knowledge base article.

## Launching Engagement from Pinned Task Bar Shortcut

The Engagement application opens as expected when launched from a pinned shortcut in the task bar.

## Resolution of Issues Identified in Earlier Releases of Engagement v7.5

- ◆ The consolidation process completes even when the combination of the subsidiary trial balance abbreviation and the balance column abbreviation exceeds 32 characters. However, only the first 32 characters will display in consolidated trial balances and reports.
- ◆ Trial balances with unexpected values in TB Column Setup now refresh successfully.
- ◆ Name links in PPC workpapers work as expected.
- ◆ OLE links in Microsoft® Excel® .xls and Word .doc workpapers that are converted to .xlsx and .docx during roll forward or copying a binder now work as expected.
- ◆ Microsoft® Excel® workpapers no longer open with a password protection message.
- ◆ Insert Workpaper Wizard displays in the forefront when inserting emails or files from Microsoft® Outlook®.

## Resolution of Issues Identified in Releases Prior to Engagement v7.5

- ◆ When Engagement starts, it will now check for missing or incorrect files based on the Engagement modules installed. If Engagement is unable to replace any necessary files, then a message will display referring you to a log file with instructions for manually deploying the files. You will have an option to open Engagement without the required files, but this could cause issues when working with binders so it is best to replace the files.
- ◆ Fixed an exception error that occurred during roll forward when there was an invalid replacement file path for a workpaper. Now a proper message will appear instead of an error.

## New in This Release - CCH ProSystem fxKnowledge Coach

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### Copy/Paste Associated Workpapers

When you want to re-use custom audit programs or service organization workpapers from client to client, you can now copy and paste any associated workpaper from one binder to another. You will need to set up the same association names in AUD-100 or KBA-101 in your target binder before you copy your workpapers. For a full list of associated workpapers, review KCO-001 Title Overview for Knowledge Coach Users for any title.

### Renaming Custom Audit Programs Already in Use in Your Binder

Beginning with Knowledge Coach v2.5, you can rename any custom audit programs name that has already been added to the audit areas selected in AUD-100. If you've created a custom audit program and want to change its name, you can do that by reopening the "Customize Audit Area" option, clicking on the audit area you want to change, and then clicking **Rename**.

Remember the name will change in AUD-100 and inside the custom audit area workpaper, but the name in the binder frame view will have to be changed manually in the workpaper properties. You can access workpaper properties through the File option on the binder frame tool bar, or by right-clicking the closed workpaper.

### Reviewing Knowledge Coach Workpapers in Shared File Room Binders

Binders with Knowledge Coach workpapers can now be opened when logged in to a shared file room. The Knowledge Coach workpapers cannot be edited, but can be viewed, signed off on, and workpaper notes can be attached to them while working in a shared file room binder. All non-Knowledge Coach workpapers can be worked on in the shared file room with no restrictions.

### New Knowledge Coach Workpaper Dialog

The *New Knowledge Coach Workpaper Dialog* has been improved to show the available titles in a separate section in descending order from newest to oldest in alphabetical order. Other improvements include:

- ◆ The last title used in the selected binder will be automatically selected in the dialog as the default.
- ◆ Only released titles will be displayed unless the user has the Admin right under Staff Group Properties > Content Tab to Insert Knowledge Coach workpapers from unreleased titles.

### Binder Properties Provides More Information

The information tab of binder properties will now show the Knowledge Coach titles required to open the selected binder.

## Resolution of Issues Identified in Earlier Releases of Knowledge Coach v2.5

- ◆ All required titles now synchronize with Knowledge Coach binders.
- ◆ The file modified date now updates as expected for Knowledge Coach workpapers.
- ◆ The OK button now displays in the Knowledge Coach license not assigned to user message box.

## Resolution of Issues Identified in Releases Prior to Knowledge Coach v2.5

- ◆ We improved the Change Answer Notification that informs you if changing your answer will affect other answers in your Knowledge Coach Workpapers. This notification now displays only when you change an answered question. It no longer displays after you roll forward or update your binder.
- ◆ Now when you add a custom audit area to AUD-100 and you don't want to insert the actual workpaper, you can delete the missing workpaper diagnostic from AUD-100.
- ◆ Risks no longer sometimes become unlinked from assertions in AUD-80X series after closing and reopening binder.
- ◆ Red text in paragraphs and questions has been resolved.
- ◆ Incorrect numbering in KBA-901 Financial Statement Disclosures is now fixed.
- ◆ Unresolvable customization review dialog after roll forward in KBA-412 no longer occurs.
- ◆ Answer selections that are longer than 20 characters will show in a tool tip when you hover over the answer so you can read the full response before selecting. This will be helpful in the final questions of AUD-602 Audit Program: Component Auditor Involvement and AUD-903 Audit Program: Consideration of Fraud.

## Important Notes

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### Engagement and Knowledge Coach Versions Supported in 2016

Beginning with this release, we will no longer support Engagement versions prior to v7.1.

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

### Tax Grouping Update Wizard

You can no longer run the Tax Grouping Update Utility from a machine with only the Administrator module installed. You must run the Tax Grouping Update Wizard from a machine that has either the Workpaper Management module installed, Administrator and Workpaper Management modules installed, or Terminal Services Client installed.

### CCH Access™ Login

We removed CCH Access login credential fields from Engagement. If needed, you will be prompted to enter this information in pop-up windows provided by the CCH Access applications.

### CCH® ProSystem ~~fx~~® Practice Advantage

We will be removing the Practice Advantage integration with our 2017 release.

### Knowledge Coach Base Titles

Most Title Packages for Knowledge Coach v2.5 require a related Base Title to be installed before the Title Content Package can be used. The Base Title is a package that contains data that is common to various titles. This provides the ability to decrease the size of each title and allows fixes to be made in one package rather than multiple title packages. Information on which Base Title is needed can be found on the Knowledge Coach Updates site when the title is downloaded. The Base Title does not have to be released to everyone in order to use the Content Title.

## Installation Information

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

### Microsoft® .NET 4.6.1 Full Required for All Installation Options

The installation requires Microsoft® .NET 4.6.1 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 Engagement.

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

## Upgrade Engagement

Upgrades to Engagement v7.5 are supported from Engagement v7.1 and v7.2. It is required that all Engagement office servers and workstations be upgraded. If you are currently using a version prior to 7.1 and require assistance with upgrading, please contact Technical Support.

When upgrading the Engagement Administrator module from v7.1 or higher, you will be required to reset your name and password after the installation of v7.5, if you have changed the logon account for the PFXSYNPFT Service to allow workpapers to reside on a remote server. Failure to do so will result in failed synchronizations.

During a new installation of 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 E in the *User Guide*.

## Ports

Engagement transfers data over the following ports:

- ◆ SQL Server (PROFXENGAGEMENT) - TCP port 2029; UDP port 1434
- ◆ Pfx.Engagement.SocketService - TCP port 4531
- ◆ PFXSYNPFTService - TCP port 6735
- ◆ PFXEngDesktopService - TCP port 6736
- ◆ PfxConfigUtility - UDP port 6737
- ◆ P2EWinService - TCP ports 943 and 4530
- ◆ SharedFileRoom - TCP port 445
- ◆ KC Shared Service - TCP port 8731

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 Microsoft® 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, Engagement requires MDAC 2.8 SP1 or higher on each workstation. Please see the *Installation Guide* for additional information.

## Logging In After Update

After the upgrade from a previous version, there is a VSTO clean-up process that will add time to the initial log in to Engagement. It may be helpful to notify end users of the additional initial login time.



## Microsoft® SQL Express/SQL Upgrade

Microsoft® 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® 2012 or Microsoft® SQL Server® 2014, there may be additional licensing costs associated. Please refer to [Microsoft® SQL Server® versions](#) for detailed licensing options.

**Important:** Engagement v7.5 supports Microsoft® SQL Server® Express, Standard and Enterprise editions in versions 2012 and 2014, as its database engine.

## Operating Systems Not Supported

Engagement should not be installed on the following:

- ◆ Microsoft® Small Business Server (for more information, see <http://support.cch.com/kb/solution.aspx/sw34431>)
- ◆ A Domain Controller Server (for more information, see <http://support.cch.com/kb/solution.aspx/sw3787>)
- ◆ An Exchange Server
- ◆ Linux®, as it is supported for workpaper storage only.

## Conversion of Binders, Templates, Packages and Trial Balance Databases

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### 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 v7.5. Binder templates created in v4.0 or later may be converted directly to v7.5. 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 v4.0 or higher can be converted via a process provided on the File menu of the Engagement File Room.

Binder packages created in Engagement v4.0 or higher will automatically be converted to v7.5 when received into a local file room. Binders archived in v4.0 or higher may be unarchived with v7.5. Binder backups created in Engagement v4.0 or higher can be restored into v7.5.

### Trial Balances

Trial balances created in Engagement v5.7 or earlier will be automatically converted when synchronizing the binder or receiving the binder package.

## Database Backup & Restore

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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/kb/solution.aspx/sw33890> or contact Technical Support.

During the installation of the Engagement Administrator module v7.5, the CCH® ProSystem *fx*® Database Backup & Restore Utility will automatically be installed to the x:\Pfx Engagement\Admin\Utilities\Backup Restore directory.

**Important:** If you are currently using 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 CCH ProSystem *fx* Engagement Database Backup & Restore Utility allows the restoration of a single binder or an entire central file room.

For additional information about the Database Backup & Restore Utility or instructions on setting up a scheduled task for the nightly backup, please refer to Appendix F: Database Backup & Restore in the *User Guide*.

## Other Information

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### Microsoft® Windows® 7 and Windows® 8.1

When running the CCH® ProSystem *fx*® Engagement Configuration Utility in a Microsoft® Windows® 7 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® 7 or Windows® 8.1 limits users' rights to certain directories with User Account Control (UAC) enabled. Due to these limitations, it is recommended that Engagement not be installed to the C:\Windows, C:\Windows\System32, 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 Engagement v7.1 or higher that currently exist in these locations.

### Send Workpaper to Email Option Does Not Work with Microsoft® Office 64-bit Editions

The option to send an Engagement workpaper to a mail recipient does not work with Microsoft® Office 64-bit editions. Until this issue is resolved, the workaround is to save the workpaper outside of Engagement and attach the saved file to an email.

### Microsoft® 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™, which are either available with online only versions of the Office applications or 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 experience is essentially the same as the running Microsoft® 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.

Go here for a comparison of the different [Microsoft® Office 365™ plans](#), and which ones include desktop versions of the applications.

### Office Servers/Administrator Module

Changing the computer name after Engagement is installed is not supported. 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 CCH® 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 CCH® ProSystem *fx*® Tax or CCH Access™ 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 E in the *User Guide*.

### 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 Engagement.

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