ProSystem *fx*®
Workpaper Manager

Wolters Kluwer

Shared File Room Guide

July 2015

Chapter

Overview

The purpose of this document is to provide a technical background and troubleshooting guide for the ProSystem *fx* Workpaper Manager Shared File Room functionality. This document, along with the Installation Guide and the User Guide should provide assistance in understanding and resolving common issues that users of the Shared File Room may encounter. The instructions in this document are intended for use by ProSystem *fx* Workpaper Manager users, working together with their network administrators and IT professionals. Please consult ProSystem *fx* Workpaper Manager Technical Support for any technical questions 1-800-739-9998, option 4.

The Shared File Room is an alternate way of using Workpaper Manager, where users are allowed to directly access the Local File Room of another user. Using this method, one machine is designated as the "Host" of the Shared File Room, while all other users are designated as "Remote" users. The Host and Remote users are allowed to access the Host's Local File Room, and can open binders and workpapers from this shared location. This removes the need for users to synchronize changes among the user group, since all users are directly accessing the same binder and workpapers on the Host's machine.

⚠️ **Important!** While the Shared File Room provides a great deal of convenience and flexibility, you should also be aware of the potential risks of using the Shared File Room. In a Shared File Room, all users in the group are sharing the same binder and workpapers. Since there is only one copy of the binder, there is no data redundancy or secondary copies of the binder and workpapers on the other (Remote) machines. There is an inherent risk in this arrangement. If a file becomes corrupt or unusable for any reason, a secondary copy of the file is not available on another machine. It is very important that regular backups be made of all binders and workpapers that are used in a Shared File Room. This can be done by creating binder packages, which can be used in case of data loss or corruption.

General Information

The Basics

The ProSystem *fx* Workpaper Manager Shared File Room allows Remote users to directly access a Host's Local File Room that has been shared. One user in the group is designated as the Host, while all other users are designated as Remote. Before sharing the Local File Room, the Host should synchronize the binder from the Central File Room, and become the Current Editor of all documents. Any documents that the Host is not the Current Editor of will not be editable by either the Host or by Remote users. Remote users do not need to have the binder in their Local File Room, as they will be accessing the binder and workpapers directly from the Host's machine.

Sharing the Local File Room

Once the Host has the binder in the Local File Room, and is the Current Editor of all workpapers, he is ready to share the Local File Room. This is done by selecting Tools / Share File Room from the File Room window.

When the Local File Room is shared, two important things happen:
1. The Host's Local File Room is designated as Shared, which is indicated with a sharing icon in the File Room window.
2. The Workpapers folder is shared so that it can be accessed by other Remote users. Each of these steps is discussed in more detail in the following sections.

Local File Room Share

At its simplest level, sharing the Local File Room is little more than Workpaper Manager updating a flag in the Host's Local File Room database to indicate that the selected profile is shared. When the Local File Room is shared, the Local File Room icon changes to show a sharing hand icon. This also allows Remote users to select the Host's machine name and file room when they select the "Shared File Room" login from their machines.

Workpapers Share

When the Host shares the Local File Room, the folder located at *x:\Pfx Engagement\WM\Workpapers* becomes shared for access by other (Remote) users. You can observe this by using Windows Explorer to access this folder. When the folder is shared, it will have the Windows shared folder icon. You can also confirm that the folder is shared by right-clicking on the Workpapers folder, and selecting Properties / Sharing. You should see that the "Share this Folder" or "Shared" radio button is selected.

Note: The ProSystem *fx* Workpaper Manager Shared File Room is completely dependent on Windows file sharing to function. Therefore, it is important that the Host user have proper rights to share folders on the workstation. This requires at least Power User rights on the machine.

Troubleshooting

Users in the field may encounter a variety of challenges that require basic troubleshooting in order to ensure that all requirements have been met in order to properly use the Shared file Room. The basic things to confirm (discussed in more detail in the following sections) are:

1. The Workpapers share has been created on the Host machine.
2. The Host can access the Workpapers share on his own machine.
3. Remote users can access the Host machine by name.
4. Remote users can access the Workpapers share on the Host machine
5. Options for Share File Room and Stop Sharing File Room are grayed out.

Workpapers Share on Host

After the Host has shared the Local File Room, the Host should open Windows Explorer to confirm that the Workpapers folder has been shared. This folder is located at x:\Pfx Engagement\WM\Workpapers. The icon for the Workpapers folder should display the sharing hand. You can also confirm that the folder is shared by right-clicking on the Workpapers folder, then select Properties / Sharing. The "Share this folder" radio button should be selected. Also, select the Permissions button from this screen and confirm that the "Everyone" group is displayed, and all checkboxes are checked to "Allow". If on Windows 7 or Windows 8, the 'Shared' radio button should be selected. Click on the Advanced Sharing button to access the permissions to confirm that the "Everyone" group is displayed and all checkboxes are checked to "Allow".

Host Access to Workpapers Share

Another test to confirm that the Workpapers folder has been properly shared can be performed on the Host machine using the following steps:

1. Open Windows Explorer
2. In the Address bar, type \\[host-machinename]\Workpapers
3. Press Enter

This should immediately change the active folder to the Workpapers folder on the Host machine. If there is an error, this indicates that the Workpapers folder is not properly shared.

Remote Access by Machine Name

After the Host has shared the Local File Room, a Remote user should confirm that they are able to access the Host machine by name using the following steps:

1. Select Start / Run
2. Enter "cmd" and click OK
3. At the command prompt, type
   ```
   ping [host-machinename]
   ```

This should provide a series of four successful Reply messages from the Host machine. If the Reply messages are not successful, this indicates that the network connection is not properly setup or connected. You will need to contact your System Administrator or Workpaper Manager technical support for assistance in resolving this issue.

Remote Access to Host Workpapers Share

From the Remote machine, you should confirm that you are able to access the Workpapers folder on the Host machine using the following steps:

1. Open Windows Explorer (on the Remote machine)
2. In the Address bar, type \\[host-machinename]\Workpapers
3. Press Enter

This should immediately change the active folder to the Workpapers folder on the Host machine. If there is an error, this indicates that the Host Workpapers folder is not accessible from the Remote machine. During this test, you may also receive a login prompt. If you receive a login prompt, enter the proper login name and password for the Host machine that provides access to the Host machine.

Options for Share File Room/Stop Sharing File Room are Grayed Out

If the options to Share File Room/Stop Sharing File Room are grayed out, check the following settings:

1. In the Workpaper Manager Administrator Module, go to Tools -> Firm Options. On the General tab make sure that the box is checked for 'Allow users to access shared Local File Rooms directly without synchronizing.
2. Right click on the staff group that the user is a member of in the Firm and Staff pane and select 'Properties'. In the LFR tab, make sure that the box is checked for 'Enable Local File Room sharing'.
3. If neither of these were checked and you checked them, close out of the Workpaper Manager Administrator module. The user will then need to log out of Workpaper Manager and back into Workpaper Manager in Office Mode for the changes to take effect.

Other Important Topics

This section covers a number of other important topics that you may need to consider when using the Workpaper Manager Shared File Room. Please contact your System Administrator or ProSystem *fx* Workpaper Manager Technical Support for additional information about these topics.

Wireless Networking

If you are using the Workpaper Manager Shared File Room through a wireless network connection, you should be aware of the performance and data integrity implications. When using the Shared File Room, Workpaper Manager directly accesses files on another machine, rather than your local machine. With a wireless network connection, you can expect most actions (most notably, opening and saving workpapers) to be somewhat slower, since the files are being accessed remotely. You should also keep in mind that if the network connection becomes unavailable while you are editing a workpaper, you may be unable to save the changes you have made to the workpaper. You should save your work often in order to prevent data loss.

Windows Authentication

A typical configuration in many firms is the use of cached domain logins when the computer is disconnected from the office network for use in the field. While this is generally transparent for a single user, it has numerous pitfalls when users attempt to connect in a peer-to-peer workgroup in the field. As explained above, the Workpaper Manager Shared File Room uses Windows file sharing via a UNC path to the Host. Using files on a Windows file share requires the remote machine to be authenticated to the Host machine before any file access is granted.

In the field, Windows machines that use cached domain logins will be unable to authenticate with each other, since the Domain Controller is unavailable. In this scenario, the only way for the machines to successfully authenticate is to add Local User accounts to the machines, so that they can manage the authentication process themselves. Our recommendation is that you add a Local User account to each machine that will be the Host of a Shared File Room. Before the Remote user logs into Workpaper Manager, they will need to successfully complete the authentication process with the Host with these steps:

1. Host user should login to Workpaper Manager and share the Local File Room.
2. Remote user should open Windows Explorer.
3. In the Address bar, type \\[host-machinename\Workpapers
4. Press Enter.

A dialog box will open that allows you to enter the Local User login name and password for the Host machine. After entering this information, the Workpapers folder on the Host machine should become visible and accessible. You can then proceed to login to Workpaper Manager using "Shared File Room" mode.

Backing up Local File Rooms

Binders stored in a Local File Room are not backed up by the Workpaper Manager Backup and Restore Utility. If it is not possible to regularly synchronize changes to a Central File Room users can create Binder Packages as a form of local backup. Because in a Shared File Room environment binders are checked out to and all work is done on a single machine, it is recommended that Binder Packages are created at regular intervals (before breaking for lunch, before end of day, before connecting to and synchronizing when back in Office mode) to prevent potential data loss. A Binder Package may contain selected physical workpapers, Trial Balance, sign-off information, etc., for a selected binder. A Binder Package is a snapshot of a binder when the Binder Package is created.

 Note: Binder packages are created on an individual binder bases. Workpaper Manager cannot create Binder Packages for multiple binders simultaneously.

To create a Binder Package:

1. On the Host machine, in the File Room view, select to highlight a binder, select the Tools menu then Create Binder Package.
2. On the Create Binder Package dialog the "Include all workpapers" radio button is selected by default. You may select the "Include selected workpapers" radio button to select individual workpapers that will be included in the Binder Package.
3. The *X:\Pfx Engagement\WM\Binder Packages* directory is the default destination location for the creation of the Binder Package. Click the 'Browse' button to brows to another directory to create the Binder Package in. When the Binder Package is created, a new file using the .AZP extension will be created.