

Release Notes - 6.11_1.11 Update 022013

As communicated on Friday, February 15th, two new issues with the ProSystem *fx* Engagement Release 6.11 have been identified. A correction is now ready for download. In addition, this February 2013 update includes the previous updates posted for ProSystem *fx* Engagement 6.11 and Knowledge Coach Release 1.11. The previous updates have been removed from the support Web site and do not need to be applied.

For Engagement Release 6.11:

- Deleted workpapers reappear in the trash.ⁱ
- Changes sometimes do not pass through synchronization.ⁱⁱ
- Issue with copied binders, where subsequent changes made to copied binders may or may not synchronize correctly depending on a random sorting order in the database.
- One or more databases may not have upgraded to Engagement 6.11 correctly.

For Knowledge Coach 1.11:

- Error that occurs during Knowledge Coach content update through the “Update Knowledge Coach workpapers” feature or via the roll forward process that results in the user updating to an unreleased version of a title that they did not intend to use.ⁱⁱⁱ
- Copying Knowledge Coach workpapers from a binder located in one bin into a binder that is located in another bin.
- Certain binders created in an Engagement version prior to 6.8 will not retain all selected answers when updating to the new clarified title versions.

In addition, the following files are installed:

- Updated ProSystem *fx* Portal SDK files.
- Utility to help identify workpapers with changes that do not pass through during synchronization.^{iv}

This update should be installed on all Admin servers, Admin workstations , Workpaper Management workstations, Terminal Services Client workstations and Terminal Services Database using ProSystem *fx* Engagement release 6.11.

Note: This update cannot be installed on a clustered environment. A separate solution for clustered environments will be provided at a later date.

How to install:

1. Close ProSystem *fx* Engagement before running this update.
2. Download the file for the **6.11_1.11 Update 022013** from:
<http://support.cch.com/updates/Engagement/>.
 - a. The **6.11_1.11 Update 022013.exe** file can be installed on all supported operating systems. This file also provides elevated privileges for installations on machines with Microsoft Windows Vista, Server 2008 or Windows 7 operating systems.
 - b. The **6.11_1.11 Update 022013.msp** file allows for push installations. It is designed for use with scripts and Microsoft Active Directory Group Policy installations.

Note: This file does not support slip streaming.

3. Double-click on **6.11_1.11 Update 022013.exe** to begin the installation.
4. Follow the prompts to finish the update.

Note: In the event you repair or reinstall Engagement, you will **not** need to reapply this update.

File Names:	6.11_1.11 Update 022013.msp 6.11_1.11 Update 022013.exe
Version:	ProSystem fx Engagement 6.11 and Knowledge Coach 1.11
Release Date:	February 2013
License:	Full Version
Platforms:	Windows XP/Vista/Windows 7/Windows Server 2003/Windows Server 2008/Windows Server 2008 R2

If you have questions regarding this update, please contact our Technical Support Group at **1-800-PFX-9998 (1-800-739-9998), option 4.**

Online self-service help is now available. Find answers to your CCH questions in our Knowledge Base at <http://support.cch.com/answers/>.

ⁱ This new issue can occur in three fairly uncommon workflow scenarios:

- After copying a binder containing a checked-out workpaper, delete the workpaper. Then, empty the trash and synchronize the binder. The workpaper will, in certain circumstances, reappear in the trash.
- After rolling forward a binder, perform certain workpaper operations such as lock, unlock, or rename. Then check the workpaper in. Then someone checks the workpaper out, deletes the workpaper, empties it from the trash, and synchronizes. The workpaper will, in certain circumstances, reappear in the trash.
- After unfinalizing a binder and synchronizing to a local file room, delete the binder from the central file room. Then delete a workpaper, empty it from the trash, and then synchronize the binder. The workpaper will, in certain circumstances, reappear in the trash.

ⁱⁱ This new issue occurs in uncommon situations; however, it does involve data loss. This issue may occur if the following steps happen in this order:

1. In ProSystem fx Engagement 6.9, make a one of the following changes to a workpaper in the Binder View: add a sign off, lock the workpaper, change the index, or name of the workpaper.
2. Make changes to the contents of the workpaper, but do not save them.
3. Upgrade to ProSystem fx Engagement 6.11.
4. Synchronize to the central file room or peer-to-peer. The changes to the workpaper will not synchronize correctly.

This update will prevent the problem from occurring. If you have workpaper changes that did not pass through synchronization prior to installing the update, please call our Technical Support Group to assist you in using the utility to identify and fix the workpapers with this issue.

ⁱⁱⁱ For more information on the update errors, review the Knowledge Base article, “Knowledge Coach Update for Content Version Error” at the following location: <http://support.cch.com/answerdoc.aspx?id=sw40070>

^{iv} This utility identifies workpapers for which changes are not passing through during synchronization. If you experience this issue, please call our Technical Support Group for assistance using the utility to identify and fix the workpapers.