

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

## Welcome to CCH® ProSystem fx® Engagement and CCH® ProSystem fx® Knowledge Coach v2017.1.3

This bulletin provides important information about the v2017.1.3 release of CCH ProSystem fx Engagement and CCH ProSystem fx Knowledge Coach. Please review this bulletin carefully. If you have any questions, additional information is available on [CCH Support Online](#).

A new more simplified version numbering (year.#.#) is provided in **Help > About**. The year of the release is the major component of the number. The second component will be incremented if there is a minor release during the year, such as our tax year-end release. The last component will be incremented if any hotfixes or other updates are provided. The Trial Balance version number is no longer included because it is the same as the Workpaper Management version. Instead, we are including a Tax Grouping Update Wizard (TGUW) version. For the 2017.1.3 release, the TGUW version is for the 2016 tax year. It will be updated with the 2017 tax year-end release.

**Note:** There are two guides that provide important information relating to the installation and deployment of Engagement v2017.1.3. These are the *Installation Guide* and the *Deployment Planning Guide* found in the Documents folder with the Install Media.

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## How to Deploy - For IT Administrators and Third Party IT Providers

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1. Close CCH ProSystem *fx* Engagement before running the installation files.
2. Close all Microsoft® Office applications, such as Word, Excel® and Outlook®.
3. Download the installation file using Software Delivery Manager.
4. Install the SQL instance.

### Notes:

- The SQL instance is not required for a Terminal Server Client installation. Click to see [steps for installing to a Terminal or Citrix server](#).
- SQL 2016 installations should be run locally rather than from the network.

5. Install CCH ProSystem *fx* Engagement.

For further information see "[How do I install CCH ProSystem \*fx\* Engagement?](#)" on CCH Support Online.

## Technologies No Longer Supported with This Release

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

- Microsoft® Windows Server® 2008 and 2008 R2
- Microsoft® Office 2010
- Adobe® Reader X and Adobe® Acrobat® X

## Technologies Supported with This Release

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The following new technologies are now supported:

- Microsoft® Windows Server® 2016
- Microsoft® SQL Server® 2016 (available in 64-bit only)
- QuickBooks® 2017
- Citrix® XenApp® v7.12
- Adobe® Reader 2017 and Adobe® Acrobat® 2017

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](#).

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

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### Using Engagement Organizer

A shortcut to a new feature, Engagement Organizer, is provided in the Engagement Binder window. A limited beta release of Engagement Organizer will begin at the end of 2017 with the full release becoming available in 2018. CCH Client Access™ Portal is required for

Engagement Organizer. The organizer provides an automated way to request and receive documents from clients before beginning an engagement. It will allow for easier tracking of the documents received and outstanding as well as provide notifications when changes are made or when outstanding requests are approaching their due date.

#### **Using CCH Audit Accelerator**

A shortcut to a new cloud-based application, CCH Audit Accelerator, is provided in the Engagement Binder window. CCH Audit Accelerator automates the extraction of data from the client's source accounting package and instantly transforms the data into dynamic reports and workpapers that can support your audit procedures. It also provides the ability to generate an Excel® report that can be used for importing the clients chart of accounts with balances into an Engagement trial balance via Paste TB Import.

#### **Viewing the Contents of and Adding Workpapers to a Central File Room (CFR) Binder**

A central file room binder to which you are assigned can now be opened in the CFR pane of the *File Room* window to view the tabs, workpapers, and workpaper notes in the binder. In addition, workpapers from a file can be added directly to the binder without synchronizing it to your local file room.

Reviewing and working with a central file room binder has the following limitations as compared to reviewing and working with a local file room binder:

- The tabs, workpapers and notes cannot be opened or edited.
- Only the details of workpaper notes can be reviewed. Details for tab notes are not available for review.
- When adding workpapers to the binder, the original source workpaper cannot automatically be deleted.
- Workpapers already in the binder cannot be overwritten when adding a workpaper.
- Diagnostic, Title Year, and Title Name information for Knowledge Coach workpapers is not available to view.

#### **Copying Journal Entry Lines from Excel® to the Journal Entry Detail Dialog**

You can quickly setup multiple detail lines for a journal entry by copying rows of data from an Excel® spreadsheet that includes Account #, Description, and Debit and Credit columns. After copying the rows from Excel®, they can be pasted into the detail lines grid of the *Journal Entry Detail* dialog. The *Description* column is required in the Excel® spreadsheet, but it will be ignored and thus, can be blank in the spreadsheet if desired.

#### **Improvements to TB Reports Created in Engagement Release 7.5 or Later**

Trial balance and journal entry reports created in Engagement release v7.5 or later now refresh more quickly. In addition, the following edits to reports are retained when the report refreshes:

- Microsoft® Excel® Comments (and other markups within editable areas of the report).
- Formats (i.e. Font and highlighting to even the protected areas of the report).
- Zoom setting.
- Freeze panes setting.
- Column width adjustments (including 50 editable columns to the right of the report).
- Row height adjustments (with some exceptions).
- Auto Calculate setting to avoid blank headers/blank variance columns.
- State of expand/collapse for journal entry detail rows.
- Hiding journal entry detail that nets to zero when the setting to hide zero balance accounts is selected.
- In Excel®, **File > Print > Page Setup > Sheets > Rows to repeat at top** option setting is retained so that header information prints on all pages of the report.

### All Trial Balances are Now in Excel®.xlsx File Format

All new trial balances (fund, standard, consolidated, and write up) are now in the Excel®.xlsx file format to allow for up to 100,000 accounts to be set up in any trial balance. Trial balances in new binders created from the *New Binder Wizard* or by rolling forward or copying a binder will be in the Excel®.xlsx file format. However, trial balances in existing binders will not be converted to the .xlsx format.

### Using Passwords that Meet Firm Rules

When the option to define password rules is selected in *Firm Options*, staff members will be prompted to change their password in the following circumstances:

- An administrator has assigned a temporary password in Staff Properties of the Administrator application.
- The staff member's current password does not meet one or more of the password rules.
- The staff member's password has expired.

See the [Password Rules in Firm Options](#) below for more information about turning on a *Firm Option* to require staff to have passwords that meet certain rules.

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

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### Password Rules in Firm Options

Administrators can now optionally define rules for staff login passwords. A check box option in **Tools > Firm Options** can be selected to require staff member login passwords to meet certain rules. A new dialog is provided to define the rules.

**Rules:** In addition to being able to select from the rules listed below, passwords are case sensitive.

- At least ### characters (1 to 128)
- At least 1 upper case character (A to Z)
- At least 1 lower case character (a to z)
- At least 1 digit (0 to 9)
- At least 1 special character (space is special)
- Must not contain staff member login name
- No historical reuse for last ### passwords (1 to 100)
- Require staff to change their password every ### days (1 to 365)

If the password rules option is turned on in *Firm Options* and an administrator assigns a password to a staff member in Staff Properties, the staff member will be prompted when he/she logs into the Engagement application while connected to an office server to change the temporary password to one that meets the rules. The staff member will also be prompted to change their current password if at any time it has either expired or does not meet one or more of the selected rules.

Please refer to the Engagement Knowledge Base article, [Staff Password Rules Best Practices](#), prior to turning on and setting up firm password rules.

### Updated Admin Views Utility

The Admin Views Utility has been updated to improve the performance for loading data in the grid for the selected view. For views where a large number of records will be retrieved from the database, such as some of the binder views, a *Filter Conditions* dialog displays to enter one or more conditions to reduce the data to retrieve from the database.

For some of the views, you can drill down by clicking the **plus (+)** to expand a row in the grid to view to more detailed information. For example, with the Binder Properties view, you can drill down to review Tab, Workpaper, Team and Staff binder-specific details.

A new *Staff Password Information* view is provided for determining when a staff member's password will expire (assuming your firm has selected the rule to require staff to change their password at regular intervals).

## New in This Release - CCH ProSystem fx Knowledge Coach

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### Search for Titles and Workpapers in New Knowledge Coach Workpaper Dialog

Find the workpaper you're looking for more quickly by using the new search field to search for key terms. Workpapers containing the searched keyword in either the workpaper name or the description will be displayed for your selection.

The *New Knowledge Coach Workpaper* Dialog has also 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.

### See the Knowledge Coach Title Year and Industry Title Name in your Binder

Two new columns have been added to the views inside your binder so that you can see the *KC Title Year* and *KC Title Name* for all your Knowledge Coach workpapers with a single glance without having to check the properties or open the workpapers. Look for these new columns in each of the view tabs available for your binder.

### 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.

### Binder Properties Provides More Information

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

## Issues Resolved

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Issues identified in a previous release of Engagement or Knowledge Coach have been resolved to enhance your workflow, including:

- The option to send an Engagement workpaper to a mail recipient now works with Microsoft® Office 64-bit editions.
- The Consolidated balance correctly includes EJE's after consolidating with one or more prior periods.
- During Paste TB Import, if you select to round the balance, you will be notified if you have not selected a rounding account.
- Detail trial balance reports are able to be created even when any TB column abbreviation is over 16 characters.
- The binder retention date is correctly calculated and binders can be finalized without error when the Binder Properties Date of Report and/or Report Release Date is a leap year day (02/29/####).
- A stronger password is being used for the SQL Admin (sa) account which will prevent SQL installation failures where complex passwords are required.

## Important Notes

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### Engagement and Knowledge Coach Versions Supported in 2017

Beginning with this release, we will no longer support Engagement versions prior to v7.2.

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.

### SQL Admin Login (sa) Now Supports Complex Password Policies

Previously the SQL admin login failed to use a complex password. This resulted in SQL installation failures when firm level security policies were not properly met. The new password has better support for more complex requirements. If you have applications which require the SA account login it will be critical that you plan to update to the new password as part of the upgrade process. Failure to do this will result in login problems for those applications. Please refer to the Engagement Knowledge Base article [66404](#) for further information about the SQL Admin login changes.

### 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® ProSystem fx® Practice Advantage and Client Intelligence

We removed the Practice Advantage integration as well as Client Intelligence with this release.

### Knowledge Coach Base Titles

Most Title Packages for Knowledge Coach v2017.1.3 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.

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

The installation requires .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 v2017.1.3 are supported from Engagement v7.2 and v7.5. It is required that all Engagement office servers and workstations be upgraded. If you are currently using a version prior to 7.2 and require assistance with upgrading, please contact Technical Support.

When upgrading the Engagement Administrator module from v7.2 or higher, you will be required to reset your name and password after the installation of v2017.1.3, 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 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.

## 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® 2012, Microsoft® SQL Server® 2014 or Microsoft® SQL Server® 2016, there may be additional licensing costs associated. Please refer to [Microsoft® SQL Server® versions](#) for detailed licensing options.

**Important:** Engagement v2017.1.3 supports Microsoft® SQL Server® Express, Standard and Enterprise editions in versions 2012, 2014 and 2016, 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 v2017.1.3. Binder templates created in v4.0 or later may be converted directly to v2017.1.3. 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 v2017.1.3 when received into a local file room. Binders archived in v4.0 or higher may be unarchived with v2017.1.3. Binder backups created in Engagement v4.0 or higher can be restored into v2017.1.3.

### 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 v2017.1.3, the 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 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 v7.2 or higher that currently exist in these locations.

### Microsoft® 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 Axxess™ 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*.

### **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 Engagement.

## **CCH Software News Delivers Valuable Product Information via Email**

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CCH Software News expedites important CCH ProSystem *fx* product information to your firm via email. Technical bulletins, tax, technical discussions and product update notifications are forwarded directly to your individual and/or firm's email address, ensuring that you are kept abreast of pertinent issues which affect your CCH ProSystem *fx* products.

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