

# CCH<sup>®</sup> ProSystem fx<sup>®</sup> Engagement & CCH<sup>®</sup> ProSystem fx<sup>®</sup> Knowledge Coach

## Welcome to Engagement and Knowledge Coach v2020.2.4

This bulletin provides important information about the v2020.2.4 release of Engagement and Knowledge Coach. With this release, upgrade from Engagement and Knowledge Coach v2018 or v2019 is supported. Review this bulletin carefully. If you have any questions, additional information is available on [CCH Support Online](#)

**Important:** Information on installing Engagement and Knowledge Coach is in the knowledge base article [Installation Guidance for CCH<sup>®</sup> ProSystem fx<sup>®</sup> Engagement](#) on CCH Support Online. Also, a *Deployment Planning Guide* is available in the Documents folder with the Install Media.

## Deployment Information

---

### 2020.2.4 Provided Only on Software Delivery Manager

This Engagement and Knowledge Coach 2020.2.4 release is only available through Software Delivery Manager and uses an MSI for upgrading your workstations. It will not be available to download directly from our Support site.

The following firms should install this 2020.2.4 release on all servers and workstations:

- Your firm has not previously installed a release of Engagement.
- Your firm is upgrading from a 2018, 2019 or prior 2020 release of Engagement in order to work with all features and resolved issues

**Note:** For firms with an earlier version of 2020 already installed, there is no database upgrade when deploying this latest release. This allows for workstations to be upgraded separately from the server. A firm can work in a mixed environment if all machines have any 2020 release installed. We do, however, highly recommend that all workstations are updated with this release.

## Supported Technologies

---

**Supported Technologies.** The following technologies are now supported:

- Microsoft<sup>®</sup> Windows Server 2019.
- Microsoft<sup>®</sup> SQL Server 2019
- Intuit QuickBooks 2020
- Adobe<sup>®</sup> Acrobat<sup>®</sup> DC 2020

**Unsupported Technologies.** The following technologies are no longer supported:

- Microsoft<sup>®</sup> Windows Server 2012.

- Microsoft® SQL Server 2012
- Microsoft® Windows 7
- Internet Explorer - Please note we will no longer support Internet Explorer with our September Engagement and Engagement Organizer releases.

## New in this Release - Engagement Issues Resolved

---

**Code Optimization.** The code for Engagement Admin module has been optimized to handle large data sets.

**Check staff assignment when receiving Binder Packages.** The application now checks for staff assignment when receiving binder packages. Only if the staff are assigned to the binder package, can they receive it. If not, they will see an error message saying that they are not assigned to the binder.

**Back-up and Restore Utility error when performing full back-up.** Staff can now use the Back-up and Restore Utility to run full back-ups without any errors.

**Error when modifying default setting of Document Completion Date report.** Staff can now modify the default setting of the Document Completion Date report without any errors.

**Sporadic binder finalization failure.** Staff can now finalize binders without experiencing sporadic failures.

**Roll forward binder freezes when convert .xls/.doc is selected.** Staff can now select "Convert Microsoft Office .xls and .doc workpapers to the .xlsx or .docx format" and roll forward the binder without experiencing freezing during the process.

## New in this Release – Knowledge Coach

---

**Install new 2021 Knowledge Coach title versions on Engagement version 2020.2.4.** Beginning with Knowledge Based Audits of Commercial 2021, audit teams can add and use new titles without having to upgrade before moving to Engagement 2021.

**New Risk Type.** New risk type option, "Other" in the risk pane for documenting risks that do not qualify as fraud or significant

**Improved workflow.** Removing columns in KBA-40X Understanding Activity-Level Controls series related to "Compensating Controls" and adding a new column, "Identify Any Complementary Control(s) Necessary to Meet the Control Objective"

## Included from Prior 2020.2.# Releases for Tax Grouping Update

---

### 2020 Tax Grouping Update

The 2020 Tax Grouping Update includes the following:

- **CCH® ProSystem fx® Tax and CCH Axxess™ Tax.** For details, refer to these [tax line charts](#).
  - The Tax Grouping Update Wizard will update tax grouping lists to 2020 tax codes.
  - New 2020 tax grouping lists are available for Corporation, S Corporation, Partnership, Exempt, and Individual tax entity types.
- **Lacerte®.** For details, refer to these [tax line charts](#). New 2020 tax grouping lists are available for Corporation, S Corporation, Partnership, and Exempt tax entity types.
- **GoSystem® Tax.** For details, refer to these [tax line charts](#). New 2020 tax grouping lists are available for Corporation, S Corporation, Partnership, and Exempt tax entity types.

- **UltraTax CS®.** New 2020 tax grouping lists are available for Corporation, S Corporation, Partnership, Exempt, and Individual tax entity types.

## Included from Prior 2020.1.# Releases for Administrators

---

Administrators will be interested in the following changes:

**Important: Citrix/Terminal Server with Published Application.** The published application will require a change to launch the PfxEngagement.exe. The shortcut to launch the application has been modified to use the PfxEngagement.exe. This replaces the PfxStart.exe used in previous versions of Engagement.

**Updated Dependencies with This Version.** The following technologies are required for this version. If you are deploying using push, these dependencies should be deployed prior to deploying version 2020. Application dependencies can be found in the applications folder of the CD image from Software Delivery Manager.

- Microsoft® Visual C++ 2015-2019 Redist
- Microsoft® .NET Framework 4.7.2

**Duration of Retention Period.** For each binder type, the *Duration of retention period* has no limit for the number of years. The limit was previously 10 years.

**Firm Options.** In *Firm Options*, an administrator can choose for Admin staff group members to receive a notification via the *Database Diagnostic Report* or via email notification if Engagement detects either of the following:

- A scheduled backup has not run within the threshold set by your firm. The default threshold is one day. The administrator can also enter the email address of one or more firm users to receive an email notification for this alert.
- Your firm uses SQL Express and a database size is approaching the SQL Express 10GB limit.

**Rotate Bins.** Active database bins are now proactively rotated when the scheduled task executes.

**Bin Limit.** The limit for database bins is increased from 4GB to 10GB.

**Database Backup & Restore Utility.** The CCH ProSystem *fx* Engagement Database Backup & Restore Utility is updated for the following:

- A new option for transaction log backups allows you to create small backup files each weekday without causing blocking issues for staff members working in binders. No single user mode is employed; hence it is a true non-blocking process.
- A command line switch can now be set to disable the health check that runs when backing up the Engagement database. This allows for the backup to complete in less time.

**Move Finalized Binders.** An administrator can now move (cut and paste) one or more binders, including finalized binders, from one client folder to another client folder within a central file room.

**Control CFR for Client.** A new *Add client to central file room* staff group permission prevents staff members from synchronizing a binder with a central file room if the client for the binder does not already exist. If the client exists in another central file room, the staff member can synchronize the binder with that location. This change helps to ensure a client and its binders reside only in the central file room desired by firm administrators.

**New Admin Views Report.** A new *Binder - Staff Group with Checked Out Workpapers* view is available in the Engagement Admin Views Utility. This view allows you to view the staff group of staff members with checked out workpapers, as well as the date the staff member's properties were last changed.

**Unarchive Older Binders.** An administrator can now unarchive older versions of binders without causing synchronization to fail during the unarchive process.

**MFC Updated.** The C++ application framework is updated to the latest Microsoft® Foundation Class Library (MFC) to improve the security of the application.

**Binder API updated.** The binder API now allows for creating new binders when the year-end is a leap year.

**Installer Updated.** The Engagement application installer is updated for the following:

- The Amazon Web Services (AWS) software development libraries are now installed in the Pfx Engagement\WM directory rather than being registered to the common GAC location.
- The Microsoft® Soap/MSXML4 is no longer installed to reduce the risk of security vulnerabilities.

## Included from Prior 2020.1.# Releases for Staff Members

---

Staff members will be interested in the following changes:

**Calculate Sum.** In the *Account Groupings* window, if a staff member selects the *Calculate sum* option, that selection is retained the next time the staff member works with account groupings. If the staff member subsequently clears this option, the new selection is retained.

**Edit Note.** The author of a note can now edit the note even after the workpaper associated with the note has been synchronized. The date-time of the edit displays in the *Notes* pane.

**Insert TB Link.** In the Insert TB Link dialog, the default *balance type* for a new trial balance is now the *Final Balance*. Previously, the *Unadjusted Balance* was the default type.

**Find Client or Binder.** Staff members can now use the *find* feature to locate clients or binders across the local file room and any connected central file rooms. If your firm has many client-binders or many central file rooms, we recommend that the staff member search across only a few central file rooms at a time.

**Log In.** The status of all plugins, services, and ports used by Engagement are checked each time a staff member logs in. If any are disabled or missing, Engagement automatically attempts to re-enable or replace them.

## Included from Prior 2020.1.# - Engagement Issues Resolved

---

The following issues are resolved for Engagement:

**Create from Binder Template when Path to Template is Long.** Staff can now create new binders from a binder template where they previously failed due to the length of the path to the binder template location.

**Receive Binder Package on Shared or Mapped Network Drive.** Staff can now receive binder packages on a shared or mapped network drive.

**Name and Date Links.** Name and date links no longer include an @ character at the end of the formula which caused a zero (0) to be appended to the name or date in the workpaper. This issue was due to a Microsoft® Office update.

**Synchronization while Finalizing Binder.** If synchronization with the central file room fails while finalizing a binder, the critical error message box that displays provides a Retry button. Use this button to attempt the synchronization again so that the finalization process can complete successfully. If the synchronization continues to fail, the staff member should contact the Engagement Support team before continuing to work with the binder.

**Synchronization "Specified cast is not valid" Error.** This error, caused by an unexpected network failure during a previous synchronization of a binder, no longer occurs.

**TB Reports Freeze the Application.** Opening a TB report no longer results in the application becoming unresponsive requiring the end user to manually close the pfxengagement.exe process

**Error opening PPC file.** Opening certain PPC documents no longer displays the error message "unable to open workpaper".

**Logging in While on Terminal Server Displays Error.** When creating a new profile on terminal server, the following error no longer displays: Login synchronization failed

---

## Included from Prior 2020.1.# Releases - CCH ProSystem fx Knowledge Coach

**Begin Using KBA Commercial 2020 before your firm upgrades to CCH® ProSystem fx® Engagement v2020.1.3.** We will release an application update alongside 2020 Commercial which will allow 2020 Commercial and later titles to be installed on Engagement v2019. This update will allow Knowledge Coach users to begin using the 2020 KBA Commercial title before your firm updates to ProSystem fx Engagement v2020.1.3. More information on this update will be available through CCH Software News in September.

---

## Included from Prior 2020.1.# - Knowledge Coach Issues Resolved

The following issues are resolved for Knowledge Coach:

**Knowledge Coach titles required to open this binder are not installed .** Error dialog displays short GUID number instead of the required title name. Some users have reported receiving this error message when attempting to open a binder containing Knowledge Coach workpapers that have been copied from other binders. The character limit that caused this error has been removed and the error will no longer occur on new binders. Existing binders that display a short GUID number on binder open will need to call support to be manually corrected.

**KC Shared Services Not Running Message on Binder Close.** Some users reported receiving an error message that the KC Shared Services are not running when closing a binder containing Knowledge Coach workpapers with instructions to close and reopen Engagement. This message is not necessary and has been removed.

---

## Recommended Best Practices from Our Support Team

Following are some best practices recommended by our Support team:

- Create scheduled tasks for backing up your databases and managing central bins.
- When rolling out new computers, deploy 64-bit SQL.
- For your Microsoft® Office 365 subscription, we recommend the semi-annual channel or manually scheduled updates.
- Engagement may not work as expected when there is insufficient drive space with Windows 10 Update 2004 installed on the computer.

---

## Other Information

Information on technical and application-specific considerations is in the following knowledge base articles on CCH Support Online.

- [Technical Considerations for CCH® ProSystem fx® Engagement](#)
- [Application-Specific Considerations for CCH® ProSystem fx® Engagement](#)

## CCH Software News Delivers Valuable Product Information via Email

---

CCH Software News delivers technical bulletins, tax and technical discussions, and product update information directly to your email. Subscribing to CCH Software News ensures that you are kept abreast of pertinent issues which affect your CCH ProSystem *fx* products.

If you provided an email address with your order, you are already registered for CCH Software News. We encourage you to visit our Web site at [CCH Support Online](#) and click on **CCH Software News Profile Setup** to review your CCH Software News profile to ensure you are receiving information for all the CCH ProSystem *fx* products relevant to you.