

Technical Considerations Affecting ProSystem fx Engagement

This page addresses a number of technical issues that may affect ProSystem fx Engagement users. We are making you aware of these issues so that you can plan accordingly, to minimize any impact they may have on your users.

MICROSOFT OFFICE 2003 SP3 OR OFFICE 2007 AND OLE LINKS

Issues with Microsoft Office 2007 and OLE links have been identified that may affect ProSystem fx Engagement users who link workpapers using Microsoft's OLE linking functionality. Microsoft is aware of the following issues and is working to find a solution.

When documents are linked using Microsoft Office XP or 2003, the link is a relative link that allows the document to update when the path of the document is changed. When Microsoft Office 2007 documents are linked, the link paths are always created as absolute. This causes linked information to not update when the document path is changed (i.e. when a document is synchronized to a different machine). Additional information can be obtained for the Microsoft KB articles 961102 and 961244.

Links that were created in the previous document format (.doc or .xls) will continue to update properly and are not affected by this issue. Links created in documents using the new Office 2007 file formats (.docx and .xlsx) will not update properly. Until a resolution can be issued by Microsoft, we recommend that OLE links be created only in documents using the .doc or .xls format. Any documents in the new Office file format that contain OLE links should be saved outside of Engagement as Word or Excel 97-2003 Documents (*.doc or *.xls). These documents can then be brought back into Engagement as a new document. Existing links will need to be deleted and recreated within the document to ensure the link has a relative path.

Microsoft has also confirmed there is an issue with Office 2007 when printing the gridlines in Word (*.docx) for a linked Excel Object. The gridlines do not print properly with subsequent printing. In order to work around this issue, the user can open the Excel file and go to the Page Layout tab. In the Sheet Options group, they should uncheck the View option for Gridlines. Alternatively, if the file is saved in the .doc file format, the issue will not present itself.

Additionally, when linking with Office 2003 SP3 or Office 2007, Named Ranges that are copied from Excel and linked as an Excel Object into Word will not update properly when new rows are added to the Excel document. This is due to the name of the worksheet tab in Excel containing a space (i.e., "Balance Sheet"). Documents that were created and linked using Office 2003 SP2 or a prior version will continue to function properly. For links created on Office 2003 SP3 or later, users will need to remove the space from the worksheet name (i.e., "BalanceSheet") and then recreate the link.

MICROSOFT WINDOWS XP SERVICE PACK 3

Engagement usage in the field with the new Shared File Room may be adversely impacted by two issues related to the behavior of Microsoft Windows Service Pack 3, described below.

- 1) If a machine is a member of a domain, and the machine is being used outside the domain (for example, for field use), there may be issues with authentication to other machines, which is required for use of the Shared File Room. This issue is discussed informally on the following Microsoft TechNet forum, but has not been officially documented by Microsoft in a Knowledge Base article at this time.

<http://forums.microsoft.com/technet/showpost.aspx?pageindex=3&siteid=17&postid=3335224&sb=0>

[&d=1&at=7&ft=11&tf=0&pageid=3](#)

- 2) An issue has been documented by Microsoft that may have an effect on the ability of machines to properly resolve machine names. This can result in synchronization errors, as well as errors in using the Shared File Room. A hotfix is available to address this issue. Please see the following link for additional information.

<http://support.microsoft.com/kb/953761>

ADOBE ACROBAT 9

Adobe Acrobat 9.0 utilizes a new compression feature that is not compatible with the Amyuni PDF Print driver used by ProSystem *f*x Engagement. PDF files created or saved with Acrobat 9.0 may have been compressed in a way that prevents the ProSystem *f*x Engagement PDF Converter from adding them to a new PDF. Users attempting to use the Print Group feature to combine multiple files into a PDF that contains a file created with Acrobat 9.0 may experience an error message stating “Unable to Print”. CCH is currently working with Amyuni to obtain a driver that is compatible with Adobe 9.0. In the interim, please refer to Knowledge Base article SW26294 for an available workaround.

CCH is actively working on each of the above items and will communicate further updates through e-*f*xNews. For additional information regarding the installation of this update, please contact Technical Support at 1-800-739-9998.