ProSystem *fx*®
Engagement
Admin Guide

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ADMINISTRATOR

Overview

This chapter shows you how to set up the ProSystem *fx* Engagement Administrator module. When accessing the Administrator module for the first time, the administrator must designate a main office server. The main office server manages firm, licensing, staff, and central file room information. An optional secondary office server can be created and promoted to main office server in the event an administrator at the secondary office server needs to perform functions limited to the main office server.

Secondary office servers can be configured and connected to the main office server or maintained as disabled for synchronization. The secondary office server shares pertinent staff, firm, and central file room information with the main office server. Firm, team, client group, and staff information can be viewed, but not changed, from a secondary office server.

You must use the Administrator module to set up staff members in your firm before they can begin to use the ProSystem *fx* Engagement program.

Each staff member is assigned to a staff group. Each group is given specific group rights to various functions within ProSystem *fx* Engagement. You can also create staff teams to streamline the binder assignment process. This allows you to control and manage the electronic engagement process.

⚠️ **Important**: The ProSystem *fx* Engagement Backup and Restore Utility should be used on a nightly basis. For more information, see Appendix, *Database Backup and Restore* on page 66.

In the Administrator module, you can do the following:

- Add ProSystem *fx* Engagement, CCH Title, and Knowledge Tools licenses
- Add staff groups and assign the appropriate rights to those groups
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Using the ProSystem *fx* Engagement Administrator

From the Windows Start menu, select the program group where you installed the ProSystem *fx* Engagement Administrator. Select **ProSystem *fx* Engagement Administrator**, or double-click the **Administrator** icon on your desktop. The *ProSystem fx Engagement Admin Login* dialog displays.

Initial Login to the Engagement Administrator

Only staff assigned to the Administrator Staff Group can log in to the Administrator. The program provides one default staff member in the Administrator Staff Group. You can modify the password and staff information for the default user, but you cannot change the Login Name or delete this staff member. There is no limit to the number of licensed staff you can assign as administrators.

Note: If you want other workstations to access the Administrator module, install Administrator Workstation to those workstations. See Chapter 2, *Installation*, in the User Guide for details.

The first time you log in, do the following:

1. Start Engagement Administrator by doing one of the following:
   - Double-click the Engagement Admin icon on your desktop.
   - Select Start/Programs/CCH/Engagement/Engagement Admin.

   The *Engagement Admin Login* displays.
2. In the *Login Name* field, enter **ADMIN**. Leave the *Password* field blank.
3. Click **OK**. The ProSystem *fx* Engagement Administrator program detects that a main office server has not been set up and displays a message that the computer must be configured as an office server before you can log in.
4. Click **Yes**. The *Provide Office Server Information* dialog displays.

5. Enter a label of up to 32 characters for the main office server in the *Label* field. The label is required and is used as the office server's name.

6. The *Server name* field defaults to the name of the computer to which you are logged in.

7. Enter a description for the server of up to 60 characters in the *Description* field. The description is optional.

8. Click **Next**. The *Determine the office server designation* dialog displays.

9. Select **Main office server** to establish this as the main office server.

10. If the Firm has more than one office server and this office server does not have a physical connection with the other office server(s), check the **Disable Admin Synchronization** check box.

11. Click **OK**. The *Firm Properties* dialog displays.

12. Enter the firm information and click **Next**. The *Configure Office Server Summary Report* displays.

13. Do any of the following:

  ◆ Click **Print** to print the summary report.
  ◆ Click **Save As** to save the report as an HTML file.
  ◆ Click **Back** to make changes to your settings.
  ◆ Click **Cancel** to discard your work and exit the *Configure Office Server Wizard*.
  ◆ Click **Finish** to save your settings and open Engagement Administrator.

Once you are in the program, you can change the administrator's password and add more staff to the Admin group, if needed. See *Adding New Staff Members* on page 12.

📒 **Note**: For instructions on creating a secondary server, see *Setting up the Administrator Environment* on page 24.

Entering Information About Your Firm

🏠 The upper-most icon in the left pane represents your firm. Using this feature, you can change the properties of the firm and enter your firm name and information.

To change firm information, click the icon and perform one of the following actions:

  ▪ Select **File/Properties**.
  ▪ Right-click and select **Properties** from the pop-up menu.
🗐 ▪ Click the **Properties** button on the toolbar.

The *Firm Properties* dialog displays.

Complete the information in the dialog. When you are finished, click **OK**. The caption for the File Room icon changes to the name entered in the mandatory *Firm Name* field. You can use the Properties command to change firm information. The information entered in this dialog is available for linking to your Word and Excel workpapers. See Chapter 9, Using Microsoft Excel, and Chapter 10, Using Microsoft Word, in the User Guide for further information.

Using Your Active Directory in ProSystem *fx* Engagement

Administrators can leverage the time and effort spent building up the Active Directory on the firm's network.

ProSystem *fx* Engagement allows administrators to import and map existing users in the ProSystem *fx* Engagement staff table. This can be done manually or scheduled via Scheduled Tasks to be done during off hours.

Mapping Your Active Directory to Engagement Staff

Use this procedure to map existing users in your Active Directory to existing users in the ProSystem *fx* Engagement staff.

1. From the ProSystem *fx* Engagement Administrator main menu, select **Staff/Import from Active Directory/Configure Mapping**. The *Domain Login* dialog displays.

Provide login details for the domain where the Active Directory data is located.

Domain: KS11WS0001C1784

☑ Save domain as default

User information
◉ Use current Windows authentication
◯ Provide different authentication details

User name: eostrander
Password:

[OK] [Cancel] [Help]

2. Log in to the domain. The *Configure Mapping* dialog displays.

3. Select the **Users** tab.

4. Select the appropriate directory from the *Active Directory from which to import* field. The default is **Engagement**. Once you make this selection, the *Users* section is populated with Active Directory users and Engagement staff. (If the *Active Directory group from which to import* field is not editable, configure the Active Directory group first, then return to this task.)

5. Click **Auto-map Users** to automatically map Active Directory users to Engagement staff via name-matching. The mapping displays in the Engagement staff section, showing the Active Directory user nested under the Engagement staff.

6. Check the **Show only unmapped staff** box to display unmapped Engagement staff members.

7. Manually map unmapped staff, if necessary, by first highlighting the correlating names in the Active Directory and the Engagement staff. Then either click the right arrow to map the person from the Active Directory to the Engagement staff or click the left arrow to unmap the person from the Engagement staff to the Active Directory.

8. Click **OK** to finalize the mapping and exit the *Configure Mapping* dialog.

Manually Updating Staff

You can run a manual import from Active Directory to the main office server but not to a secondary office server. This is because you can modify staff properties on the main office server only.

To manually update staff, do the following:

1. Select **Active Directory/Manual Import/Update/Staff/Import**. If you have not logged in to a domain yet, the *Domain Login* dialog displays. Once you are logged in, the *Import/Update Staff Progress* dialog displays throughout the import process. When import is complete, if any errors have occurred, the *Errors* tab displays.

2. Click the **Tasks** tab to see a list of all the attempted tasks and whether their status is *Completed* or *Failed*.

3. Click **View Import Log** to see the cumulative diagnostic report for all imports. The most recent import inserts at the top of the report.

   ◆ You can print the import log from your Internet browser.

   ◆ An electronic copy is stored at X:\Pfx Engagement\Admin\Admin Share directory (where X represents the drive where Engagement Administrator is installed).

Tip: Schedule nightly updates, even if you routinely do manual updates after every staff change. See *Scheduling an Import from Active Directory* on page 6.

Viewing the Active Directory Import Log

The Active Directory Import Log keeps a history of all imports from Active Directory for the firm, with the most recent import inserted at the top of the document. The log opens in your Internet browser as a printable HTM file. The log is stored in the X:\Pfx Engagement\Admin\Admin Share directory (where X represents the drive where Engagement Administrator is installed).

Use one of the following methods to view the Active Directory import log:

■ Select **Staff/Import from Active Directory/View Import Log** from the main menu.

■ Initiate a manual update by selecting **Staff/Import from Active Directory/Manual Import/Update**. When the update is completed, click **View Import Log** in the *Import/Update Staff Progress* dialog.

Scheduling an Import from Active Directory

You can schedule the import from Active Directory to take place automatically on the date and time you select. You can review the schedule, retry if an import fails, and view the import log of the office servers involved in the import.

You can schedule an import from Active Directory to the main office server but not to a secondary office server. This is because you can modify staff properties on the main office server only.

To schedule an import of staff information from Active Directory, do the following:

1. Select **Tools/Scheduled Tasks** from the ProSystem *fx* Engagement Administrator main menu. The *Scheduled Tasks* dialog displays.
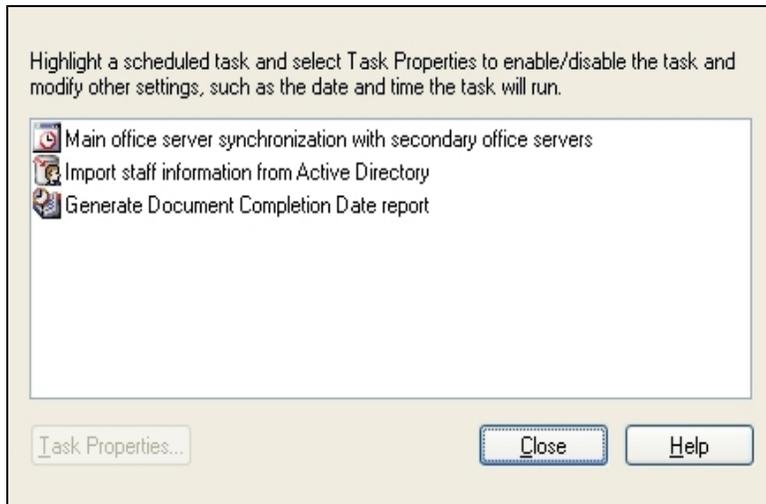
2. Select **Import staff information from Active Directory** and click **Edit**. The Scheduled Tasks opens, displaying *Admin Active Directory Import* in its title bar.

3. Select the **Task** tab.

4. In the *Run* field on the *Task* tab, the path to the import defaults to X:\Pfx Engagement\ADImport.exe (where X represents the drive where the ProSystem *fx* Engagement Administrator program was installed). You can also browse to another location.

5. The *Run as* field should display the Windows user name of the person logged on to the computer. Click **Set Password** to enter and confirm the user's Windows password. The scheduled task will not run without this information. Click **OK** to exit the *Set Password* dialog.

6. Check the **Enabled (scheduled task runs at specified time)** box.

7. Click the **Schedule** tab and select how often the task is to be run from the *Schedule Task* drop-down list.

8. Use the arrows to specify the time that the synchronization is to start. You may also click **Advanced** to specify start and end dates and details on when to repeat the task. Click **OK** to exit the *Advanced Schedule Options* dialog.

9. Use the *Every* field in the *Schedule Task Daily* section to specify if you want to repeat the import every day, every two days, etc.

10. Check the **Show multiple schedules** box to change or delete schedules. Click the **New** button to create a new schedule for the task, which will run after the last schedule is completed. Click **Delete** to delete a highlighted schedule.

11. Click the **Settings** tab to specify the following:
   - Whether to delete the task if it is not scheduled to run again.
   - Whether to stop the task if it runs beyond a time you specify.
   - To start the task only if the computer has been idle for a specified time or to stop the task if the computer becomes active.
   - Whether to start the task if the computer is running on batteries, stop the task if battery mode starts, and wake the computer to run the task.
12. Click **OK** to save your schedule and exit Scheduled Tasks.
13. Click **Close** to exit the *Scheduled Tasks* dialog.

Note: The first time the scheduler is run, you must input the password for the current Windows user.

Setting Up Staff Groups and Staff

In the ProSystem *fx* Engagement Administrator module, you add the staff members that you want to access ProSystem *fx* Engagement. You assign each staff member to a staff group. Staff groups are assigned rights to various functions within the program, and these rights transfer to the staff members that you assign to the group. This allows you to control and manage the electronic engagement process.

Staff Groups

You can customize staff groups to represent the different levels and roles of your firm's staff. At each staff group level, you select which rights in the ProSystem *fx* Engagement program you want to enable. Once staff members are assigned to the appropriate staff group, they receive the rights of that staff group when they log in to the program.

Default Staff Groups

The Administrator module provides five default staff groups:

- Admin
- Manager
- Partner
- Senior
- Staff

You may customize staff groups by adding, deleting, or modifying groups.

One staff member, Default Admin, has already been added to the Admin staff group. This staff person cannot be deleted, but you can modify the staff information with the *Staff Properties* dialog. For example, you may want to change the password to prevent others from accessing the ProSystem *fx* Engagement Administrator module. You can also add additional staff members to the Admin group.

Adding a New Staff Group

To add a new staff group, do the following:

1. Click the **Staff Groups** icon in the left pane of the Administrator screen and do one of the following:

    ◆ Select **Staff/New Staff Group**.

    ◆ Right-click the **Staff Groups** icon and select **New Staff Group**.

    ◆ Click the **New Staff Group** button on the toolbar.

    The *Create New Staff Group* dialog displays.

2. Complete the *Name* and *Description* fields. The *Name* field is required.

    The rights available to a staff group are found on the following tabs:

    ◆ LFR

    ◆ Client

    ◆ Binder

    ◆ Workpaper

    ◆ Notes

    ◆ Sign Off

    These rights are discussed in more detail in the next section, *Assigning Staff Group Rights*.

3. Click **OK** to close the dialog.

Assigning Staff Group Rights

To assign or modify staff group rights, do the following:

1. Select from the tabs listed below on the *Create New Staff Group* dialog:

   - **LFR**. This tab allows you to select whether sharing of local file rooms is allowed.
   - **Client**. These rights are associated with the tasks involved with creating, modifying, and deleting clients.
   - **Binder**. These rights allow staff members to create binders, modify binder properties and staff assignments, override document completion dates, override binder retention periods, roll forward, finalize, synchronize, back up, and restore binders.

     You can also allow staff members to create, modify, and delete binder tabs, empty all workpapers from the trash, empty Current Editor workpapers from the trash, interface with tax software, create and receive binder packages, create binder portfolios, and save binders as templates.

     > **Note**: *Override document completion date* and *Override binder retention period* are inactive until *Modify binder properties/staff assignment* is selected.

   - **Workpaper**. The *Workpaper* tab contains rights associated with workpapers within the engagement binders. These rights include creating, deleting/restoring, moving, taking over, and assigning/unassigning workpapers, as well as deleting workpapers after the document completion date. This tab also establishes rights for saving workpapers as templates, locking workpapers, unlocking workpapers, freezing and unfreezing engagement links, publishing workpapers, and printing workpapers.

     In the *Trial Balance* section of the *Workpaper* tab, you can also grant rights to create new trial balances, and save trial balances as templates on this tab.

   - **Roll forward**. These rights allow staff members to select how workpapers are handled when the binder is rolled over.

     In the *All Workpaper* section, you can grant group members the right to determine whether a workpaper should or should not be included when the binder is rolled forward.

     In the *Knowledge Tools* section of the *Roll forward* tab, you can grant group members the right to choose to accept/reject changes in Knowledge Tools workpapers that are rolled forward, and/or to keep answers and comments when a Knowledge Tools workpaper is rolled over. This section displays only if Knowledge Tools is installed.

     In the *Knowledge Coach* section of the *Roll forward* tab, you can grant group members the right to override the roll forward settings that have been applied to individual responses, and to accept/reject changes to the Knowledge Coach content. This section displays only if Knowledge Coach is licensed.

   - **Notes/Diagnostics**. Notes rights include creating/clearing notes, deleting the staff member's own notes, deleting cleared notes belonging to other members, deleting uncleared notes belonging to other members, clearing other staff members' notes, and printing a notes report.

     Diagnostics rights allow users to delete Knowledge Coach diagnostics.

- **Sign Off**. The rights on the *Sign Off* tab include signing off as preparer, signing off as a first or second reviewer, adjusting sign off dates, and changing the password. You can also grant rights to retain program step sign off when a workpaper is created from an existing workpaper, and you can also grant rights to delete another user's program step sign off.

    Note: *Sign Off as Reviewer* is dependent on *Sign Off as Preparer*. In order to be able to sign off as reviewer, you must first be able to sign off as preparer.

- **Content**. Displays if Knowledge Coach is licensed. These rights include adding and removing Knowledge Coach titles, releasing titles to staff, and inserting Knowledge Coach workpapers from unreleased titles.

2. For existing staff groups, select the applicable group and do one of the following:

    - Select **File/Properties**.
    - Right-click and select **Properties** from the pop-up menu.
    - Select the **Properties** button.

    Note: The Admin group defaults to all rights selected. This cannot be modified.

3. When you are finished, click **OK**. The staff group caption is taken from the *Name* field. You can use the **Properties** command to change staff group information, if required.

Note: Modifications to the rights of a user do not take effect until the user logs in to or synchronizes to the office server.

Deleting a Staff Group

To delete a staff group, click the staff group in the left pane and perform one of the following actions:

- Select **Edit/Delete**.
- Right-click the staff group icon and select **Delete Staff Group**.
- Click the **Delete** button on the toolbar.

You cannot delete the Admin staff group. This group is required for access to the ProSystem *fx* Engagement Administrator module. Also, you cannot delete staff groups with staff members assigned. You must delete or move the staff before deleting the staff group.

Adding Staff Members

After the trial period for using ProSystem *fx* Engagement expires, you are required to have a license for each staff member set up in the Administrator module. See *Licensing* on page 20 for information on adding license.

Important: Verify that you have the required number of licenses before creating users.

Adding New Staff Members

1. Click the staff group to which you want to assign the staff member in the left pane and perform one of the following actions:
    - Select **Staff/New Staff**.
    - Right-click the staff group icon and select **New Staff**.
    - Click the **New Staff** button on the toolbar.

    The *Staff Properties* dialog displays with the *Staff Profile* tab selected.

2. In the *Account information* section, enter a **Login name** of up to 16 characters. This field is required.
3. Enter a **Password** of up to 16 characters in the *Password* field, and then enter it a second time in the *Confirm password* field.
4. If necessary, check the **Inactive** box to mark the staff member as inactive.

    Note: An inactive staff member cannot log in to the Workpaper Management or Administrator modules. In addition, binder synchronization cannot be performed with the inactive staff member. Marking a staff member as inactive removes any license assignment you have made for the staff member.

5. In the *Staff information* section, enter the **First name**, **Initials**, and **Last name**. These fields are required.
6. In the *Default location* field, enter the name of the computer the staff member uses when accessing Engagement, or click **Browse** to choose the computer associated with this staff member. This is the default computer associated with this staff member for peer-to-peer synchronization.

7. From the *Home Office Server* drop-down list, select the default office server that contains the central file rooms and client folders the staff member would normally use. You can change the home office server and default computer location when logging in to Workpaper Management.

8. Select the **Other Info** tab. You can use the drop-down list to assign a staff member to an alternate staff group. When assigning a staff member to a binder, you are able to choose between the default or alternate staff group assignment. The staff member acquires the rights of either the default or alternate staff group for that binder assignment.

9. In the *Online research or other application login information* section, under *Accounting Research Manager (ARM)*, enter the user's ARM user ID and password in the appropriate fields if the staff member has access to Accounting Research Manager. This will allow the staff to access ARM from the Help/Accounting Research Manager on the Web command or from the Accounting Research Manager Shortcut in the Binder window without having to enter the ARM user ID and password.

10. In the *Online research or other application login information* section, under ProSystem *fx* Portal, enter the user's ProSystem *fx* Portal user ID and password in the appropriate fields if the staff member has access to ProSystem *fx* Portal. This will allow the user to send a workpaper from the Engagement binder to the standalone ProSystem *fx* Portal application without entering their user ID and password.

11. In the *Online research or other application login information* section, under *ProSystem fx Suite*, enter the user's ProSystem *fx* Suite account number, user ID, and password in the appropriate fields if the staff member has access to ProSystem *fx* Suite. This will allow the staff to send a workpaper or binder to ProSystem *fx* Workstream (SaaS) without having to enter the Workstream user ID and password.

12. When you have finished entering information for a staff member, you can do one of the following:

    ◆ Click **Save** and then **New** to save the new staff and create another staff member.

    ◆ Click **Save** and **Close** to create the new staff member and exit the dialog.

    ◆ Click **Close** to exit the dialog. If you have entered any information, you are asked if you want to save it. Select **Yes** to create the new staff member or **No** to close the dialog without creating the new staff.

    📝 **Notes**:

    - If you want to reassign a staff member's role in your firm, drag the staff member from one staff group to another.

    - The All Firm Staff team automatically updates to include the new staff created. Binders with the All Firm Staff team assigned are also updated. If the All Firm Staff team is assigned to several binders, the processing time to update may be lengthy. To avoid delays, import the staff prior to adding the All Firm Staff team to existing binders.

Modifying Staff Properties

Use the **Properties** command in the Admin module to change staff information. Highlight the staff member and select **File/Properties** or right-click and select **Properties**. Staff members can change their passwords by selecting **Tools/User Profile** in the Engagement File Room.

If you must delete a staff member instead of making them inactive, follow these steps:

1. In the *Firm and Staff* pane, click the staff group to which the staff member belongs.

2. Do one of the following in the *Staff Members* pane:

    ◆ Highlight the staff member and select **Edit/Delete**.

    ◆ Highlight the staff member and click the **Delete** icon on the toolbar.

    ◆ Right-click the staff member and select **Delete Staff** from the pop-up menu.

3. Click **Yes** to confirm deletion.

📝 **Notes**:

- You cannot delete the Admin Default or the user that is logged in to Administrator.

- The All Firm Staff team automatically updates when staff are deleted. Binders with the All Firm Staff team assigned are also updated. If the All Firm Staff team is assigned to several binders, the processing time to update may be lengthy.

Using the Global Profile Manager

The Global Profile Manager in Engagement Administrator allows you to manage all staff profiles across all of your office servers. You can view summary information about staff members, disable staff profiles, and scan selected staff to view checked out and assigned workpapers.

Viewing Profile Information

To view summarized profile information, do the following:

1. In Engagement Administrator, select **Staff/Profiles**. The *Global Profile Manager* window displays.
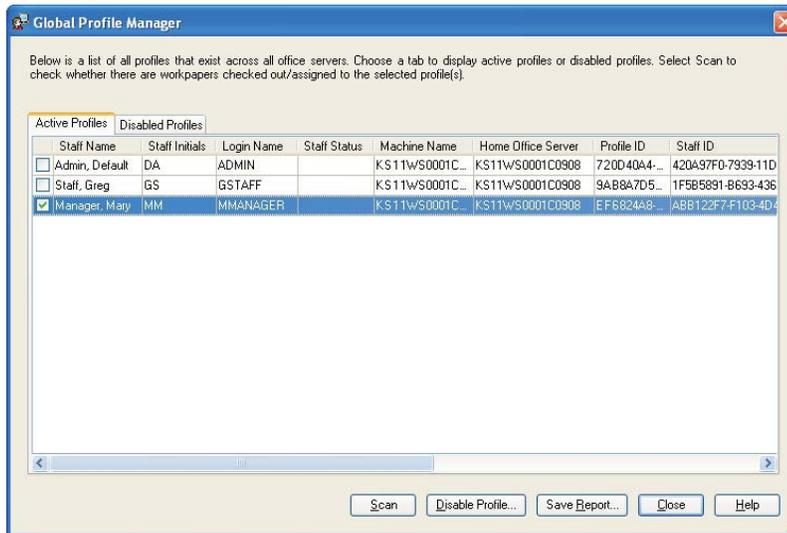
2. The *Active Profiles* tab is selected by default. The following information is provided:
    *   Staff Name
    *   Staff Initials
    *   Login Name
    *   Staff Status
    *   Machine Name
    *   Home Office Server
    *   Profile ID
    *   Staff ID

3. Select the *Disabled Profiles* tab to view profiles that have been disabled. The following information is provided:
   - ♦ Staff Name
   - ♦ Staff Initials
   - ♦ Login Name
   - ♦ Staff Status
   - ♦ Machine Name
   - ♦ Home Office Server
   - ♦ Profile ID
   - ♦ Staff ID
4. Click **Save Report** to save a report of the active tab. The *Save Report as a CSV file* dialog opens. Enter a file name and click **Save**.

Scanning Active Profiles for Workpapers

To scan selected Active Profiles for checked out and assigned workpapers, do the following:

1. In Engagement Administrator, select **Staff/Profiles**. The *Global Profile Manager* window displays.
2. Select the staff member(s) to scan by checking the check box(es) on the left.
3. Click **Scan**. The *Scan for Workpapers Disclaimer* notification displays, informing you that the scan applies only to the current server.
4. Click **OK**. The *Checked Out/Assigned Workpapers* dialog displays. Any workpapers checked out by or assigned to the selected staff member(s) display, organized by Profile, Office Server, File Room, Client, and Binder. Click the **minus sign** (-) to collapse any of these levels.
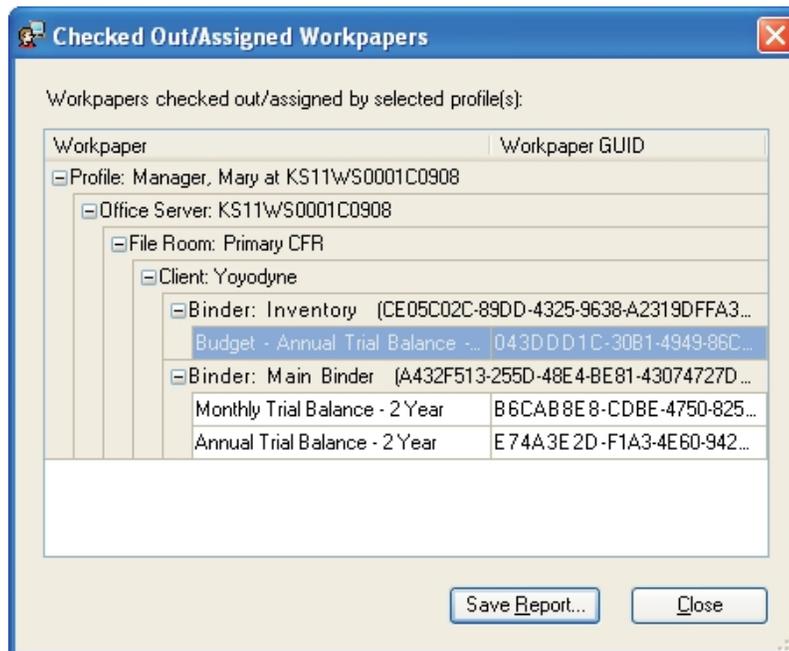
5. Click **Save Report** to open the *Save Report as a CSV file* dialog. The default location for reports is X:\Pfx Engagement/Admin/Archive (where X represents the drive where ProSystem *fx* Engagement is installed). Keep the default location or select a different location. The extension must be CSV. Enter a file name and click **Save**.

6. Click **Close** to close the *Checked Out/Assigned Workpapers* dialog.

Disabling a Profile

If a computer or server becomes unavailable, the Global Profile Manager can be used to disable profiles on that machine. Any workpapers or other information associated with that profile remain on the machine.

Note: Once a profile has been disabled, it cannot be reactivated from the Global Profile Manager. If the computer or server becomes available once again, the user can log in to Workpaper Management on that machine and establish the profile again.

To disable a profile, do the following:

1. In Engagement Administrator, select **Staff/Profiles**. The *Global Profile Manager* window displays.

2. Select the staff member(s) to disable by checking the box(es) on the left.

3. Click **Disable Profile**. The *Disable Profile Confirmation* dialog displays.
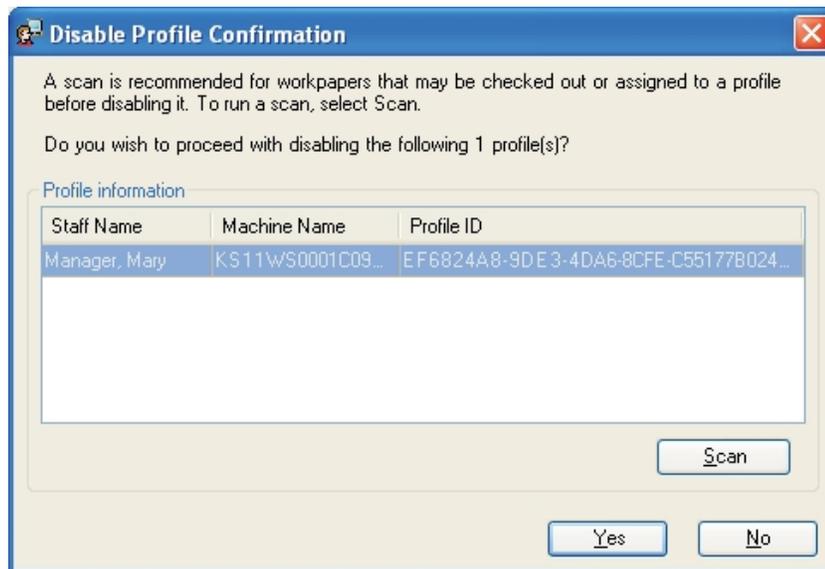
4. Click **Scan** to scan for checked out or assigned workpapers before disabling the profile. The *Scan for Workpapers Disclaimer* notification displays, informing you that the scan applies only to the current server.

5. Click **OK**. The *Checked Out/Assigned Workpapers* dialog displays. Any workpapers checked out by or assigned to the selected staff member(s) display, organized by Profile, Office Server, File Room, Client, and Binder. Click the **minus sign** (-) to collapse any of these levels.

6. Click **Save Report** to open the *Save Report as a CSV file* dialog. The default location for reports is X:\Pfx Engagement/Admin/Archive (where X represents the drive where ProSystem *fx* Engagement is installed). Keep the default location or select a different location. The extension must be CSV. Enter a file name and click **Save**.

7. Click **Close** to return to the *Disable Profile Confirmation* dialog.

8. Click **Yes** to disable the profile. The profile is removed from the *Active Profiles* tab.

Setting Up Teams

Teams provide a quick and easy way to organize staff members for assignment to ProSystem *fx* Engagement binders. Teams are set up so that multiple staff members can be added to a binder at the same time. The staff members added to or removed from the team in the Administrator module are added to or removed from the binder team. A staff member can be assigned to more than one team, and a team may have many members. To create a new team or edit staff teams, the administrator must be logged in to the main office server.

Note: The system defined All Firm Staff team can be used to automatically assign all staff members to binders.

Managing Teams

The *Teams* dialog displays the names and descriptions of existing teams on the main office server and allows you to assign the teams to new binders. It allows you to create new teams or edit and delete existing teams. This option is a view-only feature on a secondary office server.

To set up a team, do the following:

1. Do one of the following to open the *Teams* dialog:
     ◆ Select **Staff/Teams**.
     ◆ Select the **Teams** icon on the Toolbar.

2. The following options are available on the main office server only.
     ◆ **New**. Creates a new team. Enter a unique name of up to 50 characters in the *Name* field on the *New Team* dialog. The *Name* field is required. Enter a description for the team. There is an option to automatically assign the team to binders created in the New Binder and Roll Forward wizards.

     ◆ **Edit**. Allows you to edit the highlighted team's name and description on the *Edit Team* dialog. The option to automatically assign the team to binders created in the New Binder and Roll Forward wizard can also be edited.

     Note: The team name for the system-defined All Firm Staff team cannot be edited.

     ◆ **Delete**. Deletes the highlighted team.

     Note: The system-defined All Firm Staff team cannot be deleted.

3. Click **OK**.

Note: Changes made to existing teams do not affect team assignments. Deleted staff members are automatically unassigned. See the following section, *Assigning Staff to a Team*, for additional instructions.

Assigning Staff to a Team

The *Team Member Assignment* dialog allows you to assign staff members to teams. To assign staff members to a team, follow the steps below:

1. Do one of the following:

    ♦ Select **Staff/Team Member Assignment**.

    ♦ Select the **Team Member Assignment** icon on the toolbar.

    The *Team Member Assignment* dialog displays.
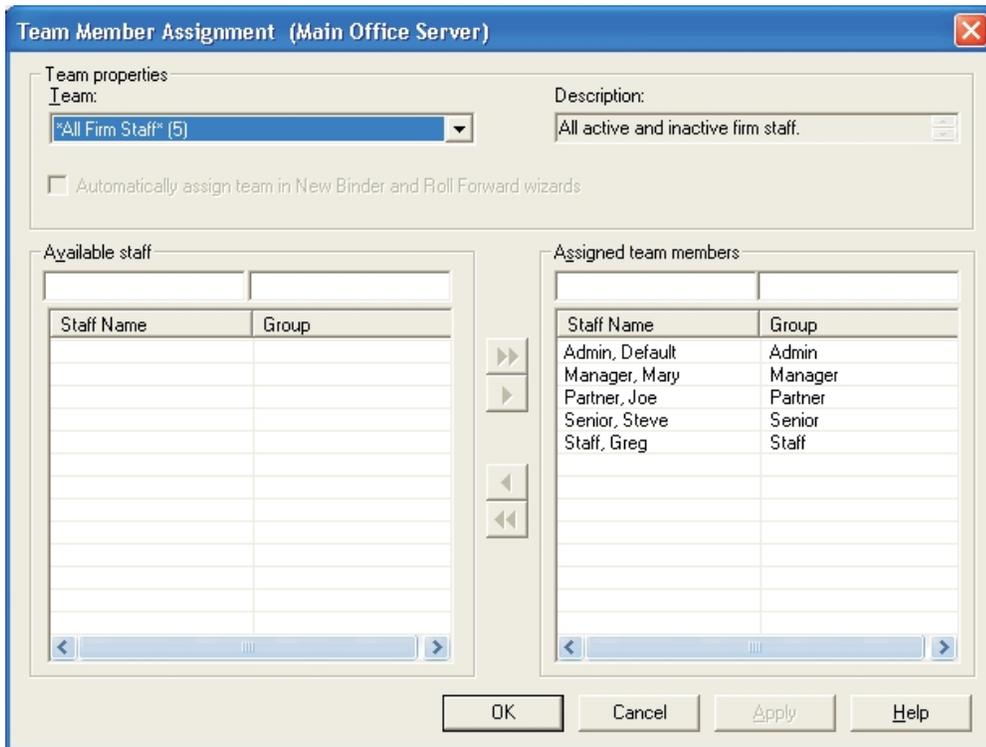
2. Select a team from the drop-down list. The description provided for the selected team displays in the *Description* field. If this team is automatically assigned in the *New Binder* and *Roll Forward* wizards, this option is checked. To change this option, go to **Staff/Teams**, select the team, and click **Edit**.

    Note: The staff assigned to the All Firm Staff team cannot be modified. This team always includes all active and inactive staff of the firm.

3. All existing staff members not already assigned to the selected team display in the *Available Staff* list.

    To filter the list of staff, you can enter a name or partial name, the asterisk wild card (*), or the placeholder (?) in the field above Staff Name. To change the way the staff is sorted, click the *Staff Name* column header.

4. To assign staff members to a team, do either of the following:
   - Click the **Assign All** button to move all staff members to the *Assigned team members* box.
   - Highlight specific staff members and click the **Assign** button to move the selected staff to the *Assigned team members* box.

5. The *Assigned team members* box displays staff members assigned to the team. To change the way the team members are sorted, click the *Staff Name* column header.

6. To filter the list of staff, enter a name or partial name, the asterisk wild card (*), or the placeholder (?) in the field above Staff Name.

   To remove team members from a team, do either of the following:
   - Click the **Unassign All** button to move all team members to the *Available staff* box.
   - Highlight specific team members and click the **Unassign** button to move the selected team members to the *Available staff* box.

7. Click one of the following when you have finished assigning staff members to teams:
   - Click **OK** to save staff selections and close the dialog.
   - Click **Cancel** to close the dialog without saving your changes.
   - Click **Apply** to save staff selections for the selected team and select another team.

Notes:

- If your firm has more than one office server, an Admin Synchronization should be performed on all office servers to update the servers with the changes made to the teams. See *Manually Running an Admin Synchronization* on page 30.
- When you exit the *Team Member Assignment* dialog, binders where teams were modified are updated. If the teams that were modified are assigned to numerous binders, there may be a lengthy processing time.

Licensing

You can purchase licenses for the following:

- ProSystem *fx* Engagement - Workpaper Management
- ProSystem *fx* Engagement - Trial Balance
- ProSystem *fx* Knowledge Coach Titles
- ProSystem *fx* Knowledge Tools
- CCH Integrated Engagement Guides

Once you have set up your staff members, assign the license information for each specific staff member so that they can access the programs. See *Setting Up Staff Groups and Staff* on page 8.

Adding Licenses

Your license key information unlocks the number of licenses purchased for each program. Once you have purchased your licenses, you can either download the permission key files or receive a CD-ROM with the files.

Notes:

- A license for ProSystem *fx* Engagement Workpaper Management is required for every active staff member. If there are more active staff members than available licenses, a dialog displays prompting the administrator to make applicable staff members inactive. Staff members can be set to inactive status on the *Staff Properties* dialog.

- If the number of licenses for any other module added is less than the number of licenses currently assigned, a message displays in Workpaper Management indicating that the administrator must unassign licenses.

Internet Download

To download your Engagement permission key files, do the following:

1. Select **Staff/Add/Update License**. The *Add/Update License* dialog displays. *Internet Download* is selected by default.
2. Click **OK**. The *Global fx Login* screen displays.
3. Enter your User ID and Password to log in to Configure Staff. Based on your account information, the application automatically downloads the appropriate permission key and installs the licenses. A message displays when the licenses have been added successfully.
4. Click **OK**.

Important: Create a backup of the downloaded Permission Key file for future reference.

CD-ROM

To add or update your licenses using a permission key from a CD-ROM, do the following:

1. Insert your permission CD-ROM and select **Staff/Add/Update License**. The *Add/Update License* dialog displays.
2. Select the **Permission key disk drive path** radio button.
3. Click **Browse** to select the drive and folder where the perm key files reside.
4. Click **OK**. A message displays stating that the licenses have been added to the application.
5. Click **OK**.

Assigning Licenses

After the license information has been added, you must assign licenses to staff members who access the programs. You can assign, unassign, and review staff license assignments using one of the following views:

- **View by Staff**, which is the default, displays available product licenses and the number of licenses available for assignment. The *Available staff* box on the right displays staff groups and staff members and their license assignments.

- **View by Product** displays the *Available staff* box on the left, which displays the staff members and their group assignments. The *Available licenses* box displays a list of products, the number of available licenses, and current staff assigned to the product.

Note: Be sure you have enough licenses for the number of people who will be using the program. If you purchase fewer licenses than the number of staff you create during your trial period, the unlicensed staff members are inactive. Also, if you used the default staff members provided with the trial program, they are no longer available.

Assigning Licenses Using View by Staff

To assign license information using the Staff view, do the following:

1. Select **Staff/Assign License**. The *License Assignment* dialog displays.
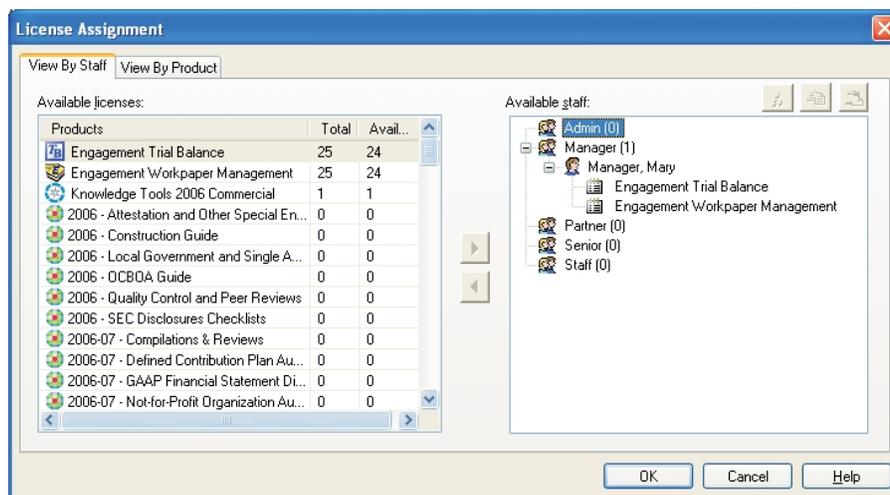
On the left side of the dialog, the *Available licenses* box displays the following information:

- **Products**. A description of the application, the CCH Integrated Engagement Guide (formerly Miller Integrated Engagement Guides) purchased, or the McGladrey & Pullen Integrated Work Program purchased.
- **Total**. The total number of licenses purchased for the product.
- **Available**. The number of licenses available for staff assignment.

On the right side of the dialog, the *Available staff* box displays the following information:

- **Staff Groups**. Lists the established staff groups.
- **Staff Members**. The people to whom you are assigning licenses. Click the plus sign beside a staff group to display the staff members belonging to the group.

    Note: Admin Default does not display beneath the Admin group because you cannot assign licenses to the Admin Default.

- **Licensed Products**. Assigned products are listed under the user's name. Once a license is assigned, the staff member can access the product.

    Note: Miller titles purchased previously display with the original titles.

2. You can assign the licenses available on the left side of the dialog to the appropriate staff member listed on the right side of the dialog by doing one of the following:

    ◆ Click the product on the left, click the staff member on the right, and then click the **Assign** button pointing to the right.

    ◆ Click the product on the left and drag it to the target staff on the right.

    ◆ Right-click a staff member and click the **Transfer Licenses** option. Highlight an unlicensed staff member to which you want to transfer the licenses and click **Paste Licenses**. All licenses except the Workpaper Management license are removed from the first staff member and assigned to the second staff member.

    ◆ Right-click the staff member that has the licenses you want to copy and click the **Copy Licenses** option. Click the unlicensed staff member to which you want the licenses copied and click **Paste Licenses**. The second staff member now has the same licenses as the first staff member.

    📝 **Note**: You must have licenses available in order to copy and paste from one staff member to another.

    As you match licenses to staff members, the number of available licenses decreases. You do not have to assign all the available products at one time. You can return to this dialog and assign licenses at a later time.

    📝 **Note**: When licenses are added and a new staff member is added to a staff group, the Workpaper Management license is automatically assigned to the staff member. You must have a Workpaper Management license to log in to Engagement.

3. Click **OK** to save settings and close the dialog.

Assigning Licenses Using View by Product

To assign licenses using the product view, do the following:

1. Select **Staff/Assign License**. The *License Assignment* dialog displays.
2. Select the **View by Product** tab.
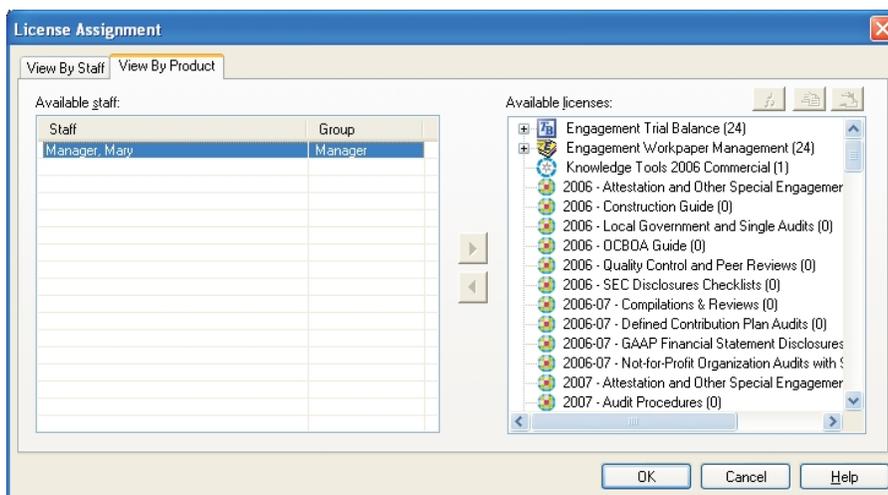
On the left side of the dialog, the *Available staff* box displays the following information:

- **Staff**. Lists all staff members available for license assignments.
- **Group**. Lists the group to which the staff members are assigned.

On the right side of the dialog, the Available licenses box displays the following information:

- **Available Licenses**. Lists all available products. The total number of licenses available for assignment displays in brackets next to each product.
- **Staff Members Assigned**. Clicking the plus sign beside a product displays staff members who have been assigned a license for this product. Once a license is assigned, the staff member can access the product.

3. You can modify or assign the licenses available on the right side of the dialog to the appropriate staff members listed on the left side of the dialog by doing one of the following:

- Click the staff member on the left, click the product on the right, and then click the **Assign** arrow pointing to the right.
- Drag the staff member's name from the left column to the appropriate product on the right.
- Right-click a staff member and click the **Transfer Licenses** button. Highlight an unlicensed staff member to which you want to transfer the licenses and click **Paste Licenses**. All licenses except the Workpaper Management license are removed from the first staff member and assigned to the second staff member.
- Right-click the staff member that has the licenses you want to copy, and click the **Copy Licenses** button. Click the unlicensed staff member to which you want the licenses copied to and click **Paste Licenses**. The second staff member now has the same licenses as the first staff member.

As you match up staff members to licenses, the number of licenses in the *Available licenses* column on the right decreases.

Note: When licenses are added and a new staff member is added to a staff group, the Workpaper Management license is automatically assigned to the staff member because you must have the Workpaper Management license to log in to Engagement.

You do not have to assign all the available products at one time. You can return to this dialog and assign licenses at a later time.

4. Click **OK** to save and close the dialog.

Setting up the Administrator Environment

This section provides instructions on setting up office servers that can manage one or more central file rooms and your client engagement work. You can create multiple office servers. One office server must be designated as the main office server upon the initial log in to Administrator. For more details on configuring the main office server, see *Initial Login to the Engagement Administrator* on page 2.

The main office server contains firm, licensing, staff, staff group, team, client, client group, and central file room information.

You may want to create one or more secondary office servers if you have more than one office or more than one network server.

If you have to take the main office server offline or you want the administrator at the secondary office server to perform functions limited to the main office server, you can designate a secondary office server as the main office server.

You can create secondary office servers that are disabled for Admin synchronization and send Admin Packages created on the main office server to synchronize the admin information.

Secondary office servers and the main office server should be synchronized either manually or automatically on a regular basis to ensure that information on all servers remains current.

Client folders may be set up in the central file rooms in the Engagement Administrator or in Workpaper Management. When staff members log in to the servers in the office, they can synchronize client engagement binders with central file rooms.

This facilitates the collaboration of multiple staff members working on the same electronic engagement binder simultaneously and from remote sites. The client engagement binders must be created in the local file room and then synchronized to the central file room. You cannot create a client engagement binder in the central file room.

You may want only your firm's administrator to set up client folders so you can control the process. Or you may permit some or all of the staff to set up client folders in the Engagement program by utilizing the Staff Group rights in Administrator.

Note: If the administrator sets up the client folder in the Administrator module, the New Binder Wizard must be used to create a binder for the client in ProSystem *fx* Engagement. See Chapter 6, Creating and Using Binders, in the User Guide for information on the New Binder Wizard.

Creating a Secondary Office Server

You can create secondary office servers, which are optional, to organize your central file rooms and client information. During the creation process, the main office server information (such as server properties, staff properties, central file room properties, client properties, and client group data) is passed to the secondary office server.

Secondary office servers also can be configured and then connected to the main office server. Firm, team, client group, and staff information can be viewed, but not changed, from a secondary office server. Data on main and secondary office servers should be synchronized frequently. You can set up an automatic synchronization schedule or manually synchronize the servers.

We recommend that you close all dialogs on the main office server when creating a secondary office server. If a dialog is open, it is possible that the main office server will not recognize the secondary office server after it has been created.

An office server can be disabled for Admin Synchronization. This office server does not have a connection with other office servers. In this case, an Admin Package needs to be created on the main office server and received on the secondary server to transfer Admin data.

If it becomes necessary to disable the main office server or the administrator of a secondary office server needs to perform functions limited to the main office server, you can promote a secondary office server to be the main office server by passing the main office server token to the secondary server. See *Changing the Main Office Server* on page 27 for instructions.

If you are setting up a secondary server with synchronization disabled, create an Admin Package on the main office server before beginning this process, because you need to receive the Admin Package as part of setup. See *Creating an Admin Package* on page 27 for detailed instructions.

Note: In a multi-office server environment, all office servers need to be installed on computers that have static IP addresses.

To set up a secondary server, do the following:

1. Log in to ProSystem *fx* Engagement Administrator on a computer that has Administrator installed but does not have an office server associated with it. The *Configure Office Server* dialog displays.

2. Click **Next**. The *Provide office server information* dialog displays.

3. Enter a label of up to 64 characters for the secondary office server in the *Label* field.

4. The *Server name* field defaults to the name of the computer you are logged in to. This field cannot be edited.

5. Enter a description for the server of up to 64 characters in the *Description* field. The description is optional.

6. Click **Next**. The *Determine the office server designation* dialog displays.

7. Select **Secondary office server** to establish this as the secondary office server. The *Connect to main office server* field becomes active.

8. Enter the name of the computer where the main office server is located, or click **Browse** to select the computer name from a list.

9. Check the **Disable Admin synchronization** box, if applicable.

10. On the *Browse for Admin Package* dialog, click the **Browse** button and choose the location of the Admin Package (file extension AZA).

11. Click **OK**. The Admin Package is received on the secondary office server.

Disabling/Enabling Admin Synchronization for an Office Server

To disable or enable Admin Synchronization for an office server, do the following:

1. In the Central File Rooms pane, click the **Office Servers** icon.

2. Right-click the office server in the List pane.

3. Select **Properties** from the pop-up menu. The *Office Server Properties* dialog displays.

4. Check the **Disable Admin synchronization** box to disable admin synchronization. Clear the check box to enable admin synchronization. If an office server is disabled and later enabled, synchronize it with the main office server.

   Note: If an office server is disabled because maintenance work is needed, disable the local file room to central file room synchronization in the central file room properties of the central file rooms on the office server. Once maintenance is complete, modify both the office server and CFR properties to allow for synchronization.

Changing the Main Office Server

Designating a secondary office server as the main office server can be accomplished by passing the main office server token to a secondary office server. If synchronization is disabled on the secondary office server, the system creates an Admin Package as part of the process of changing servers.

To change the main office server, do the following:

1. Log in to the main office server.
2. Select **Tools/Pass Main Office Server Token** to open the *Select New Main Office Server* dialog.
3. Use the drop-down list to select the secondary office server you want to make the new main office server and click **OK**.
4. A message confirming the change of the main office server appears. Click **Yes** to continue.
5. If the secondary office server has disabled synchronization, continue with step 6. If the secondary office server is enabled for synchronization, the *Manual Admin Sync* dialog displays as the system activates the secondary office server as the main office server. The office server's icon changes to that of the main office server.

   Note: Be sure to perform an Admin synchronization between the new main office server and all other secondary office servers to notify them of the change in main office server.

6. If the secondary office server is disabled for synchronization, the *Create Admin Package* dialog displays when you select **Yes** to continue. Choose **Save package to a file** or **Send package via email**. See the following section on *Creating an Admin Package*.
7. Follow the directions under *Receiving an Admin Package* on page 28. After the Admin Package is received, the system activates the secondary office server as the main office server. The office server's icon changes to that of the main office server.

   Note: Be sure to exchange an Admin Package from the new main office server to any secondary office servers to notify them of the new main office server.

Creating an Admin Package

The Create Admin Package function creates a package containing office server information that can be used to synchronize data between any two office servers.

Create Admin Package can be used to pass information to and from office servers that are disabled for synchronization. It is also used to pass main office server information to a secondary office server that is going to be disabled for synchronization. The following information is included in an Admin Package: staff, licensing, teams, staff groups, client groups, office server properties, central file room properties, and client and binder properties.

When you create an Admin Package file, you can save the file to the hard disk or attach the file to an email.

After you create the file, it can be applied to the other office server using the Receive Admin Package function.

Saving the Admin Package to a Hard Drive

1. Select **Tools/Create Admin Package**.
2. Choose **Save package to a file**.
3. Either enter a drive, directory, and file name, or click the **Browse** button and select a drive, directory, and file name in the *Save As* dialog and then click **Save**. The file extension is AZA. The drive and directory default to X:\Pfx Engagement\ADMIN\Admin Packages\<office server name> (where X represents the drive where the Administrator module is installed).
4. Click **OK** to create the file and store it in the location specified.

   Notes:
   - You can use only alphanumeric characters (letters and numbers) in the Admin Package file name.
   - If you have already saved an Admin Package file with the same name to the specified location, you are given the option of overwriting the existing file or changing the file name.

Attaching the Admin Package to an E-mail

1. Select **Tools/Create Admin Package**.
2. Enter a file name for the package in the file name field. The file extension must be AZA.
3. Choose **Send package via e-mail**.
4. Click **OK** to create the file.
5. Your email application opens with the file attached so you can send the package to the appropriate person.

Note: You cannot use the following characters in the Admin Package file name:
/ : * ? " < > | \

Receiving an Admin Package

Admin Packages are created on the main office server or any secondary office server and are used to download and synchronize data between office servers when at least one of the office servers is disabled for Synchronization.

To receive an Admin Package, do the following:

1. Log in to the office server that is going to receive the Admin Package.
2. Select **Tools/Receive Admin Package**.
3. Select the appropriate folder on the *Receive Admin Package* dialog.
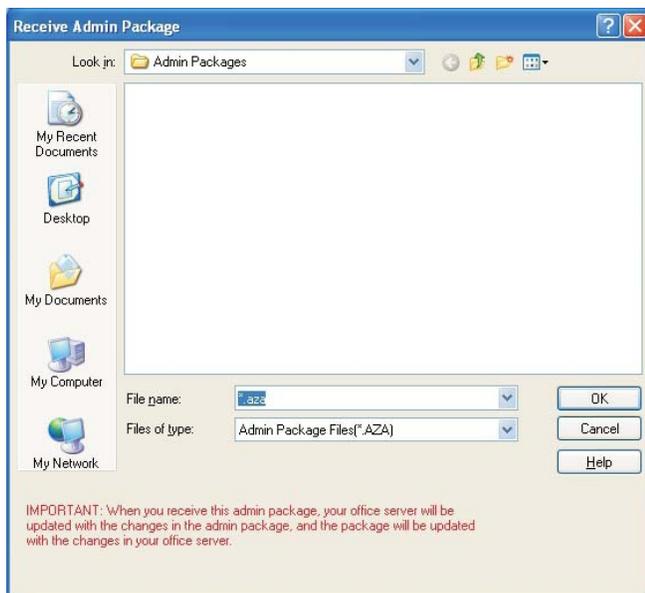
4. Select the AZA Admin Package file.
5. Click **OK**.

Scheduling Admin Synchronization

Admin Synchronization can be scheduled and run only from the main office server.

Synchronization needs to be maintained between the main office server and secondary office servers so that updated information on the main office server regarding staff, licensing, teams, staff groups, and client groups is passed to the secondary office servers. Also, synchronization ensures that changes to office server properties, central file room properties, client folder properties, and binder properties are updated on every server.

A secondary office server must be set up and visible on the main office server before the Scheduled Task option becomes available. If the secondary office server is not recognized by the main office server, you need to run a manual admin synchronization on the secondary office server. See *Manually Running an Admin Synchronization* on page 30.

Both servers must be enabled for synchronization for an automatic Admin Synchronization to take place. If a secondary office server is disabled, an Admin Package must be created on the main office server and received on the secondary office server. See *Creating an Admin Package* on page 27 and *Receiving an Admin Package* on page 28 for instructions.

You can schedule synchronization to take place automatically on the date and time you select. During synchronization a progress marker displays. You can view the schedule, retry if a synchronization fails, and view the synchronization history of the office servers involved in the synchronization.

Note: The first time the scheduler is run, you need to enter the user name and password for the user who will be logged in to Windows at the time the synchronization takes place.

To schedule Admin Synchronization, do the following:

1. Log in to the main office server.
2. Select **Tools/Scheduled Tasks**.
3. Select **Main office server synchronization with secondary office servers** and click **Edit**.

4. In the *Run* field on the *Task* tab, the path to the synchronization EXE file defaults to X:\Pfx Engagement\ADMIN\CFRSynch.exe (where X represents the drive where the Administrator program was installed).

5. The *Run as* field should show the Windows user name of the user logged into the computer. Click **Set Password** to enter and confirm that user's Windows password. The scheduled task does not run without this information.

   > **Note**: The user name should be the user who will be logged in to the computer when the task is run.

6. Click the **Enabled (Scheduled task runs at specified time)** box. The synchronization does not run if **Enabled** is not checked.

   > **Note**: Only a Windows administrator can successfully launch the scheduled task.

7. Click the **Schedule** tab and select how often the task is to be run from the *Schedule Task* drop-down list.

8. Use the arrows to specify the time the synchronization is to start. You can click **Advanced** to specify start and end dates and details on when to repeat the task. Click **OK** to exit the *Advanced Schedule Options* dialog.

9. Use the *Every* field in the Schedule Task Daily section to specify if you want to repeat the synchronization every day, every two days, etc.

10. Check the **Show multiple schedules** box to change or delete schedules. Click **New** to create a new schedule for the task that will run after the last schedule is completed. Click **Delete** to delete a highlighted schedule.

11. Click the **Settings** tab to specify the following:

    - To delete the task if it is not scheduled to run again. This option is **not** recommended, as you would have to recreate the task.
    - To stop the task if it runs beyond a time you specify.
    - To start the task only if the computer has been idle for a specified time or to stop the task if the computer stops being idle.
    - To start the task if the computer is running on batteries, stop the task if battery mode starts, or wake the computer to run the task.

12. Click **Apply** to save your schedule and then **OK** to exit the scheduler.

13. Click **Close** to exit the *Scheduled Task* dialog.

Manually Running an Admin Synchronization

The time required for the manual Admin Synchronization depends on the office servers involved. You can run a manual Admin Synchronization from either a main or a secondary office server.

> **Note**: Run a manual Admin Synchronization if the main office server does not recognize a secondary office server. In this case, run the synchronization from the secondary office server.

To run a manual Admin Synchronization, do the following:

1. Log in to the appropriate office server.

2. Select **Tools/Manual Admin Synchronization**.

3. The system starts the synchronization either from the main office server or the secondary office server, depending on the server you are logged in to.

4. The *Admin Synchronization Status* dialog displays during the synchronization process. You can perform the following procedures on this dialog:

   ♦ Click **Retry** to have the system attempt the synchronization again if an office server has a status of failed.

   ♦ Click **View Synchronization History** to view the synchronization record for the server you are logged in to.

   ♦ Click **View Schedule** to view the schedule for the synchronization.

Viewing Admin Synchronization History

Admin Synchronization needs to be maintained between the main office server and secondary office servers. You can view an office server's synchronization history to resolve synchronization issues and provide detailed data to Technical Support personnel, if required.

A synchronization history displays the following information:

- Person currently logged in to the computer
- Computer name
- Operating system
- ProSystem *fx* Engagement version number
- Office server name and whether it is a main or secondary server
- Office server ID

The synchronization history also displays a list of all synchronization for the server.

To view synchronization history, do the following:

1. Log in to the office server.
2. Select the office server in the Central File Room pane.
3. Select **File/Properties**.
4. Click **View Synchronization History**. You can save or print the log.

Viewing the Admin Activity Log

The Admin Activity Log records actions taken within the ProSystem *fx* Engagement Administrator module. This log file lists the date, action taken, result, user, computer, office server, and, if necessary, the reason an activity fails.

To view the log file, follow these steps:

1. Select **Tools/View Admin Activity Log**. The *View Admin Activity Log* dialog displays.
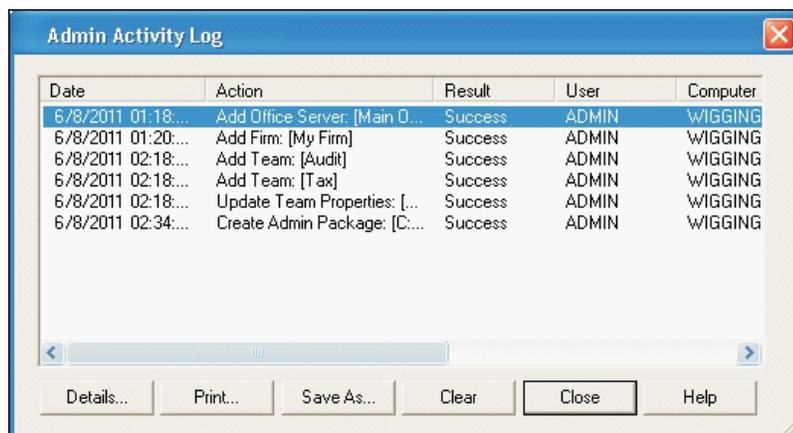
2. Click one of the following options:
   - **Details**. Displays detail of a log entry.
   - **Print**. Prints the Admin Activity log.
   - **Save as**. Saves the Admin Activity log to a file.
   - **Clear**. Deletes the contents of the log.
3. Click **Close** when you are finished viewing the file.

Setting Firm Options

The Firm Options feature in Administrator allows you to set firm-wide administrative options.

To set firm options, do the following:

1. Select **Tools/Firm Options** to open the *Firm Options* dialog.
2. Select the applicable options as described below. Firm options can be set only on the main office server and are firm-wide. They are synchronized to local file rooms.

   General tab
   - **Shared Local File Room**. Select this option to allow users to collaborate on binders through directly accessing shared local file rooms.
   - **Trash**. When a binder is closed, Engagement will keep the items in the trash, prompt the user to empty the trash, or automatically empty the trash, depending on your selection here.
   - **Prompt when/for**. By default, a warning message displays when a binder that is set to monitor the Document Completion Date is opened during the assembly period. If you clear this check box, the warning message does not display.

Sign off tab

- **Sign off options**
    - **Skip Binder Staff Sign Off Analysis page in Finalize Binder Wizard**. In the Finalize Binder Wizard, a page with analysis of staff sign off for the binder displays by default. Checking this box prevents this page from displaying during the finalizing process.
    - **Skip Clear Workpaper Sign Off Dates and Times page in Finalize Binder Wizard**. In the Finalize Binder Wizard, a page can display that gives you the opportunity to clear the workpaper sign off dates and times. By default, ProSystem *fx* Engagement skips this step. If you want to be able to clear the workpaper sign off dates and times, then uncheck this item.
    - **Retain workpaper sign off history upon binder finalization**. Select this option to retain all workpaper sign off information after binder finalization. When this option is selected, the option *Skip Clear Workpaper Sign Off Dates and Times page in Finalize Binder Wizard* is automatically checked and cannot be deselected. If this option is not selected, only the final sign off for preparer and the final sign off for reviewer are retained.
    - **Display indicator when workpapers are modified after reviewed**. Select this option if you want the Modified After Review icon to display for workpapers that have been modified after review. If you clear this box, the icon does not display.
- **Knowledge Tools Program step sign off options**
    - **Show current date when program step is signed off with initials**. When signing off a Knowledge Tools workpaper with initials, shows the current date.
    - **When program step is marked as N/A show**. Select either **Initials** or **Current Date** to display when the program step is marked as N/A.

    > **Note**: Knowledge Tools Program step sign off options apply only if you have purchased Knowledge Tools licenses and are using Knowledge Tools workpapers.

Engagement Today tab

Engagement Today will display binders in the diagnostics area based on your selections:

- **Document completion date is past due or within <X> days of current date**. Binders will display in Engagement Today diagnostics if the document completion date is past due or within the specified number of days from the current date. Enter a number or use the spin boxes to select a number of days. The default is 15.
- **Due date is within <X> days of current date**. Binders will display in Engagement Today diagnostics if the due date is within the specified number of days from the current date. Enter a number or use the spin boxes to select a number of days. The default is 15.

3. Click **OK** to exit the dialog.

Setting Admin Synch Options

1. Select **Tools/Admin Synch Options** to display the *Admin Synch Options* dialog.

2. If a secondary office server has been created, then when Engagement Administrator is closed, a message asks if you want immediate synchronization. This message does not appear if you select either of the two following options:

   - **Automatically synchronize when closing**. Any changes to the main office server information are automatically synchronized to existing secondary office servers, when the Administrator is closed. Any changes made to a secondary office server automatically synchronize to the main office server when the secondary Administrator is closed.

   - **Don't prompt me regarding synchronize when closing**. Changes are not automatically synchronized and the message regarding synchronization does not display.

3. Click **OK** to exit the dialog.

Using the Document Completion Date Report (Admin)

The Document Completion Date Report displays all binders with document completion dates that fall within the date range you specify. This report provides the following information about each binder:

- Office Server
- CFR (Central File Room)
- Binder Name
- Binder ID
- Client Name
- Client ID
- Binder Type
- Binder Status
- Lead Partner
- Client Group
- Period End Date
- Report Date
- Report Release Date
- Doc Completion Date
- Finalized Date
- Retention Period End

To use the Document Completion Date Report, do the following:

1. Select **Tools/Doc Completion Date Report**. The *Document Completion Date Report* dialog displays.

2. Select **Run central file room report** to update the central file room report. Select **View report from last scheduled task** to view the most recent report.

3. If you selected **Run central file room report**, do the following:

   a. Select **Include only binder types set to monitor document completion date** to include only binder types that have been set to be monitored for the document completion date.

   b. Select **Include finalized binders** to include finalized binders in the report.

   c. You can filter your results to binders that have a Document Completion Date, Year End, Period End, or Retention Period within a certain date range. Select the criterion from the *Date range* drop-down list, or select **No Date Range**.

   d. Select the appropriate beginning date in the *Start* field. Either enter the date or click the down arrow to use the calendar. The default setting is the current date.

   e. Select the final date for the report range in the *End* field. Either enter the date or click the down arrow to use the calendar. The default setting is two months from the current date.

4. Click **Update Report**. The report displays the binders that fall within the range you selected. Click a column heading to sort by that heading. Drag column headings to reorder the columns.

5. Click **Export to Excel** to open an Excel spreadsheet of the report data.

6. Click **Close** to exit the report.

Scheduling the Document Completion Date Report

You can schedule a Document Completion Date report to be generated automatically on a specified date and time. You can schedule the Generate Document Completion Date Report task on either the main office server or a secondary office server.

To schedule the Document Completion Date Report to run as a scheduled task, do the following:

1. From the ProSystem *fx* Engagement Administrator main menu, select **Tools/Scheduled Tasks**. The *Scheduled Tasks* dialog displays.

2. Select **Document Completion Date Report** and click **Task Properties**. The Windows scheduler opens, displaying the name of the task in the title bar.

3. Select the **Task** tab if it is not already selected.

4. In the *Run* field on the *Task* tab, the path to the import defaults to X:\Pfx Engagement\Admin\DCDScheduledReport.exe (where X is the drive where the Administrator program was installed). You can also browse to another location if that is necessary.

5. The *Run as* field should show the Windows user name of the person logged on to the computer. Click **Set Password** to enter and confirm that user's Windows password. The scheduled task will not run without this information. Click **OK** to exit the *Set Password* dialog.

6. Check the **Enabled (scheduled task runs at specified time)** box.

7. Click the **Schedule** tab and select how often the task is to be run from the *Schedule Task* drop-down list.

8. Use the arrows to specify the time the report should run.

   💡 Tip: We recommend that you schedule the Generate Document Completion Date Report task to run after the Admin Synch task. This will help to ensure that the Document Completion Date report is as accurate as possible.

9. Click **Advanced** to specify start and end dates and when to repeat the task.

   📝 **Note**: The Document Completion Date report can be generated only once every 24 hours.

10. Click **OK** to exit the *Advanced Schedule Options* dialog.

11. Use the *Every* field in the *Schedule Task Daily* section to specify if you want to repeat the task every day, every two days, etc.

12. Check the **Show multiple schedules** box to change or delete schedules. Click the **New** button to create a new schedule for the task, which will run after the last schedule is completed. Click **Delete** to delete a highlighted schedule.

13. Click the **Settings** tab to specify the following:
    - Whether to delete the task if it is not scheduled to run again
    - Whether to stop the task if it runs beyond a time you specify
    - To only start the task if the computer has been idle for a specified time or to stop the task if the computer becomes active
    - Whether to start the task if the computer is running on batteries, stop the task if battery mode starts, and wake the computer to run the task

14. Click **OK** to save your schedule and exit the Windows scheduler.

15. Click **Settings** to display the *Document Completion Date Report* dialog and select the appropriate settings.

16. Click **Close** to exit the *Scheduled Tasks* dialog.

Creating a Central File Room

You can create central file rooms on the main office server or a secondary office server, depending on the server you are logged in to. A central file room is used to store client folders, which can be created in the Administrator module or in Workpaper Management. A client's binders can only be created in the client folder in a local file room in Workpaper Management and must be synchronized with the central file room to copy the binder information to the central file room.

📝 **Note**: If a secondary office server has been disabled for synchronization, an Admin Package needs to be created on the main office server and then received by the secondary office server for the central file room to display in the secondary office server.

You can create as many central file rooms as you need.

To create a central file room, do the following:

1. In the Central File Rooms pane, select the office server where you want to create the central file room. If you are logged in to the main office server, you can select it or any secondary office server. If you are logged in to a secondary office server, you can create central file rooms only on that server.

2. In the lower left pane, do one of the following to open the *Central File Room Properties* dialog:

- Select **File Rooms/Create Central File Room**.
- Right-click an office server and then select **Create Central File Room**.
- Click the **Create Central File Room** button on the toolbar.

Central File Room Properties

Central File Room details

Name:*

Primary CFR

Description:

Office Server details

Office Server: KS11WS0001C0908

Location of Central File Room workpapers:*

[   ] Browse...

(CFR name will be appended to workpapers path.)

☐ Disable LFR to CFR synchronization

*Required field   OK   Cancel   Help

3. The *Name* field is mandatory. Enter a name of up to 64 characters for the central file room. This name displays with its own icon under the respective office server icon. You may also enter a description.

4. Enter the path where the central file room binders are to be stored or click **Browse** to select a drive and directory. The location must be on the computer where the Administrator is installed; however, any drive and directory available on the computer (local or network) can be chosen. The default is X:\Pfx Engagement\ADMIN\Data (where X represents the drive where the Administrator module was installed). You can click the **New Folder** button to create a new folder for the binders.

5. Enter the path where the central file room workpapers are to be located or use the **Browse** button to select a drive and directory. Choose any drive or directory on the computer or available network connection except directories already used by other central file rooms. The default is X:\Pfx Engagement\ADMIN\Workpapers, where X is the drive where the Administrator module is installed.

You can click **New Folder** to create a new folder for the workpapers.

6. To disable synchronization, check the **Disable LFR to CFR synchronization** box. Binders cannot be synchronized with the central file room when synchronization is disabled.

7. Click **OK** to save the information and close the dialog.

Disabling/Enabling Synchronization on a Central File Room

Notes:

- You may disable synchronization of binders from local file rooms to the central file room when maintenance is performed on the server with the central file room.
- If a central file room is disabled for synchronization, binders are locked and cannot be synchronized with the central file room.
- If a central file room is enabled for synchronization, local file rooms can synchronize binders with the central file room.

To disable or enable the synchronization of a central file room, do the following:

1. In the Central File Room pane, right-click the file room you want to disable or enable.
2. Select **Properties** from the pop-up menu.
3. Check the **Disable LFR to CFR synchronization** box to disable synchronization of binders to the central file room. Remove the check mark to enable the central file room for binder synchronization.

Setting Up Client Folders

New clients can be added in the Administrator module, but you must use the Workpaper Management program to add client binders for new clients.

To add a new client in a central file room, do the following:

1. To display the *Create New Client* dialog, click the central file room in which you want to add a client and do one of the following:
   - Select **File Rooms/New Client**.
   - Right-click the **Central File Room** icon and select **New Client**.
   - Click the **New Client** button on the toolbar.
2. Enter the client information on the *Profile* tab. An entry in the *Client name 1* field (*Last name* field if you select **Individual** as the *Entity type*) is required and can contain up to 64 characters. The name you enter becomes the client folder name.

3. If you want to add the client to one or more client groups, select the **Group** tab and check the box next to the group or groups you want to add the client to. You can also do this at a later time using the **File Rooms/Assign Clients to Groups** option. See *Creating a New Client Group* on page 47 for setting up the client groups.

4. Select the **Contacts** tab.

5. Click **New** and enter the information as desired. An entry in the *Last Name* field is required. To continue entering contacts for the client, click **Save** and **New**. You can use the left and right arrow buttons to move to the previous or next contact entered.

6. When you have finished entering contact information and have saved all the data, click **OK** to exit the dialog.

You can use the Properties command to change client information entered earlier. The profile information entered in this dialog is available for linking into Excel and Word workpapers. See Chapter 9, Using Microsoft Excel, and Chapter 10, Using Microsoft Word, in the User Guide for information on linking these fields.

Deleting a Client

To delete a client, click the client folder in the left pane and then do one of the following:

- Select **Edit/Delete**.
- Right-click the **Client Folder** and select **Delete Client**.
- Click the **Delete** button on the toolbar.

When the confirmation dialog displays, click **Yes** to delete or **No** to cancel the deletion.

Notes:

- You must remove all binders from the client folder before it can be deleted.
- To delete a client on a secondary office server when logged in to the main office server, there must be a connection between the servers, and they must be enabled for Admin Synchronization.

Deleting a Central File Room

To delete a central file room, click the icon of the file room to delete and do one of the following:

- Select **Edit/Delete**.
- Right-click and select **Delete CFR** from the pop-up menu.
- Click the **Delete** button on the toolbar.

When the confirmation prompt displays, click **Yes** to permanently delete the central file room. This deletes the central file room from Engagement Administrator.

Notes:

- The CFR to be deleted must not contain any client folders or binders.
- When logged in to the main office server to delete a central file room on a secondary office server, there must be a connection between the servers and they must be enabled for synchronization.

Deleting a Secondary Office Server

You cannot delete a secondary office server if it contains any central file rooms. You must first move the client binders in the central file rooms to a different central file room(s) on a different server. After removing the binders, you must delete the central file rooms. See *Moving Binders* on page 52.

To delete the secondary office server, do the following:

1. In the Central File Room pane, select the secondary office server to delete and do one of the following:
   - Select **Edit/Delete**.
   - Right-click and select **Delete Server**.
   - Click the **Delete** button on the toolbar.
2. Click **Yes** to delete the office server.

If more than one secondary office server has been configured, run a manual Admin Synchronization to update the other secondary office servers. See *Manually Running an Admin Synchronization* on page 30.

Deleting the Secondary Office Server Program

To completely delete a secondary office server, you also need to manually remove the program from the computer where the secondary office server was located. Once you have removed the three programs listed below, you can use Microsoft Explorer to delete the Pfx Engagement directory on the local drive of the computer.

To manually remove the secondary office server program, do the following:

1. Right-click **My Computer** on your Windows desktop and select **Manage**. The *Computer Management* window displays.

2. Select **Services** under *Services and Applications*.

3. In the list of services in the right-hand pane, right-click **SQL Server (PROFXENGAGEMENT)** and select **Stop**.

4. Select **File/Exit** to close the *Computer Management* window.

5. Select **Start/Control Panel**, and then double-click **Add or Remove Programs**. The *Add or Remove Programs* window displays.

6. Remove the following programs:

   ◆ ProSystem *fx* Engagement
   ◆ Microsoft SQL Server

   Note: When removing Microsoft SQL Server, select only the **PROFXENGAGEMENT: Database Engine** instance in the *Component Selection* section.

Managing Binder Types

Like paper-based engagement binders, ProSystem *fx* Engagement binders store and organize client workpapers for any type of engagement, such as a tax return or an audit. Binder types allow you to specify completion date calculations and retention period calculations for binders used for different purposes. You can view, create, edit, and delete types of binders from the Engagement Administrator module.

Creating a New Binder Type

To create a new binder type, do the following:

1. Select **File Rooms/Binder Types**. The *Binder Types* dialog displays.
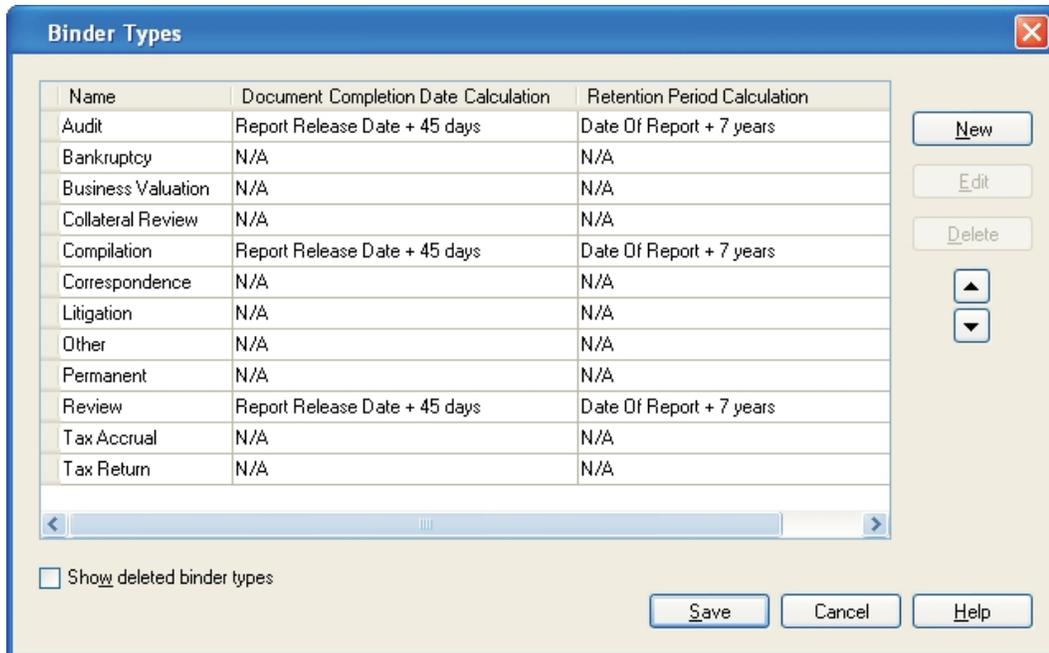
2. Click **New**. The *New Binder Type* dialog displays.

3. Enter a name for the new binder type in the *Name* field. This field is required. Once the *Name* field is filled, the OK and New buttons become active.

   Note: Duplicate binder type names are not allowed.

4. Select **Date of Report** or **Report Release Date** in the *Beginning of assembly period* drop-down list to set the date from which Engagement calculates the document completion date. Select **N/A** if you do not want Engagement to calculate the document completion date.

5. Enter the appropriate information in the *Length of assembly period* field. The entry may be between 1 and 365 days.

6. Select **Date of Report**, **Report Release Date**, or **Document Completion Date** in the *Start of retention period* drop-down list to set the date from which Engagement calculates the End of Retention Period. Select **N/A** if you do not want Engagement to calculate the retention period.

7. Use the spin box or type the appropriate information in the *Duration of retention period* field. The entry may be between 1 and 10 years.

8. Click **New** to save the binder type and begin creating another. Click **OK** to save the binder type and close the *New Binder Type* dialog.

Editing an Active Binder Type

To edit an active binder type, do the following:

1. Select **File Rooms/Binder Types**. The *Edit Binder Type* dialog displays.
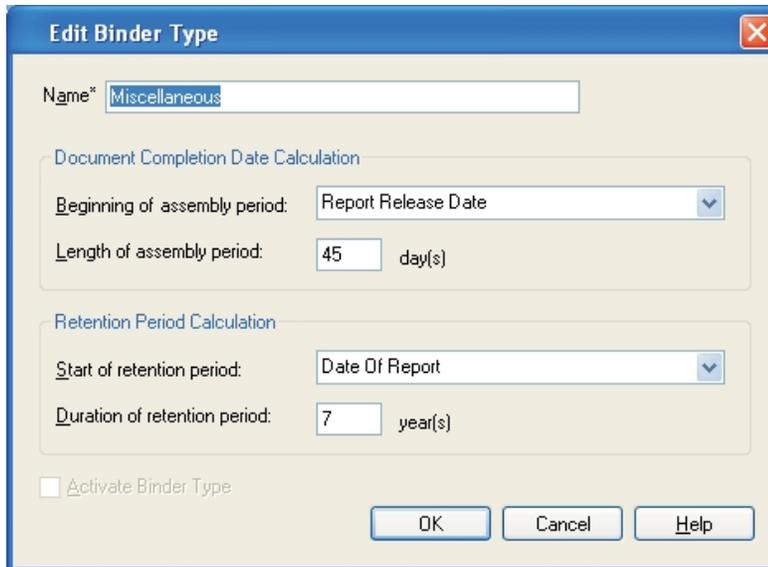
2. Select the binder type to edit and click **Edit**. The *Edit Binder Type* dialog displays.

3. If this is a binder type you have created, you can edit the *Name* field. Edit the information in the *Document Completion Date Calculation* and *Retention Period Calculation* sections as necessary.

   Note: You cannot edit the name of a standard binder type.

4. Click **OK** to close the *Edit Binder Type* dialog.

5. Click **Save** on the *Binder Types* dialog to save your changes and exit the dialog. Click **Cancel** to discard your changes and exit the *Binder Types* dialog.

Deleting a Binder Type

Note: You cannot delete standard binder types.

If a Central File Room or Manual Admin Synchronization has not occurred since you created the binder type, you can perform a "hard delete." The binder type is permanently deleted.

If a Central File Room or Manual Admin Synchronization has occurred since you created the binder type, you can perform a "soft delete." The deleted binder type no longer appears as an option in the *Type* drop-down list, but any binders of that type already created remains.

Deleting a Binder Type Before Synchronization

📝 **Notes**:

- 🔹 This process applies if a Central File Room or Manual Admin Synchronization has not occurred.
- 🔹 You can delete only binder types that you have created. You cannot delete standard binder types. When a standard binder type is selected, the Delete button becomes inactive.

To hard delete a binder type you have created, do the following:

1. Select **File Rooms/Binder Types**. The *Binder Types* dialog displays.
2. Select the binder type to delete and click **Delete**. A confirmation box asks you to confirm the deletion.
3. Click **Yes** to delete the binder type. Click **No** to cancel the deletion.
4. Click **Save** on the *Binder Types* dialog to save your changes and exit the dialog. Click **Cancel** to discard your changes and exit the *Binder Types* dialog.

⚠️ **Warning!** If you delete a binder type, you can view and edit it by checking the **Show deleted binder types** box on the *Binder Types* dialog. However, once you click **Save**, the binder type is permanently deleted.

Deleting a Binder Type after Synchronization

To soft delete a binder type you have created, do the following:

📝 **Notes**:

- 🔹 This process applies if a Central File Room or Manual Admin Synchronization has occurred.
- 🔹 You can delete only binder types that you have created. You cannot delete standard binder types. When a standard binder type is selected, the Delete button becomes inactive.

1. Select **File Rooms/Binder Types**. The *Binder Types* dialog displays.
2. Select the binder type to delete and click **Delete**. A confirmation box asks you to confirm the deletion.
3. Click **OK** to delete the binder type.
4. Click **Save** on the *Binder Types* dialog to save your changes and exit the dialog. Click **Cancel** to discard your changes and exit the *Binder Types* dialog.

⚠️ **Warning!** If you delete a binder type, you can view and edit it by checking the **Show deleted binder types** box on the *Binder Types* dialog. However, once you click **Save**, the binder type is permanently deleted.

Editing a Deleted Binder Type

To edit a binder that has been deleted, do the following:

1. Select **File Rooms/Binder Types**. The *Binder Types* dialog displays.
2. Check the **Show deleted binder types** box. Binder types you have deleted since the last save display in red print.

   > **Note**: If you have saved changes to the *Binder Types* dialog since deleting the binder type, it does not appear. You must create the binder type again.

3. Select the deleted binder type to edit and click **Edit**. The *Edit Binder Type* dialog displays with all fields inactive.
4. Check the **Activate Binder Type** box. All fields become active.
5. Edit the information in the *Document Completion Date Calculation* and *Retention Period Calculation* sections as necessary.
6. Click **OK** to save your changes.
7. Click **Save** on the *Binder Types* dialog to save your changes and exit the dialog. Click **Cancel** to discard your changes and exit the *Binder Types* dialog.

Managing Binder Statuses

In Administrator you can view binder statuses and create, edit, and delete custom binder statuses.

Creating a New Binder Status

To create a new binder status, do the following:

1. Select **File Rooms/Binder Statuses**. The *Binder Statuses* dialog displays.
2. Click **New**. The *New Binder Status* dialog displays.
3. Enter the name of the new binder status.
4. Click **New** to save the new binder status and create another binder status. Click **OK** when you are finished creating new binder statuses.

Editing an Active Binder Status

To edit the name of a binder status, do the following:

1. Select **File Rooms/Binder Statuses**. The *Binder Statuses* dialog displays.
2. Select the binder status to edit.
3. Click **Edit**. The *Edit Binder Status* dialog displays.
4. Change the name of the binder status.
5. Click **OK**.

> **Note**: Only custom binder statuses can be edited. The system-defined statuses (In Process, Finalized, and Archived) cannot be edited.

Deleting a Binder Status

If you create a binder status and choose to delete it before the binder statuses have synchronized to Workpaper Management, you can perform a "hard delete." The binder status is **permanently** deleted.

If the binder statuses have synchronized after you created the binder status, you can perform a "soft delete." The deleted binder status no longer appears as an option in the *Status* drop-down list of the *Binder Properties* dialog. However, any binders with this status already assigned will remain. A soft delete occurs in any of the following situations:

- The custom binder status has been saved in the Binder Statuses dialog and a user has opened Engagement Workpaper Manager, which causes the binder statuses to synchronize.
- The custom binder status has been saved in the Binder Statuses dialog and an Admin Synch has been performed.
- The custom binder status has been saved in the Binder Statuses dialog and the custom binder status was previously saved as the status of a binder in the Administrator binder properties.
- The custom binder status has been saved in the *Binder Statuses* dialog and any binder has been archived or unarchived in Administrator.

Note: Only custom binder statuses can be deleted. The system-defined statuses (In Process, Finalized, and Archived) cannot be deleted.

To delete a binder status, do the following:

1. Select **File Rooms/Binder Statuses**. The *Binder Statuses* dialog displays.
2. Select the binder status to delete.
3. Click **Delete**.
4. Click **Save**.

Editing an Inactive Binder Status

To activate and edit a binder status that has been soft-deleted, do the following:

1. Select **File Rooms/Binder Statuses**. The *Binder Statuses* dialog displays.
2. Check the **Show deleted binder statuses** box. Binder statuses you have deleted since the last save display in red.

    Note: If you have saved changes to the *Binder Statuses* dialog since deleting the binder status, it does not appear. You must create the binder status again.

3. Select a deleted binder status and click **Edit**. The *Edit Binder Status* dialog displays.
4. Check the **Activate Binder Status** box. The *Binder status name* field becomes active.
5. Edit the binder status name if necessary.
6. Click **OK** to save your changes.
7. Click **Save** on the *Binder Statuses* dialog to save your changes and exit the dialog.

Managing Client Binders

Individual client binders are created in the Workpaper Management program. Once they are created and synchronized to the main or secondary office server, you can perform certain actions with the binders from the Administrator module, including the following:

- Creating, editing, and deleting client groups
- Assigning clients to client groups
- Assigning staff and teams to binders
- Archiving binders that are finalized
- Unarchiving binders, if necessary
- Unfinalizing binders, if necessary

Creating a New Client Group

Client Groups allow you to organize processing for your firm by grouping clients with common requirements. Clients can be assigned to multiple client groups. Client Groups are created within the Admin module on the main office server.

1. Select one of the following to add a new Client Group:
    - **File Rooms/Client Groups**.
    - Click the **Client Groups** button on the toolbar.

    The *Client Groups (Main Office Server)* dialog displays.
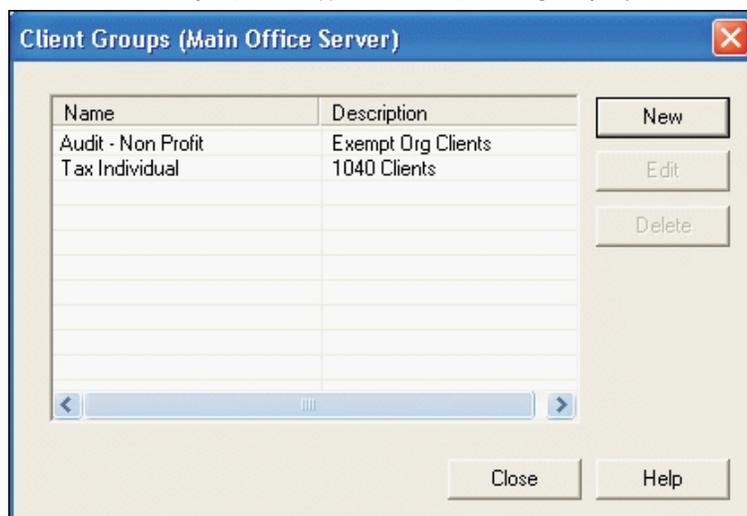
2. Click **New**. The *New Client Group* dialog displays.
3. Complete the information in the following fields:
    - **Name**. Enter the name of the new client group. This field is required.
    - **Description**. Enter a description of the new client group.
4. Click **OK** to save.

Editing a Client Group

1. Select **File Room/Client Groups** or click the **Client Groups** button on the toolbar.
2. Select a Client Group and click **Edit**. The *Edit Client Group* dialog displays.
3. Edit the applicable information in the *Name* and *Description* fields and click **OK** to save.

Deleting a Client Group

1. Select **File Room/Client Groups** or click the **Client Groups** button on the toolbar.
2. Highlight the client group you want to delete and click **Delete**.
3. When the confirmation message box displays, click **Yes** to delete or **No** to cancel the deletion.

Note: Clients that are assigned to deleted client groups will be unassigned. The client properties for clients in that group no longer reflect that the client is assigned to that group.

Assigning Clients to Client Groups

To assign clients to Client Groups on the Office Server, do the following:

1. Do one of the following:
   - Select **File Rooms/Assign Clients to Groups**.
   - Click the **Assign Clients to Groups** button.

   The *Assign Clients to Groups* dialog displays.

2. Select a client group from the drop-down list. The client group's description displays in the *Description* field.

   ♦ **Available clients**. Lists clients not previously assigned to the selected client group. You can enter text, wildcards (*), and placeholders (?) in any of the filter fields to filter the various columns listed below.

     • **Client Name**. Lists the client name.

     • **ID**. Lists the client ID.

     • **Entity Type**. Use the drop-down list to change the filter to one of the following: None, Entity Type, or Industry Type.

   ♦ **Assigned clients**. Lists clients previously assigned to the selected client group. You can enter text, wildcards (*), and placeholders (?) in any of the filter fields to filter the various columns.

     • **Client Name**. Lists the client name.

     • **ID**. Lists the client ID.

     • **Entity Type**. Use the drop-down list to change the filter to one of the following: None, Entity Type, or Industry Type.

3. You can select one or more clients from the Available client box and click the **Assign** button. The selected client(s) now display on the right side of the dialog. You can unassign clients by highlighting the client(s) and clicking the **Unassign** button. The selected client(s) now display on the left side of the dialog.

4. Click **Apply** to save the changes and continue to assign clients, if necessary.

5. Click **OK** to save the changes and close the dialog.

Assigning Staff Members to Binders

The people who work on an engagement binder are called staff members. Staff members can be assigned to engagement binders in either Administrator or Workpaper Management. You must be a binder staff member in order to open and use the binder.

To assign staff members to binders in the Admin module, do the following:

1. Click the binder where you want to assign the Staff members and do one of the following:

   ♦ Select **Staff/Assign Binder Staff**.

   ♦ Select **File/Properties**. Select the **Binder Staff** tab and click **Assign**.

   ♦ Right-click the binder in the right pane and select **Assign Binder Staff**.

   ♦ Right-click the binder and select **Properties**. Select the **Binder Staff** tab and click **Assign**.

   ♦ Click the **Properties** toolbar button. Select the **Binder Staff** tab and then click **Assign**.

The *Assign Binder Staff* dialog displays.
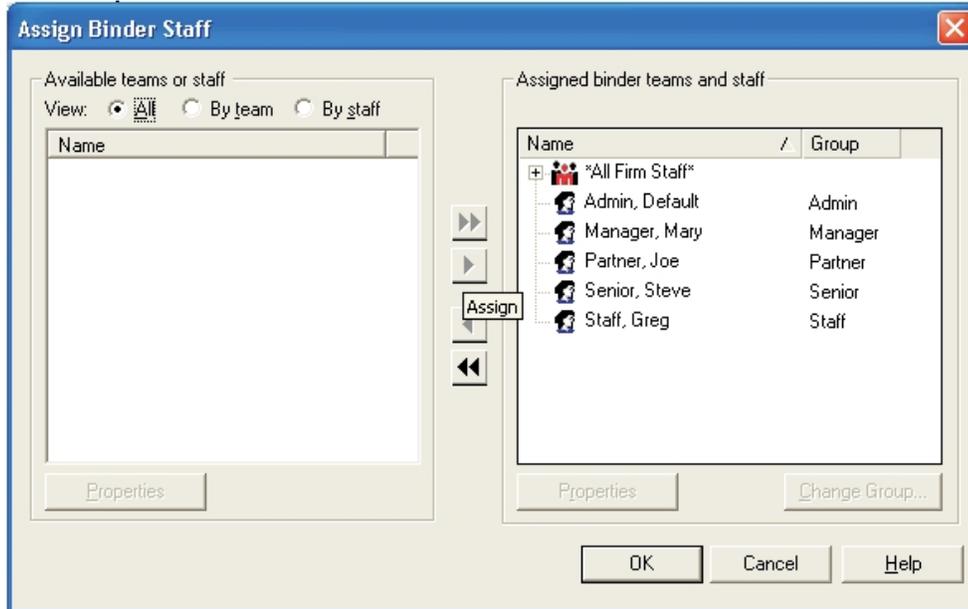
2. In the *Available teams or staff* list, select one of the following options:
   - **View: All**. Lists all teams and staff members that are not assigned to this binder.
   - **View: By team**. Lists the teams, if any, that were set up in the Admin module that are not assigned to this binder.
   - **View: By staff**. Lists all staff members that are not assigned to this binder.
3. Click the staff member's name or team's name, then click the **Assign** button. The selected staff members now display on the right side of the dialog as *Assigned binder teams and staff*.

   You can select multiple staff or teams by holding down the Ctrl or Shift keys.

   Note: When staff members are added to or removed from the team in the Admin module, the staff members are automatically added to or removed from the team assigned to the binder.

4. Click **OK** to accept the assignments.

   The next time the binder is synchronized from the central file room to the local file room, the binder staff assignments will be active.

Archiving a Binder

Binders that have been finalized in ProSystem *fx* Engagement can be archived in Administrator. The Archive feature compresses the binder into one file, making it easy for you to store on your network or on a backup system. If you need to restore an archived binder, see *Unarchiving a Binder* on page 51.

To archive a binder, follow these instructions:

1. Click the binder you want to archive and do one of the following:
   - Select **File Rooms/Archive Finalized Binder**.
   - Right-click the binder and select **Archive Finalized Binder**.
   - Click the **Archive Finalized Binder** button on the toolbar.

   The *Archive Finalized Binder* dialog displays.

   Archive Finalized Binder

   File name:

   MegaGraphics-Megagrafix-MegaGraphics Corporation-12-31-20(

   Destination Path:

   C:\Pfx Engagement\ADMIN\Archive   Browse...

   OK   Cancel   Help

   The *Archive Finalized Binder* dialog displays a default file name consisting of the client folder ID and name, binder ID and name, and binder current period end date.

2. Click **Browse** to open a dialog where you can select the drive and directory where you want to store the archived file. The path defaults to X:\Pfx Engagement\ADMIN\Archive, where X is the drive where ProSystem *fx* Engagement Administrator is installed.

3. You can change the default file name or the default path by entering the pathway or the file name for the archived binder in the *Destination Path* field. The file extension defaults to EAB.

4. Click **OK** to archive the binder. The binder is compressed into one file and stored in the chosen destination path. Archived binders listed in the central file room are identified by the Archived Binder icon.

5. Click **OK** on *The selected binder was successfully archived* dialog or click **View Log** to see a log of archived/unarchived binders. To view the log at a later time, navigate to X:\Pfx Engagement\Admin\Admin Share\archive log, where X is the drive where the Administrator module is installed.

Unarchiving a Binder

If you need to retrieve an archived binder, you can use the Unarchive Binder feature.

1. Click the binder you want to unarchive and do one of the following:
   - Select **File Rooms/Unarchive Binder**.
   - Right-click the binder and select **Unarchive Binder**.
   - Click the **Unarchive Binder** button on the toolbar.

2. The binder is unarchived automatically.

3. On the confirmation message, click **OK** to close the dialog or click **View Log** to view a log of the unarchived binders.

If the archived binder you want to unarchive is not in the central file room, do the following:

1. Do one of the following:
   - Select **File Rooms/Unarchive Binder**.
   - Click the **Unarchive Binder** button on the toolbar.

2. Use the *Look in* field to locate the archived file. The default path is X:\PfxEngagement\ADMIN\Archive, where X represents the drive where ProSystem *fx* Engagement is installed. The file type is Binder Archive File (EAB).

3. Highlight the archived file and click **Open**.

4. On *The selected binder was successfully unarchived* dialog, click **OK** to close the dialog or click **View Log** to view a log of the archived/unarchived binders. The archived file is uncompressed and restored in the central file room.

Unfinalizing a Binder

Binders that have been finalized in ProSystem *fx* Engagement can be unfinalized in the Administrator module, allowing binder staff members to access the binder and make any necessary changes. The read-only restriction is removed; however, any team or open item notes, workpaper history, or sign-off dates and times are not restored.

For detailed instructions, see Chapter 6, *Creating and Using Binders*, in the User Guide.

To unfinalize a binder, do the following:

1. Highlight the finalized binder and do one of the following:
   - Select **File Rooms/Unfinalize Binder**.
   - Right-click the finalized binder and select **Unfinalize Binder**.
   - Click the **Unfinalize Binder** button on the toolbar.

2. Click **Yes** to confirm the action to unfinalize the selected binder.

   The binder is unfinalized, and the next time the binder is synchronized from the central file room to the local file room, binder staff members can modify the binder as required.

Moving Binders

You can move binders from one central file room to another central file room. In addition, you can move binders from one client to another client within the same central file room.

Moving Binders to Another Client Folder in the Same CFR

In the Admin module, you can move binder(s) from one client folder to another in the same central file room. Binders that are finalized, archived, or in use by another binder staff member cannot be moved to a different client folder.

You can move a binder using either of the following methods:

Moving a Binder Using Drag and Drop

1. Click the binder you want to move.

2. Drag the binder from the List pane to the new client folder on the same central file room in the Central File Rooms pane. The binder is moved to the new client folder and deleted from the original client folder.

Moving a Binder Using Cut and Paste

1. Click the binder you want to move and select **Edit/Cut**.
2. Click the client folder on the same central file room where you want to move the binder.
3. Select **Edit/Paste**. The binder is moved to the new client folder and deleted from the original client folder.

   Note: You can move multiple binders using the Ctrl or Shift keys.

Moving Binders to a Different CFR on the Same Office Server

Binders must have been synchronized to the central file room. Archived binders and binders that are in use by another binder staff member cannot be moved.

To move binders to a different central file room, do the following:

1. To move all binders assigned to a client folder, click the folder. To move a single binder, click the binder. To move multiple binders assigned to a client folder, use the Ctrl or Shift key to select the binders.
2. Drag the client folder or binder(s) from the List pane to the new central file room in the Central File Room pane.
3. Select **Yes** on the confirmation message to move the folder or binder. Select **No** to cancel the process.

The binder(s) are associated with the new central file room. If the client folder associated with the binder(s) does not already exist in the new central file room, the client folder is copied there. The client folder in the original central file room is not deleted.

Moving Binders to a CFR on a Different Office Server

Binders can be moved from a central file room on the main office server to a central file room on a secondary office server. You cannot move binders from a secondary office server to another office server.

To move a binder, do the following:

1. To move all the binders assigned to a client folder, click the client folder. To move a single binder, click the binder. To move multiple binders assigned to a client folder, use the Ctrl or Shift key to select the binders.
2. Drag the client folder or binder(s) from the List pane to the new central file room in the Central File Room pane.
3. If both office servers are enabled for synchronization, a confirmation message displays. Select **Yes** to move the binder(s) or select **No** to cancel the process.

The binder(s) in the original central file room display with an "in-transition binder" icon. While a binder is in transition, the following cannot be done:

- Binder staff members cannot synchronize the binder(s) from the local file room to the original central file room.
- An administrator cannot change the binder properties of the binder(s) in the original central file room.
- An administrator cannot delete the binder(s) in the original central file room.

- An administrator cannot modify the client properties for the client associated with the binder(s).

If both office servers are enabled for synchronization, the binder(s) are copied to the new central file room. The client folder in the original central file room is not deleted.

Moving Binders to a CFR on a Disabled Office Server

Binders can be moved from a central file room on the main office server to a central file room on a disabled secondary office server. See the procedure above, *Moving Binders to a CFR on a Different Office Server*, for more information.

To move binders, do the following:

1. To move all the binders assigned to a client folder, click the client folder. To move a single binder, click the binder. To move multiple binders, use Ctrl and Shift.

2. Drag the client folder or binder(s) from the Contents pane to the new central file room in the Central File Room pane.

3. If only one binder is being moved, the *Create Transition Binder Package* dialog displays. Choose one of these options:

   - **Save package to a file**. The *File name* field displays the default path and file name for the transition binder package. You can enter a different path and/or file name or click **Browse** to open the *Save As* dialog and select a different path.
   - **Send package via email**. Your email application opens with the binder package attached.

   If multiple binder packages are being moved, the *Location to Save Transition Binder Packages* dialog displays. Select the drive and directory where you want to save the packages. You can click **New Folder** to create a new directory. Click **OK**.

4. A confirmation dialog displays when the transition binder package(s) have been successfully created. You can do one of the following:

   - Select **Print** to print a report listing the transition binder packages and location of the transition binder package file.
   - Select **Save As** to save the report to a file.

5. After the transition binder package(s) is created on the main office server, an administrator at the secondary office server must receive the transition binder package. The binder displays in the central file room on the secondary office server.

6. To delete the in-transition binder on the main office server, an Admin Package must be created by an administrator on the secondary office server and received by an administrator on the main office server. See *Creating an Admin Package* on page 27 and *Receiving an Admin Package* on page 28 for instructions.

Receiving Transition Binder Packages

Transition binder packages are created when binders are being moved from a central file room on one office server to another office server that is not connected to the network.

To receive a transition binder package, do the following:

1. Log in to the office server that is going to receive the Transition Binder Packages.

2. Select **Tools/Receive Transition Binder Package**.

3. On the *Receive Transition Binder Package* dialog, select the folder containing the package(s).

4. Select the AZB transition binder package file and click **OK**. The binders display in the central file room of the secondary office server.

   To remove the in-transition binder from the Central file Room on the main office server, an administrator on the secondary office server must create an Admin Package to be received by an administrator on the main office server.

Deleting a Binder

To delete a binder, do the following:

⚠️ **Important**: If you delete a binder, you **permanently** remove the binder and all its contents.

1. Click the binder you want to delete.

2. Select **Edit/Delete**, click the **Delete** button, or right-click the binder and select **Delete Binder** from the pop-up menu.

3. A message box prompts you to confirm the delete. To delete the binder, click **Yes**. To cancel the deletion, click **No**.

Deleting Multiple Binders with the Delete Binders Utility

The Delete Binders Utility allows you to filter, select, and delete multiple binders at once. This is useful when you need to locate and purge binders that have passed the retention period.

⚠️ **Important**: If you delete a binder, you **permanently** remove the binder and all its contents.

To use the Delete Binders Utility, do the following:

1. Open Windows Explorer and browse to X:\Pfx Engagement\Admin\Utilities\Delete Binders (where X represents the drive where the ProSystem *fx* Engagement Administrator program is installed).

2. Double-click **PfxBindersDeletion.exe** to open the Delete Binders Utility.

3. In the *Report Filters* section, select one of the following Include options:
   - All binders
   - Only finalized binders
   - Only archived binders
   - Only archived and finalized binders

4. Select one of the following date ranges:
   - No date range
   - Year end
   - Period end
   - Document completion date
   - Retention period
   - Due date
   - Finalized
   - Created

5. If you selected an option other than *No date range* in step 4, enter the start and end dates.

6. Click **Update Report**. The table is populated with the binders that match your criteria.

7. Use the column headings to further filter your results.

8. Select the binders you want to delete. Select the check box at the top of the left-hand column to select all binders in the list.

9. Click **Export** if you want to export the current list, including an indication of whether they are selected to be deleted.

10. Click **Delete Binders** to delete the selected binders.

Instructions for using the Delete Binders Utility are also included in the X:\Pfx Engagement\Admin\Utilities\Delete Binders folder.

Using the ProSystem *fx* Practice Interface

ProSystem *fx* Engagement Administrator now interfaces with ProSystem *fx* Practice version 7.0 or higher, allowing access to valuable features in ProSystem *fx* Practice. These include the following:

- Inquiry Module, which allows you to quickly look up or edit client information.
- The ability to link projects and clients so that edits made in ProSystem *fx* Engagement are automatically updated in ProSystem *fx* Practice.

Linking and Editing Projects

A binder in ProSystem *fx* Engagement correlates to a project in ProSystem *fx* Practice. You cannot tell by looking at binders whether they are already linked or not. However, the system automatically produces the correct dialog. If you need to link, the *Select Project to Link* dialog displays. If the project is already linked, the *Edit Project* dialog displays.

To link a project, do the following:

1. Highlight the binder.

2. Select **File Rooms/ProSystem fx Practice Interface/Edit Linked Project**, or right-click the highlighted binder and select **Edit Linked Project** from the pop-up menu. If the project is not yet linked, the *Select Project to Link* dialog displays so that you can link the project. (If ProSystem *fx* Practice is not already running, you must log in first, then the *Select Project to Link* dialog displays.)

3. Specify the ProSystem *fx* Practice Client and Engagement ID. The display area displays the ProSystem *fx* Practice projects that are associated with that client.

4. If you do not see the project you want, check the *Include projects already linked* box.

5. Highlight the project to which you want to link.

6. Click **Link**.

To edit linked projects, do the following:

1. Highlight the binder and right-click to open the pop-up menu.

2. Select **Edit Linked Project**. If the project is already linked, the ProSystem *fx* Practice *Edit Project* dialog displays. (If ProSystem *fx* Practice is not already running, you must log in first, then the *Edit Project* dialog displays.)

3. Edit as directed by ProSystem *fx* Practice Help.

Linking and Editing Clients

You can link a ProSystem *fx* Engagement client to the same client in ProSystem *fx* Practice. You cannot tell by looking at ProSystem *fx* Engagement clients whether they are already linked or not. However, the system automatically produces the correct dialog. If you need to link, the *Select Client to Link* dialog displays. If the client is already linked, the *Client Properties* dialog displays.

To link a client, do the following:

1. Highlight the client.
2. Select **File Rooms/ProSystem fx Practice Interface/Edit Linked Client** or right-click the highlighted client and select **Edit Linked Client** from the pop-up menu. If the client is not yet linked, the *Select Client to Link* dialog displays so that you can link the client. (If ProSystem *fx* Practice is not already running, you must log in first, then the *Select Client to Link* dialog displays.)
3. Specify the ProSystem *fx* Practice Client and Engagement ID. (Only unlinked ProSystem *fx* Practice clients are available for selection.)
4. Click **Link**.

To edit linked clients, do the following:

1. Highlight the client.
2. Select **File Rooms/ProSystem fx Practice Interface/Edit Linked Client** or right-click the highlighted client and select **Edit Linked Client** from the pop-up menu. If the client is already linked, the ProSystem *fx* Practice *Client Properties* dialog box displays. (If ProSystem *fx* Practice is not already running, you must log in first, then the *Client Properties* dialog displays.)
3. Edit as directed by ProSystem *fx* Practice Help.

Accessing the ProSystem *fx* Practice Inquiry Module

You can use the Inquiry Module from ProSystem *fx* Practice to look up information about your clients that are linked to ProSystem *fx* Practice, just as you have been doing in ProSystem *fx* Practice.

To access the Inquiry Module, do the following:

1. From the Engagement Administrator main menu, select **File Rooms/ProSystem fx Practice Interface/Client Inquiry**. The Inquiry Module displays. If the Inquiry Module is not already running, you must log in first, then the Inquiry Module displays.
    - If a linked client is selected, the Inquiry Module defaults to the linked client in ProSystem *fx* Practice.
    - If an unlinked client is selected, or if a non-client object is selected, the Inquiry Module displays without a pre-selected client.
2. For further instructions, open the ProSystem *fx* Practice Help and locate the Inquiry book in the table of contents.

Exporting a Client List to ProSystem *fx* Portal

You can export a client list from ProSystem *fx* Engagement and use that list to permanently link Engagement clients to clients in ProSystem *fx* Portal. This will make sending files from an Engagement binder to Portal more efficient since the client's portal will be preselected.

Linking to a client's portal is available for both the standalone version of Portal and the version that integrates with ProSystem *fx* Document. See the ProSystem *fx* Portal help for instructions on linking clients using the exported client list.

To export a client list to send to ProSystem *fx* Portal, do the following:

1. Select a central file room.
2. Select **File Rooms/Export Client List for ProSystem *fx* Portal**. The *Export Client List* dialog displays.
3. Select a location for the export file.

   Note: Do not change the file type. The export must be saved as a comma separated value (CSV) file.

4. Click **Save**.

Managing Bins

Engagement has an efficient database structure, in which each database is divided into bins and a binder's database information can be stored in any bin. Once the space in a bin is maximized, a new bin is created, and the database information for new binders is placed in the new bin. Administrators can also create additional bins and set them up to be used in other ways, such as organizing the binders' database information.

The Bin Manager Utility allows administrators to view and manage bins. Bins can be viewed in a list or in a graphical view, which provides color-coded bar charts that notify the administrator when a binder is approaching capacity. Using the Bin Manager Utility, administrators manage bins in the following ways:

- Create bins
- Name bins
- Delete bins
- Designate one bin as the primary bin (where new binders are assigned)
- Move binders from bin to bin
- Specify the default path for creating new bins
- Specify the start time for database maintenance tasks

Launching the Bin Manager Utility

To launch the Bin Manager Utility, you must know which computer you want to log in to.

1. From the Engagement Administrator main menu, select **Tools/Manage Bins**. The *Bin Manager Login* dialog displays.

2. Select whether you want to manage bins containing trial balances, binders, or Knowledge Coach content.

   📒 **Note**: Trial Balance and Knowledge Coach appear only if your firm has the appropriate licenses.

3. Choose the location to log in to.

   - ◆ **Currently logged in office server** is pre-selected unless you are logged in to the main office server and a secondary office server is selected in the Administrator frame.
   - ◆ **Another office server** is pre-selected when you are logged in to the main office server and a secondary office server is selected in the Administrator frame.
   - ◆ **Terminal services database** should be chosen if you need to manage bins for a server hosting the databases for your Terminal Servers.

   📒 **Note**: If you are logged in to a secondary office server, you cannot manage the bins on another office server.

4. Specify the path where the login computer can be found, in the *Select the computer to log in to* field.

   - ◆ If you choose **Currently logged in office server**, the path defaults to that of the current office server and is not editable.
   - ◆ If you choose **Another office server**, with a secondary office server selected in the Administrator frame, the path defaults to that of the secondary office server and is editable. If no secondary office server was selected in the Administrator frame, the field remains blank.
   - ◆ If you choose **Terminal services database**, the field remains blank.

5. If the field is editable and you want to change the path, type in the field, or click **Browse** to open the *Browse for computer* dialog and to navigate to a remote computer.

6. Click **OK** to exit the dialog and log in to the specified computer.

Bin Manager Utility Main Window

The main window of the Bin Manager Utility is divided into a left frame and a right frame. The left frame displays the office server and the bins within that office server. The right frame can display either a list view or a graphical view.

List View

The list view is the default view. The list view is a table listing all the current bins attached to this office server. You can double-click a bin to show the binders within the bin in the frame on the right.

The right pane of the list view provides the following information when an office server is selected:

- 🔲 **Name**. The name of the bin.
- 🔲 **Primary**. Whether each bin is the primary bin (Yes or No). Only one bin can be designated as the primary bin.

- **Capacity**. Whether the bin capacity is at the Full level (more than 2.5 GB for a primary bin or approximately 3.0 GB for a non-primary bin) or Within Limit (less than 2.5 GB for a primary bin or approximately 3.0 GB for a non-primary bin).
- **Space Used (MB)**. The exact space used for the bin, in megabytes.
- **Binders**. The total number of binders contained within this bin.
- **Database Name**. The name of the database that contains the bins.
- **Location**. The path to the location of each bin.

The right pane displays the following information when a bin is selected:

- **Trial Balance Name**. The name of the trial balance. Displays only for Trial Balance bins.
- **Trial Balance Index**. The trial balance index number. Displays only for Trial Balance bins.
- **Binder Name**. The name of the binder.
- **Binder ID**. The binder's index number.
- **Profile**. The staff profile the binder belongs to. Displays only for binders in terminal services databases.
- **Status**. Whether the binder is in process, in transition, or finalized.
- **Type**. The type of binder.
- **Year End**. The year end as designated in the binder properties.
- **Period End**. The period end as designated in the binder properties.
- **Client ID**. The ID of the client the binder is assigned to.
- **Client Name**. The name of the client the binder is assigned to.

Graphical View

To open the graphical view from the Bin Manager Utility, select **View/Graphical View** from the main menu. To return to list view from graphical view, select **View/List View**. The graphical view is a color-coded bar chart that notifies you when bins are reaching capacity.

- For a primary bin, capacity is 2.5 GB. During daily scheduled tasks, the system automatically creates a new primary bin if the existing one has reached the 2.5 GB capacity.
- For a non-primary bin, the warning level capacity is approximately 3.0 GB. However, the bin is not maximized until it reaches 4.0 GB. A red warning zone indicates when the non-primary bin is in this zone. Binders cannot be synchronized to this bin.

Creating a Bin

In most cases, it is not necessary to create a new primary bin in the Bin Manager Utility. The daily scheduled task that calculates the space used by each bin automatically creates a new primary bin when the existing primary bin reaches 2.5 GB of space used. However, you can create a new bin manually whenever you want a new primary bin or when you want to organize binders by bin.

When new bins are created, the default bin size is 4 MB for binders, 6 MB for trial balances, and 2 MB for Knowledge Coach content.

1. In Administrator, select **Tools/Manage Bins**. The *Bin Manager Login* dialog displays.
2. Select the type of bin you want to create.
3. Select the location to log in to.

4. Click **OK**. The *Bin Manager Utility* displays.

5. Highlight the name of the bin in the left pane of the Bin Manager Utility.

6. Select **Bins/Create Bin** from the Bin Manager main menu. The *Create Bin* dialog displays.

7. In the *Bin name* field, type a unique name for the new bin.

8. In the *Bin database path* field, type the path to the location where the bin should be created or click **Browse** to open the *Browse* dialog and navigate to the location.

9. If the new bin is to be a primary bin for assigning new binders, check the **Primary bin** box.

10. Click **OK** to exit the dialog and create the new bin.

Deleting a Bin

A bin can be deleted only under the following conditions:

- The bin is not designated as the primary bin.
- The bin is empty.
- A connection can be made with the office server/terminal services database.

To delete a bin, do the following:

1. In the Bin Manager Utility, highlight the office server and the bin that you want to delete.

2. From the Bin Manager Utility main menu, select **Bins/Delete Bin**. A warning message asks you if you are sure you want to delete the bin.

3. Click **Yes**. The bin is deleted.

Scheduling Daily Tasks

The daily tasks consist of both calculating the disk space used for each bin and updating the bin statistics. You must tell the system when you want these tasks to be performed. It is recommended that you run these tasks during the night when normal ProSystem *fx* Engagement processing is not occurring.

1. From the Bin Manager Utility main menu, select **Bins/Global Settings**. The *Global Bin Settings* dialog displays.

2. Specify the **Start time** by clicking the spinner arrows to move to the time you want or type the time in the field.

3. Click **OK** to finalize the schedule and exit the *Global Bin Settings* dialog.

Updating Bin Statistics Manually

You do not have to wait for the daily scheduled tasks to be executed to update bin statistics. If ProSystem *fx* Engagement users are experiencing performance issues, you may want to manually initiate a bin statistics update. However, the process may take longer during the daytime when other processes are also functioning.

1. In the Bin Manager Utility, highlight the office server whose bin statistics you want to update.

2. From the Bin Manager Utility main menu, select **Bins/Update All Bin Statistics**. As the bin statistics are updated, an hourglass displays. This may take a few minutes.

3. When the bin statistics are updated, a message displays. Click **OK**.

Moving Binders

You can move binder database information from one bin to another. You can move binders singly or in multiples by selecting one or more binders at a time. One purpose for moving binders is to keep the capacity of bins less than the warning level of 3.0 GB.

A binder can be moved only under the following conditions:

- The target bin must be different than the source bin.
- Capacity of the target bin must be less than the warning level of 3.0 GB.
- A connection can be made with the office server/terminal services database.

To move binders, do the following:

1. In the Bin Manager Utility, highlight the office server and the bin that contain the binder(s) you want to move.
2. Select the binder(s) to be moved by using the Ctrl or Shift keys.
3. Either drag the binders to the target bin or use the Cut and Paste functions to move the binders. A warning message asks you if you are sure you want to move the binder(s).
4. Click **Yes**. The *Move Binder Job Queue* dialog opens, displaying the status of each binder as it is moved.

Viewing Binder Properties

Administrators occasionally need to view the statistical properties of binders assigned to a bin. Archived binders are not included in the bins.

To view binder properties, do the following:

1. In the Bin Manager Utility, highlight the office server and the bin that contain the binder whose statistical properties you want to view.
2. Highlight the binder whose statistical properties you want to view.
3. From the Bin Manager Utility main menu, select **File/Properties**. The read-only *Binder Properties* window displays the following information about the binder:
    - **Name**. Displays the name of the binder.
    - **ID**. Displays the ID of the binder.
    - **Status**. Displays the status of the binder:
        - **Finalized**. Binder's engagement is complete and the binder successfully finalized.
        - **In Transition**. Binder is being moved to another office server or central file room.
        - **In Process**. Binder's engagement is in process.
        - **<Custom>**. A custom binder status that has been created in Administrator.
    - **Type**. Displays the type of engagement.
    - **Workpapers**. Displays the total number of workpapers within this binder.
    - **Notes**. Displays the total number of notes within this binder.
    - **History Records**. Displays the total number of history records within this binder.
4. When you are finished viewing the statistical properties of the binder, click **Close** to exit the Binder Properties window.

Viewing and Interpreting the Bin Diagnostic Report

If there is a diagnostic result to report, the Bin Diagnostic Report automatically displays when you log in to the Engagement Administrator. This report can also be displayed by selecting **Tools/Bin Diagnostic Report**. A result means one of the following conditions exists:

- A new primary bin was automatically created when the former primary bin reached 2.5 GB.
- A non-primary bin has reached the warning level of approximately 3.0 GB.
- It has been over 24 hours since performance of the daily scheduled tasks (such as calculating the disk space used for each bin or updating the bin statistics).

The Bin Diagnostic Report is especially helpful because, in addition to reporting diagnostic facts, it also explains exactly what action should be taken for each scenario.

Note: The Bin Diagnostic Report does not display upon log in to a terminal services database (a Citrix local file room).

The following items display on the Bin Diagnostic Report:

- **Bin Diagnostic Report**. Displays the office server, office server name, and computer name being reported.
- **Bin Created for New Binders**. Displays the name and path of the new primary bin, if one was created.
- **At Warning Capacity Level**. Displays the bin name and path of bins that have exceeded the warning capacity of approximately 3.0 GB.
- **Failed Disk Space Usage Check**. In the event that the scheduled task to calculate disk space failed, displays the date and time of the attempt. If a failure occurred, a message advises what corrective action you should take.
- **Status of Scheduled Bin Disk Space Usage Check**. In the event that the scheduled task to calculate disk space failed, displays the status of the schedule for calculating disk space. For example, the scheduled task to calculate bin disk space may have been disabled or deleted or, even though the daily task was properly scheduled, the calculation of disk space did not run as scheduled. A message advises what corrective action you should take for each scenario.
- **Failed Updated Bin Statistics Report**. In the event that the scheduled task to update the bin statistics failed, displays the date and time of the attempt. If a failure occurred, a message advises what corrective action you should take.
- **Status of Scheduled Update Bin Statistics Check**. In the event that the scheduled task to update the bin statistics failed, displays the status of the schedule for updating bin statistics. For example, the scheduled task to update the bin statistics may have been disabled or deleted, or even though the daily task was properly scheduled, the updating of bin statistics did not run as scheduled. A message advises what corrective action you should take for each scenario.

Managing the Tip of the Day

The Tip of the Day feature displays the Tip of the Day in Engagement Today, Binder Snapshot, and Trial Balance Snapshot in Workpaper Management. You can customize the Tip of the Day items to show tips that are specific to your firm's operations in each of the categories listed above. Using your administrator login, you can add, edit, or delete tips for Tip of the Day in the main office server. The updated Tip of the Day items synchronize to secondary office servers and users' local machines.

To create, edit, or delete a Tip of the Day, do the following:

1. Select **Tools/Tip of the Day** in the Administrator module on the main office server. The *Tip of the Day* dialog displays.
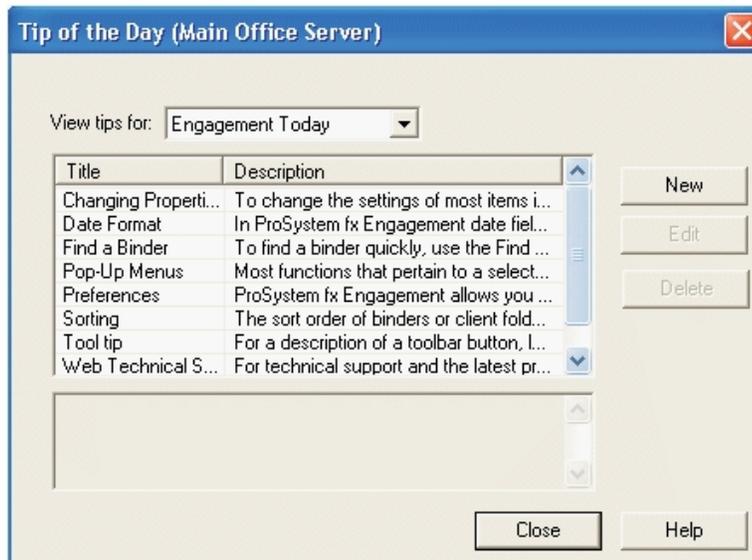
2. Select one of the following Tip of the Day categories to edit. The default selection is Engagement Today.

   ♦ Engagement Today

   ♦ Binder Snapshot

   ♦ Trial Balance Snapshot

3. Select one of the following:

   ♦ **New**. Click **New** to open the *New Tip of the Day* dialog. Enter the title in the *Title* field and then enter the body of the tip in the *Description* field.

   ♦ **Edit**. Highlight a Tip of the Day item and click **Edit**. On the *Edit Tip of the Day* dialog you can edit the tip title and or description.

   ♦ **Delete**. Highlight a Tip of the Day and click **Delete**. Engagement prompts you for confirmation and then deletes the tip.

The updated Tip of the Day items carry to secondary office servers and users' local machines after the next synchronization.

Backing Up Data

To protect your data, it is essential that you use the ProSystem *fx* Engagement Backup and Restore Utility on a nightly basis. This utility aids administrators in the backup and restore process for the ProSystem *fx* Engagement CentralAdmin, Trial Balance, Knowledge Coach, and bin databases.

The Backup and Restore Utility creates a single backup file for all office server databases. You can then restore all office server databases or individual binder database information. If you are performing differential backups along with your regular full backup, then you will need both the full backup file and the differential backup file to do a complete restore of all office server databases. Only the ProSystem *fx* Engagement Backup and Restore Utility gives you the ability to restore individual binder database information.

For more information about the ProSystem *fx* Engagement Backup and Restore Utility, see Appendix, *Database Backup and Restore* on page 66.

Appendix

DATABASE BACKUP AND RESTORE

Database Backup and Restore

Overview

ProSystem *fx* Engagement utilizes the SQL database engine.

This utility has been created to aid administrators in the backup and restore process for the ProSystem *fx* Engagement CentralAdmin, Trial Balance, Knowledge Coach, and bin databases. Please note that the SQL databases used for Engagement may not be backed up using your standard backup procedures. Because direct access to the databases is required, you must either use this utility to back up the database files, or use a SQL Agent available from your third party backup software vendor.

This utility is designed for backup and restore of the CentralAdmin database, TB databases, KC databases and all bin databases for a single main or secondary office server. This utility will need to be run separately on each Office Server in your ProSystem *fx* Engagement environment.

⚠️ **Important**:

- To restore a single deleted binder to a Central File Room you must use the ProSystem *fx* Engagement Database Backup & Restore Utility. Your third party backup and restore software is unable to restore a single binder that has been deleted from the Central File Room.

- It is imperative that the firm's backup processes be tested to ensure proper backups are taken and that they can be restored. The backup processes should be tested upon the initial setup and periodically to ensure that the backup can be restored in the event of a failure.

📝 **Note**: In the event that a Trial Balance or Knowledge Coach Workpaper needs to be restored, use the option to restore a single binder. The workpapers folder for the binder will also need to be restored.

The Database Backup & Restore Utility is also the best tool to assist you in migrating the ProSystem *fx* Engagement Administrator module from one server to another.

Backup Considerations

This utility will create a single backup file that contains the backup of all office server databases. If you installed ProSystem *fx* Engagement to the default installation path, the database files that will be backed up are located in the following directories: x:\Pfx Engagement\Admin\Data, x:\Pfx Engagement\Knowledge Coach\Data, and x:\Pfx Engagement\TB\Data.

Note: Due to including the TB and KC databases in the backup process, the storage space for the databases and the time to complete the backup have increased. The .bak files created by the backup may be twice the size of those in prior versions of Engagement. The time required to complete the process could also be twice as long.

If a failure occurs while backing up a specific database and the database cannot be backed up, that database will be skipped and this information will be reported in a log file. The log file will be located in the same directory as the BackupRestoreUtil.exe with the default name of FAILED - LogFileForBRMMDDYYYY – HH MM SS. The backup process will continue after such a failure occurs to ensure the remaining databases are properly backed up. If a failure occurs with a specific database during a backup, please contact Engagement Customer Support at 1-800-739-9998, option 4 for assistance.

Consider the information in the following sections when performing database backup.

Additional Files to Be Backed Up

To ensure a complete backup, the files in the following folders will need to be backed up separately using your current backup methods. The files stored in these folders are not included in the backup that is generated by the ProSystem *fx* Engagement Database Backup & Restore Utility.

- Workpapers folder
- Admin Packages folder
- Archive folder
- Transition Binder Packages folder

Important: It is imperative that the workpaper backup and the SQL database backup are completed together and that no changes occur to either during the backup.

Back Up the Database Backup File

In addition to backing up the folders listed above with your current backup methods, be sure to also back up the database backup (.bak) file. If you choose to store your backup files on the server where the Admin module is installed, the backup files should be kept on a different drive. In addition, if you are performing differential backups as part of your backup strategy, you should be sure to backup both the differential database backup file as well as the full database backup file that was the base for the differential backup.

Disable Synchronization

We highly recommend you disable admin and binder synchronization before beginning the backup process to ensure that the databases and workpapers contain identical information. During the time of the backup process, synchronization will not be allowed. Users attempting to synchronize during this time will receive an error.

Close ProSystem *fx* Engagement Administrator

To run the Database Backup & Restore Utility, you must first close ProSystem *fx* Engagement Administrator.

Differential Backups

If performing full backups nightly is time consuming, and the files are taking up too much space, then you may optionally choose to perform differential backups. A differential backup is based on the latest full backup of the data, which is also known as the base of the differential or differential base.

A differential backup contains only the data that has changed since the differential base. Typically, differential backups that are taken fairly soon after the base backup are smaller and faster to crease than the full backup. Usually a differential base is used by several successive differential backups.

Over time, as a database is updated, the amount of data that is included in the differential backup increases. This makes the backup slower to create and to restore. Eventually, another full backup must be created to provide a new differential base for another series of differential backups. At restore time, you will need both the full backup file and the latest differential backup file.

Notes:

- When a database reaches 2.5 GB in size, a new database is created. If a new database is created after the full backup, then a full backup of this database will be completed as part of the differential database backup until the next full backup of all databases using the utility.

- When a full backup is performed on a database using a third party backup software after the full backup has been completed using the ProSystem *fx* Engagement Database Backup & Restore Utility, then a full backup of this database will also be completed as part of the utility's differential backup until the next full backup of all databases using the utility.

Running the Backup Utility (with User Interface)

To run the Backup Utility in the user interface, do the following:

1. Launch the Database Backup & Restore Wizard by doing one of the following:
   - Select **Start/Programs/ProSystem *fx* Engagement/Utilities/ProSystem *fx* Engagement Database Backup & Restore Utility**.
   - In Windows Explorer, browse to the x:\Pfx Engagement\Admin\Utilities\Backup Restore folder and double-click **BackupRestoreUtil.exe**.

2. Click **Next** on the Welcome dialog.
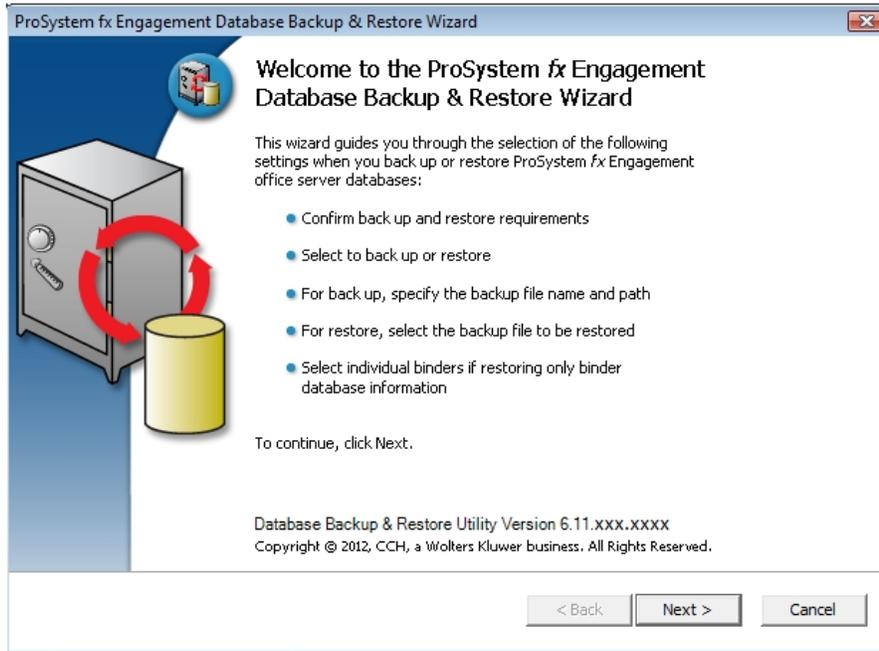
3. After you have read and understand the information regarding backup, check the box and click **Next**.
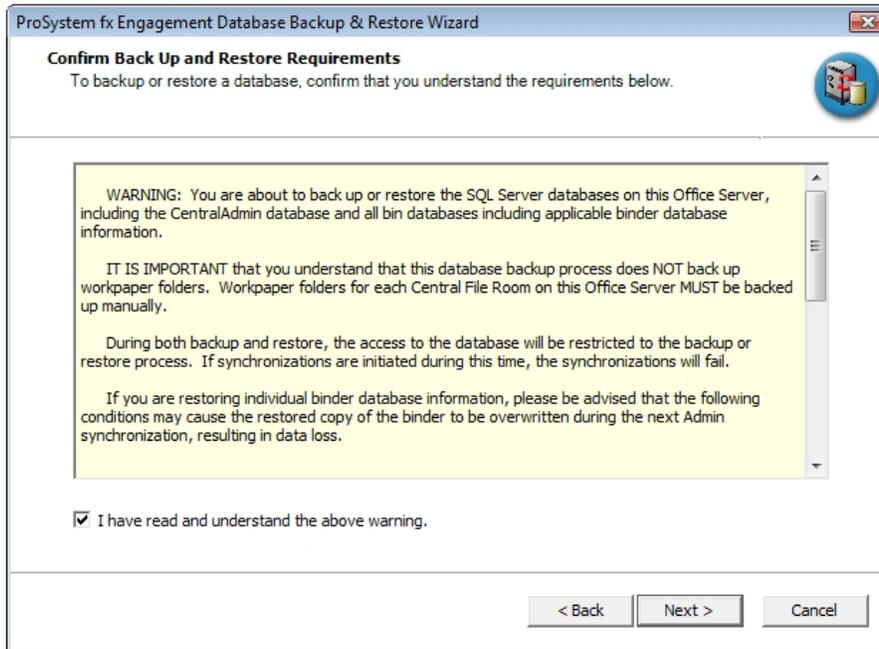
4. Select **Backup**.

🗒 **Note**: If you have already completed a full backup and now want to perform a differential backup, select **Backup** and check the **Differential** box.

5. Provide the location where the files are to be stored by clicking **Browse**. The selected location must be on a local drive/directory or a mapped network drive. If you select a mapped network drive, the user account under which the SQL Server service is running must have credentials to write to that mapped network location.

6. Click **Next**.
7. Review the backup settings and click **Back Up** to begin the backup process.
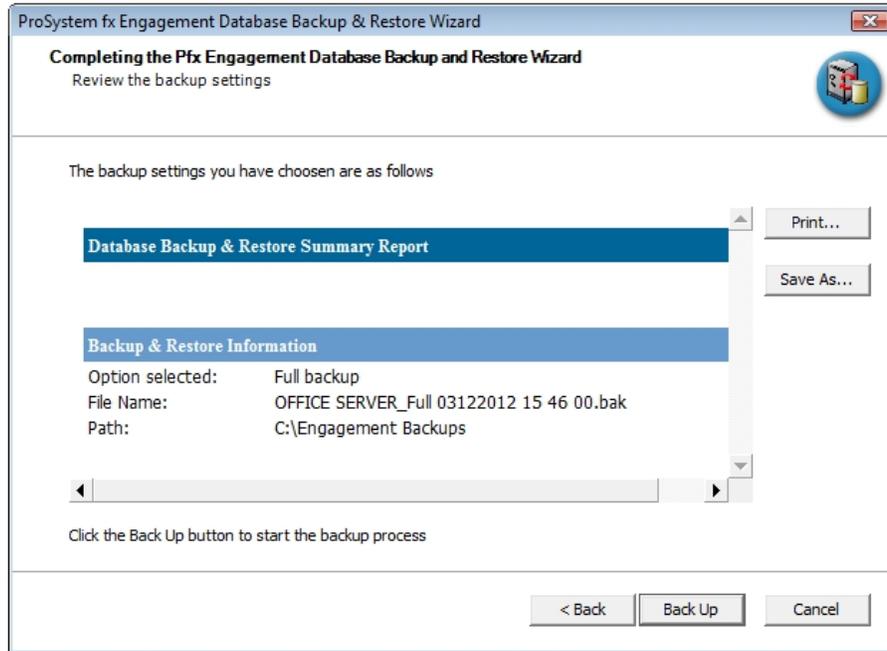
A progress indicator page will display to show you the progress of the backup.
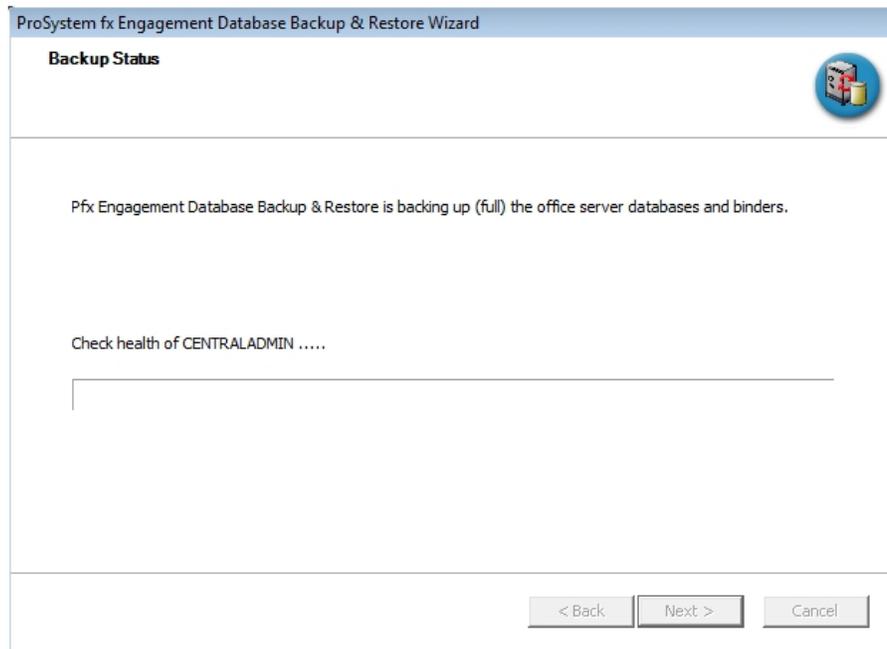
Once complete, the *Completing the Pfx Engagement Database Backup and Restore Wizard* page will display the number of databases that were successfully backed up and the number that failed to be backed up.

8. Click **View Log** to view a log detailing the backup information for each database.

9. Click **Finish** to exit the wizard.
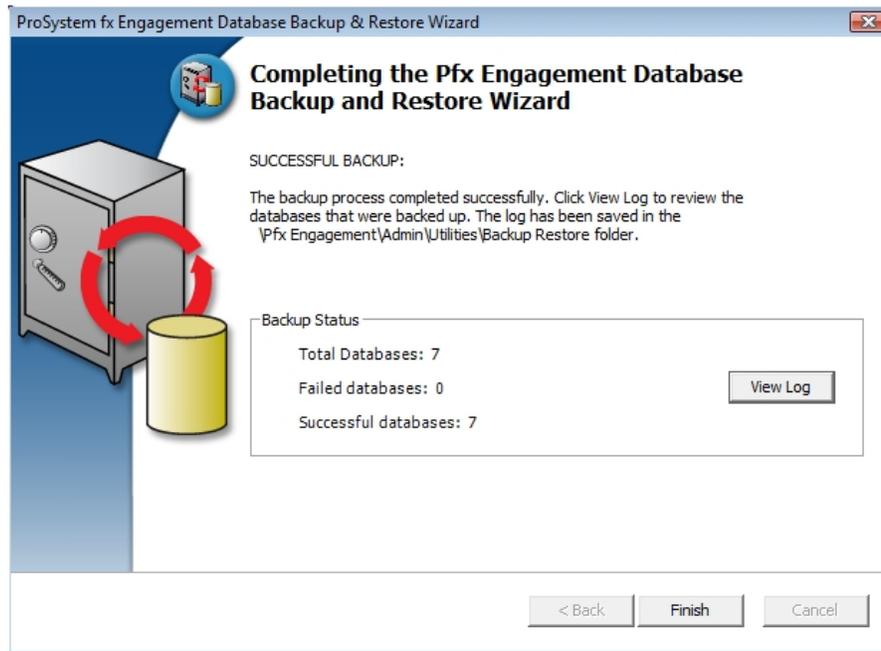
 Notes:

- At the end of the process, only one .bak file will be created. This single file will contain the backups for all of the Office Server databases. The default name for the backup file is Office Server Name_Full MMDDYYYY HH MM SS.bak.

- If your backup strategy includes differential backups, remember that you will need two backup files to restore the data: the differential backup file you want to restore and the full backup file that was the base for the differential backup.

- If a new bin is created as part of the bin maintenance in Engagement, after the latest full backup, when the differential backup is performed, the new database will be backed up in full as part of that backup.

- If one or more databases are backed in full using a third-party tool after the latest full backup completed with the utility, then those databases will be backed up in full as part of the differential backup performed by the utility.

Running the Backup Utility (using Task Scheduler)

The following instructions assume you have agreed to the warning in step 3 above in the User Interface section.

🗒 **Note**: The following instructions are for Server 2008. Other supported operating systems have similar task scheduling options.

To run the Backup Utility using Task Scheduler, do the following:

1. Open Task Scheduler.
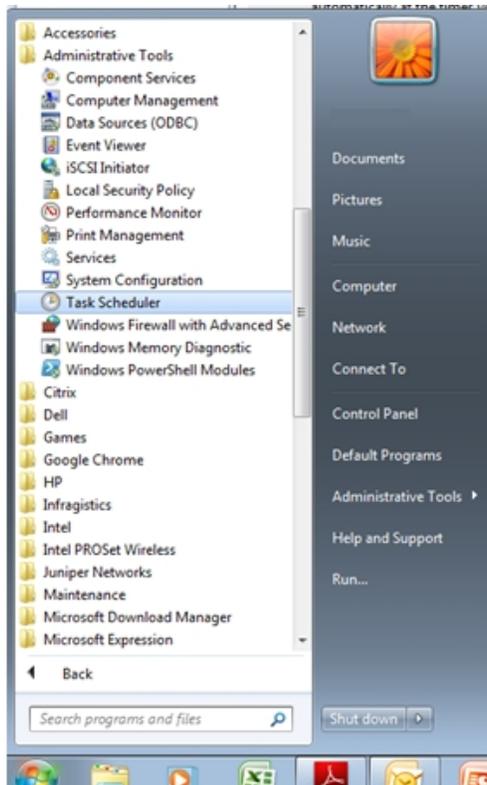
2. Select **Create Task**.
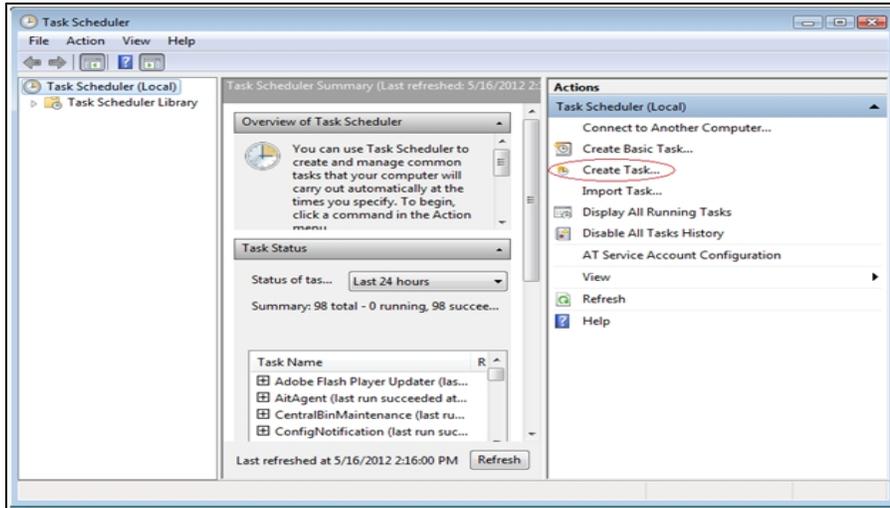
![Note icon] **Note**: If you will be running differential backups, you should set up two scheduled tasks: one for the full backup, and another for the differential backup. When setting up the task for the differential backup, steps 5 and 7 will differ slightly.
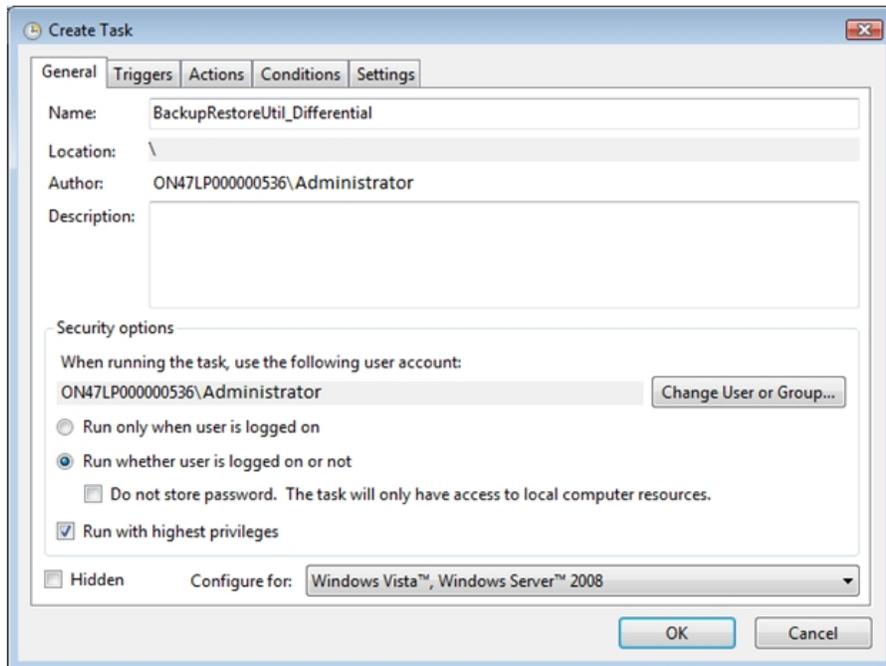
3. Create a task named BackupRestoreUtil on the *General* tab of the Create Task Wizard screen.

    a. Verify that the task is set to run as an Administrator of the server.

    b. Choose Run whether user is logged on or not.

c. Choose Run with highest privileges.
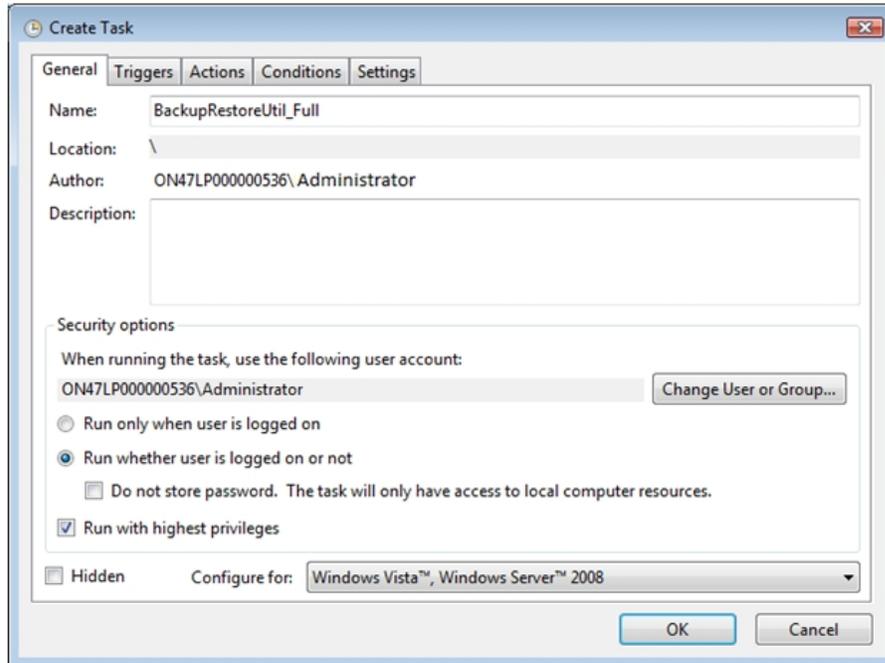
4. Go to the *Triggers* tab and click **New**.
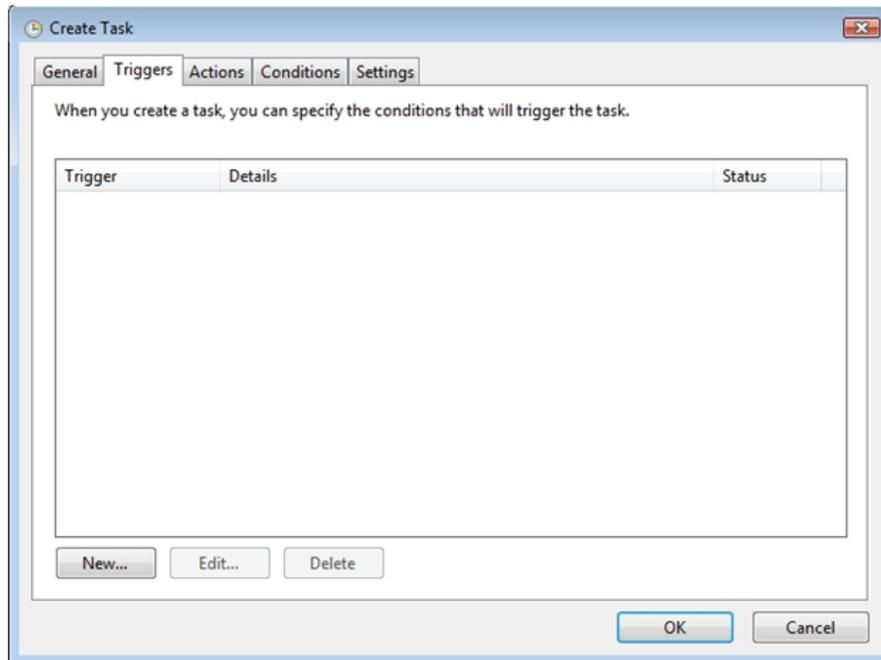
5. On the *New Trigger* screen, set the desired schedule for the backup task to run and click **OK**.

Note: If you will be running differential backups, the settings for the trigger should be a little different for the full backup task and the differential backup task.
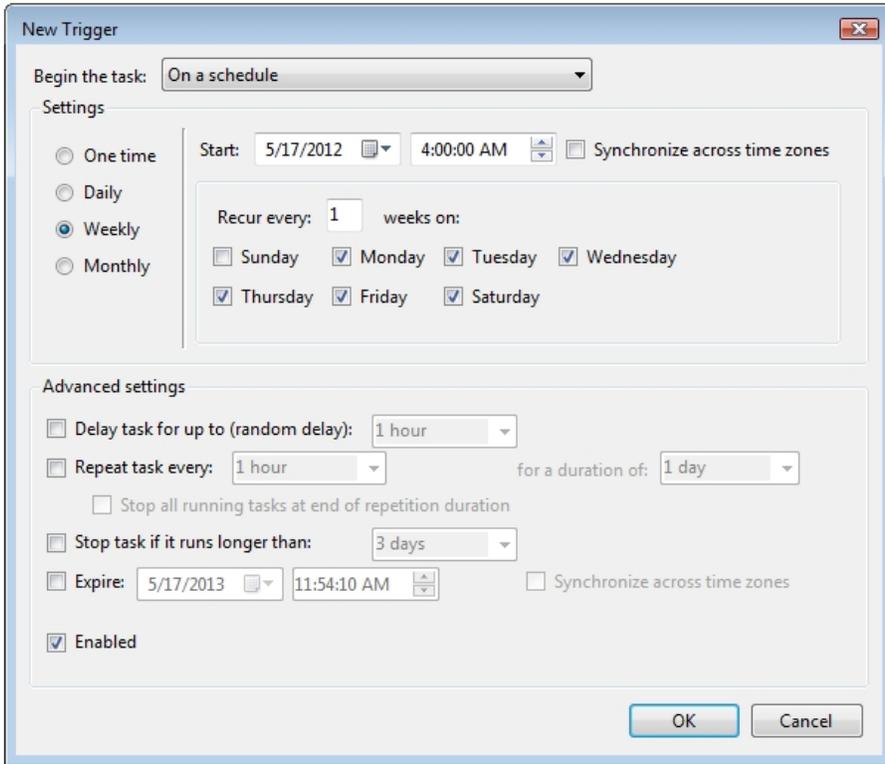
6. Select the *Actions* tab and click **New**.
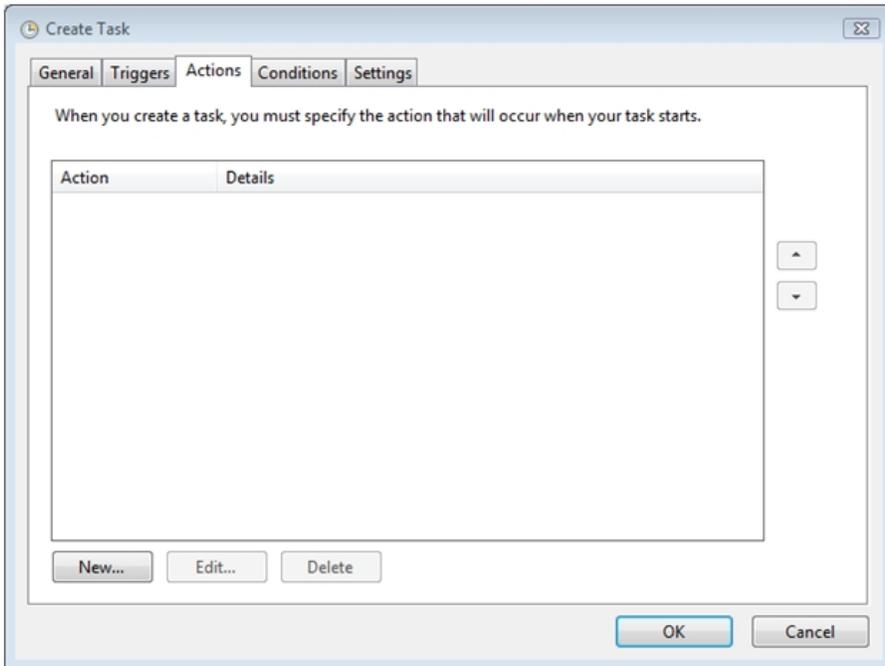
7. On the *New Action* screen, verify the Action is set to **Start a program**.

    a. Click **Browse** and navigate to x:\Pfx Engagement\ADMIN\Utilities\Backup Restore\BackupRestoreUtil.exe (where x represents the drive where the program is installed).

        Notes:

            ♦ If the save location for the backup files is to be on a different machine, the path to the share must be a UNC path.

            ♦ Also, the SQL Server (PROFXENGAGEMENT) service must be set to run as an account that has full control rights to the shared location.

    b. In the *Add arguments (optional)* field, add the /f switch and the path information for the desired location to save the backup files.
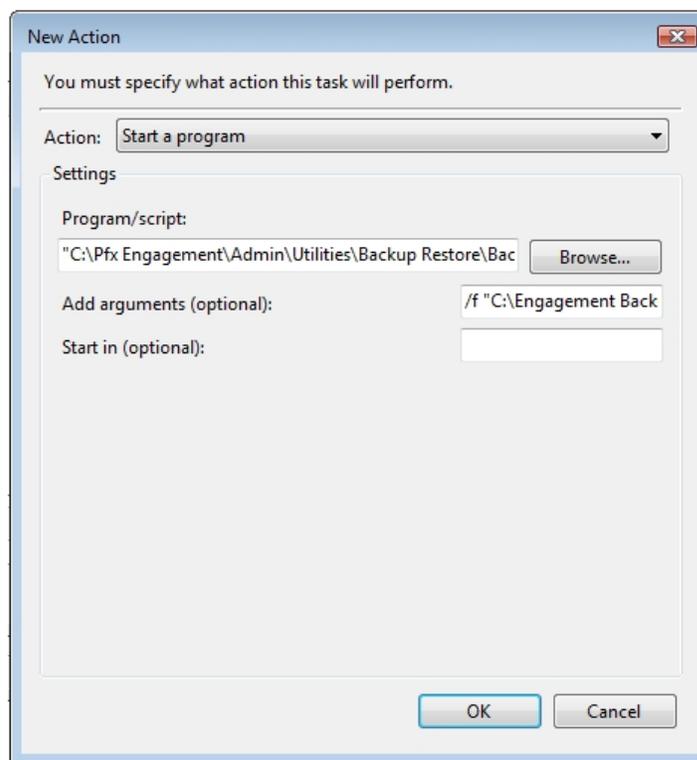
Notes:

- ◆ The command line parameter /f must be entered in lowercase. Using an uppercase F will result in an incomplete backup.

- ◆ If you are using the Task Scheduler for a **differential** backup, you should add the /d switch and path information for the desired location to save the backup files in the *Add arguments (optional)* field instead of /f.
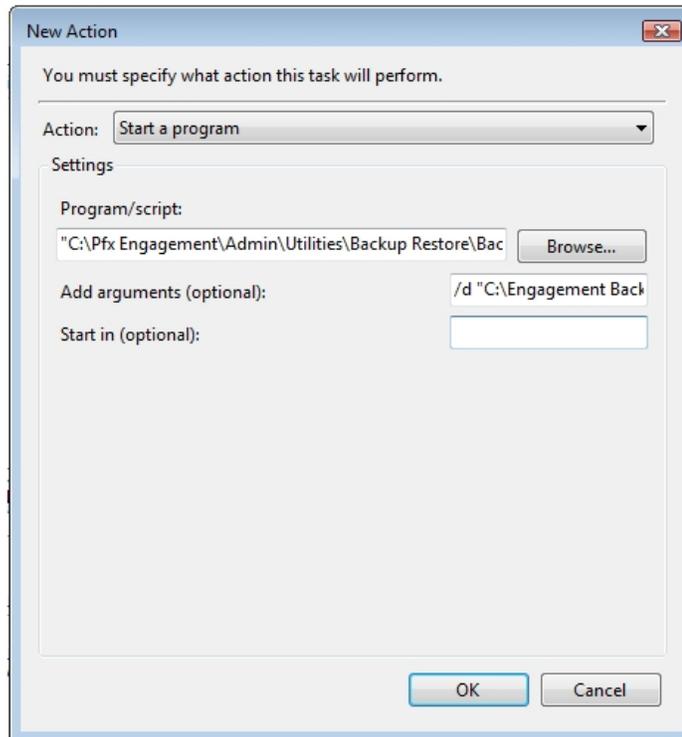
c. Click **OK** to save the information.

8. Verify that the settings on the *Conditions* and *Settings* tabs are set to meet your needs.
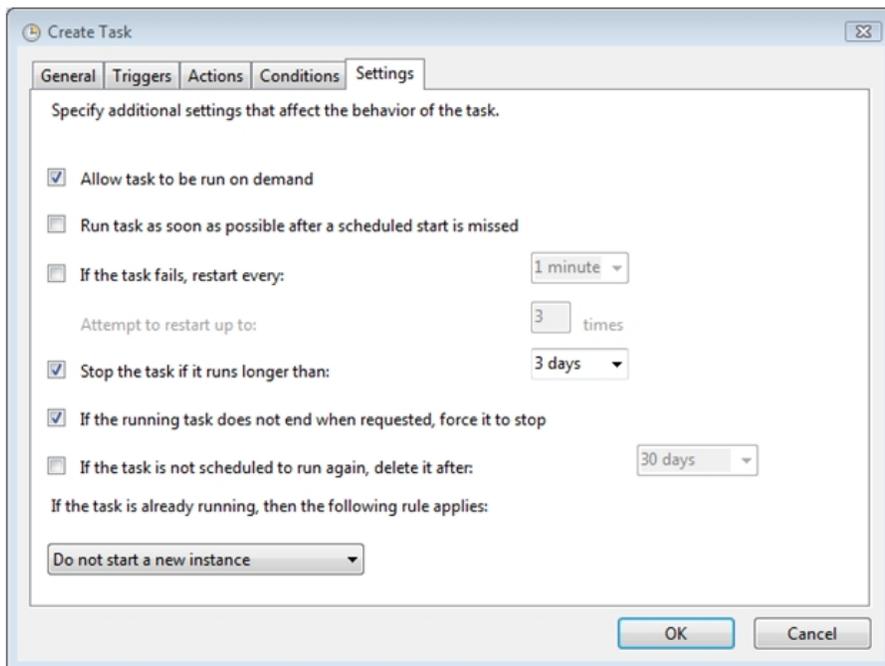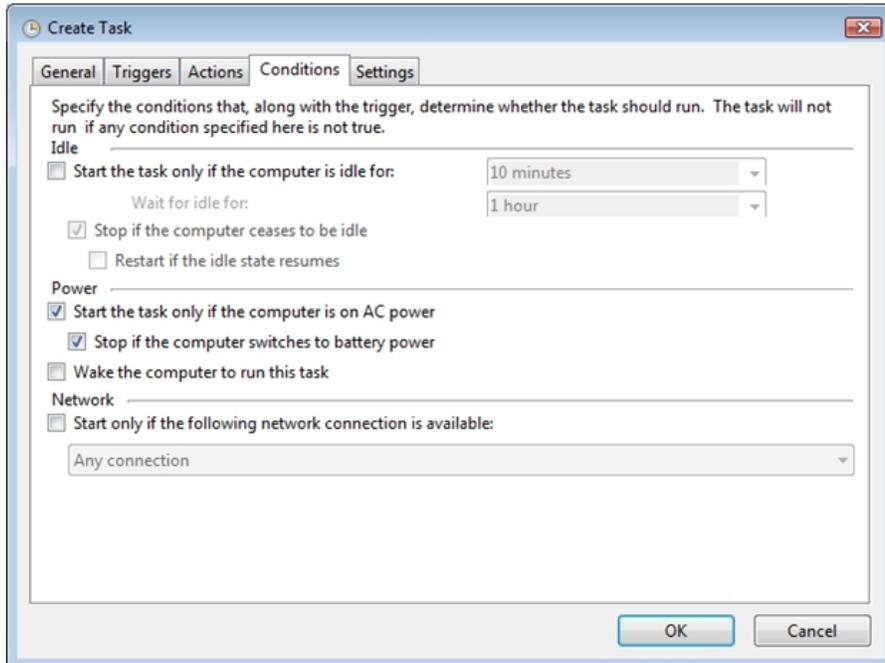
9. Click **OK** to save the information.

10. Provide the credentials for the account that the scheduled task is to run as.
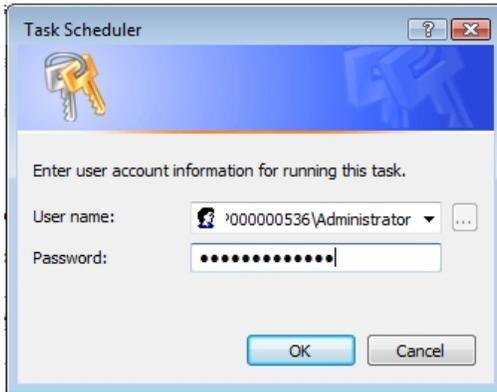
11. The BackupRestoreUtil will appear listed in the Task Scheduler Library.
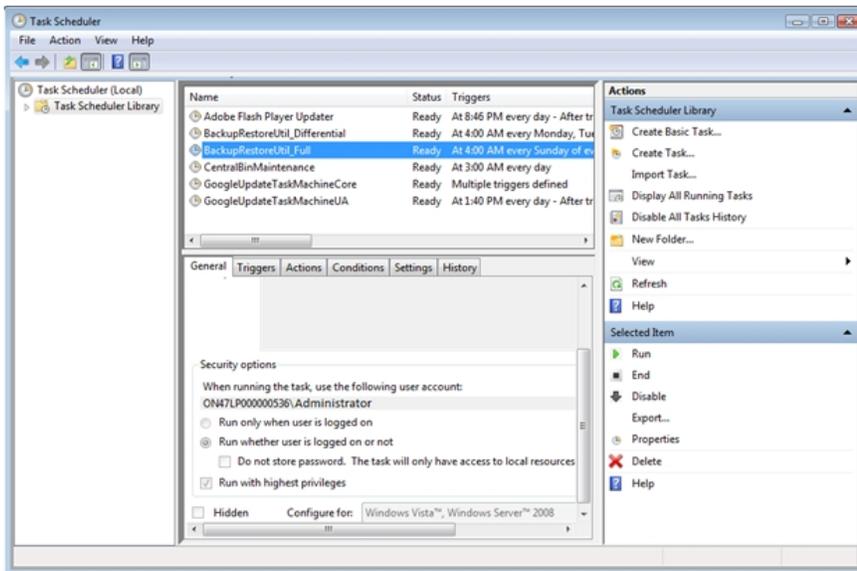
Restore Considerations

Restore is a critical part of the disaster recovery process. Due to the nature of the application and the fact that the application document control relies on the database to ensure workpaper integrity, very specific restore procedures must be followed.

Notes:

- While the restore process can be performed on your own, we strongly recommend you contact Engagement Customer Support at 1-800-739-9998, option 4 before attempting to restore any data.

- When backing up to a network location, a user with rights to both the local computer and the network location must start the SQL instance.

If a failure occurs while restoring a specific database or binder, that database/binder will be skipped and this information will be reported in a log file. The log file will be located in the same directory as the BackupRestoreUtil.exe with the default name of LogFileForBRMMDDYYYY – HH MM SS.txt.

The restore process will continue after such a failure occurs to ensure the remaining databases or binders are properly restored. Should a failure occur with a specific database or binder during the restore process, please contact Engagement Customer Support at 1-800-739-9998, option 4 for assistance.

The following should also be considered when restoring databases or binders:

Additional Files to Be Restored

This utility will restore the office server bin databases and the CentralAdmin database contained within the selected backup file. If selected, the utility can restore individual binder database information only. It will NOT restore the central file room workpapers or other files that were backed up separately. Those files must be restored separately.

To ensure a complete restore, the files in the following folders will need to be restored separately using your current restore methods. The files stored in these folders are not included in the backup that is generated by the ProSystem *fx* Engagement Database Backup & Restore Utility.

- Workpapers folder
- Admin Packages folder
- Archive folder
- Transition Binder Packages folder

⚠ **Important**: It is imperative that the workpapers and SQL databases are restored and completed together and that no changes occur to either during the restore. When restoring individual binder database information, do not restore the workpapers for all binders in the database. Restore only the workpapers for the individual binder database information being restored.

Disable Synchronization

We highly recommend you disable Admin and binder synchronization before beginning the restore process. During the time of the restore process, synchronization will not be allowed. Users attempting to synchronize during this time will receive an error.

Review Administrative Changes Since Last Backup

When restoring from backup, be aware that administrative changes may have occurred since this backup took place. If any of the following changes occurred since this backup, please contact Engagement Customer Support at 1-800-739-9998, option 4 for assistance.

- Create or delete central file room
- Add, remove or reassign licenses
- Change workpaper location
- Workpapers checked in/out
- Add or remove staff members
- New binders synchronized to central file rooms

Close ProSystem *fx* Engagement Administrator

To run the Database Backup & Restore Utility, you must first close ProSystem *fx* Engagement Administrator.

Restoring from a Differential Backup File

If you have chosen to perform differential backups as part of your backup strategy, you will need two backup files at restore time: the differential backup file that you want to restore and the full backup file that was the base for the selected differential backup (or the differential base).

Running the Restore Utility (Restore All Office Server Databases)
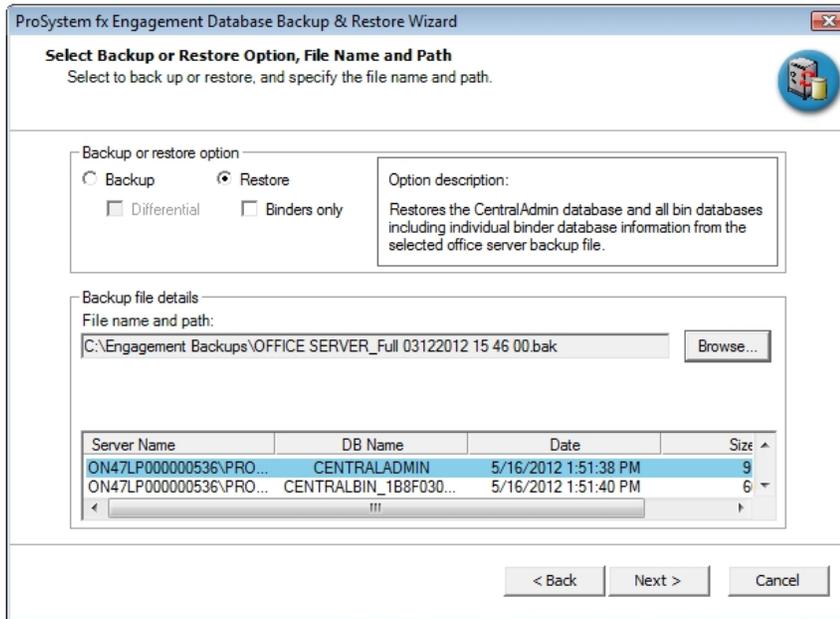
To restore all office server databases, do the following:

1. Launch the Database Backup & Restore Wizard by doing one of the following:

   ● Select **Start/Programs/ProSystem *fx* Engagement/ProSystem *fx* Engagement Database Backup & Restore Utility**.

   ● In Windows Explorer, browse to the x:\Pfx Engagement\Admin\Utilities\Backup Restore folder and double-click **BackupRestoreUtil.exe**.

2. Click **Next** on the Welcome page.
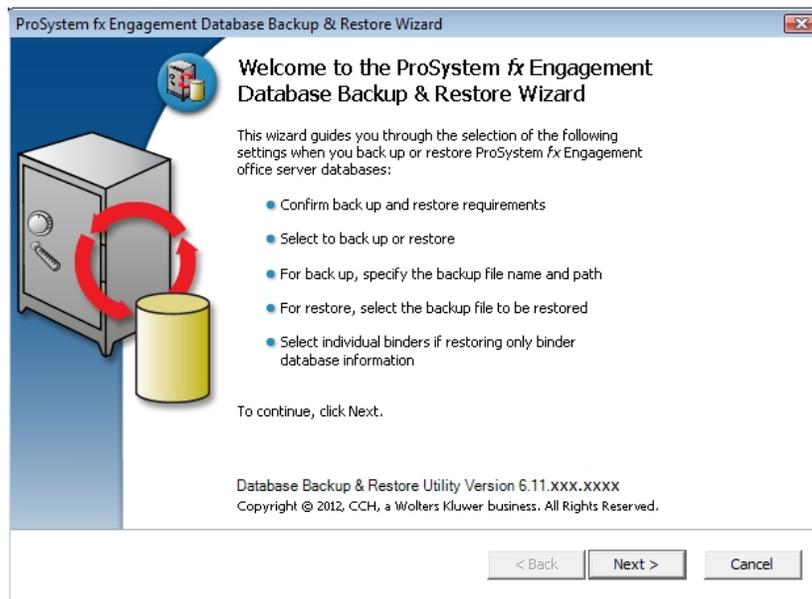
3. After you have read and understand the information regarding restore, check the box and click **Next**.
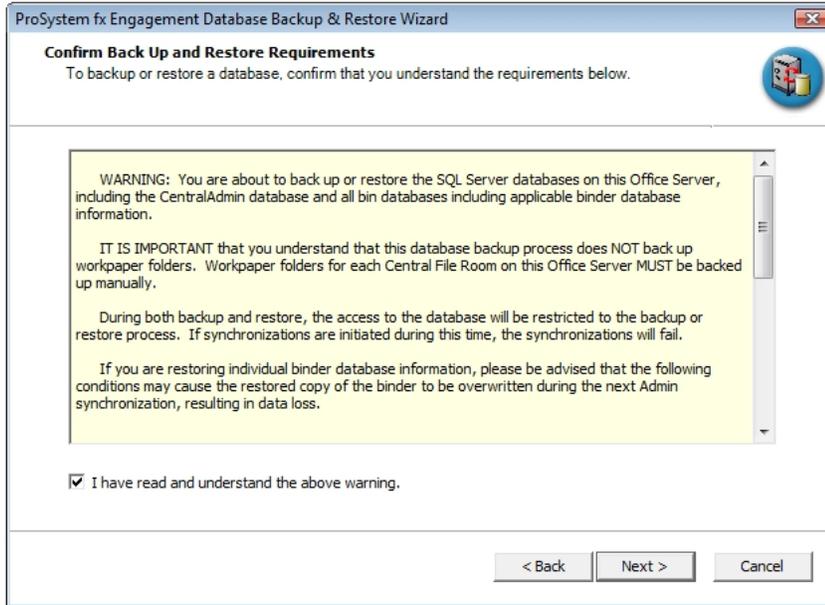
4. Select **Restore**. Browse for the backup file [.bak] to be restored. The Office Server databases within the selected backup file will display in the list.

Note: If the backup file selected is a differential backup, then you will also have to select the full backup file that was the base for the selected differential backup. A second text field and *Browse* button will be displayed allowing you to browse for the full backup file [.bak].

5. Click **Next**.

6. Review the restore settings and click **Restore**.

A progress indicator page displays the progress of the restore.

Once complete, the Database Backup & Restore Wizard Complete page will display the number of databases that were successfully restored and the number that failed to be restored.

7. Click **View Log** to view a log detailing the restore information for each database.

8. Click **Finish** to exit the wizard.
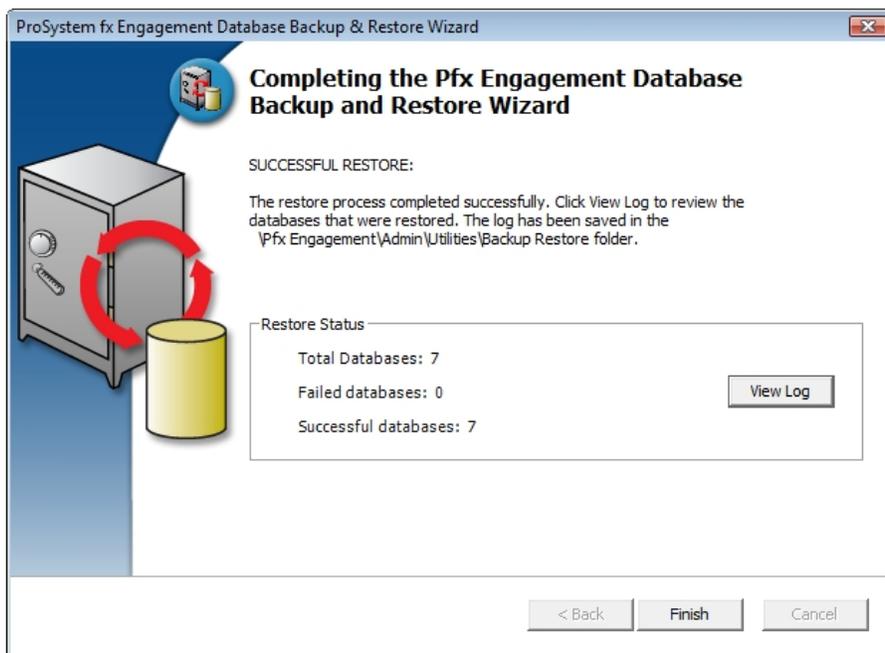
# Running the Restore Utility (Restore Individual Binder Database Information)

To restore individual binder database information, do the following:

📝 **Note**: Due to the number of databases now included with Engagement, the restoration process for individual binders can take a long time to complete.

1. Launch the Database Backup & Restore Wizard by doing one of the following:

   ◆ Select **Start/Programs/ProSystem *fx* Engagement/ProSystem *fx* Engagement Database Backup & Restore Utility**.

   ◆ In Windows Explorer, browse to the x:\Pfx Engagement\Admin\Utilities\Backup Restore folder and double-click **BackupRestoreUtil.exe**.

2. Click **Next** on the Welcome page.
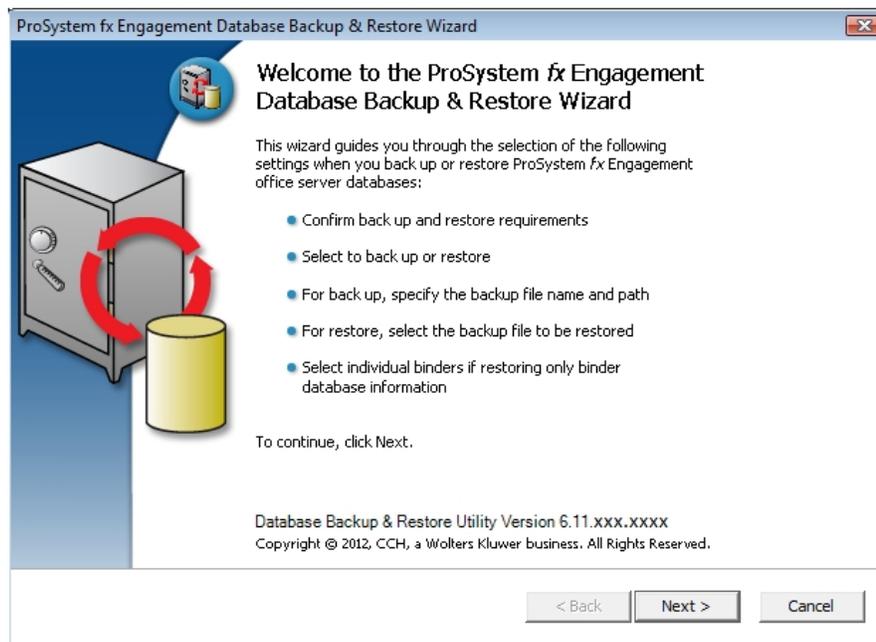
3. After you have read and understand the information regarding restore, check the box and click **Next**.
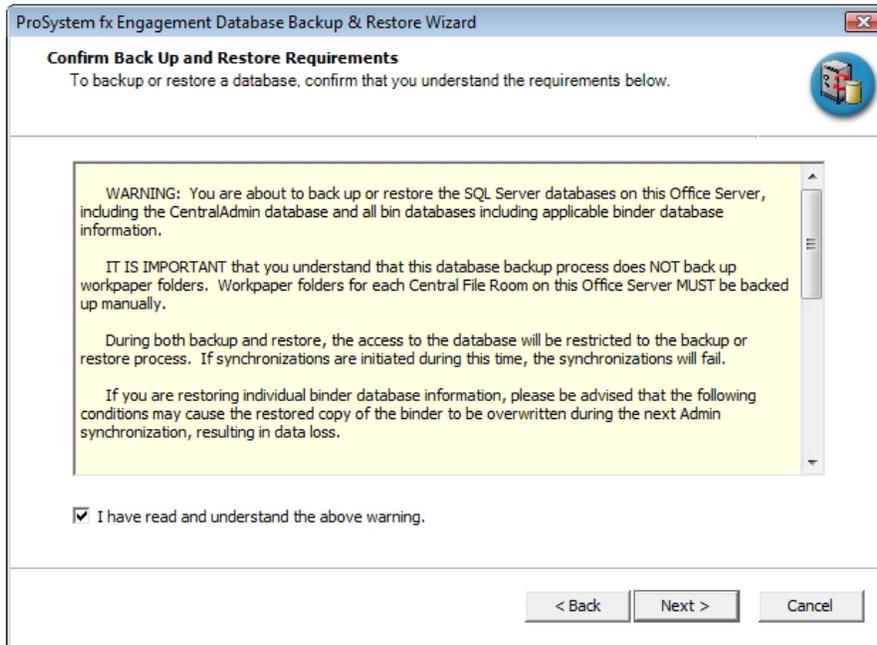

4. Select **Restore** and check the **Binders only** box.
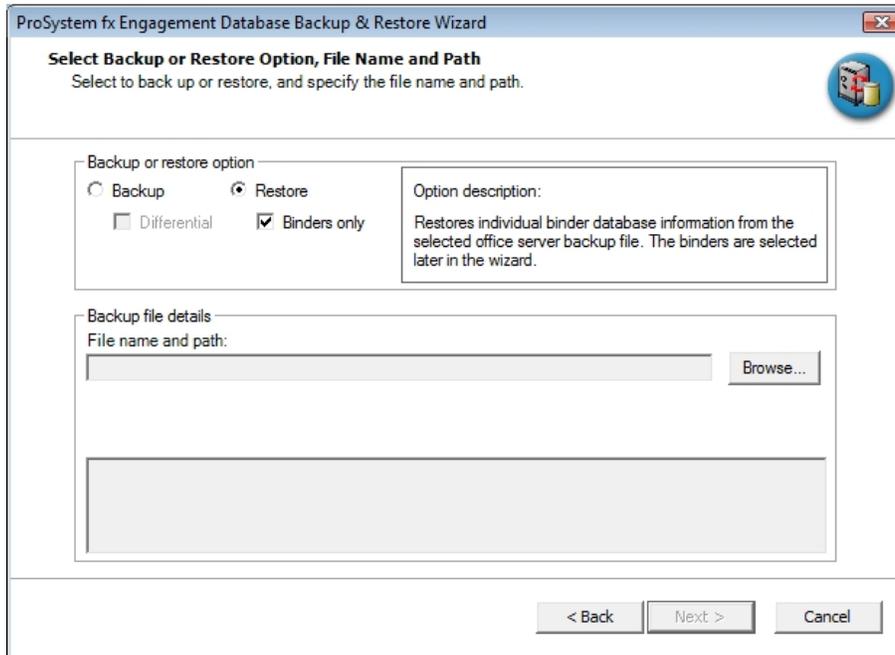
5. Browse for the backup file [.bak] from which to restore the binder database information. The Office Server databases within the selected backup file will display in the list.

    Note: If the backup file selected is a differential backup, then you will also have to select the full backup file that was the base for the selected differential backup. A second text field and *Browse* button will be displayed allowing you to browse for the full backup file [.bak].

6. Click **Next**.

7. Highlight the individual binder to be restored. To select multiple binders to restore, use the Ctrl or Shift key while highlighting the binders, or click the **Select All** button.
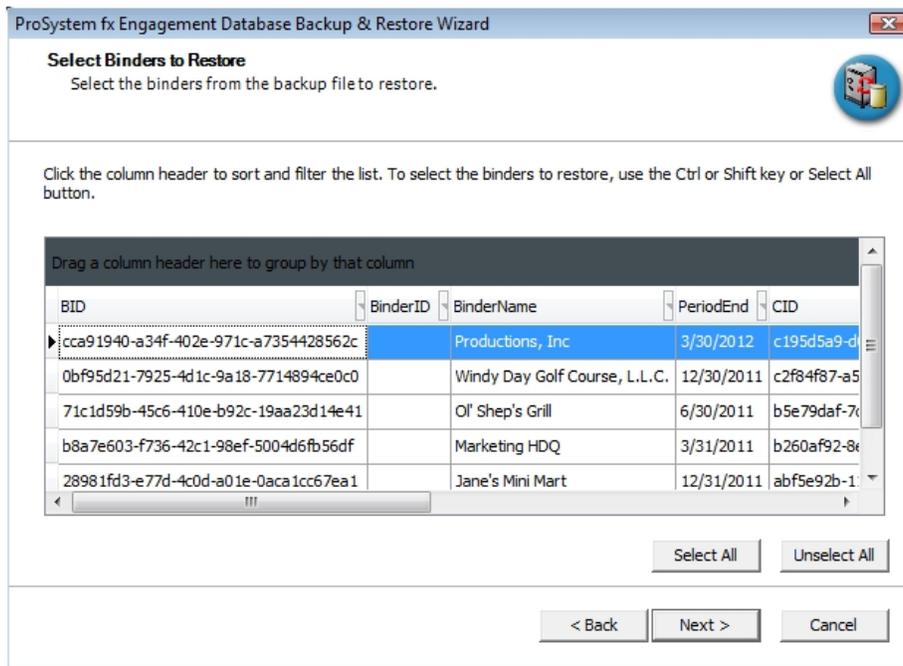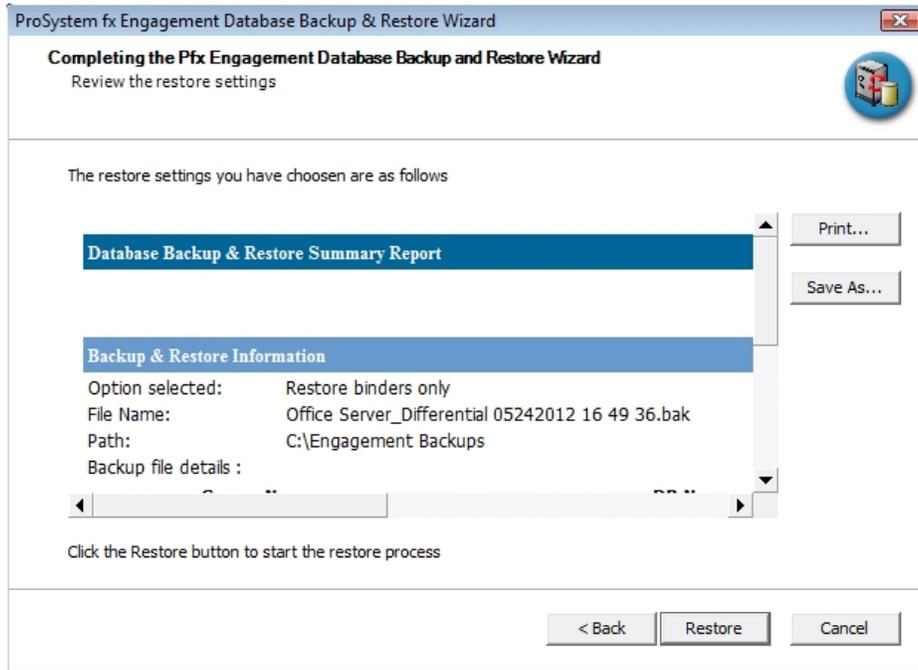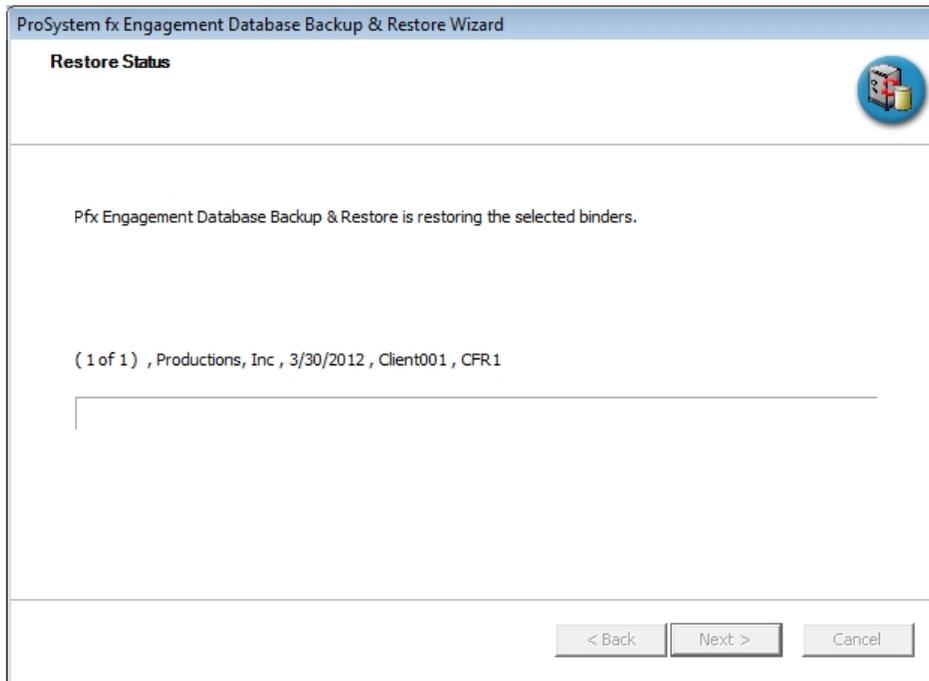

8. Click **Next**.

9. Review the restore settings and click **Restore**.

A progress indicator page displays the progress of the restore.

Once complete, the *Completing the Pfx Engagement Database Backup and Restore Wizard* page will display the number of binders where the database information was successfully restored and the number that failed to be restored.

10. Click **View Log** to view a log detailing the restore information for each binder.

11. Click **Finish** to exit the wizard.