

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

Version 6.5  
July 2010



This bulletin provides important information relating to ProSystem fx Engagement version 6.5 and ProSystem fx Knowledge Coach version 1.5. Please review this bulletin carefully prior to installation, and if you have any questions, call Technical Support at 1-800-PFX-9998, option 4.

**IMPORTANT NOTE FOR OFFICE XP CUSTOMERS:** Engagement v. 6.5 is not supported for use with Microsoft Office XP. Prior to installing Engagement v. 6.5 you must first upgrade your Office instance to Office 2003, Office 2007 or the 32-bit release of Office 2010. If Knowledge Coach will be installed, the minimum Office release supported is Office 2007.

Release  
Bulletin

## NEW IN THIS RELEASE – ProSystem fx Engagement

The following features are available in this release:

**Integration with ProSystem fx Document (SaaS)** allows for sending workpapers from the Engagement binder to the SaaS release of ProSystem fx Document. If ProSystem fx Document SaaS is installed and ProSystem fx Portal is also licensed, documents must be sent via ProSystem fx Document to the applicable Portal.

**ProSystem fx Portal Login Credentials** can now be stored for each user in Engagement so the user will not be prompted to enter this information each time they send a workpaper from the Engagement binder to the standalone ProSystem fx Portal application.

**Import Trial Balance Data from Creative Solutions Accounting** is provided for former Engagement CS/Trial Balance CS customers who are now using ProSystem fx Engagement. Trial balance data including detail accounts and balances, tax codes, account groups and grouping schedules can be imported to a trial balance in Engagement. Importing to a consolidated or write-up trial balance is not supported.

**Additional Tickmark Images** are provided. The images originally provided in red are now also provided in green and blue. In addition, there are new images such as letters and numbers in circles. The images are located in the Pfx Engagement\WM\Tickmark folder for customers who are upgrading from a prior release of Engagement and want to import the new images to existing tickmark definition files. For new users of Engagement, the tickmarks are automatically included in the tickmark definition file.

**32-bit Microsoft Office 2010** is supported with this release of Engagement. The 64-bit release of Office 2010 is not currently supported.

**Amyuni Print Driver Has Been Updated** to v. 4.0.1.1 to allow for printing documents to PDF from within Engagement using this latest driver. This Amyuni driver is supported on Windows 7. This driver allows for appending to Adobe 9 documents.

**OLE Links in Microsoft Office Excel 2007 Workpapers** behave as expected. ProSystem fx Engagement is updated to maintain the integrity of the links if the files are moved to a new location. **Note:** This is not related to the process of converting workpapers currently in Office 2003 format. Refer to <http://support.cch.com> for further information.

**Notification of Microsoft Excel 2003 Workpapers with Excessive Styles** is provided. If a workpaper is saved in an Excel 2003 format and the workpaper includes over 2000 styles, you are notified of the large number of styles and given the option to reduce them prior to saving the workpaper. Microsoft has a critical limit of approximately 4000 styles for Excel 2003 workpapers where the workpaper may become corrupt if saved.

**Performance Improvements** have been made in several areas such as consolidating trial balances, using calc sum in the Account Groupings dialog, working with the Chart of Accounts dialog and opening Word documents with a large number of TB links.

**Updated Audit Sample Binder and New Tax Sample Binder** are provided as binder packages and binder templates. The Sample binder packages are located in the Pfx Engagement\WM\Sample Companies folder and the templates are in the Pfx Engagement\WM\Binder Templates folder.

**Additional Progress Bars** have been added to the installation to make the installation process more user-friendly.

**ProSystem fx Engagement Support on the Web Help Menu Links are Updated** to provide quick access to various ProSystem fx Engagement Web sites.

## NEW IN THIS RELEASE – ProSystem fx Knowledge Coach

The following features are available in this release:

**Knowledge Based Audits of Single Audit Title** is supported with this release of ProSystem fx Knowledge Coach. Single Audit workpapers can be added to a binder along with workpapers from another Knowledge Coach title, or as a single title in a binder. The Knowledge Coach risk pane will display both single audit and financial statement audit risk summaries.

**Note:** To have single audit and financial statement audit titles in a single binder, make sure to insert the financial statement audit title first.

**Process for Adding Risks is Centralized to the Risk Pane** beginning with the 2010 Knowledge Based Audits of Single Audits. This will apply to all Knowledge Coach titles released subsequent to the Knowledge Coach 1.5 release, and is done to protect the integrity of risk information throughout the Knowledge Coach workpapers.

**Custom Audit Areas Can Be Re-named** and the changes will be reflected in all the answer selection boxes and workpapers.

**Diagnostics for Unanswered Questions** now include unanswered questions in form tables, which are tables that allow you to add rows as you need them to complete information (for example, “Click here to add a service organization” in KBA-101).

**Diagnostics Now Correctly Display** in diagnostics report for binder finalization. The diagnostics are cleared properly after binder finalization.

**Workpapers Can Be Updated to the Latest Version of the Title** while other workpapers can remain on an older version of the title within a single binder. This will allow you to update, for example, the Financial Statement Disclosure Checklist if a new one becomes available without disturbing the other Knowledge Coach workpapers in your binder.

**Microsoft Excel Default Roll Forward Setting** is now set to *Include in roll forward*. This will allow answers to be retained in the following year’s audit binder.

**Link to the Knowledge Coach User Guide** is provided on the Help menu for quick access to information regarding ProSystem fx Knowledge Coach.

**Additional Knowledge Coach Retention Options** to reset responses or use default response settings for Knowledge Coach Word workpapers are now available during roll forward, insert Knowledge Coach workpaper, copy/paste workpaper, copy/paste binder and new binder windows.

**Performance Improvements** have been made with Knowledge Coach functions, specifically opening workpapers and workpaper refresh times.

## TECHNOLOGIES

### ProSystem fx Engagement v. 6.5 is Supported on Technologies Not Previously Supported by Engagement:

- 32-bit Microsoft Office 2010
- Microsoft Office 2007 SP2
- 64-bit SQL Server 2008
- 32-bit SQL Server 2008 R2
- 64-bit SQL Server 2008 R2
- Windows Server 2008 R2

### Adobe 7 and Microsoft Office XP No Longer Supported on ProSystem fx Engagement v. 6.5

The v. 6.5 Engagement release is not verified with, and no longer officially supports, Adobe 7 or Microsoft Office XP.

## **IMPORTANT NOTES**

### **Conversion of Trial Balance Microsoft Access Databases to SQL Database**

A Trial Balance Conversion Utility is provided for converting trial balance data stored in Microsoft Access databases to an SQL database. If preferred, the trial balance data can be converted automatically by synchronizing binders between a central file room and local file room or between local file rooms. Please note the synchronization process will be slower when trial balances exist in the binder which have not already been converted. After the conversion of trial balance data from Microsoft Access to SQL, firms should expect their SQL databases to increase in size. A separate Trial Balance Conversion Guide is provided for detailed information about the conversion process. This guide can be located on the ProSystem *fx* Engagement DVD in the Documents folder. The guide also provides information for using a command line version of the trial balance conversion utility if desired.

### **Detail Account Sorting**

Since the trial balance is now stored in an SQL database, the trial balance detail accounts will sort based on standard SQL sorting. This is slightly different from the sort of detail accounts in releases of Engagement prior to 6.0. For example, if you have an account number which is all numeric, followed by accounts that begin with the same first digit but include dashes in any of the other digits, the dashed accounts will sort before the all numeric number in Engagement 6.5.

### **Toolbars**

After upgrading to Engagement version 6.5, the icons in the Binder View toolbar may be shifted to the left resulting in the wrong functionality associated with a button's icon. To correct the issue, click on the Tools drop down menu and select Customize. When the Customize window appears, click on the Reset Toolbar button. After the toolbar has been reset, the Binder View buttons should be associated with the correct functionality.

### **Knowledge Coach and Deleted Diagnostics**

This note is applicable to Knowledge Coach users upgrading from 6.1.2. There is a known issue with diagnostics that were deleted in binders created in 6.1.2 and upgraded to 6.5. Some of the deleted diagnostics may reappear. Therefore, after upgrading it is important to review the diagnostics prior to finalizing to ensure any diagnostics meant to be deleted are not present. Also, for any finalized binders where you may have deleted diagnostics, the binders may be unfinalized and the diagnostics reviewed to ensure any deleted diagnostics are not present. Deleted diagnostics do not appear in finalized binders.

### **Knowledge Coach and Partial Synchronization**

Knowledge Coach does not support partial synchronization. Users must complete a full synchronization to check in/out workpapers or assign them to users.

### **Knowledge Coach and TB Links in Microsoft Word Workpapers**

Knowledge Coach does not support trial balance links inserted in Microsoft Word workpapers. However, TB links in Microsoft Excel workpapers are supported.

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### **AutoSave, AutoRecover and Undo/Redo Are Not Supported in Knowledge Coach Workpapers**

Knowledge Coach Word and Excel workpapers do not support Microsoft functions such as AutoSave, AutoRecover and undo/redo. To avoid losing any data, ensure workpapers are saved frequently.

### **Office 2007 or Office 2010 Must Be Installed to Work with Knowledge Coach Content**

New features that are part of the Knowledge Coach product require functionality that is only supported in Microsoft Office 2007 or Office 2010 (32-bit version only).

## Microsoft Hot fix - KB974372

This is a Microsoft recommended hot fix for .NET Framework 2.0- based applications. It is recommended that this hot fix be applied to workstations running .NET Framework 2.0 SP2 and .NET Framework 3.5 SP1. In addition, Vista SP2 must be installed prior to installing this hot fix. The hot fix is available in the Applications folder of the v. 6.5 installation DVD or it can be downloaded from the Support Web site.

More information is available on Microsoft's Web site: <http://support.microsoft.com/kb/974372>

## ProSystem fx Engagement Now Shipped on DVD

This change of media is due to the increased size of the components and supporting files. If you require CD media, please contact Customer Service for a CD containing the installation and supporting files.

## INSTALLATION

**NOTE:** If you plan to upgrade the release of your operating system or Microsoft Office, complete those upgrades prior to installing the latest version of ProSystem fx Engagement.

For detailed information regarding the installation and configuration of ProSystem fx Engagement, please refer to the Installation Guide and Networking Best Practices documents. These documents and others can be found in the Documents folder on the Engagement DVD. Additionally, they are available for download from the Engagement Support Web site located at:

<https://support.cch.com/engagement>.

Installation of ProSystem fx Engagement v. 5.5 or higher is required for upgrades to Engagement v. 6.5. Installation of v. 6.5 requires that all Engagement office servers and workstations be upgraded. If you are currently using a version prior to v. 5.5 and require assistance upgrading, please contact Technical Support at 1-800-739-9998 option 4.

Engagement allows for mass deployment/installation by way of pushing the install to computers. Installs using an MSI file vary depending on what deployment tool is used. For instructions on how to complete the installation with an MSI package using Active Directory, please refer to the Administrator's Guide to Pushing Engagement MSI Installation. If you are using a deployment tool other than Active Directory, please consult your deployment application documentation for further instructions on how to push the install with an MSI package.

The minimum system memory for Engagement Administrator or Workpaper Management modules on a 32-bit computer is 2 GB. ProSystem fx Engagement requires MDAC 2.8 SP1 or higher on each workstation. If the program detects a lower MDAC version, you will receive a prompt during the installation to upgrade your MDAC version.

**ATTENTION:** Ensure that a current backup is completed before and after converting to v. 6.5. Additional information about the ProSystem fx Engagement Database Backup & Restore utility can be found on the Engagement DVD.

**IMPORTANT:** When upgrading the ProSystem fx Engagement Admin module from v. 5.5 or higher, users that have changed the logon account for the PFXSYNPFT Service to allow workpapers to reside on a remote server will be required to reset this user name and password after the installation of v. 6.5. Failure to do this will result in synchronization attempts being locked.

During the installation of the ProSystem fx Engagement Administrator module, the creation of the bin databases for storing binder information will default to the installation directory (x:\Pfx Engagement\Admin\Data). If you prefer the bin to be created in a location other than the Admin installation directory, you **must** change the bin directory path on the *Choose Bin Database Path* dialog during the installation. Please refer to the Installation Guide for additional information.

Please refer to the Networking Best Practices document on the Engagement DVD for specific user rights requirements.

## Attention Windows Server 2008 Users

Although v. 6.5 is supported with Windows Server 2008, upgrading to ProSystem fx Engagement v. 6.5 from any Engagement versions prior to v. 5.7.1 already installed on Windows Server 2008 is not supported. If a version prior to 5.7.1 is installed on Windows Server 2008, it may be necessary to migrate that installation to a supported Windows version in order to ensure a successful upgrade.

## Attention Novell Network Users

ProSystem *fx* Engagement v. 6.x utilizes Microsoft SQL database architecture; however, Engagement is fully compatible with Novell networks with one additional requirement. The SQL databases must reside on a computer with a Windows-based operating system (Windows XP Professional, Windows Vista, Windows 7, Windows 2003 or Windows 2008) and must be visible to the Novell network. All workpapers can be maintained and stored on the Novell file server. For more information, please refer to the Networking Best Practices document.

## Attention Engagement v. 6.0 Users with Binders Containing Knowledge Coach Commercial Entities Content

The content from the first Commercial Entities release of 11/9/2009 will not work with Engagement v. 6.5. Users are required to update the workpapers to the newest Commercial Entities release. The KC Conversion folder on the v. 6.5 DVD contains an archive with the files required to make this content accessible. Please refer to the Read Me.txt text file in the folder with instructions on running the utility to access the older Commercial content. You can also refer to Knowledge Base article SW27284 for detailed instructions.

## SQL Express / SQL Upgrade

SQL Express is a free database management tool that may be ran in conjunction with Engagement. If firms choose to purchase Microsoft SQL Server 2005 or Microsoft SQL Server 2008, there may be additional licensing costs associated. Please refer to <http://www.microsoft.com/sql/howtobuy/default.msp> for detailed licensing options for Microsoft SQL Server 2005 or <http://www.microsoft.com/Sqlserver/2008/en/us/how-to-buy.aspx> for detailed licensing options for Microsoft SQL Server 2008.

**IMPORTANT:** Version 6.5 supports Microsoft SQL Express 2005 or 2008 and Microsoft SQL Server 2005 or 2008 as its database management tool. MSDE and SQL Server 2000 are no longer supported.

## CONVERSION

**IMPORTANT:** Prior to installation, ensure there is a successful backup of the Engagement databases, workpapers, and templates. For additional information, please refer to the ProSystem *fx* Engagement Database Backup & Restore Instructions located on the ProSystem *fx* Engagement DVD or the Support Web site.

### Binders

When upgrading, the Engagement binder databases will be converted during the installation process.

### Templates and Binder Packages

All binder templates must be converted from the Workpaper Management module after installing v. 6.5. Binder templates created in v. 4.0 or later may be converted directly to v. 6.5. Binder template conversion must be run on a machine with a local installation of Engagement Workpaper Management. Users in a Citrix or Terminal Services environment should convert the binder templates in a non-Citrix or non-Terminal Services environment. The binder templates can then be copied to the Citrix or Terminal Server.

Trial balance templates created in v. 4.0 or higher can be converted via a process provided on the File menu of the ProSystem *fx* Engagement File Room.

Binder packages created in v. 4.0 or higher will automatically be converted to v. 6.5 when received into a local file room. Binders archived in v. 4.0 or higher may be unarchived with v. 6.5. Binder backups created in v. 4.0 or higher can be restored into v. 6.5.

### Trial Balances

Trial balances can be converted at a Central File Room or Local File Room level after the installation of ProSystem *fx* Engagement by using the Trial Balance Conversion Utility. Alternatively, trial balances can be converted automatically during synchronization of the binder. Converting trial balances during the synchronization process will increase synchronization times.

## DATABASE BACKUP & RESTORE

**CRITICAL:** Regular nightly backups of Engagement databases, workpapers, and templates will enable you to restore them in the event of a hardware failure or other disaster. If you require assistance in setting up a scheduled nightly backup or ensuring your current backup is capturing all necessary files, please contact Technical Support at 800-739-9998, option 4.



During the installation of the v. 6.5 Engagement Administrator module, the Database Backup and Restore utility will automatically be installed to the x:\Pfx Engagement\Admin\Utilities\Backup Restore directory.

**IMPORTANT:** If you are currently using a third party backup software to backup the Engagement databases, you will not be able to restore a single binder to the central file room. The ProSystem *fx* Engagement Database Backup and Restore utility allows the restoration of a single binder or an entire central file room.

For additional information about the Database Backup and Restore utility or instructions on setting up a scheduled task for the nightly backup, please refer to the ProSystem *fx* Engagement Database Backup and Restore Instructions located on the Engagement DVD. Additionally, the Database Backup and Restore Instructions are available for download from the ProSystem *fx* Engagement Support Web site.

## **OTHER INFORMATION**

### **Microsoft Windows Vista and Windows 7**

When running the ProSystem *fx* Engagement Configuration Utility in a Windows Vista or Windows 7 environment with User Account Control (UAC) enabled, the Interactive Services Detection service must be running. The recommended best practice is to configure the Interactive Services Detection service to start automatically.

Virtualization included in Microsoft Windows Vista or Windows 7 limits users' rights to certain directories with User Account Control (UAC) enabled. Due to these limitations, it is recommended that ProSystem *fx* Engagement not be installed to the C:\Windows, C:\Windows\System 32, or C:\Program Files directories. For additional information refer to Microsoft's Windows Vista Application Development Requirements for User Account Control Compatibility document. Please contact Technical Support for installations of ProSystem *fx* Engagement v. 6.5 or higher that currently exist in these locations.

### **Microsoft Office 2007 or Office 2010 Compatibility**

Newly created Microsoft Office workpapers can be inserted in the binder using Office 2007 or Office 2010 formats; however, conversion of existing workpapers to the Office 2007 or Office 2010 file formats must be performed outside of the Engagement binder. Conversion of workpapers to Office 2007 or Office 2010 formats is not required as files from all versions of Office can co-exist within the binder. Microsoft's Office Compatibility Pack is required when using Office 2007 or Office 2010 documents with previous versions of Office.

### **Microsoft Office 2007 or Office 2010 Ribbon**

The Engagement menu items will appear both on the Ribbon and on the Add-Ins tab. It is possible to disable the Engagement Ribbon functions by going to the Excel/Word Options and choosing Add-Ins. Select Manage COM Add-ins and deselect Pfx.Ribbon.ExcelAddin (for Excel) or Pfx.Ribbon.WordAddin (for Word) from the list of Add-ins available.

### **Office Servers / Administrator Module**

Changing the computer name after Engagement is installed is not recommended in v. 6.x. Changing the computer name may cause login failures, synchronization failures, and database errors.

System time clocks must be synchronized across all office servers to ensure proper data flow between servers. Failure to properly ensure that all time clocks are synchronized before performing Administrator module functions may result in data loss.

Static IP addresses are recommended for all Office Servers. Please refer to the Networking Best Practices for more information.

All office servers should be synchronized before adding a new office server or updating to a new version of Engagement.

All Administrator users must have access and rights to the Admin Share directory on all office servers.

## Export to Tax

Consolidated trial balances that are utilizing the M-3 functionality must be exported to ProSystem *fx* Tax using the GL Bridge option.

The GoSystem Tax Schedule M-3 tax codes may be used to produce tax trial balance reports within Engagement; however, they are not compatible with GoSystem Tax and will not be imported to the GoSystem Tax return.

The “Exempt Org – GoSystem Tax” grouping for 990’s may be used to produce tax trial balance reports within Engagement; however, this grouping is not compatible with GoSystem Tax and will not be imported into the GoSystem Tax return.

Dynalink from Engagement to Global *fx* Tax through a Citrix session is not supported.

Dynalink to both Global *fx* Tax and the desktop application for a single client is not supported.

When using the Dynalink option to export trial balance data to ProSystem *fx* Tax, the Employer ID # (EIN) used for the Dynalink configuration on the Tax Software Interface dialog in Engagement must be unique. If you have multiple clients that will be using the same EIN, please add additional characters to the end of the EIN to make each one unique (i.e., 99-9999999-1).

## Synchronization

Synchronization utilizes two services for data transfer. The services are PFXSYNPFTService.exe and PfxEngDesktopService.exe. For further information regarding these services and how they function, please refer to the Networking Best Practices document.

You can also refer to the Networking Best Practices document for guidance on configuring workpaper storage on a Novell file server.

## Shared File Room

The Add/Remove Tax Grouping utility is not supported for use with Shared File Room. The ProSystem *fx* Knowledge Tools library utilizes Compiled HTML Help (CHM) files. There is a known issue with not being able to access CHM files from a network location. This affects how Knowledge Tools functions with Shared File Rooms. For the Knowledge Tools CHM files to be accessible in Shared File Room, the machine name of the host machine must be added to the Trusted Sites list within Internet Explorer. Please see the following Microsoft Knowledge Base article on the issue:

<http://support.microsoft.com/kb/896054/>

## General

Engagement toolbar customizations may be made using a 1024x768 or greater screen resolution. Lower screen resolutions may result in the inability to view additional toolbar buttons added to the Engagement toolbar.

Large fonts are not supported by ProSystem *fx* Engagement.