



**ProSystem *fx*<sup>®</sup>  
Engagement  
Installation Guide**

**August 2011**

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CCH INCORPORATED  
20101 Hamilton Ave.  
Suite 200  
Torrance, CA 90502

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# Chapter 1

## INSTALLATION

### Overview

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This guide provides step-by-step instructions for installing the ProSystem *fx* Engagement Administrator and Workpaper Management modules. Also included is information for installing Knowledge Coach and Knowledge Tools. The minimum and recommended system requirements are also provided.

Before you begin, refer to the following documents:

- The *License Agreement* for information and restrictions on installation.
- The *ProSystem *fx* Engagement Release Bulletin* for new product features.
- The *Administrator/Office Server Tips* document for assistance in determining how you should configure office servers for your firm.

Two ProSystem *fx* Engagement modules must be installed in order for the application to function. These modules are the Administrator module and the Workpaper Management module.

The Administrator module is an organizational tool designed to provide security and control rights for different staff levels, as well as organize and maintain your office servers and central file rooms.

The Workpaper Management module relies on the Administrator module to provide login information, central storage, and secured access to all your client data.

Knowledge Coach is an audit planning and workflow tool that streamlines audit processes through the use of intelligent engagement tailoring, dynamic linking of risks to audit programs, extensive diagnostics, and automated flow of information across workpapers.



Knowledge Tools is the predecessor to Knowledge Coach, and provides a streamlined, easy-to-follow audit methodology for implementing the AICPA's Risk Assessment Standards effectively and efficiently. Knowledge Tools is not a dynamic workflow tool like Knowledge Coach.


### Engagement 6.8 Requirements


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The following two tables detail the requirements for the Engagement Administrator and Workpaper Management modules.

## Administrator Module




System Requirements	Recommended	Minimum
<b>Microprocessor</b>	64-bit multi-core processor	<b>32-bit:</b> Pentium 4 processor, 2 GHz <b>64-bit:</b> <ul style="list-style-type: none"> <li>■ Pentium 4 processor, 3.2 GHz, or any multi-core processor</li> <li>■ AMD Athlon 64, Intel Pentium 4 with Intel EM 64T support</li> </ul>
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2008 (64-bit)</li> <li>■ Microsoft Windows Server 2008 R2</li> </ul>	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2003 SP1 (for Microsoft SQL Server 2005)</li> <li>■ Microsoft Windows Server 2003 SP2 (for Microsoft SQL Server 2008)</li> <li>■ Windows 7</li> <li>■ Windows Vista</li> <li>■ Windows XP SP1 64-bit (for Microsoft SQL Server 2005)</li> <li>■ Windows XP SP3 32-bit (all versions of Microsoft SQL Server)</li> </ul>
	 <b>Notes:</b> <ul style="list-style-type: none"> <li>■ Microsoft Small Business Server is not recommended.</li> <li>■ Installing Engagement on a server that is also a Domain Controller is not recommended.</li> <li>■ Installing Engagement on a server that is also the firm's Exchange Server is not recommended.</li> <li>■ Novell Netware 5.1 or higher and Linux are supported for workpaper storage only.</li> </ul>	
<b>System Memory</b>	4 to 8 GB RAM	<b>32-bit:</b> 2 GB RAM <b>64-bit:</b> 4 GB RAM
	 <b>Notes:</b> <ul style="list-style-type: none"> <li>■ Additional memory improves performance and may be required to run additional applications simultaneously.</li> <li>■ Memory consumption varies based on usage of Microsoft SQL Server.</li> </ul>	
<b>Drive Space</b>	Administrator requires 500 MB of drive space when installed with the CD image files, 200 MB of drive space in the Temp folder, and additional space required for data.	


System Requirements		Recommended	Minimum
Video	Super VGA at 32-bit color quality with a resolution of 1024 x 768.		
	ProSystem fx Engagement does not support large fonts.		
<b>Network Environment</b>			
Microsoft	Client for Microsoft Networks and Microsoft TCP/IP.		
<b>Other Software</b>			
SQL	<b>SQL Server 2008</b> <ul style="list-style-type: none"> <li>■ SQL Server 2008 Standard Edition (32-bit and 64-bit)</li> <li>■ SQL Server 2008 Enterprise Edition (32-bit and 64-bit)</li> <li>■ SQL Server 2008 Express (32-bit and 64-bit)</li> <li>■ SQL Server 2008 R2 Standard Edition (32-bit and 64-bit)</li> <li>■ SQL Server 2008 R2 Enterprise Edition (32-bit and 64-bit)</li> <li>■ SQL Server 2008 R2 Express (32-bit and 64-bit)</li> </ul>	<b>SQL Server 2005</b> <ul style="list-style-type: none"> <li>■ SQL Server 2005 Service Pack 2 Standard Edition (32-bit and 64-bit)</li> <li>■ SQL Server 2005 Service Pack 2 Enterprise Edition (32-bit and 64-bit)</li> <li>■ SQL Server 2005 Service Pack 2 Express Edition (32-bit and 64-bit)</li> </ul>	
	 <b>Notes:</b> <ul style="list-style-type: none"> <li>■ ProSystem fx Engagement includes installers for SQL Server 2005 Express and SQL Server 2008 Express. If you need to install any of the following editions of SQL Server, see <i>Installing SQL Server 2005</i> on page 26 or <i>Installing SQL Server 2008</i> on page 28: <ul style="list-style-type: none"> <li>◆ 64-bit editions of SQL Server</li> <li>◆ Standard Editions of SQL Server</li> <li>◆ Enterprise Editions of SQL</li> <li>◆ SQL Server 2008 R2</li> </ul> </li> </ul> <p>These sections describe how to set up SQL with Engagement manually.</p> <li>■ Depending on usage, Standard or Enterprise Edition of Microsoft SQL Server may be necessary.</li>		
Data Access Components	The following items are installed automatically with Engagement: <ul style="list-style-type: none"> <li>■ Microsoft Jet Database Engine 4.0 with Service Pack 6</li> <li>■ Soap Toolkit 3.0</li> <li>■ MSXML 4.0 Service Pack 2 parser</li> <li>■ SQLXML 3.0 Service Pack 3</li> </ul>		


System Requirements	Recommended	Minimum
	<ul style="list-style-type: none"> <li>■ Microsoft Visual C++ 2008 Redistributable vcredistsp1_x86.exe - 9.0.30729.17</li> <li>■ Microsoft Visual C++ 2008 Redistributable vcredist_x86.exe - 9.030729.4148</li> </ul> <p>The following items are installed automatically with Engagement if an SQL 2005 instance is found:</p> <ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2008 Management Object (32-bit)</li> <li>■ Microsoft SQL Server 2008 Native Client (32-bit or 64-bit, according to operating system)</li> <li>■ SQL Server System CLR Types (32-bit)</li> </ul> <p>The following items are installed automatically with Engagement if SQL 2008 32-bit is found on a 64-bit operating system:</p> <ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2008 Management Object (32-bit)</li> <li>■ SQL Server System CLR Types (32-bit)</li> </ul> <p>MDAC 2.8 Service Pack 1 is required by SQL Server 2005 Express.  Windows Installer 3.1 is required by SQL Server 2005 Express.  Windows Installer 4.5 is required by SQL Server 2008 Express.  Microsoft .NET Framework 2.0 is required by SQL 2005 and Admin Workstation.  Microsoft .NET Framework 3.5 SP1 is required by SQL 2008.  Adobe Reader 8.0, 9.0 or 10.0 (optional).</p> <p> <b>Note:</b> Adobe Reader 10 is supported, but Engagement workpapers must be opened with Reader's Protected Mode turned off. For more information, see <i>Note Regarding Adobe Reader 10</i> on page 10.</p>	
<b>Web Browser</b>	Internet Explorer 6.0 with Service Pack 1 or higher	
<b>Email</b>	Microsoft Mail, Microsoft Exchange, GroupWise, Internet SMTP/POP3, or other MAPI compliant messaging software to use network or Internet email	None
<b>Other Hardware</b>		
<b>Internal or External DVD drive</b>	Any internal or external DVD compatible drive for reading the installation media. The installation media is distributed on DVD, and can be copied to other machines or locations as needed.	





## Workpaper Management Module

System Requirements	Recommended	Minimum
Microprocessor	Multi-core processor	<b>32-bit:</b> Pentium 4 processor, 2 GHz <b>64-bit:</b> <ul style="list-style-type: none"> <li>■ Pentium 4 processor, 3.2 GHz (or any multi-core processor)</li> <li>■ AMD Athlon 64, Intel Pentium 4 with Intel EM 64T support</li> </ul>
Supported Operating Systems	Microsoft Windows 7	<ul style="list-style-type: none"> <li>■ Windows Vista</li> <li>■ Windows XP SP1 64-bit (for Microsoft SQL Server 2005)</li> <li>■ Windows XP SP3 32-bit (all versions of Microsoft SQL Server)</li> </ul>
System Memory	<b>32-bit:</b> 2 GB RAM <b>64-bit:</b> 4 GB RAM	<b>32-bit:</b> 2 GB RAM <b>64-bit:</b> 4 GB RAM
	 <b>Notes:</b> <ul style="list-style-type: none"> <li>■ Additional memory improves performance and may be required to run additional applications simultaneously.</li> <li>■ Memory consumption varies based on usage of Microsoft SQL Server.</li> </ul>	
Drive Space	Workpaper Management requires 250 MB of drive space, 200 MB of free space for the Temp folder during installation, and additional space required for data.	
Video	Super VGA at 32-bit color quality with a resolution of 1024 x 768.  <b>Note:</b> ProSystem fx Engagement does not support large fonts.	
<b>Other Software</b>		
Microsoft Office	<ul style="list-style-type: none"> <li>■ Office 2010 (32-bit)</li> <li>■ Office 2007</li> </ul>  <b>Note:</b> Office 2010 64-bit is not supported.	Office 2003 with Service Pack 1
SQL	Microsoft SQL Server 2008 Express	Microsoft SQL Server 2005 Express



System Requirements	Recommended	Minimum
	<p> <b>Note:</b> ProSystem fx Engagement includes installers for SQL Server 2005 Express and SQL Server 2008 Express. If you need to install any of the following editions of SQL Server, see <i>Installing SQL Server 2005</i> on page 26 or <i>Installing SQL Server 2008</i> on page 28:</p> <ul style="list-style-type: none"> <li>■ 64-bit editions of SQL Server</li> <li>■ Standard Editions of SQL Server</li> <li>■ Enterprise Editions of SQL</li> <li>■ SQL Server 2008 R2</li> </ul> <p>These sections describe how to set up SQL with Engagement manually.</p>	
Data Access Components	<p>The following items are installed automatically with ProSystem fx Engagement:</p> <ul style="list-style-type: none"> <li>■ Microsoft Jet Database Engine 4.0 with Service Pack 6</li> <li>■ Soap Toolkit 3.0</li> <li>■ MSXML 4.0 Service Pack 2 parser</li> <li>■ SQLXML 3.0 Service Pack 3</li> <li>■ SQLXML 4.0 Service Pack 1 will be installed with Workpaper Management and Terminal Services Database</li> <li>■ Microsoft Visual C++ 2008 Redistributable vcredistsp1_x86.exe - 9.0.30729.17</li> <li>■ Microsoft Visual C++ 2008 Redistributable</li> </ul> <p>The following items are installed automatically with ProSystem fx Engagement if an SQL 2005 instance is found:</p> <ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2008 Management Object (32-bit)</li> <li>■ Microsoft SQL Server 2008 Native Client (32-bit or 64-bit, according to operating system)</li> <li>■ SQL Server System CLR Types (32-bit)</li> </ul> <p>The following items are installed automatically with ProSystem fx Engagement if SQL 2008 32-bit is found on a 64-bit operating system:</p> <ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2008 Management Object (32-bit)</li> <li>■ SQL Server System CLR Types (32-bit)</li> </ul> <p>MDAC 2.8 Service Pack 1 is required by SQL Server 2005 Express.  Windows Installer 3.1 is required by SQL Server 2005 Express.  Windows Installer 4.5 is required by SQL Server 2008 Express.  Microsoft .NET Framework 2.0 is required by SQL 2005.  Microsoft .NET Framework 3.5 SP1 is required by SQL 2008, Workpaper Management, and Knowledge Coach.</p>	

System Requirements	Recommended	Minimum
	<p>If Office 2010 is installed, the following items are required:</p> <ul style="list-style-type: none"> <li>■ Microsoft Office 2010 Primary Interop Assemblies (PIA)</li> <li>■ Visual Studio Tools for the Office System 3.0 Runtime (installed automatically).</li> <li>■ Visual Studio Tools for the Office System 3.0 Runtime Service Pack 1 (installed automatically).</li> <li>■ Visual Studio 2005 Tools for Office Second Edition Runtime (installed automatically)</li> </ul> <p>If Office 2007 is installed, the following items are installed automatically:</p> <ul style="list-style-type: none"> <li>■ Microsoft Office 2007 Primary Interop Assemblies (PIA)</li> <li>■ Visual Studio Tools for the Office System 3.0 Runtime</li> <li>■ Visual Studio Tools for the Office System 3.0 Runtime Service Pack 1</li> <li>■ Visual Studio 2005 Tools for Office Second Edition Runtime</li> </ul> <p>If Office 2003 Professional with Service Pack 2 is installed, the following items are installed automatically:</p> <ul style="list-style-type: none"> <li>■ Microsoft Office 2003 Primary Interop Assemblies</li> <li>■ Visual Studio 2005 Tools for Office Second Edition Runtime</li> </ul> <p>If Office 2003 Professional SP2 is installed and Knowledge Tools is selected for installation, Office 2003 Primary Interop Assemblies (PIA) and Visual Studio 2005 Tools for Office Runtime 2.0 (VSTOR) will be installed automatically.</p> <p>Visual Studio Tools for Office (VSTO) is required for Knowledge Coach.</p> <p>Adobe Reader 8.0, 9.0, or 10.0 (optional).</p> <p> <b>Note:</b> Adobe Reader 10 is supported, but Engagement workpapers must be opened with Reader's Protected Mode turned off. For more information, see <i>Note Regarding Adobe Reader 10</i> on page 10.</p>	
<b>Web Browser</b>	Internet Explorer 6.0 with Service Pack 1 or higher.	
<b>Email</b>	Microsoft Mail, Microsoft Exchange, GroupWise, Internet SMTP/POP3, or other MAPI compliant messaging software to use network or Internet email	None
<b>Other Hardware</b>		
<b>Internal or External DVD drive</b>	Any internal or external DVD compatible drive for reading the installation media. The installation media is distributed on DVD, and can be copied to other machines or locations as needed.	


## Terminal Services Client Module

System Requirements	Recommended	Minimum
<b>Number of Peak Users</b>	Varies based on hardware; maximum is 20 users per server.	
<b>Processor</b>	64-bit multi-core processor	
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2008 (64-bit)</li> <li>■ Microsoft Windows Server 2008 R2</li> </ul>	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2003 SP1</li> <li>■ Microsoft Windows Server 2003 SP2</li> </ul>
	<p> <b>Notes:</b></p> <ul style="list-style-type: none"> <li>■ Microsoft Small Business Server is not recommended.</li> <li>■ Installing Engagement on a server that is also a Domain Controller is not recommended.</li> <li>■ Installing Engagement on a server that is also the firm's Exchange Server is not recommended.</li> <li>■ Novell Netware 5.1 or higher and Linux are supported for workpaper storage only.</li> </ul>	
<b>Memory</b>	8 GB RAM or more  <b>Note:</b> Memory consumption varies based on usage. More memory may be necessary for improved performance.	
<b>Microsoft Office</b>	<ul style="list-style-type: none"> <li>■ Microsoft Office 2010 (32-bit)</li> <li>■ Microsoft Office 2007</li> </ul>	Microsoft Office 2003 SP1
<b>Citrix</b>		Citrix Presentation Server 4.5


## Terminal Services Database Module

System Requirements	Recommended	Minimum
<b>Processor</b>	64-bit multi-core processor	
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2008 (64-bit)</li> <li>Microsoft Windows Server 2008 R2</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2003 SP1 (for Microsoft SQL Server 2005)</li> <li>Microsoft Windows Server 2003 SP2 (for Microsoft SQL Server 2008)</li> </ul>
	<p> <b>Notes:</b></p> <ul style="list-style-type: none"> <li>Microsoft Small Business Server is not recommended.</li> <li>Installing Engagement on a server that is also a Domain Controller is not recommended.</li> <li>Installing Engagement on a server that is also the firm's Exchange Server is not recommended.</li> <li>Novell Netware 5.1 or higher and Linux are supported for workpaper storage only.</li> </ul>	
<b>Memory</b>	4 GB RAM or more	
	<p> <b>Note:</b> Memory consumption varies based on usage. More memory may be necessary for improved performance.</p>	
<b>SQL</b>	<ul style="list-style-type: none"> <li>Microsoft SQL Server 2008 (Standard or Enterprise)</li> <li>Microsoft SQL Server 2008 R2 (Standard or Enterprise)</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft SQL Server 2008 Express</li> <li>Microsoft SQL Server 2008 R2 Express</li> <li>Microsoft SQL Server 2005 Express</li> <li>Microsoft SQL Server 2005 (Standard or Enterprise)</li> </ul>

## Additional Requirements for Knowledge Coach

System Requirements	Recommended	Minimum
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"> <li>Windows 7 (Professional, Enterprise, and Ultimate: 32-bit and 64-bit)</li> <li>Windows Vista with Service Pack 2 (32-bit and 64-bit)</li> <li>Windows Server 2008 with Service Pack 2 (32-bit and 64-bit)</li> <li>Windows XP Professional with Service Pack 2</li> </ul>	
<b>Microsoft Office</b>	Office 2007 or Office 2010 (32-bit)	
	<p> <b>Note:</b> Office 2010 64-bit is not supported.</p>	
<b>Other Software</b>	Visual Studio Tools for Office (VSTO) Microsoft .NET Framework 3.5 Service Pack 1	

## Additional Requirements for Knowledge Tools

System Requirements	Recommended	Minimum
Microsoft Office	Office 2007 or Office 2010 (32-bit)  <b>Note:</b> Office 2010 64-bit is not supported.	Office 2003 Professional with Service Pack 2 or higher
Other Software	If Office 2007 is installed: <ul style="list-style-type: none"> <li>■ Office 2007 Primary Interop Assemblies (PIA)</li> <li>■ Visual Studio Tools for the Office Runtime 3.0</li> </ul> If Office 2003 Professional with Service Pack 2 is installed: <ul style="list-style-type: none"> <li>■ Office 2003 Primary Interop Assemblies (PIA)</li> <li>■ Visual Studio 2005 Tools for Office Runtime 2.0 (VSTOR)</li> </ul>	

### Note Regarding Adobe Reader 10

ProSystem fx Engagement 6.8 supports Adobe Reader 10.


By default, Adobe Reader 10 opens with "Protected Mode" turned on. When a PDF is opened in Reader 10 from within ProSystem fx Engagement, Engagement detects if Protected Mode is turned on. If so, you are asked whether Engagement should turn off Protected Mode.

- If you choose **Yes**, Protected Mode is turned off and the workpaper is opened, allowing you to use ProSystem fx Engagement functionality such as tickmark definitions, workpaper notes and workpaper references.
- If you choose **No**, the workpaper will open, but all ProSystem fx Engagement functionality will be disabled.

To set Adobe 10 to always open with Protected Mode turned off, do the following:

1. Open Adobe Reader 10.
2. Select **Edit/Preferences/General**.
3. Uncheck the **Enable Protected Mode** at startup option.
4. Click **OK**.
5. Restart Adobe Reader 10.

## Installation Considerations

 **Important:** If you are using MSI Push, please see *Appendix C, Installing SQL Express with Active Directory* on page 32 and *Appendix D, Installing Engagement with Active Directory* on page 36.

We recommend that you update your video card driver to the latest driver available and install Microsoft Direct X 9.x or higher.

## Compressed Folders

The requirement of uncompressed drives is outlined in the following link: <http://support.microsoft.com/kb/231347/enus>. If you are upgrading a current installation of Engagement, this should not be an issue. Otherwise, it is important to identify any uncompressed or compressed folders and files that may exist in locations where Engagement or Microsoft SQL Server/Express databases exist. The new SQL Instance installation detects any compressed files and exits with an error message if they are found.

If compressed files are found, it is recommended that you uncompress the drive containing SQL and Engagement.

To uncompress the drive, do the following:

1. In My Computer, right-click the drive that will contain ProSystem *fx* Engagement and select **Properties**.
2. Uncheck the option *Compress this drive to save disk space*.
3. Click **Apply** and then **OK** to uncompress the drive.

If the SQL Instance installation still detects compressed files, then please call Technical Support at 1-800-739-9998, option 4 for assistance. If you are upgrading Engagement, then you should not have to do anything regarding compressed drives.

## Technical Considerations

For in-depth networking instructions and technical considerations, please see the following appendices:

- *Appendix A, Installing SQL Server 2005* on page 26
- *Appendix B, Installing SQL Server 2008* on page 28
- *Appendix E, Technical Considerations* on page 38

These appendices cover the following network issues:

- Windows, Novell, and Linux servers
- LAN, WAN, and VPN topologies
- Port configuration
- SQL configuration
- Communication across networks and subnets
- Static versus dynamic IP addresses on office servers

These appendices also address the following topics in detail:

- ProSystem *fx* Engagement utilizes Microsoft SQL server 2005 Express and Microsoft SQL server 2008 Express. For more information, see *Technical Considerations* on page 38. The server must be a Windows computer with any of the following operating systems installed: Windows XP Professional with Service Pack 2, Windows 2003 Server with Service Pack 1 (Service Pack 2 required for SQL Server 2008), Windows XP Professional with Service Pack 1 (64-bit, Service Pack 2 for SQL Server 2008), Windows 2003 Server with Service Pack 1 (64-bit, Service Pack 2 for SQL Server 2008), Windows 2008 Server (32-bit or 64-bit), Windows Vista (32-bit or 64-bit, Enterprise, Ultimate, or Business) or Windows 7 (32-bit or 64-bit, Enterprise, Ultimate, or Professional). The databases cannot reside on a Novell or

Linux server.

- ProSystem *fx* Engagement allows users to store their workpapers on a different server than where the binder database is located (Office Server). In these cases, the ProSystem *fx* Engagement Synchronization service needs to be configured to run under an account with rights to the location where the workpapers are being stored. The workpapers can reside on a non-Windows server. For more information, see *Technical Considerations* on page 38.
- Time synchronization plays an important part in ProSystem *fx* Engagement. All servers and workstations running Engagement (in the office and in the field) should maintain time clock synchronization to ensure that you do not lose data and to ensure that the latest changes to data and server are properly synchronized. For more information, see *Time Synchronization* on page 42.
- Changing workstation or server names is not supported after ProSystem *fx* Engagement has been installed. This is due to the installation of SQL. See *Computer Names* on page 38.

For additional information or for the latest update on any of these items, please contact ProSystem *fx* Technical Support at 1-800-739-9998, option 4.

## ProSystem *fx* Engagement Administrator Considerations

The ProSystem *fx* Engagement Administrator module should be installed and configured on a Windows server or a dedicated computer with a Windows operating system, as noted above. If you plan to maintain multiple office servers, the Administrator module should be installed and configured on a Windows server or a dedicated computer for each office. For more information on office servers, please refer to Chapter 3, Engagement Administrator, in the *User Guide*.


Administrator must be installed to a location accessible by all computers running ProSystem *fx* Engagement Workpaper Management. Administrator installation must be performed at the console of the Windows server or the dedicated computer. It cannot be installed by pushing the install from another computer to the Windows server or dedicated computer.

The Administrator Workstation setup allows you to remotely access the Administrator module. The Administrator Workstation can be installed to any workstation that needs to remotely access the Administrator module.

 **Note:** Engagement Administrator should **not** be installed on every computer in your firm.

## Knowledge Coach Considerations

If Knowledge Coach is licensed, it should be installed on any computer where Workpaper Management or Terminal Services Client is installed and the Knowledge Coach features are desired.

 **Important:** Microsoft Office 2007 or higher must be installed prior to installing Knowledge Coach.



## Pre-Installation Checklist

Before beginning the installation, verify that all of the following tasks are completed:

- If you are upgrading to ProSystem *fx* Engagement 6.8 from a prior version, do the following:
  - ⚠ **Important:** All machines running Engagement in a network environment must be upgraded to version 6.8 in order for users to access the software. It is not possible to run different versions of Engagement within the same office.
    - ◆ **Upgrade the main office server first.** We recommend that you upgrade the main office server first, then upgrade the workstations in order of priority to begin using the software.
    - ◆ **Back up the central databases.** Back up all central admin and bin databases prior to upgrading. For detailed instructions on using the backup restore utility, see *Database Backup and Restore* on page 46.
    - ◆ **Back up the workpapers.** Back up all workpapers before upgrading. To ensure that this backup contains the latest versions of all files, users should synchronize all binders to the Central File Room prior to the backup.
    - ◆ **Back up templates.** Back up all centrally located templates prior to upgrading to allow for a full rollback if necessary.
- Close Microsoft Word, Excel, and Outlook.
- We strongly recommend that you close any additional programs.
- Disable virus-checking programs.
- If you are installing on a computer that currently has another application using SQL, stop that instance.
  - 📄 **Note:** Do not stop instances of SQL Server (PFXENGAGEMENT).
- If you install ProSystem *fx* Engagement to a server that is running Microsoft SQL Server 2005 or 2008 Enterprise or Standard Edition, we recommend that you use the SQL Server 2005 or 2008 Enterprise or Standard Edition instead of SQL Express 2005 or 2008. This allows ProSystem *fx* Engagement to run optimally.


If you use the Standard or Enterprise Editions, you must do the following:


  - ◆ Configure a named instance of SQL Server for ProSystem *fx* Engagement prior to installation. See *Appendix A, Installing SQL Server 2005* on page 26 or *Appendix B, Installing SQL Server 2008* on page 28.
  - ◆ Install Service Pack 2 for SQL Server 2005.
  - ◆ Have appropriate licensing on the SQL server.
- Ensure that the operating system, Microsoft Internet Explorer, and Microsoft Office are all installed with the required service packs. See *Engagement 6.8 Requirements* on page 1 for details.
- If you are installing Knowledge Coach, ensure that Microsoft Office 2007 or higher is installed.

## Installation Instructions

---

This section provides standard procedures for installing or upgrading the Engagement Administrator module and Workpaper Management module. It also includes instructions for installing Knowledge Coach and Knowledge Tools.

 **Note to Citrix Users:** If you are installing to a Citrix or Windows Terminal Server environment, refer to *Terminal Services Installation* on page 21.

 **Caution:** Publishing installation Group Policy Objects through Active Directory is not recommended due to possible conflicts among versions (for example, Canadian CCH Engagement Administrator and United States Engagement Workpaper Management on the same workstation).


### Installing Engagement for the First Time

To install ProSystem *fx* Engagement for the first time, do the following:

1. Complete all tasks in *Pre-Installation Checklist* on page 13.
2. Insert the Engagement DVD. If autorun is enabled, the *Install ProSystem fx Engagement* screen displays. If autorun is not enabled, select **Start/Run**. in the *Open* field, enter **X:\setup.exe**, where X represents your DVD-ROM drive letter, and click **OK**.

The following options are available from the launch screen:

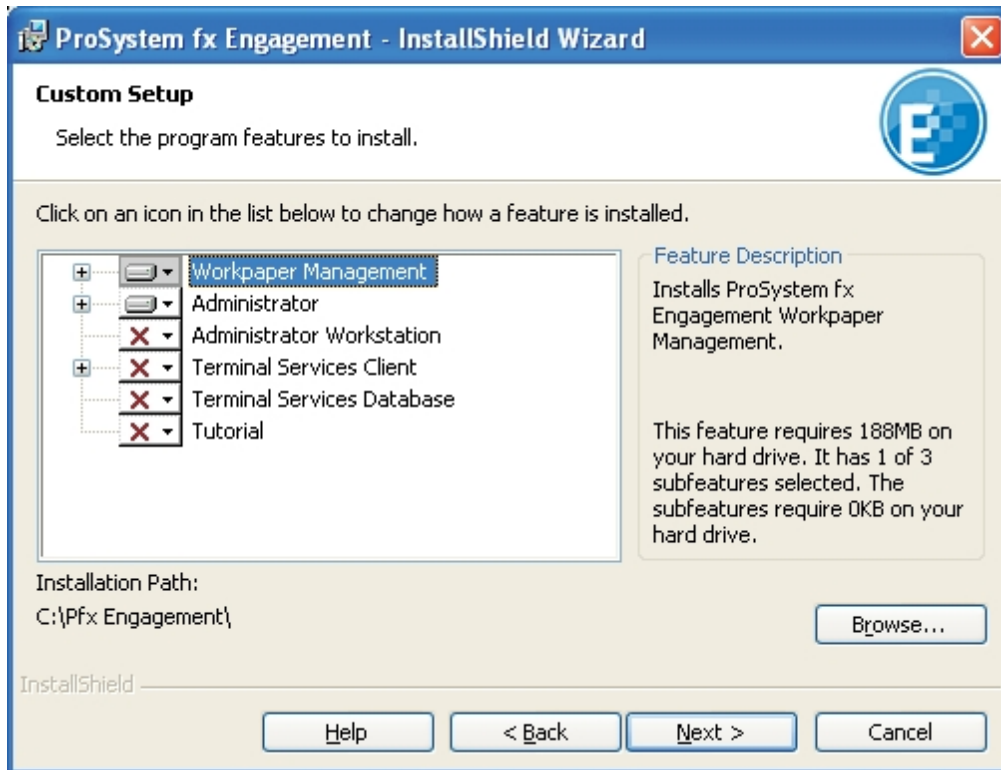
- ◆ **Install SQL Express 2005.** Installs the Engagement SQL database instance using SQL Express 2005. This option should be selected only if an Engagement SQL database instance does not already exist and you want to install the 2005 release of SQL Express.
- ◆ **Install SQL Express 2008.** Installs the Engagement SQL database instance using SQL Express 2008. This option should be selected only if an Engagement SQL database instance does not already exist and you want to install the 2008 release of SQL Express.
- ◆ **Install Engagement.** Installs Engagement. Select this option if you want to install Engagement without also installing Knowledge Coach.
- ◆ **Install Engagement with Knowledge Coach.** Installs Engagement and Knowledge Coach.
- ◆ **View Installation Guide.** Opens the *Engagement Installation Guide* PDF.
- ◆ **Support Website.** Launches the Engagement Support Web site.
- ◆ **Browse CD.** Displays the contents of the DVD in Windows Explorer.

 **Note:** When launching the installation from the contents of the DVD, it is imperative that PfxEngSetup.exe is selected with Windows Vista, Windows 7, and Server 2008. PfxEngSetup.exe provides elevated privileges for installations on these operating systems.

- ◆ **Exit.** Closes the launch screen.

 **Notes:**

- If you do not have Adobe Reader version 8.0, 9.0, or 10.0, you are given the opportunity to install it. You need Adobe Reader to view the *Installation Guide* or *Release Bulletin*. You also need Adobe Reader to view the *ProSystem fx Engagement User Guide* via **Help/User Guide**. Click **Yes** to continue installing ProSystem fx Engagement without Adobe Reader. Click **No** to cancel the installation and install Adobe Reader 8.0, 9.0, or 10.0. Adobe Reader 10.0 is included on the Engagement Installation Disk.
  - The *Install ProSystem fx Engagement* launch screen uses an .ini file to customize which buttons are displayed. To remove a button from the launch screen, edit the "product.ini" file, which is located at the root of the installation disc. Remove any section from the product.ini file to remove the corresponding button from the launch screen.
3. If an Engagement SQL Instance already exists on the computer, skip to step 7. If an Engagement SQL Instance does not already exist on the computer, click **Install SQL Express 2005** or **Install SQL Express 2008** on the launch screen. The *Welcome* screen displays.
  4. Click **Next**. The *Ready to Install the Program* page displays.
  5. Click **Install**. The *Installing ProSystem fx SQL Instance Installer* dialog displays. When the installation is complete, the InstallShield Wizard Completed dialog displays.
  6. Click **Finish**. The *Install ProSystem fx Engagement* launch screen displays.
  7. Click **Install Engagement** to install Engagement without Knowledge Coach. Click **Install Engagement with Knowledge Coach** to install both Engagement and Knowledge Coach. The *Welcome* screen displays.
  8. Click **Next**. The *License Agreement* dialog displays.
  9. Read the license agreement. If you agree to the terms, select **I accept the terms in the license agreement** and click **Next**. The *Install Guide and Release Bulletin* dialog displays.
  10. Click **Install Guide** to view a PDF file of the *Installation Guide*. Click **Release Bulletin** to view the a PDF file of the *Release Bulletin* for ProSystem fx Engagement 6.8.
  11. Click **Next**. The *Custom Setup* page displays.




12. Select the module or modules to install. Click the appropriate icon and select **This feature will be installed on local hard drive** to install the module or **This feature, and all subfeatures, will be installed on local hard drive** to install the module and all subfeatures (for example, Engagement CD Image for Administrator, or Templates and Sample Binder for Workpaper Management).
  - ◆ **Workpaper Management.** Workpaper Management should be installed on computers that will be accessed by Engagement staff members.
    - 📄 **Note Regarding Knowledge Coach:** If the Install Engagement with Knowledge Coach button was selected on the Launch screen, Knowledge Coach will be selected by default. Microsoft Office 2007 or higher is required to install ProSystem fx Knowledge Coach.
    - 📄 **Note Regarding Knowledge Tools:** This feature is selected by default. Microsoft Office 2003 Professional with Service Pack 2 or later is required in order to install ProSystem fx Knowledge Tools.

- ♦ **Administrator**. The Administrator module should be installed on a dedicated computer that is designated as the main office server. Computers with the Workpaper Management module installed need access to this main office server computer.

 **Notes:**

- If you plan to create a secondary office server or servers, install the ProSystem *fx* Engagement Administrator module on a separate dedicated computer. When more than one office server exists, workstations with Workpaper Management installed do not necessarily need a network connection to both office servers. Some can connect to the main office server while others connect to a secondary office server.
  - It is not mandatory to have a network connection between the main and secondary office servers. Data can be passed between the two using *Create and Receive Admin Packages*. For more information, see the topics *Creating an Admin Package* and *Receiving an Admin Package* in Chapter 3, *Engagement Administrator*, in the *User Guide*.
- ♦ **Administrator Workstation**. The Administrator Workstation setup allows you to access the Administrator module remotely.
  13. If you selected *Administrator* in step 12 (with or without Workpaper Management) the *Administrator Bin Database Path* dialog displays. The system creates the database in the default folder on your local computer unless you click **Browse** and specify a different location.
  14. Click **Next**. The *Ready to Install* dialog displays.

 **Notes:**

- ♦ If you attempt to install conflicting applications, such as Administrator and Administrator Workstation, InstallShield displays a conflict message specifying the conflicting applications. Click **Back** to make the necessary changes.
  - ♦ If your system does not meet the requirements for the application you are installing, InstallShield displays a message listing the missing components. Click **Cancel** to install the necessary components. Click **Back** to install a different application. For detailed information about the new bin structure of the Engagement database, see the topic *Managing Bins* in Chapter 3, *Engagement Administrator*, in the *Engagement User Guide*.
15. Click **Install**. InstallShield displays the progress screen as the necessary programs and features are installed.
    -  **Note:** If ProSystem *fx* Knowledge Tools is selected for installation and Microsoft Office 2003 or Office 2007 Primary Interop Assemblies (PIA) and Visual Studio 2005 Tools for Office Runtime (VSTOR) are not installed on your computer, the respective progress for these components display.
  16. If you are installing Administrator, read the information on the *Backup Information* dialog and select **I have read the above warning**, then click **Next**. The *InstallShield Wizard Completed* dialog displays.
  17. Click **Finish**, then complete any applicable tasks in the *Post-Installation Checklist* on page 19.


## Upgrading an Existing Version of Engagement to Engagement 6.8

To upgrade a previous Engagement version to Engagement 6.8, do the following:

1. Complete all tasks in the *Pre-Installation Checklist* on page 13.
2. Insert the Engagement DVD.
3. If Autorun is enabled, the *Install ProSystem fx Engagement* screen displays. If Autorun is not enabled, the *Run* dialog displays. In the *Open* field, enter X:\PfxEngSetup.exe, where X represents your DVD-ROM drive letter, and click **OK**. The *Install ProSystem fx Engagement* screen displays.

### **Notes:**

- ◆ When upgrading, you do not need to install 2005 SQL Express or 2008 SQL Express, because Engagement is already installed and the Engagement SQL database instance should already exist.
  - ◆ The *Install ProSystem fx Engagement* launch screen uses an .ini file to customize which buttons are displayed. To remove a button from the launch screen, edit the "product.ini" file, which is located at the root of the installation disc. Remove any section from the product.ini file to remove the corresponding button from the launch screen.
4. Click **Install Engagement** to upgrade the currently installed features for the Engagement installation. If the currently installed features include additional features such as Knowledge Coach, these features will be upgraded. This will not give the option to install additional features.  
Click **Install Engagement with Knowledge Coach** to add the Knowledge Coach feature to an installation that does not already have Knowledge Coach installed, or to upgrade an existing installation of Knowledge Coach. If you want Knowledge Coach but are unsure if it is currently installed, select this button. The *Welcome* screen displays.
  5. Click **Next**. The *License Agreement* dialog displays.
  6. Read the license agreement. If you agree to the terms, select **I accept the terms in the license agreement** and click **Next**. The *Install Guide and Release Bulletin* dialog displays.
  7. Click **Install Guide** to view a PDF file of the *Installation Guide*. Click **Release Bulletin** to view a PDF file of the *Release Bulletin* for ProSystem fx Engagement 6.8.
  8. Click **Next**. The *Upgrade to ProSystem fx Engagement 6.8* page displays.
  9. If you have read the warning message and have created a backup then select that option and click **Next**. The *Ready to Install* dialog displays.

 **Note:** If your system does not meet the requirements for the application you are installing, InstallShield displays a message listing the missing components. Click **Cancel** to install the necessary components. Click **Back** to install a different application. For detailed information about the new bin structure of the Engagement database, see Chapter 3 of the *User Guide*.

10. Click **Install**. InstallShield displays the *Progress* screen as the necessary programs and features are upgraded.

11. If Administrator is being upgraded, read the information on the *Backup Information* dialog, select **I have read the above warning**, and then click **Next**. The *InstallShield Wizard Completed* dialog displays.
12. Click **Finish**, then complete any applicable tasks in the *Post-Installation Checklist* on page 19.

## Post-Installation Checklist

After completing the installation, you should perform the following tasks, as applicable:

- If you are upgrading from a release of Engagement prior to version 6.0, you must convert all trial balances to the Microsoft SQL database format before opening them in version 6.8. To do this, select **Start/Programs/ProSystem fx Engagement/Utilities/ProSystem fx Engagement Trial Balance Conversion Wizard**, and then follow the instructions in the wizard.
- Verify that all administrative users have full access to the Admin Share folder on the office server. This folder, which is created during the installation, is shared by default, but the network administrator needs to ensure that all Engagement administrative users have full rights to that location. For additional information, see *Appendix C: Technical Considerations* on page 38.
- The installation process sets the Engagement folder permissions automatically. These rights are needed for Engagement to function optimally. The installation gives the “Users” group all rights except Full Control. These rights are inherited by all child objects so that all folders and subfolders within Engagement receive these same rights. For additional information, see *Appendix C: Technical Considerations* on page 38.

## Altering a Current Install of Engagement

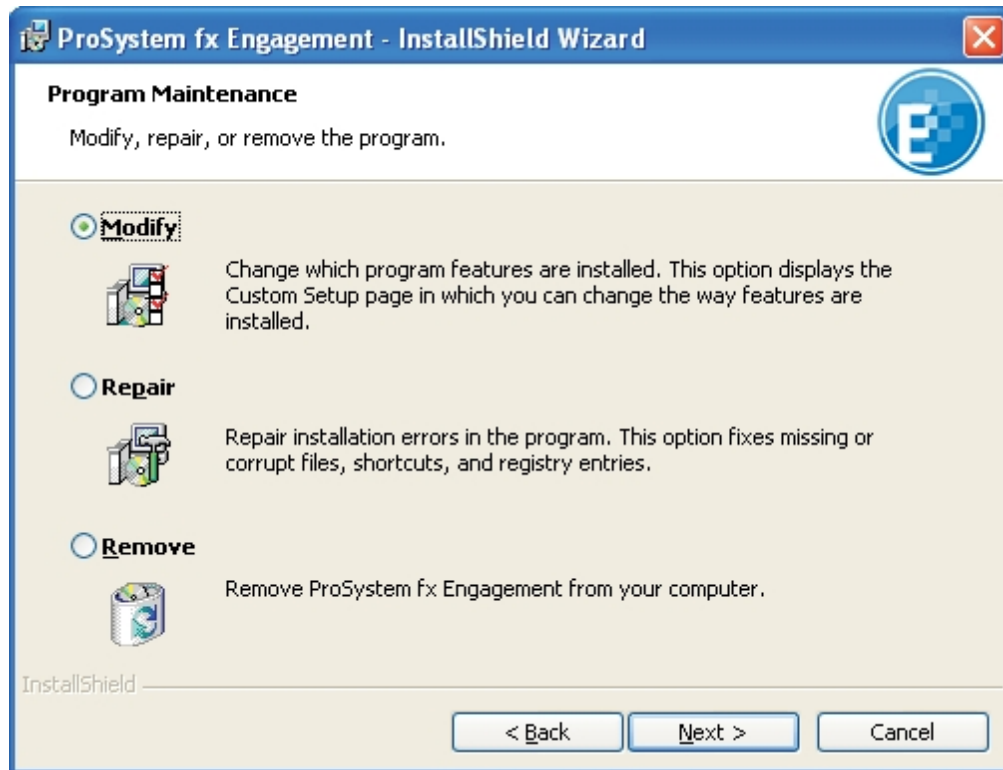
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ProSystem fx Engagement Program Maintenance allows you to modify, repair, or remove the current installation.

### Modifying a Current Install

To add new program features or remove currently installed features, do the following:

1. Close all programs on your computer.
2. Select **Add or Remove Programs** (or **Programs and Features** in Windows 7, Windows Vista and Windows Server 2008) from your computer's Control Panel.
3. Select **ProSystem fx Engagement** from the list and click **Change** to open the *Welcome* dialog.
4. Click **Next** to display the *Program Maintenance* dialog.



5. Select **Modify** and then click **Next**. The *Custom Setup* dialog displays.
6. Select applications to install and deselect applications to remove. Click the **plus sign (+)**, where available, to select individual options to install or remove. The *Custom Setup* dialog displays the amount of space required for installation.
7. Click **Next** to display the *Ready to Modify* dialog.
8. Click **Install** to begin the update process. The *InstallShield Wizard Completed* dialog displays when the process is finished.
9. Click **Finish** to exit the installation.

## Repairing a Current Install

To repair program features from a previous installation, do the following:

1. Close all programs on your computer.
2. Select **Add or Remove Programs** (or **Programs and Features** in Windows 7, Windows Vista, or Windows Server 2008) from your computer's Control Panel.
3. Select **ProSystem fx Engagement** from the list and click **Change** to open the *Welcome* dialog.
4. Click **Next**. The *Program Maintenance* dialog displays.
5. Select **Repair** and then click **Next**. The *Ready to Repair* dialog displays.
6. Click **Install**. The *Installing ProSystem fx Engagement* status bar displays while InstallShield repairs the installation(s). Once the repair process is finished, the *InstallShield Wizard Completed* dialog displays.
7. Click **Finish**.



## Removing ProSystem fx Engagement

To remove all installed features, do the following:

1. Close all programs on your computer.
2. Select **Add or Remove Programs** (or **Programs and Features** in Windows 7, Windows Vista, or Windows Server 2008) from your computer's Control Panel.
3. Select **ProSystem fx Engagement** from the list and click **Remove** to display the *Welcome* dialog.
4. Click **Yes** on the confirmation dialog. Windows removes all ProSystem fx Engagement applications.

## CCH Workpaper Downloads

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For detailed instructions on downloading and installing a CCH (formerly Miller) Integrated Engagement Guide, please refer to the release bulletin for each integrated title or go to the Web site at <http://support.cch.com/updates/Engagement>.

You can download the release bulletin from the CCH Web site at <http://support.cch.com>. A release bulletin will also be mailed to you when you purchase an integrated CCH Title.

## Knowledge Tools Content

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For instructions on downloading and installing Knowledge Tools content, please refer to the *Knowledge Tools User Guide*, available on the Engagement Installation DVD.

For more information about Knowledge Tools, or to download Knowledge Tools titles, go to <http://support.cch.com/updates/KnowledgeTools>.

## Knowledge Coach Content


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For instructions on downloading and installing Knowledge Coach content, please refer to the *Knowledge Coach User Guide* found on the Engagement Help menu.

## Terminal Services Installation

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The installation of Engagement can vary based on the Terminal Services and Citrix software setup. For this reason, we strongly suggest that you consult with your network administrator prior to installing Engagement. We also advise contacting Technical Support prior to installation to address any questions you may encounter with the installation.

 **Important:** The following instructions outline the preferred steps for installing ProSystem fx Engagement Terminal Services Client; however, your configuration may require additional or alternate steps. For additional assistance, please contact Technical Support at 1-800-739-9998, option 4.

Before beginning, install ProSystem fx Engagement Administrator. Refer to the *Installation Instructions* on page 14 for instructions.

The following section contains instructions for installing the ProSystem fx Engagement Terminal Services Client (Workpaper Management for Terminal Services), ProSystem fx Engagement Terminal Services Database, and ProSystem fx Engagement Administrator Workstation.

## Installation Considerations for Terminal Services Database





Keep the following in mind when installing Terminal Services Database:

- The Terminal Services Database should be installed to a static location that is accessible for all of the load balanced servers. This location should be a dedicated Windows 2003 or 2008 server with enough space to store data being created in the Terminal Services Client module.
- The recommended location is the main office server where the ProSystem fx Engagement Administrator is installed. The Terminal Services Database installation must be performed at the server console of the computer it is to reside on.


## Terminal Services Installations

This section provides installation instructions for ProSystem fx Engagement Terminal Services Database, Terminal Services Client, or Administrator Workstation on a Windows Terminal Services enabled server.

1. Complete all tasks in the *Pre-Installation Checklist* on page 13.
2. Determine that no one is accessing the Terminal Services server.
3. Insert the ProSystem fx Engagement DVD.
4. Open Control Panel and select **Add/Remove Programs\Add New Programs** on Server 2003 or **Programs and Features** on Server 2008.
5. Click **CD or Floppy**, and then click **Next**. The *Install Program from Floppy Disk or CD-ROM* dialog displays.
6. Click **Next**. The *Run Installation Program* dialog displays.
7. If an Engagement SQL Instance is already installed, skip to step 15.  
If an Engagement SQL Instance is not already installed, do one of the following:
  - ◆ Install Microsoft SQL Server 2005 or 2008 Standard or Enterprise edition as explained in *Appendix A, Installing SQL Server 2005* on page 26 and *Appendix B, Installing SQL Server 2008* on page 28, and then skip to step 15.
  - ◆ Install Microsoft SQL Express 2005 or Microsoft SQL Express 2008, which are included on the Engagement disc. To install SQL Express 2005 or 2008, continue to step 8.
8. Click **Browse** and locate the **ProSystem fx SQL 2005 Instance Installer.msi** or **ProSystem fx SQL 2008 Instance Installer.msi** (Windows 7, Vista, or Server 2008 users locate **ProSystem fx SQL 2005 Instance Installer.exe** or **ProSystem fx SQL 2008 Instance Installer.exe**).
9. Click **Finish**. The SQL 2005 or SQL 2008 Instance Installer wizard displays.
10. Click **Next**. The *Ready to Install the Program* page displays.
11. Click **Install**. Several status screens display as the SQL Instance is installed.
12. Click **Finish**.
13. Click **CD or Floppy**, and then click **Next**. The *Install Program from Floppy Disk or CD-ROM* dialog displays.
14. Click **Next**. The *Run Installation Program* dialog displays.

15. Click **Browse** and locate the *PfxEngSetup.exe* file.
16. Click **Finish**. The *Welcome* dialog displays.
  -  **Note:** If you do not have Adobe Reader version 8.0, 9.0, or 10.0, you are given the opportunity to install it. You need Adobe Reader to view the *Installation Guide* or *Release Bulletin* in step 19 of this procedure. You also need Adobe Reader to view the *ProSystem fx Engagement User Guide* via Help/User Guide. Click **Yes** to continue installing ProSystem fx Engagement without Adobe Reader. Click **No** to cancel the installation and install Adobe Reader 8.0, 9.0, or 10.0. Adobe Reader 10.0 is included on the Engagement Installation Disk.
17. Click **Next**. The *License Agreement* dialog displays.
18. Read the license agreement. If you agree to the terms, select **I accept the terms in the license agreement** and click **Next**. The *Install Guide and Release Bulletin* dialog displays.
19. Click **Install Guide** to view a PDF of the *Installation Guide*. Click **Release Bulletin** to view the Release Bulletin for ProSystem fx Engagement.
20. Click **Next**. The *Custom Setup* dialog displays.
21. Select the program feature to install: Terminal Services Database, Terminal Services Client, or Administrator Workstation. Click the **plus sign (+)** to select or deselect subfeatures to install, or choose *This feature, and all subfeatures, will be installed on local hard drive*. Deselect Workpaper Management, which is selected by default.
  -  **Note Regarding Knowledge Coach:** Microsoft Office 2007 is required to install ProSystem fx Knowledge Coach.
  -  **Note Regarding Knowledge Tools:** Microsoft Office 2003 Professional with Service Pack 2 or a later version of Microsoft Office is required in order to install ProSystem fx Knowledge Tools. For new installations of Engagement, the Professional edition is required. If you are upgrading from a prior Engagement version, then another edition of Office 2003 (such as Standard) is allowed if it is already installed. If a prior version of Office is detected, the Knowledge Tools subfeature of Terminal Services Client is not available for installation.
22. If you are installing Terminal Services Client, click **Next** to display the *Terminal Services Database Location* dialog. Enter the name of the server where the database is installed.
23. Click **Next**. The *Ready to Install* screen displays.
  -  **Notes:**
    - ◆ If you attempt to install conflicting applications, InstallShield displays a message specifying the conflicting applications. Click **Back** to make the necessary changes.
    - ◆ If your system does not meet the requirements for the application you are installing, InstallShield displays the *Requirements* dialog, listing the necessary components. Click **Cancel** to install the necessary components, or click **Back** to change the application to install.

24. Click **Install**. The *Installing ProSystem fx Engagement* status bar displays as InstallShield completes the installation. The *InstallShield Wizard Completed* dialog displays.

 **Note:** If you are installing Terminal Services Client with ProSystem fx Knowledge Tools selected, and Microsoft Office 2003 or Office 2007 Primary Interop Assemblies (PIA) and Visual Studio 2005 Tools for Office Runtime (VSTOR) were not previously installed on your computer, the respective progress bars for the installation of these components display.

25. Click **Finish**, then complete any applicable tasks in the *Post-Installation Checklist* on page 19.

## Using the ProSystem fx Engagement Administrator


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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 *Installation Instructions* on page 14.

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* in Chapter 3 of the *User Guide*.

 **Note:** For instructions on creating a secondary server, refer to the section *Setting up the Administrator Environment* in Chapter 3 of the *User Guide*.


### Installing SQL Server 2005

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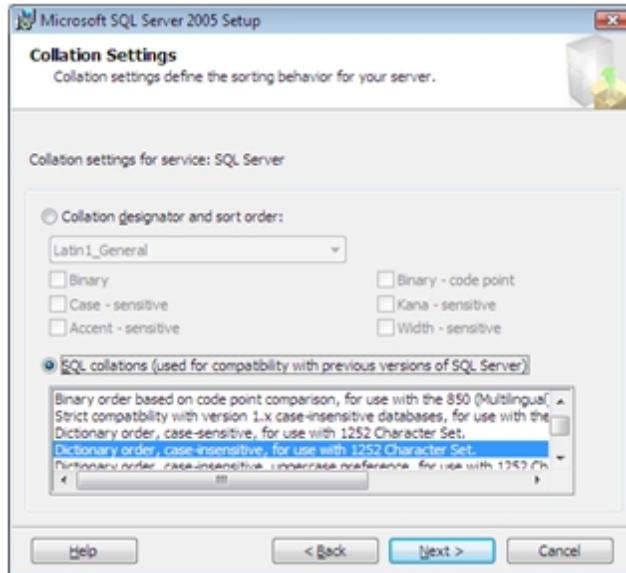
#### Creating a New SQL 2005 Instance for Engagement

This section provides step-by-step instructions for creating a new SQL 2005 instance for ProSystem fx Engagement.


 **Notes:**

- Before you start you will need to have your Microsoft SQL 2005 Server CD and Service Pack 2 or higher for SQL. Both items will be needed to install Engagement.
  - Please make sure that you follow each step carefully to ensure that the SQL instance is properly created with all required settings.
1. Insert the SQL Server 2005 Installation Disk.
  2. Click **Server Components, tools, Books Online, and samples**.
  3. Select **I accept the licensing terms and conditions** and then click **Next** on the *Welcome to Microsoft SQL Server* screen.
  4. Click **Install** on the *Installing Prerequisites* screen to install the Native Client and Setup Support Files.
  5. Click **Next** after the Prerequisites are installed.
  6. Click **Next** on the *Welcome to Microsoft SQL Server Installation Wizard* screen.
  7. Click **Next** on the *Configuration Check* screen.
  8. Fill out the Registration information on the *Registration Information* screen.
  9. Click **Next**.
  10. Select **SQL Server Database Services and WorkStation Components** on the *Components to Install* screen.
  11. Click **Next** to continue.
    -  **Note:** Workstation components are optional for Engagement. However, they can be used to assist support in certain circumstances.
  12. Select **Named Instance** and enter "PROFXENGAGEMENT" on the *Instance Name* screen.
  13. Click **Next** to continue.

14. Select **Use the built-in system account** on the *Service Account* screen and click **Next** to continue.
15. Select **Windows Authentication** on the *Authentication Mode* screen and click **Next** to continue.
16. Leave the default settings on the *Collation* screen and click **Next** to continue. If the default settings for your installation do not match those shown in the screen below, select the settings shown.



17. Click **Install** on the *Ready to Install* screen.
18. Click **Next** on the *Setup Process* screen once it is finished.
19. Click **Finish** on the *Completing Microsoft SQL Server 2005* screen.

 **Note:** Microsoft SQL Server 2005 SP2 is required for the installation. Please install SP2 if the version installed is below SP2. The following link will take you to the download and instructions directly from Microsoft:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=d07219b2-1e23-49c8-8f0c-63fa18f26d3a&displaylang=en>

## Installing SQL Server 2008

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### Creating a New SQL 2008 32-bit or 64-bit Instance for Engagement

This section provides step-by-step instructions for creating a new SQL 2008 32-bit or 64-bit instance for ProSystem fx Engagement.


If you need to create a new instance for SQL 2008 Express 64-bit, please see *Creating a New SQL 2008 Express 64-bit Instance for Engagement* on page 30.

### Recommended Operating Systems

We recommend using Microsoft Windows Server 2008 (64-bit) or Microsoft Windows Server 2008 R2 with SQL Server 2008.

 **Note:** Microsoft does not support SQL Server 2008 on certain Windows versions. For detailed information, please see Microsoft KB 2022909 at the following link: <http://support.microsoft.com/kb/2022909>


### Creating the SQL Server 2008 Instance

 **Note:** Please follow each step carefully to ensure that the SQL instance is properly created with all required settings.

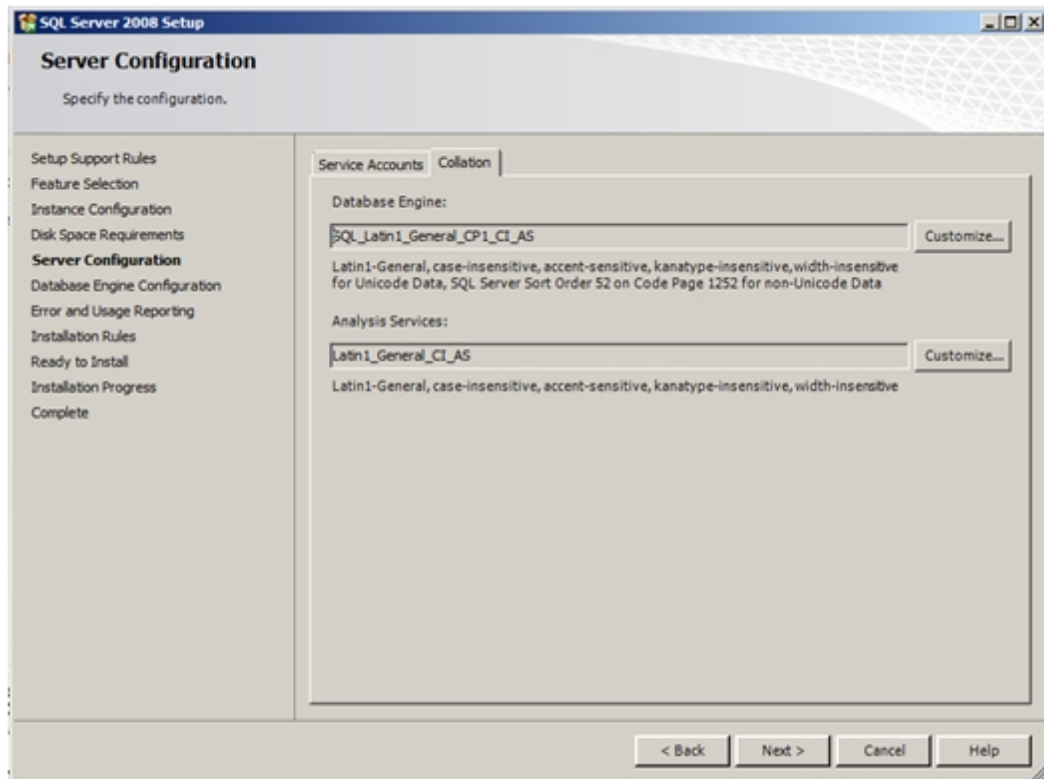
1. Insert the SQL Server 2008 Installation Disk.
2. Click **Installation**.
3. Select **New SQL Server stand-alone installation or add features to an existing installation**. The *Setup Support Rules* screen displays.
4. Select **OK** to proceed with the installation.
5. The *Product Key* screen displays. Enter the SQL Server product key and click **Next**.
6. Click **I accept the license terms** and click **Next**.
7. Click **Install** on the *Setup Support files* screen.
8. Click **Next** on the *Setup Support Rules* screen.
9. Select **Database Engine Services** and **Management Tools** on the *Feature Selection* screen.




10. Click **Next** to Continue.

 **Note:** Management Tools are optional for Engagement. However, they can be used to assist support in certain circumstances.

11. Select **Named Instance** and enter “PROFXENGAGEMENT” on the **Instance Configuration** screen.
12. Click **Next** to continue.
13. The *Disk Space Requirements* screen displays. Click **Next** to continue.
14. On the *Service Accounts* tab of the *Server Configuration* screen, select **Use the same account for all SQL Server services** on the *Authentication Mode* screen.
15. Change the *Account Name* to NT AUTHORITY\SYSTEM for the SQL Server Database Engine. Verify the *Startup Type* is set to **Automatic**.
16. Click **Next** to continue.
17. Leave the default settings on the *Collation* tab and click **Next** to continue. If the default settings for your installation do not match those shown in the screen below, select the settings shown.




18. Select **Windows authentication mode** on the *Database Engine Configuration* screen. Add an Administrator user account in the *Specify SQL Server administrators* field.
19. Click **Next** to continue. The *Error and Usage Reporting* screen displays.
20. Click **Next** to continue. The *Installation Rules* screen displays.
21. Click **Next** to continue.
22. Click **Show Details** to see a detailed report of the Installation Rules.
23. Click **Next** to continue. The *Ready to Install* screen displays.

24. Verify the SQL Server 2008 features to install, and then click **Install** to continue.
25. The *Installation Progress* displays. Click **Next** to continue.
  -  **Note:** Please be patient; the install process can take a long time to complete. The *Installation Progress* screen will provide a notification when the setup process has completed.
26. Click **Next** to continue. The *Complete* screen displays.
27. Click **Close** to finish the installation.

## Creating a New SQL 2008 Express 64-bit Instance for Engagement

Though SQL 2008 Express 64-bit is supported, there currently is no installer available to create the ProSystem *fx* Engagement SQL instance. This section provides step-by-step instructions for creating a new SQL 2008 Express 64-bit instance for ProSystem *fx* Engagement.

### **Notes:**

- The screenshots provided below show the Microsoft SQL Server 2008 R2 Express Edition installation process. The steps are the same for Microsoft SQL Server 2008 Express Edition.
  - Please make sure that you follow each step carefully to ensure that the SQL instance is properly created with all required settings.
1. Download the install package from the Microsoft Web site and launch it.
  2. Click **New Installation or add features to an existing installation**.
  3. Select **I accept the license terms** and click **Next**.
  4. The *Setup Support Files* screen displays. Select **Install** to proceed with the installation.
  5. The Feature Selection will appear. Click the **Unselect All** button.
  6. Choose Database Engine Services under Instance Features and Management Tools - Basic under Shared Features.
  7. Click **Next**.
    -  **Note:** Management Tools are optional for Engagement. However, they can be used to assist support in certain circumstances.
  8. Select **Named Instance** and enter “PROFXENGAGEMENT” on the *Instance Configuration* screen.
  9. Click **Next** to continue.
  10. On the *Service Accounts* tab of the *Server Configuration* screen, select **Use the same account for all SQL Server services** on the *Authentication Mode* screen.
  11. Change the *Account Name* to NT AUTHORITY\SYSTEM for the SQL Server Database Engine. Verify the Startup Type is set to “Automatic” for SQL Server Database Engine and for SQL Server Browser.
  12. Click **Next** to continue.
  13. Select **Windows authentication mode** on the *Database Engine Configuration* screen. Add an Administrator user account in the *Specify SQL Server administrators* field.
  14. Click **Next** to continue. The *Error Reporting* screen displays.

15. Click **Next** to continue. The *Installation Progress* screen displays. Please be patient; the install process can take a long time to complete.
16. Click **Next** to continue. The *Complete* screen displays.
17. Click **Close** to finish the installation.


# INSTALLING SQL EXPRESS WITH ACTIVE DIRECTORY

## Installing SQL Express with Active Directory

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A Microsoft Windows Server with Microsoft Active Directory may be used to push the SQL Express 2005 instance and the Engagement installation package to computers in a domain. For information on installing Engagement with Active Directory, see *Installing Engagement with Active Directory* on page 36.


When these computers are rebooted, SQL Express 2005 and Engagement Workpaper Management will be installed automatically.

 **Note:** For additional information on Active Directory, please refer to your Microsoft operating system documentation.

## Requirements


Before starting, please make sure that all computers to which Engagement will be deployed meet the following requirements and have the following components installed:

- Must be part of the Windows domain
- Microsoft .NET Framework version 3.5 Service Pack 1
- SQLXML 3.0 Service Pack 3 for computers running Engagement Admin and Workpaper Management
- SQLXML 4.0 Service Pack 1 for computers running Engagement Workpaper Management
- Microsoft Windows Installer Version 3.1 for SQL 2005
- Microsoft SQL Server System CLR Types (32-bit)
- Microsoft SQL Server 2008 Management Objects (32-bit)
- Microsoft SQL Server 2008 Native Client (32-bit or 64-bit, depending on the operating system)
- Microsoft Visual C++ 2008 Redistributable x86 9.0.30729.17
- Microsoft Visual C++ 2008 Redistributable x86 9.0.30729.4148
- If Office 2003 Service Pack 1 or higher is installed, then install Visual Studio 2005 Tools for Office Second Edition Runtime (VSTOR), which is located on the DVD.


 **Note:** This component may be installed from the Applications/Knowledge Tools Prerequisites folder on the installation DVD. However, it may not be pushed to machines.

- If Office 2007 is installed, then install the following, which are located on the DVD:
  - ◆ Office 2007 Primary Interop Assemblies (PIA)
  - ◆ Visual Studio Tools for the Office System Runtime version 3.0
  - ◆ Visual Studio Tools for the Office System 3.0 Runtime Service Pack 1
- If Office 2010 is installed, then Microsoft Office 2010 Primary Interop Assemblies (PIA) is required by ProSystem *fx* Engagement.


- Knowledge Tools requirements:
  - ◆ Microsoft Office 2003 Professional with Service Pack 2
    - Microsoft Office 2003 Primary Interop Assemblies (PIA)
    - Visual Studio 2005 Tools for Office Second Edition Runtime (VSTOR)

 **Note:** These two components may be installed from the Applications\Knowledge Tools Prerequisites folder on the installation DVD. However, they may not be pushed to machines.

- ◆ Microsoft Office 2007
  - Microsoft Office 2007 Primary Interop Assemblies (PIA)
  - Visual Studio 2005 Tools for Office Second Edition Runtime (VSTOR)

 **Note:** These two components may be installed from the Applications/Knowledge Tools Prerequisites folder on the installation DVD. However, they may not be pushed to machines.



- Knowledge Coach requirements:
  - ◆ Microsoft Windows Vista with Service Pack 2
  - ◆ Microsoft Windows Server 2008 with Service Pack 2
  - ◆ Microsoft Office 2007
    - Microsoft Office 2007 Primary Interop Assemblies (PIA)
    - Visual Studio Tools for the Office System Runtime version 3.0
    - Visual Studio Tools for the Office System 3.0 Runtime SP1


 **Note:** These components may be installed from the Applications\KC folder on the installation DVD. However, they may not be pushed to machines.

- Machines must also meet the minimum requirements for ProSystem *fx* Engagement installation. See *Engagement 6.8 Requirements* on page 1.


## Pushing SQL 2005 Express

Once all of the above requirements have been met, follow the instructions below to push SQL Express 2005 across computers in a network using Active Directory.

1. Log in to a Microsoft Windows Server 2003 or Windows Server 2008.
2. Copy the *ProSystem fx SQL 2005 Instance Installer.msi* package from the installation DVD to a shared folder on the server's local drive. Make sure the security settings for this folder list Domain Computers with Full Control.
3. Copy the *ProSystem fx Engagement.msi* package from the installation DVD to a shared folder on the server's local drive. Make sure the security settings for this folder list Domain Computers with Full Control.
4. From the server, select **Start/All Programs/Administrative Tools/Active Directory Users and Computers**. The *Active Directory Users and Computers* screen displays.
5. Right-click on the domain and select **New/Organizational Unit**.
  -  **Note:** If you already have an Organizational Unit created under your domain which you will use here, skip to step 7.
6. Enter a name for your Organizational Unit and click **OK**.
7. Under your domain, there is a folder named "Computers." Select this folder to display the list of all computers in this domain.
8. Select the computer(s) that you want to deploy SQL Express and Engagement installation package to.
9. Right-click and select **Move**. The *Move* dialog displays.
10. Select the Organizational Unit that you created in Step 6 and click **OK**. This will move all of the selected computers to your Organizational Unit.
11. Right-click on your Organizational Unit and select **Properties**.
12. In the *Properties* dialog, select the **Group Policy** tab.
13. Click **New**, which will add an entry in the Group Policy Object Links pane. You may rename the new entry or use the default name.
14. With this entry highlighted, click **Edit**. This the *Group Policy Object Editor* screen displays.
15. Under Computer Configuration, expand the Software Settings folder by clicking the + icon.
16. Under the Software Settings folder, right-click **Software installation** and select **New/Package**.
17. Browse to the location of the *ProSystem fx SQL 2005 Instance Installer.msi* package that was copied to the server's local drive.
18. Select the file and click **Open**. The *Deploy Software* dialog displays.
  -  **Note:** When browsing to the location of the installation package, you must use a UNC path.
19. Select **Assigned** if it is not already selected, and then click **OK**.
20. Wait a few seconds until the *ProSystem fx SQL 2005 Instance Installer.msi* package displays under Software installation. The SQL Express installation package has now been assigned to all the computers that selected earlier.
21. Wait a few minutes and then reboot all computers that were selected for installation. SQL 2005 Express will be installed automatically on these machines at start-up. A screen will display showing the message "Installing managed software Engagement SQL Express Instance." On Vista operating systems "Please Wait" will display while the application is being installed.

 **Note:** Once the SQL 2005 Express instance push has started, verify that the installation is complete before proceeding with the ProSystem *fx* Engagement push. You may verify the installation of SQL Express with the following steps:

- a. Select **Start/Run**.
- b. Enter **services.msc** and click **OK**.
- c. In the list of services, locate "SQL Server (PROFXENGAGEMENT)."
- d. Confirm that the Status column shows "Started."


 **Note:** Some computers may take longer than others to receive the SQL Express and ProSystem *fx* Engagement packages. If rebooting the computer does not install the application, reboot the computer again after a few more minutes.


# INSTALLING ENGAGEMENT WITH ACTIVE DIRECTORY

## Installing Engagement with Active Directory


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A Microsoft Windows Server, with Microsoft Active Directory, may be used to push ProSystem *fx* Engagement across multiple computers. For computers that have a prior version of Engagement installed, pushing SQL Express 2005 is not required, because those machines already have the Engagement SQL database instance. ProSystem *fx* Engagement version 5.5 and higher are supported when upgrading the program.

 **Important:** The SQL 2005 Express instance must be pushed separately, as the SQL instance must be installed prior to the ProSystem *fx* Engagement installation. See *Installing SQL Express with Active Directory* on page 32 for instructions.

 **Note:** It is possible to use the push installation to modify an existing installation to include the newly released Knowledge Coach components. Please contact technical support for the appropriate MSI transform file if you have a need to push the Knowledge Coach installation.

1. After verifying that the SQL 2005 Express instance has been installed, open the Group Policy created for the SQL 2005 Express installation.
2. In the Group Policy Object Editor under Computer Configuration, expand the Software Settings folder by clicking on the + icon. Under the Software Settings folder, right-click on Software installation and select **New/Package**.
3. Browse to the location of the *ProSystem fx Engagement.msi* package that was copied to the server's local drive.

 **Note:** When browsing to the location of the installation package, you must use a UNC path.

4. Select the file and click **Open**.
5. On the next screen select **Assigned** if it is not already selected.
6. Wait a few seconds until the *ProSystem fx Engagement.msi* package displays under Software Installation. The Engagement package has now been assigned to all the computers that were selected earlier.



Wait a few minutes and then reboot all computers that were selected for installation. ProSystem *fx* Engagement will be installed automatically on these machines at start-up; a screen will display showing the message "Installing managed software ProSystem *fx* Engagement." On Vista operating systems, "Please Wait" will display while the application is being installed.

If you have a previous version of Engagement installed on any of these computers and you are upgrading, all Engagement modules will be upgraded simultaneously. In addition, SQL databases will be converted by the Engagement upgrade installation. Converting Trial Balances is a separate process. Please see the ProSystem *fx* Engagement *Conversion Guide* for additional details.

If no prior version of Engagement exists on a computer, then ONLY the SQL Express 2005 instance and Engagement Workpaper Management module (including Trial Balance) with Knowledge Tools will be installed.

### Technical Considerations

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#### General Program Information

##### Computer Names

ProSystem *fx* Engagement relies on the NetBIOS computer name for most of the internal program communications.

- NetBIOS requires computer names to be a maximum of 15 characters.
- It is strongly recommended you do not rename your computer, for any reason, after installing the SQL instance for ProSystem *fx* Engagement.
  - ◆ Doing so may cause serious issues in the program.
  - ◆ If you have renamed or modified the computer name after Engagement is installed and are experiencing issues, contact Technical Support at 1-800-739-9998, option 4.
- Due to possible data loss and installation issues and serious issues with the program, imaging machines with Engagement and the SQL instance for Engagement already installed is not supported.

##### TCP/IP


ProSystem *fx* Engagement and SQL rely on TCP/IP for network and system connections.

- Internet Protocol Version 4 (IPv4) is supported.
- Internet Protocol Version 6 (IPv6) is not currently supported.

##### Services

ProSystem *fx* Engagement uses three services for communication between the local file rooms and the office servers as well as between the office servers. The services are as follows:

- SQL Server (PROFXENGAGEMENT)
- PFXEngDesktopService
- PFXSYNPFTService

 **Note:** PfxPDFConvertService.exe is also running in the background and is started at the startup of the machine. This executable handles ProSystem *fx* Engagement PDF printing.

## SQL

This service is the SQL data engine that is used to drive the ProSystem *fx* Engagement database. SQL runs as a service, “SQL Server (PROFXENGAGEMENT),” using a Local System account that requires full security rights. In ProSystem *fx* Engagement this service will transfer data from workstation database to server database, server database to server database and workstation database to workstation database over TCP/IP.

If for any reason the SQL Server (PROFXENGAGEMENT) service is not running, both the Administrator and Client modules will stop working and the users will be instructed to close the program. By default this service will start up when the computer starts and remain on until it is either manually stopped or the computer is shut down.

The SQL Server (PROFXENGAGEMENT) service is a memory intensive service that will utilize as much memory as is available to complete the requests it receives. The memory will be released back to the system as the computer needs the memory for another process. We recommend that you reboot your workstation daily in order to free up any memory that is being accessed but not used. Installing additional memory may also improve performance.

For servers where the Admin module is installed, we recommend that you develop a schedule where you restart the SQL Server (PROFXENGAGEMENT) service so it will release the memory.

## PFXEngDesktopService.exe

This is the service that ProSystem *fx* Engagement uses to initiate a refresh of the remote Workpaper Management or Administrator module. This service interacts with the desktop of the workstation or server it is running on. Because the service interacts with the desktop, the service runs under the system account and cannot be changed without rendering the service ineffective.

## PFXSYNPFTService.exe

This service is used to copy or move the workpapers from the LFR to the CFR, from CFR to CFR or from LFR to LFR. This service runs under the system account by default but can be changed as needed. If you store your workpapers on a location other than the server where the Administrator Module is installed, you will need to change the user account to a user that has access to that location.

For more information, please see the Workpaper Location User Rights section.

## Ports


ProSystem *fx* Engagement transfers data over the following ports:

- SQL Server (PROFXENGAGEMENT) - TCP port 2029; UDP port 1434
- PFXEngDesktopService - TCP port 6736
- PFXSYNPFTService - TCP port 6735
- PfxConfigUtility - UDP port 6737
- Pfx.KnowledgeCoach.SharedServices.WindowsService - TCP port 8732

These ports are configured on the server and workstations during installation. However, if you are connecting over a VPN or through a firewall, or another device such as a router, you will need to ensure that these ports are opened in order for the program to work correctly.

## Other SQL Applications

If you are installing ProSystem fx Engagement on a computer which currently has an application using SQL as its database engine, you must stop the SQL service before installing ProSystem fx Engagement. When upgrading or reinstalling ProSystem fx Engagement, stop all other SQL services before upgrading but leave the SQL Server (PROFXENGAGEMENT) service running.

 **Important:** Failure to do this may cause one or both of the applications to fail.

## Compressed Drives and/or Partitions

ProSystem fx Engagement does not support the storage of workpapers or databases on compressed drives, volumes, or partitions. Microsoft has determined that having SQL databases on compressed volumes may cause performance and database recovery issues. ProSystem fx Engagement uses SQL databases. Additionally, storing Engagement databases and/or workpapers on compressed volumes may cause installation failures, synchronization issues and data loss. Please see Microsoft Knowledge Base article ID [231347](https://support.microsoft.com/kb/231347) for additional information, or use the following link: <http://support.microsoft.com/kb/231347/en-us>.

## Installation in a Non-Windows Environment (Novell, Linux)

ProSystem fx Engagement utilizes the Microsoft SQL database architecture; however, Engagement is compatible with Non-Windows networks, including Novell and Linux, with one additional requirement: the SQL database engine application and database files must reside on a Windows computer and must be visible to the Non-Windows network. All workpapers, (Central File Rooms), may be stored on the Non-Windows file server.

There are a few specific steps which need to take place in order to ensure proper communication between the local file rooms and the available central file rooms. The following procedures will assist you in the setup process:

### Requirement

The SQL database engine requires a computer with a Windows-based operating system (Windows Server 2003, Windows Server 2008, Windows XP Professional, Windows Vista, or Windows 7). The computer must meet the minimum requirements set forth in the User Guide or posted on the Engagement Support Web site. This computer will be used to house the Engagement office server and SQL databases.

### Procedures

1. Read the installation instructions in this document.
2. On the Non-Windows server, you will need to create a folder that will store the central file room workpapers.
3. Install ProSystem fx Engagement Administrator to the Windows computer defined above.
4. Log in and set up this machine as an office server.
5. Follow the steps defined below under Workpaper Location User Rights to set up the synchronization service to run as needed for this configuration.
6. Create a central file room. When selecting the *Location of central file room workpapers*, browse to the folder created on the Non-Windows server in Step 2.

7. On a separate workstation, install ProSystem *fx* Engagement Workpaper Management module.
8. Log in to the Workpaper Management module and follow the prompts as they appear.
9. Once you have successfully logged in, test the above by synchronizing a binder to/from a central file room on the Non-Windows server.

## Other Information

### User Rights


The installation process sets the Engagement folder permissions automatically. These rights are needed for Engagement to function optimally. The installation gives the “Users” group all rights except Full Control. These rights are inherited by all child objects so that all folders and subfolders within Engagement receive these same rights.

### Admin Share Folder

For logging purposes, the Administrator module writes to “x:\Pfx Engagement\Admin\Admin Share.” Please note that the program will still work (Administrator actions may still be performed) even if the system cannot write to the log files. For logging and troubleshooting purposes, we strongly recommend that Admin users be given rights to this folder, which will allow the system to properly log all Administrator actions.

### Domain Controllers

Due to issues with Admin Synch failures and transferring Transition Binder Packages between Office Servers, we strongly recommend against installing the ProSystem *fx* Engagement Administrator module on a Domain Controller. Additionally, installing the Engagement Administrator module on a Domain Controller puts the server into the role of being a database and file server. If the Domain Controller goes down, the Admin module and CFR’s will not be available. Our recommendation is to use a separate server for the Admin Module.

 **Note:** Microsoft does not recommend installing SQL Server 2005 or SQL Server 2008 on a Domain Controller. See the following:

[http://msdn.microsoft.com/en-us/library/ms143506.aspx#DC\\_Support](http://msdn.microsoft.com/en-us/library/ms143506.aspx#DC_Support)

[http://msdn.microsoft.com/en-us/library/ms143719\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/ms143719(SQL.90).aspx)

[http://msdn.microsoft.com/en-us/library/ms144228\(SQL.90\).aspx](http://msdn.microsoft.com/en-us/library/ms144228(SQL.90).aspx)

<http://download.microsoft.com/download/5/0/e/50ec0a69-d69e-4962-b2c9-80bbad125641/ReadmeSQL2005.htm>

### Macro Security Settings Requirements for Excel and Word Addins

If the Very High macro security setting is selected in Excel or Word, the macros required for the Engagement addins will not function. We recommend setting the macro security to a setting that is lower than Very High.

### Workpaper Location User Rights

ProSystem *fx* Engagement utilizes a service to transfer the workpapers from the LFR to the CFR that does not require the user to have rights to the CFR location.

The service is called PFXSYNPFTService.exe, referred to as the Pfx sync service. The Pfx sync service works by emulating File Transfer Protocol (FTP) and therefore only requires that the service itself have rights to the destination location. By default, the service runs under the Local System Account, which has full access to the local computer. However, if the workpaper location of the CFR is stored on another machine, the service will need to be configured to run under a user account that has Full Control rights to the destination location of the workpapers folder.

The first step in this process is to create a user on each server that has rights to all Engagement-related directories and folders. Once you have a user on each server you will need to make the following modification on the office server (the server where the database files are located):

1. Open Administrative Tools from the Control Panel and select **Services**.
2. Once Services is open, find the PFXSYNPFTService listed in the *Name* column.
3. Right click on the Service and select **Stop**.
4. Right click on the Service and select **Properties**.
5. Click on the **Log On** tab.
6. Select the **This Account** radio button and then click **Browse**.
7. A dialog will appear that will allow you to browse for a user. Select the user you previously created for this process.
8. Once you have selected the user and clicked **OK**, you will return to the Log On screen.
9. Click **Apply**. You will be prompted that the user has been granted Login privileges.
10. Click **OK**.
11. Click **OK** to close the *Properties* dialog.
12. Right click on the Service and select **Start**.

## Workpaper Location User Rights for Shared File Room

The Shared File Room is an alternate way of using Engagement, where users are allowed to directly access the Local File Room of another user. Using this method, one machine is designated as the “Host” of the Shared File Room, while all other users are designated as “Remote” users. The Host and Remote users are allowed to access the Host Local File Room, and can open binders and workpapers from this shared location.

The Engagement Shared File Room is completely dependent on Windows file sharing to function. Therefore, it is important that the Host user have proper rights to share folders on the Workstation. This requires at least Power User rights on the machine.


The Windows file share requires remote users to authenticate to the Host machine. Local user account will need to be added to the Host machine to allow the remote users to access the Shared File Room.

Please see the ProSystem *fx* Engagement *Shared File Room Guide* available for download from the ProSystem *fx* Engagement Web site for details on this feature.

## Time Synchronization

Time synchronization is an integral part of ProSystem *fx* Engagement. Time synchronization is used to ensure that the latest changes in your binders are processed correctly during synchronization. Ensuring that servers and workstations running Engagement are synchronized for time will help ensure that you do not lose data and that the latest changes to the data and the server are kept.

To ensure time synchronization, ProSystem *fx* Engagement encourages you to utilize LAN based time synchronization software.

 **Important:** Time synchronization needs to take place on the network. Tools such as the “NET TIME” command allow you choose a computer on the network to synchronize your clock with. We DO NOT recommend having your users synch with time servers on the internet as each server could possibly be several seconds off.

## Citrix/Terminal Services

### Shared File Room

Due to file locking issues with Shared File Room, we do not support having two users log into the same WM profile (using the same login ID) at the same time via Citrix or Terminal Services.

### ISA (Internet Security and Acceleration) Server Connection Settings

Synchronization failures occurring on large binders may be caused by the number of connections the ISA server allows per client. It may be necessary to remove the per client connection limit in order to successfully synchronize these binders. In the *Connection Limit* dialog, the “Limit the number of connections” setting should be unchecked.

### Microsoft Windows Vista, Windows 7, and Server 2008 Support

The Microsoft Windows Vista and Windows 7 Operating Systems are supported. Only Enterprise, Business, and Ultimate Editions are supported for use with ProSystem *fx* Engagement.

These Operating Systems add new security features, including User Account Control (UAC) and BitLocker. Engagement will install and function with the UAC feature turned on. The installation process requires a system administrator, which is also required with all other operating systems currently supported by Engagement. BitLocker encryption is supported when used with Engagement.

#### Notes:

- BitLocker is only available on Vista and Windows 7 Enterprise and Ultimate Editions and Server 2008.
- It is not recommended that ProSystem *fx* Engagement be installed to the x:\Program File directory due to the restricted rights access to that location imposed by Windows Vista. Windows Users with restricted rights may experience problems using Engagement if the application is installed to the Program Files directory.
- User Account Control (UAC) is also included with Windows Server 2008.
- Windows Server 2008 R2 is supported.

### ProSystem *fx* Engagement Database Backup & Restore Utility

For instructions on using the ProSystem *fx* Engagement Database Backup & Restore Utility, refer to *Database Backup and Restore* on page 46.

### Third Party Backup and Restore Processes

If you are currently using a third party backup software to back up the Engagement databases, you will not be able to restore a single binder to the central file room. The ProSystem *fx* Engagement Database Backup & Restore Utility allows the restoration of a single binder or an entire central file room. For additional information, refer to *Database Backup and Restore* on page 46.

If you choose to use a third party backup and restore process, there may be some additional requirements that need to be considered. Refer to the "Frequently Asked Questions" section on the Support Web site or call Technical Support at 1-800-739-9998, option 4.

## Name Resolution

### Connecting to Engagement

ProSystem *fx* Engagement uses SQL as the database engine. SQL connects from the desktops to the server using the TCP/IP protocol. Engagement is utilizing SQL browsing to enable the client to see the server or to enable one server to see another. When you first launch ProSystem *fx* Engagement Workpaper Management you are asked to select an office server to connect to. A list of servers is made available to you to choose from. However, in some cases, depending on the network type and setup you may not see the server that you are looking for. This can also happen when you are trying to connect to another Workpaper Management install when in field mode.

The primary cause of this is the network not being able to resolve the NetBIOS name of the workstations and servers across networks. These networks include Virtual LANs, Subnets or WANs.

The four methods listed below may be used to alleviate this issue:

- Setting up a DNS server (preferred)
- Creating and using HOSTS and LMHOSTS files
- Setting up a WINS server
- Using the Pfx Configuration Utility

For further details on the methods listed above, obtain the Microsoft documentation necessary, or contact your system administrator for assistance.

### Microsoft Office 2003 Service Pack 3 or Office 2007 and OLE Links

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

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

### Microsoft Windows XP Service Pack 3

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

If a machine is a member of a domain, and the machine is being used outside the domain (for example, for field use), there may be issues with authentication to other machines, which is required for use of the Shared File Room. Field Mode is not affected by this issue and is a possible alternative option. Upgrading to Windows Vista or Windows 7 is a recommended resolution for firms wishing to use Shared File Room.



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

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

 **Note:** Windows XP Service Pack 3 is required by Microsoft for installation of Office 2010.

## Support

If you need more information or further assistance with any of the items above, please contact Technical Support at 1-800-739-9998, option 4.

### Database Backup and Restore

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#### 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.

For additional information on configuring a SQL Agent, please refer to *Technical Considerations* on page 38 or contact Engagement Customer Support at 1-800-739-9998, option 4.

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.

 **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, 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 LogFileForBRMDDYYYY - 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.

The following should also be considered when performing a 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.

### 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.

## 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**.

**Select Backup or Restore Option, File Name and Path**  
Select to back up or restore, and specify the file name and path.

Backup or restore option

Backup

Restore

Binders only


Option description:  
FULL back up of the office server CentralAdmin database and all bin databases including individual binder database information.

Backup file details

File name and path: D:\ENGBU\SVR2K8STD\_Full 09302009 15 21 37.bak


< Back    Next >    Cancel

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.

 **Note:** 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.

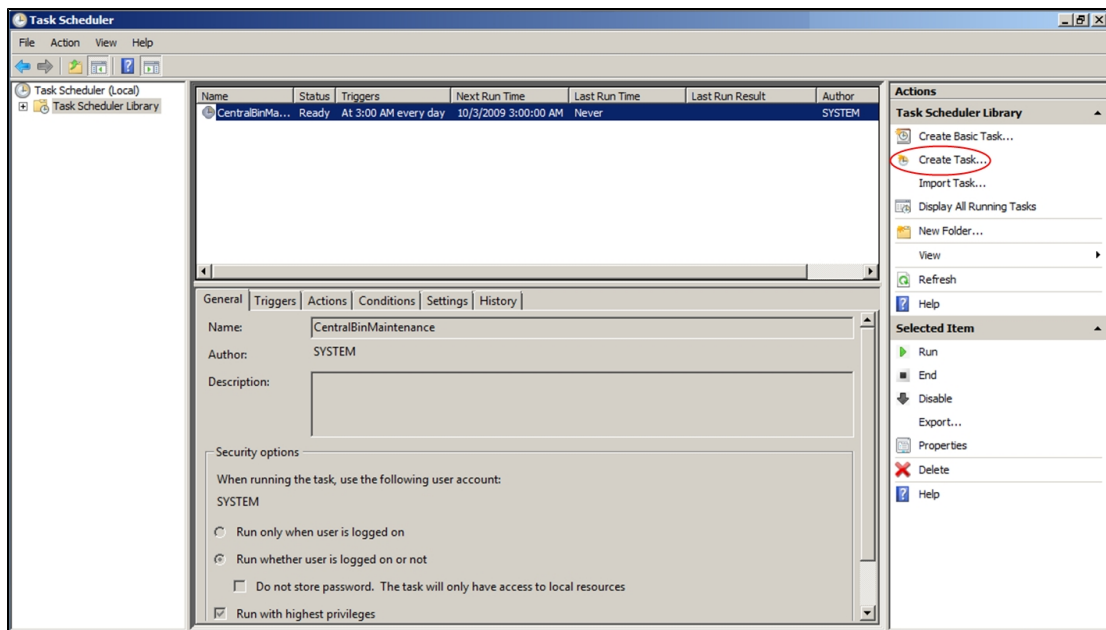
## Running the Backup Utility (using Task Scheduler)

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**.




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

 **Note:** 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.

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, you will need to be aware of what administrative changes may have occurred since this backup took place. If any of the following changes occurred since this back up, 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.

## 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.
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.
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.