

CCH ACCOUNTS PRODUCTION – KNOWN ISSUES (5 APRIL 2019)

Below is a list of issues reported during the last 12 months that potentially impact a significant number of users.

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DATE RAISED	ITS/PBI	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/RESOLVED
Review and Tag Issues				
01/12/2017	tbc	LLP FRS102 Small Reduced Filing Audit Report iXBRL tagging If no Auditors Report is produced when filing Audited LLP FRS102 small companies reduced filing accounts for Companies House and the Auditor Information note is shown. The mandatory tag 'Opinion of Auditors on Entity' exception will need to be cleared within Review & Tag.	To clear this in Review & Tag click on the exception this will take you to the required tag in the taxonomy tree. Drag the tag over to the Auditor Information note tagging the text 'The Auditors report was unqualified'	TBC
01/12/2017	tbc	FRS 105 Audited – reduced filing Companies House Submissions in iXBRL We do not currently support iXBRL filing for audited 105 accounts. The concept of audited 105 is still in its infancy, so please paper file until we are able to get more guidance on this issue.		Information Only
20/07/17	PBI/237563	FRS105 iXBRL tagging Error Director Signing Dimensions If no directors report or Company information page is produced when creating the FRS105 iXBRL accounts for HMRC online filing, an exception will be shown stating No related tag NameEntityOfiicer for the dimension applied to the Director Signing the Financial Statements.	1) Double click on the XBRL error message 2) Drag the "Name of Entity officer" tag onto the Director's Name at the bottom of the Balance Sheet On the Edit Tag box – tick the box for the required Entity Officer Dimension	TBC
Accounts Production Issues				
03/04/2018	TBC	Nominal Ledger Report error "Cannot run report. Script entered via the designer isn't valid." This error affects some users who are licensed for CCH OneClick who do not have the .Net Framework 4.7.2 installed.	A KnowledgeBase article explaining the workaround is available here .	2019.2
12/12/2018		Option to Finalise Accounts & Year End is now greyed out This was reported by some users as occurring after installing version 2018.2 SP or 2018.3. It is not a fault. The problem is due to an error that existed before 2018.2 SP. Before 2018.2 SP, only permission "#Client #Can Finalise Accounts" was required to run	To fix this issue, give users permission "#Client #Open Year End".	Information Only

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		“Finalise Accounts & Year End”, which was wrong. Now the user needs two permissions “#Client #Open Year End” and “#Client #Can Finalise Accounts”.		
15/11/2018	57697	<u>Nominal codes cannot be selected on 2018.3 after Restatement Journal posted</u> Another symptom of this problem is that the description does not appear against the nominal code in the trial balance, even though the nominal code and amount are present.	Upgrade to the latest version.	Resolved 2018.3 SP
08/11/2018	57686	<u>Retained Earnings Note not printing for FRS102 s1a</u> In version 2018.3, the format of this note (note 64) is controlled by Statutory Database under Share Capital > Reserves Notes Display. However the note does not appear for s1a cases.	This note is not required for s1a. But if you wish to show it in the members copy, make the note local and change the print condition in worksheet note64, row 3, column A from =IF(AP("#sce1")=0,"print",AP("RS")) to =IF(AP("#sce1")=-1,"print",AP("RS"))	2019.1
03/10/2018	57452	<u>Error “An error was raised during Trigger execution”</u> The error can occur at different points in Accounts Production and only affects users of Open Integration. After the error has occurred other users may be blocked from working for 20 minutes.	You should upgrade to the latest version.	Resolved 2018.3
13/08/2018	57523	<u>Following AP 2018.2 Service Pack 2, the Year End fails during conversion to a different entity</u> The error is “Year end was unsuccessful an error has occurred during the conversion of the trial balances and budgets.” The problem occurs when a comparative accounting period was either a short or long accounting period.	You should upgrade to the latest version.	Resolved 2018.3
09/08/2018	57142	<u>‘There was an error saving Excel file’ on FRS105 Management pages, when you try to right-click on a page and select, ‘Export to Excel’</u>	Try renaming the worksheet with fewer characters in the filename.	Resolved 2019.1

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15/06/2018	57415	<u>FRS102 -Small companies, the fixed assets note isn't pulling in the movements tab as required</u>	Add a row at the end of the SCE tab and insert the formula =AP("*Attach*,@FV_AmortCost,(1=1)") in the C column	Resolved 2018.3
24/5/2018	51391	<u>FRS 105 Audit Report – Keep together</u> Sometimes the signature spills over the final page, as Keep Together should keep Bannerman paragraph and signature together	To correct this, you have two options make a Practice Pack change or a localised format change on the accounting period. You would be required to edit the format page "keep-together" (KT) so that it includes the Bannerman paragraph (and heading if applicable) down to the bottom of the page.	Resolved 2018.3
24/5/2018	58648	<u>IFRS – CFHEDGE (Name range)</u> This name range should be picking up code 9761 and not 9761+9765.	We would NOT recommend you editing your name ranges at master level, as this may cause an issue when we correct this in our next update. Suggest you edit format, if necessary and deduct the nominal code 9765 e.g. enter -AP("[a,(9765)])")	Resolved 2018.3
15/05/2018	57317	<u>FRS102 (Groups) – The consolidated cash flow is being excluded if the Reduced Disclosure Framework is applied</u> This problem is due to an incorrect Print Condition on the cash flow note.	Include the note manually.	Resolved 2018.3
01/03/2018	243271	<u>Charities FRS102 – Reporting requirement for unincorporated charity – Cash Flow requirement</u> The Charities FRS 102 module uses an old plugin control and this has some issues as it is not fully compliant with the new FRS 102 module. We have an issue where 'Use small charities exemption from preparing a cash flow statement' (#cy949), is set to yes, yet the Reporting requirement for unincorporated charity plugin shows a		TBC

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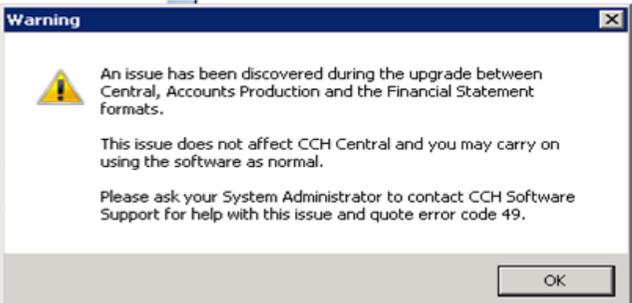
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		tick in Include cash flow (#cd18). This is no longer referenced in the software, but is misleading.		
25/08/2017	237416	Transferring fixed assets from AP to Corporation Tax. The link from AP to CT for Tangible Fixed Assets does not work for IFRS clients.	The data must be entered manually in Corporation Tax	TBA
04/08/2017	tbc	Unable to travel images Any images stored in the Image Library will not be available in the travelled database. CCH will investigate providing this ability in a future release.		Information Only
04/08/2017	tbc	Unable to load accounting period if server data format is MM/DD/YY An issue has been identified that prevents CCH Accounts Production from loading the Accounting Period if the date format in your environment is not dd/mm/yyyy.	There is no solution to this at present, other than to amend your Date/Time settings in Windows.	Information Only
04/08/2017	tbc	FRS 105 Republic of Ireland – Ixbrl filing The filing of Micro Entity accounts in iXBRL is not Mandatory due to thresholds set by the Revenue Ireland. We have not included any automatic tags for FRS105 accounts. If you would like to voluntarily submit in iXBRL we suggest to use the IE-FRS102 taxonomy and manually tag these within Review and Tag.		Information Only
17/03/2017	206581	Countries that are incorporated in region 3 Directors Report and Investment Property note not printing correctly. format issue caused by the print condition or row conditions incorrectly testing on either region 1 or region 2.	Edit format and change region testing to pick up region 3 i.e. make formula test #region<>1 or <>2 as appropriate.	TBC

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28/07/2016	207516	<p>Error 49 on upgrade When logging into Central following a release, the error message “error code 49” is shown.</p>  <p>The screenshot shows a 'Warning' dialog box with a yellow warning icon. The text inside reads: 'An issue has been discovered during the upgrade between Central, Accounts Production and the Financial Statement formats. This issue does not affect CCH Central and you may carry on using the software as normal. Please ask your System Administrator to contact CCH Software Support for help with this issue and quote error code 49.' There is an 'OK' button at the bottom right.</p>	<p>This indicates that the Central database and the Document Store database are no longer in sync.</p> <p>Please contact CCH Support for assistance.</p>	Information Only
08/03/2016	148594	<p>LLP FRS 102 - Reconciliation of Members' Interests (Page 7 from Note 55) We have an issue with headings not printing in the scenario where we have a heading in a “merged” field but the column is being suppressed, not hidden. Examples are the words “Equity”, “Debt”.</p> <p>Issue with spreadsheet control used for formatting.</p>	<p>The work-around is to make the format local and use the Split Cells (right click) in these merged fields. Then cut and paste the wording into the appropriate cell that is print, or re-merge over 2 columns.</p>	Information Only
26/09/2014	234971	<p>Text entered into a paragraph node in the Statutory database does not print correctly if it is more than one A4 page in length. The bottom of the text ‘falls off’ the A4 page and is not continued on the following A4 page.</p>	<p>Split the text across two or more nodes, or if that is not possible, enter the text directly into the format cell and make the format local.</p>	TBC
Open Integration Issues				
27/11/2018	VSTS 63459	<p>QuickBooks When using CCH OneClick 2.7 online release i.e. with full synchronisation between Accounts Production (AP) and Open Integration (OI) using QuickBooks (QB), there is an issue if you edit,</p>	<p>Least Invasive Action – correct in book-keeping system 1) If you have edited a transaction in QB, then if possible put it back to</p>	TBC

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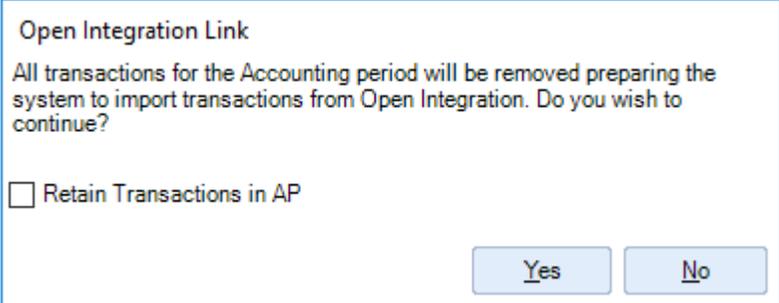
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DATE RAISED	ITS/PBI	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/ RESOLVED
		delete or void a transaction in QB. Any edit done in QB will be shown in OI but it will not flow through to AP. This is because QB does not keep a full audit trail.	<p>its original incorrect state i.e. when it was originally synced with OI and AP (i.e. the uncorrected figure).</p> <p>2) Then use either:</p> <ul style="list-style-type: none">a) the Reverse manual journal option; orb) the new manual journal option and make a correcting journal <p>3) If it in an invoice, then create a credit note to cancel. And then add a new invoice for the correct amount.</p> <p><u>Most Invasive Action</u></p> <p>This may depend on how much work has been undertaken in AP. If you have not been doing monthly or quarterly accounts in AP, or you haven't completed too much of the static information in the Statutory Database, you could consider deleting the accounting period in AP. Then recreate it with the same dates and re-synch your QuickBooks data.</p> <p>This will ensure all your transactions match with OI and QB. If possible do any adjustments in QB via journals so there is a new transaction history.</p>	

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27/11/2018	VSTS 63837	<p>Open Integration Link</p> <p>If I am a user of the old legacy Import option to bring in a trial balance and when I switch to using Open Integration (OI) I have an issue with doubling up of data. This will happen if I choose either tick checkbox Retain transactions in AP or I choose No not to continue there will be issues with doubling up of data. This is a Bug as the No should be a cancel action and take you out of screen. The Retain should only be used if the user brought in transactions from legacy Import screen i.e NOT a trial balance.</p> 	<p>If the user has previously imported a Trial Balance using the legacy Import options, they will have issue with doubling up of data. The work-around will be from within the book-keeping system, not AP.</p> <p>Options</p> <ol style="list-style-type: none"> 1) Performing a reversing journal, as the original TB should have come in as one big journal. 2) Alternatively post a new journal to correct the duplication <p>More invasive action, would if possible delete the accounting period in AP, see similar step in VSTS 63459 above.</p>	Resolved 2019.1
27/11/2018	VSTS 64292	<p>Error message in AP – when linked with Xero</p> <p>When Sync with OI, if there are bank accounts in Xero with no nominal code.</p>	<p>Add the code for that bank account in Xero web page, and sync again in OI and after in AP.</p>	2019.1