

CCH ACCOUNTS PRODUCTION – KNOWN ISSUES (18 SEPTEMBER 2019)

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

Our aim is to rectify these issues within 12 months but ideally within the next two quarterly releases.

DATE RAISED	ITS/PBI	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/RESOLVED
Review and Tag Issues				
18/09/2019	tbc	<u>Incorrect exception errors on certain DPL autotagged items</u> When exporting financial statements from Accounts Production to Review & Tag where a Detailed Profit & Loss account is included, if the Autotag DPL routine is performed, you can see an incorrect exception stating that a tag "has dimensions from different hypercubes"	To remove the exception see the instructions in KB11256	2020.1
18/09/2019	tbc	<u>Companies House submissions for UK IFRS and FRS101 accounts</u> Where financial statements are produced within Accounts Production for UK IFRS or FRS101 entities, the Entity Type needs to be assigned in the Document Information screen prior to submission to Companies House.	We may decide to retain this behaviour as populating a default value could be incorrect.	Information Only
01/12/2017	tbc	<u>LLP FRS102 Small Reduced Filing Audit Report iXBRL tagging</u> 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	<u>FRS 105 Audited – reduced filing Companies House Submissions in iXBRL</u> 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	<u>FRS105 iXBRL tagging Error Director Signing Dimensions</u> 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 NameEntityOfficer 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

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Accounts Production Issues				
18/09/2019	107583	<p><u>Import/Export – An error is shown if you import a client which has a Statutory Database item containing more than 4000 characters</u> The error is “String or binary data would be truncated”. This situation usually occurs when a chunk of text has been cut and pasted into the Statutory Database.</p>		2020.1
03/04/2019	TBC	<p><u>Nominal Ledger Report error “Cannot run report. Script entered via the designer isn’t valid.”</u> This error affects some users who are licensed for CCH OneClick who do not have the .Net Framework 4.7.2 installed.</p>	There is a KnowledgeBase article that explains the workaround, KB11030 .	2020.1
08/11/2018	57686	<p><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.</p>	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
09/08/2018	57142	<p><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></p>	Try renaming the worksheet with fewer characters in the filename.	Resolved 2019.1
01/03/2018	243271	<p><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</p>		TBC

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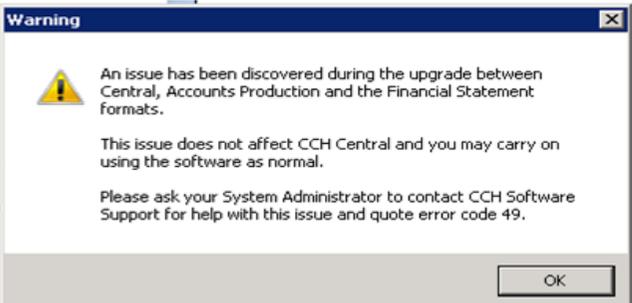
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		tick in Include cash flow (#cd18). This is no longer referenced in the software, but is misleading.		
25/08/2017	237416	<u>Transferring fixed assets from AP to Corporation Tax on IFRS</u> The link from AP to CT for Tangible Fixed Assets does not work for IFRS clients.	The data must be entered manually in Corporation Tax	TBA
04/08/2017	tbc	<u>Unable to travel images</u> 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	<u>Unable to load accounting period if server data format is MM/DD/YY</u> 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	<u>FRS 105 Republic of Ireland – Ixbrl filing</u> 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	<u>Countries that are incorporated in region 3</u> 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>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				
18/09/2019	95721	<p><u>The description doesn't appear in AP on each line of a bank transaction, for some Xero transactions types</u> This also occurs on VAT transactions</p>		2020.1

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18/09/2019	VSTS 85831	<p><u>If you delete the code for a Bank Account and edit the description for an account, only the deleted code change is reflected in OI</u></p> <p>This issue was seen using Xero, where the code was deleted in Xero for a bank account and then a subsequent name edits of another nominal. The subsequent nominal account edit is not reflected in OI.</p>		2020.1
10/07/2019	VSTS 96002	<p><u>Potential synchronisation issue with transactions posted into AP from other CCH products CT, AA and FAR</u></p> <p>We are investigating an issue where transactions that flow into AP from Corporation Tax (CT), Audit Automation (AA) and Fixed Asset Register (FAR) are not automatically synchronised.</p>		2019.3
10/07/2019	VSTS 92615	<p><u>On Data tab, you aren't able to see all the lines of a transaction on the end of the list</u></p> <p>There is an issue in the UIF which means that within Open Integration you may not see all the analysis lines of a transaction.</p>		Resolved 2019.3
10/07/2019		<p><u>Sync. With OI button pressed within 30 seconds</u></p> <p>Please note if the initial Sync says Pending please wait a short while before pressing the Sync button again. It has been coded with an ignore window of 30 seconds to avoid performance issues.</p>		Resolved 2019.3
27/11/2018	VSTS 63459	<p><u>QuickBooks</u></p> <p>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, 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>	<p><u>Least Invasive Action – correct in book-keeping system</u></p> <ol style="list-style-type: none"> 1) If you have edited a transaction in QB, then if possible put it back to its original incorrect state i.e. when it was originally synced with OI and AP (i.e. the uncorrected figure). 2) Then use either: 	TBC

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			<p>a) the Reverse manual journal option; or b) the new manual journal option and make a correcting journal 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> 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>	
27/11/2018	VSTS 63837	<p><u>Open Integration Link</u> 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</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><u>Options</u></p>	Resolved 2019.1

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		<p>screen. The Retain should only be used if the user brought in transactions from legacy Import screen i.e NOT a trial balance.</p> <div data-bbox="488 411 1270 724" style="border: 1px solid black; padding: 5px;"><p>Open Integration Link</p><p>All transactions for the Accounting period will be removed preparing the system to import transactions from Open Integration. Do you wish to continue?</p><p><input type="checkbox"/> Retain Transactions in AP</p><p style="text-align: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></p></div>	<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>	
27/11/2018	VSTS 64292	<p><u>Error message in AP – when linked with Xero</u></p> <p>When Sync with OI, if there are bank accounts in Xero with no nominal code.</p>	Add the code for that bank account in Xero web page, and sync again in OI and after in AP.	2019.1