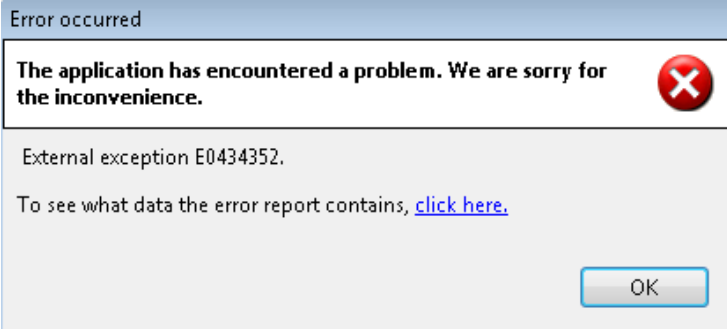
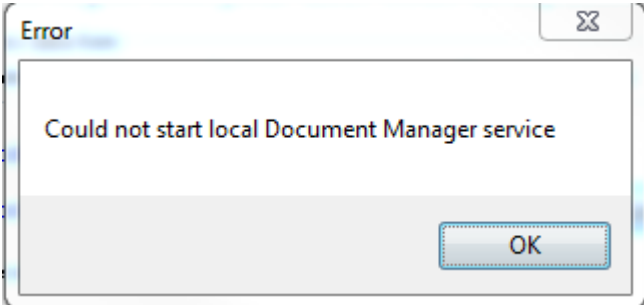


CCH AUDIT AUTOMATION – KNOWN ISSUES (22 June 2020)

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	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/RESOLVED
18/10/2017		<p>Some users have reported the following error message appearing when opening word documents.</p> 	<p>This is an issue with the trust setting if MS word. Please see the known issues in the release notes for the solution</p>	
27/03/19		<p>In some scenarios the local database data path may not be set up by the software automatically. If this is the case the user will be asked to provide the database connection details the first time they try to log into the local database. Select the Server name from the drop-down list, select windows authentication and then the CCH_Offline database from the available database name drop down list.</p>		TBC
27/03/19		<p>When using the network at client log in the target machine's firewall must allow inbound connections for the machine to be visible on the list of available connections.</p>		TBC
27/03/19		<p>If both the Central and Audit Automation are opened when either of them are already running or if either is opened twice the user will be presented with the following error message.</p> 		TBC

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		The message can be ignored as the local document manager service is already running.		
27/03/19		In some scenarios when travelling a client that contains Corporation Tax, Accounts Production and Audit Automation data. If all three products are travelled the amount of data to be travelled may become too large and cause the travelling to fail.		TBC
27/03/19		Client data that is travelled from central must be synchronised back to the office database from the offline database. Failure to do this will result in documents not being correctly uploaded to the office database.		TBC

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