

CCH ACCOUNTS PRODUCTION – KNOWN ISSUES (18 JANUARY 2021)

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 | VSTS/ITS | DESCRIPTION | WORKAROUND (If Available) | SCHEDULED/RESOLVED |
|-----------------------------------|------------------|--|---|-------------------------|
| Review and Tag Issues | | | | |
| | | Review & Tag Issues These are now listed in a separate KB article. | See KB2174 | |
| Accounts Production Issues | | | | |
| 04/01/2021 | ITS 61682 | Director shown as plural The company has a single director and company secretary, but the accounts say “directors” rather than “director” | This was a fault in 2020.3 SP. A fix is available in KB13341 | 2021.1 |
| 30/03/2020 | | “New Travel” not supported unless licensed for Audit New travel was documented in the Appendix to the AP 2019.3 Release Notes. There it mentioned that Old Travel was still the recommended approach for users who are not licensed for Audit. In fact, New Travel does not work for users who are not licensed for Audit as the CSI does not lay down a copy of the WCF Service on the local workstation. | Continue to use Old Travel - which is the default. CCH is not aware of any reason to use New Travel except for Audit users. | Information Only |
| 24/07/2020 | 157052/ITS 59515 | IFRS – Investment movement grids only visible for FRS 101 so disclosures can’t be entered for Note 28 - Investments For example – Movements – Group Fixed Asset Investments - #bn9991466 | Temporarily switch to FRS 101 enter movement analysis and switch back to IFRS. | 2020.3 |
| 24/07/2020 | 157522/ITS 59521 | FRS 102 – Balance Sheet heading duplicated on 2nd page If you have a balance sheet that goes over more than one page, it prints the Notes title year and pound sign in the second page. This is due to the Stop repeating subtitles is incorrectly set on row 84. It should be further down the B/S on Row 87 (it needs to be on a row that always prints). | 1.Open balance sheet format in draft mode 2.Highlight row 84 and right click-Title rows 3.Untick Stop Repeating subtitle from this point 4.Select row 87-Right click-Title rows 5.Select -Stop Repeating Title rows 6.Save the format. | 2020.3 |

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| 24/03/2020 | 144306 | <p><u>IFRS & LLP 102 - Political donations</u> Two issues found in UAT for 2020.100 release which were too late in the release cycle to address: IFRS - #cd40 - default paragraph was deleted in MP 24.00. This needs to be reset in next Master Pack LLP FRS 102 - Need to add StatItem " Disclosure of political donations (#cd999611) and update format to be consistent with FRS 102 Ltd.</p> | Upgrade to 2020.2 | 2020.2 |
| 24/03/2020 | 143978 | <p><u>IFRS (ROI only) – Directors’ interests in share capital is not supported in 2020.1 release</u></p> | Upgrade to 2020.2 | 2020.2 |
| 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 |
| 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 tick in Include cash flow (#cd18). This is no longer referenced in the software, but is misleading.</p> | | TBC |
| 25/08/2017 | 237416 | <p><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.</p> | The data must be entered manually in Corporation Tax | TBA |

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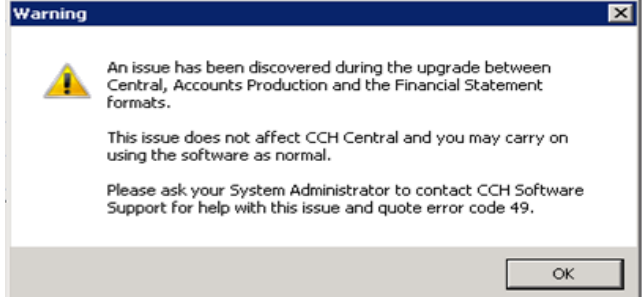
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| 04/08/2017 | tbc | <u>Unable to travel images</u> Any images stored in the Image Library will not be available in the travelled database. CCH will investigate providing this ability in a future release. | | Information Only |
| 04/08/2017 | tbc | <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 |
| 28/07/2016 | 207516 | <u>Error 49 on upgrade</u> When logging into Central following a release, the error message “error code 49” is shown. | This indicates that the Central database and the Document Store database are no longer in sync. Please contact CCH Support for assistance. | Information Only |

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| | |  | | |
| 08/03/2016 | 148594 | <p><u>LLP FRS 102 - Reconciliation of Members' Interests (Page7romi and Note55)</u> 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> | 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. | Information Only |
| 26/09/2014 | 234971 | 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. | 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. | TBC |
| Open Integration Issues | | | | |
| | | <p><u>Multi-currency not supported</u> Open integration does not currently cater for 3rd party book-keeping systems using multi-currency.</p> | | Information Only |

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| | | <p><u>Divisionalised accounting</u> Open Integration does not currently cater for division/dimension accounting.</p> | | TBC |
| 20/02/2020 | 142520 | <p><u>Data tab in OI is showing cached information from Azure Search Engine even after you disconnect and delete blob storage</u></p> | <p>When the user disconnects the business from OI this deletes the data in the storage. When they re-connect this loads fresh data in OI and addresses some issues with edited/modified transactions when doing synchronisations. We have found a bug in the Data “view” as it is behaving inconsistently and is incorrectly caching and showing data that has been deleted from storage.</p> | TBC |
| 20/02/2020 | 141363 | <p><u>QuickBooks Online (QBO) – Issue moving transaction from one nominal to another using QBO feature “Products and Services”</u> Issue editing and moving transaction from one nominal account code to another using QB Products and Services feature (via Sales>Products and Services). We use the QB General Ledger API to pick the transactions. The issue is the QB API does not appear to mark or update the Last Modified date and we do not therefore recognise a change in the OI data.</p> | <p>Disconnect the data in OI and re-connect to flush and load new QBO data into OI blob storage.</p> | 2020.3 SP |
| 20/11/2019 | | <p><u>QuickBooks</u> Issue editing and moving transaction from one nominal account code to another using QB Products and Services feature (via Sales>Products and Services).</p> | <p>The user can edit the Chart of Accounts via Settings and change the account number or name using the pencil edit to the new account. Click Save. Then re-synchronise</p> | 2020.3 SP |

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| | | We use the QB General Ledger API to pick the transactions. The issue is the QB API does not appear to mark or update the Last Modified date and we do not therefore recognise a change in the OI data. | Open Integration and the change will flow through. | |