

CCH® Engagement

Release 2024.1.1
October 2024

Welcome to CCH Engagement 2024.1.1

This bulletin provides important information about the 2024.1.1 release of *CCH Engagement*. With this release, the upgrade from the 2022 and 2023 versions of *CCH Engagement* is supported.

Please follow the instructions below to download the new version:

1. Access the [Download Centre](#).
2. Type your username and password in the **Login** section and click **Log in**.
3. In the **Dashboard** page, click the **Files Centre** button in the **Download** section.
4. In the **CCH Accountants' Suite** section, click **CCH Engagement**.
5. Read and accept all the terms of the License Agreement.

You will then be able to download the documentation and the new version of the software. We also recommend that you save the files to a temporary location on your workstation.

IMPORTANT: For more information on how to install *CCH Engagement*, consult the article [Installation Guidance for CCH® ProSystem fx® Engagement](#) available in the knowledge base of our American products.

Register to the Wolters Kluwer Support Platform

[Register to our support platform](#) to submit, modify and track all your support requests in a single location. A chatbot system and a **live chat** feature powered by our virtual assistant are also included, with access to over 40,000 articles from our knowledge base. Note that **since December 1, 2023, the Support Centre no longer offers an email support service**, which has been replaced by our new support ticketing system.

If you need help during the registration process, please consult the following article to get all the information you need: [How do I register to the new Support Platform?](#)

Register now to our Support Platform and take advantage of all the benefits it has to offer!

New in this Release

Microsoft® SQL Server® Native Client: We have removed the dependency for Native Client being installed to assist processing SQL transactions in the latest release.

CCH® IntelliConnect: As of January 1, 2024, we have discontinued the *CCH IntelliConnect* product. As such, we have removed links to *CCH IntelliConnect* and have added links in the application to the *CCH AnswerConnect* product that will provide answers to all your tax questions.

New Supported Technologies

- Microsoft Windows® 11
- Microsoft Server® 2022
- Microsoft SQL 2022
- Adobe® Acrobat® Standard and Professional 64-bit

Recommended Best Practices from Our Support Team

Following are some best practices recommended by our Support team:

- Create scheduled tasks for backing up your databases and managing central bins.
- When rolling out new computers, deploy SQL 64-bit.
- For your Microsoft Office 365™ subscription, we recommend the semi-annual channel or manually scheduled updates.
- Before upgrading your operating system, please refer to this [Knowledge Base article](#).
- *CCH Engagement* may not work as expected when there is insufficient drive space when upgrading Microsoft Windows 11. The application may require a repair to address component errors after deploying major version updates.

Other Information

Installation and Deployment Guidance

As mentioned previously, information on installing version 2024.1.1 of *CCH Engagement* can be obtained by consulting the [Installation Guidance for CCH® ProSystem fx® Engagement](#) article found in the knowledge base for online support of Wolters Kluwer's American products. Also, a *Deployment Planning Guide* is available in the **Documents** folder with the Install Media.

Other Considerations

Information on technical and application-specific considerations can be found in the following knowledge base articles of Wolters Kluwer's American products.

- [Technical Considerations for CCH® ProSystem fx® Engagement](#)
- [Application-Specific Considerations for CCH® ProSystem fx® Engagement](#)

Subscribe to the CCH Engagement e-Bulletin

In order to automatically receive an e-mail each time a new software update is available, please subscribe to the *CCH Accountants' Suite* e-Bulletin service by accessing the following address and by selecting *CCH Engagement*: <https://support.wolterskluwer.ca/en/newsletter/>.

Thank you for choosing *CCH Engagement*.

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