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Personal Taxprep®

Installation Procedures

Where to Find Help

If you have any questions regarding the program's use, there are several options for getting help. Refer to the *QuickStart Guide* to help you quickly become familiar with the principal features of *Personal Taxprep*; it is available in the **Professional Centre** for quick reference. If you are in the program and need help, press F1 to get help on a specific topic.

How to Reach Us

Sales and Customer Service:

E-mail

cservice@cch.ca

Telephone

1-800-268-4522

Fax

1-877-461-4131

Tax and Technical Support:

E-mail

support@cch.ca

Telephone

1-800-567-6173

Fax

1-877-802-4487

Web Site:

www.taxprep.com

Personal Taxprep 2010 v.3.1

Please read **all** of the installation instructions carefully **before** proceeding with the program setup.

For a network installation, please refer to the "[Install the Network Version](#)" section.

Downloading From the Internet

To download this version of *Personal Taxprep* from the Internet, proceed as follows:

1. On the "Taxprep Downloads!" Web page, login under the "Member Identification" section.
2. Select the product you want to download.
3. Read and agree to the terms of the License Agreement by clicking **Accept**.

Note: Please note your activation key, as you will need it during the installation.

4. In the "Downloading the Program" section, click the ".exe" link. Then, click the **Save** button to download the program.
5. Follow the instructions on the screen to complete the download of the program. Once the download has been completed, open the folder in which you saved the file. Double-click the downloaded setup file and follow the instructions.

Installation Instructions

It is strongly recommended that you close any applications that are running prior to installing the program.

Where to install Personal Taxprep 2010 v.3.1

If a previous version of *Personal Taxprep 2010* is already installed, the installation process will automatically update your program to *Personal Taxprep 2010 v.3.1*.

If no previous version of *Personal Taxprep 2010* is already installed, we recommend that you install *Personal Taxprep 2010 v.3.1* in the installation program's default folder.

Local installation

1. Insert the *Personal Taxprep* CD-ROM in the CD drive (the installation program will start automatically).
2. If you have downloaded the installation file, run the installation program.

Note: By default, the installation program's display language is the operating system's language; if the display language is French, click **English** to continue the installation in English.

3. Click **Install Taxprep** to install *Personal Taxprep* (CD-ROM installation only).

System Requirements

To correctly execute the *Personal Taxprep 2010 v.3.1* program, you must have the following:

Processor

Pentium IV or better (Dual Core processor is recommended)

Supported operating systems

- Windows XP SP3
- Windows Vista SP1 32-bit and 64-bit (except for Starter Edition)
- Windows 7 32-bit and 64-bit (except for Starter Edition)*
- Windows Server 2000 SP4, Windows Server 2003 SP2 32-bit and 64-bit (including R2), Windows Server 2008 R1 (32-bit and 64-bit) and R2
- Terminal Server (Server 2003 or 2008) and Citrix (MetaFrame 4.5 Advanced version)

Note:

* To know more about the different Windows 7 Editions and their respective requirements, consult the Microsoft Web site at <http://windows.microsoft.com/en-CA/windows7/products/system-requirements>

Network File Systems

- NTFS
- FAT32
- Novell 6.5

RAM Minimum

1 GB of RAM (2 GB or higher is recommended)

Note: RAM requirements are highly dependent on the operating system used. Please refer to the documentation provided with your operating system for minimum and recommended RAM requirements.

4. Follow the instructions displayed on the screen.

During the first launch of the program, you will be prompted to retrieve the configuration of the previous *Personal Taxprep* version if this version has been detected on the computer.

Activation key

Enter your activation key when prompted and click **Next**. The activation key is found at the bottom of the letter received with the CD-ROM. It is also available in the “Master Activation Key” section of your *Taxprep* downloads page.

To access this page, log on to your “Files Centre” from the “Taxprep Downloads!” page, select **Personal Taxprep** and accept the terms of the agreement.

User directory

The directories specified during the installation will be used as the directories for the program, the database and the transmission files. All user-specific files will be saved to the user's profile folder.

By default, the Preparer Profile information files (.prt) will be saved in the My Documents\CCH\T1 Taxprep 2010\Rates and Profile folder. If you want to use a preparer profile that is stored elsewhere (e.g. on a shared network drive), you can change the path to this file by proceeding as follows: from the **Tools** menu, select **Options and Settings**; under **Options** select **File Locations**; then click **Profiles and Rate Tables**. Click **Modify** to browse for the folder location.

Location of the database and the transmission files

The prompted default location for the database and transmission files will be My documents\CCH\T1 Taxprep 2010\EFILE. If your firm uses EFILE in a multi-user environment, we suggest that you define a location common to all transmitters to make it easier for them to follow-up on their transmissions.

Before Network Installation

Windows Vista and Windows 7: the UAC technology causes a limitation when installing a Network Version with regard to mapped drives

If the operating system you are using is Windows Vista or Windows 7, the UAC technology (User Account Control) may possibly limit access to the network locations defined with the mapped drive (example: G:\). To bypass this limitation, you can use one of the following suggestions:

1. Proceed with the installation of the program using the UNC format network locations (example of UNC path: \\server\folder).
2. Before proceeding with the installation, disable the UAC for all workstations from which the *Taxprep Network* version will be launched.

To find out how to disable the UAC, consult the documents provided by Microsoft.

Define the destination folder for network installation

A mapped drive or a UNC path can be used to define the destination folder that is required for the network installation of *Personal Taxprep 2010 v.3.1*.

The transmission database default location, indicated during the installation, is the same format as the one used to define the program's destination folder.

System Requirements (continued)

Hard drive disk space

The installation requires 225 MB of free disk space on the drive where Windows is installed (by default this drive is C:\) in order to copy temporary files, plus 290 MB of free disk space on the drive where the application will be installed.

Monitor

SVGA 800x600 monitor (1024x768 recommended), 65,000 colours

Note: A double monitor or a widescreen monitor is recommended to integrate *CCH Scan to Taxprep*.

Printer

Laser printer with a minimum of 4 MB of memory (16 MB recommended) or inkjet printer

Adobe Reader™

Version 9.0 or 10.0 (also entitled Adobe Reader X)

Adobe Acrobat

Standard/Professional®
Versions 7.0, 8.0, 9.0 or 10.0 (also entitled Adobe X)

Internet connection

Internet Explorer 6, 7 or 8.0 with 128-bit security encryption is required to transmit returns via the Internet.

Furthermore, an Internet connection is required to use the various electronic services provided by *Personal Taxprep*.

CCH Portal

Microsoft .Net Framework v.3.5 is required for integration with *CCH Portal*.

The default location of the different types of files, including the EFILE database, the format type (mapped or UNC) used for the network installation is independent from the one used by the program. Thus, if you used a mapped drive format to indicate the destination folder for the network installation, the program will use the same UNC format to specify the default location of the different types of files.

If you want to use the UNC format, as recommended, to define the destination folder required for the network installation, enter it manually in the appropriate place when you are prompted for the deployment location.

If you want to use the mapped format to define the network location of those files, once deployment on the server is finished, you must activate the appropriate option in the **Options and Settings** dialog box, under **Options/Advanced**, and then define each of the network locations to apply the change. Ensure that all workstations where the **Network** and **Advanced Network** versions are to be deployed use the same drive letters to designate the same location.

To learn more on how to use mapped drives, consult the **Use the Mapped Drives to Define the Network Locations** help topic.

Network Version Installation

Note: If a **Network** version of *Personal Taxprep 2010* was previously installed, consult the [section for updating the Network Version](#).

There are three steps involved in the installation of the *Personal Taxprep Network* version: preparation for deployment, deployment on the server and installation at each workstation.

Step 1 - Prepare to deploy

This step consists in installing all the necessary *Personal Taxprep* installation files at a location accessible to all users.

To proceed with this step, please continue as follows:

1. Insert the CD-ROM in the CD drive or download the installation file from the *Taxprep* Web site.
2. If you have downloaded the installation file, run the installation program (the program will start automatically from the CD-ROM).
3. Click **Install Taxprep** to install *Personal Taxprep* (if installation is performed from a CD-ROM).
4. Click **Network version** and follow the instructions on the screen.
5. Select the language used during the installation.

Note: By default, the installation program's display language is the operating system's language; if the display language is French, click **English** to continue the installation in English.

6. Select the folder to which the program is to be deployed and follow the instructions on the screen. This folder must be read-write accessible to all users.
7. Click **Finish** to deploy the program.

Step 2 - Deploy the program

This step consists in making *Personal Taxprep* accessible to all users and begins immediately after the deployment preparation step. If the deployment procedure does not launch automatically, click the **T1 Taxprep 2010.Ink** file.

To proceed with this step, please continue as follows:

1. Select the language you want to use to deploy the program.
2. The license agreement will display.
Read it, click **I accept the license agreement**, then click **Next** to continue.
3. Enter the activation key and click **Next**.
4. Enter the requested information in the **Administrator Properties** dialog box and click **Next**.

Note: We recommend that you note this administrator information; it will be required to update the program and make changes to user preferences.

5. If necessary, enter the credentials information in the **Administrative Privilege** dialog box. Click **Next** to continue.
(Entering credentials information during installation may be necessary to grant the rights needed to install the required files at local workstations.)
6. The folder where the electronic services database is to be installed is displayed on the screen. Click **Browse** to select a different folder (if necessary) and then click **Next** to complete deployment.
7. Click the **Start Personal Taxprep 2010** option to use the program from the server. During the first launch of the program, you will be prompted to retrieve the configuration of the previous *Personal Taxprep* version if this version has been detected on the computer.

Once the program has been deployed on the server, you will need to customize the various options and settings as well as users' rights to modify their configuration.

Note: In the event that you have used the previous **Network** or **Advanced Network** version of *Personal Taxprep*, you can save time allocated to this step by converting shared customized templates and retrieving the network configuration defined from the previous version. For more information on this topic, consult the "[Retrieve the configuration of last year's version](#)" section.

Step 3 - Install the program on each workstation

Once the options and settings configuration has been completed and the users' rights have been defined, you must allow each authorized user to install the required files on his/her workstation.

The workstation program installation takes place as follows:

1. A link to the **T1 Taxprep 2010.Ink** is sent to the user by the person responsible for the installation. This shortcut is available in the root folder where the server application is deployed.
2. The user clicks the link.
3. The user must enter the identification information (for the **Advanced Network** version installation only).
4. Files needed to run the program are installed on the workstation.
The user must follow any instructions displayed on the screen at this point.
5. A shortcut icon will appear on the desktop.
The program automatically starts when installation is complete.

Procedure for Updating a Previous Network Version of Personal Taxprep 2010 to Personal Taxprep 2010 v.3.1

To update a previous version of *Personal Taxprep* 2010, proceed as follows:

Step 1 - Server update

1. Ensure that there are no users (except for the administrator) connected to the program.

2. For the **Network** version: In a previous version of *Personal Taxprep* 2010, select **Tools/Administrative Tools/Update server**.
For the **Advanced Network** version: In a previous version of *Personal Taxprep* 2010, go to the **Advanced Network** module.
3. For the **Network** version: Click **OK** in the dialog box displayed on the screen.
For the **Advanced Network** version: Click **Update** under the “Taskpad” section.
4. For the **Network** version: Enter the administrator’s user name and password, if applicable.
For the **Advanced Network** version: Click **OK** in the dialog box displayed on the screen.
5. Follow the instructions that are displayed on the screen.

Once the update is completed, the program will deploy the file to the administrator workstation and restart automatically.

After Step 2 - Update of client workstations

1. The user double-clicks the program shortcut on the desktop or selects it on the **Start** menu.
2. The files necessary to use the program are installed on the workstation following the update.

If applicable, the user must follow the instructions that are displayed on the screen. The program starts up automatically when the update is completed.

After Installation of Personal Taxprep

Retrieve the configuration of last year’s version

With *Personal Taxprep* 2010 v.3.1, it is possible to retrieve the network configuration and users’ customized configurations of a local or network version of *Personal Taxprep* 2009. Retrieving the network configuration and the configuration customized by each user, combined with the conversion of the shared customized templates allow the administrator to deploy *Personal Taxprep* more rapidly. To fully benefit from all of the advantages offered by those functionalities, administrators of a network version should comply with the following method:

1. Once deployment of the program is completed on the server, convert the shared customized templates (client filters, print formats, letters and labels as well as preparer profiles). To learn how to convert the different customized templates, refer to the program’s Help.
2. Once the templates are converted, retrieve the network configuration. To retrieve the network configuration of a **Network** version, select **Retrieve Configuration** under **Tools/Administrative Tools (Network version)** or in the taskpad on the **Advanced Network** view (**Advanced Network** version). The wizard will guide you through the steps to retrieve the network configuration.
3. Once the program is installed, each user will be able to retrieve the customized configuration during the first launch of the program, if he/she has the necessary rights.

To learn more about retrieving the configuration, consult the program’s Help.

Restarting Windows

Depending on the system configuration, the Install program may prompt you to restart Windows after installing the program so that the files can be initialized. If you launch the program immediately after the installation, Windows must be restarted.

Removing the Program

A maintenance utility is provided to allow you to reverse the installation process and remove the program from your hard drive. A shortcut to this utility is accessed from the **Change** button in the “Add/Remove Program” section of the Windows Control Panel.