ONESOURCE®

TRUST & ESTATE ADMINISTRATION

Tech Installation Guide

THOMSON REUTERS

Proprietary Materials

No use of these Proprietary materials is permitted without the express written consent of or license from ©1999-2018, Thomson Reuters/ONESOURCE. Altering, copying, distributing, or reproducing any of these proprietary materials in any manner is expressly prohibited.

Software License Agreement

The right to use the software product described in this workbook is specifically conditioned upon your execution of and compliance with the Tax License Agreement with ©1999-2018, Thomson Reuters/ONESOURCE.

All contents copyright ©1999-2018, Thomson Reuters/ONESOURCE.

Contents

Introduction

Document Notes

Installation files for the ONESOURCE Trust & Estate Administration software can be downloaded from our website at www.oteasoftware.com . You will need your firm's Account and Validation numbers to log into your Product Page to view your list of licenses and applicable downloadable programs.

Important Things to Remember

Images in this document are primarily of Windows 7 conventions. Some might be Windows XP. All Windows 7, 8.1, and 10 conventions that are different will be highlighted as such. Otherwise, information is identical between the various OS versions (such as folder structures.)

Many screenshots may use the default installation path of C:\FPS. Some may have been compressed for clarity or space.

The default install path of C:\FPS may not mirror the correct path for your firm's needs.

You may use a folder name of "ONESOURCE", "TAXAPPFPS", "FAST-TAX FPS", to name a few that we have seen. This document uses the "C:\FPS" path for simplicity or will indicate "FPS root folder" or (FPSROOT).

It is assumed that, at the beginning of each respective installation step, a fresh download of the applications has been done from the website www.oteasoftware.com and any necessary permissions or administrative needs have been handled. Troubleshooting these issues is included later in this document.

For users of Windows 7, 8.1 and 10, it is best to download the software and save it to your computer (as opposed to running it directly from the download page). Afterwards it is often necessary to right-click the program installer and choose "Run As Administrator" to successfully install the programs.

For users of Windows 7, 8.1 and 10, right-clicking the program icon and choosing "Run As Administrator" is often required to perform the initial registration of the applications.

Users in a network environment require "Full Control" access to the FPS folder and its contents.

It is recommended but not required that users be members of the PC Local Administrators group.

ONESOURCE Trust & Estate Administration Support is available Monday through Friday, 8am to 7pm Eastern (April 16th-December 31st) and 8am to 8pm Eastern (January 1st to April 15th.)

Phone number: 800-327-8829 option 1, 2

Email: ONESOURCESupport.TrustEstate@ThomsonReuters.com

(This page intentionally left blank.)

Types of Installations

System Requirements

The ONESOURCE Trust & Estate Administration software can be installed in a number of network environments. Per our System Requirements document these include:

Operating system (desktop)	Microsoft Windows 7, 8.1, and 10 are tested and function, but some features may require elevated permissions via Run As Administrator (FAQ 5). Virtualized Windows Desktop Environments function and require Advantage Database Server license. Microsoft .NET Framework v4.5.2 required for certain applications including 1041 e-Filing and 1041 Printing. Windows XP and Vista are no longer supported and Windows 8 is no longer tested. (FAQ 7, 8) We DO NOT support running on Mac hardware using Windows, nor in a Linux OS.
Network OS (Server)	Windows Server OS versions 2008-2012 tested and functional. Server 2016 is untested, but functions. Remote Desktop, Citrix and Terminal server require an Advantage Database Server license. Remote environments based on Server 2012 strongly recommended to use ADS 11. We do not support use of our applications within Novell networks, Peer-to-Peer desktop, DFS, FQDN, Apple/Mac, Linux server, or SAN/NAS. UNC path shortcuts are NOT supported; drive letter mappings are REQUIRED.

(Published as of 10/2017; please see any updates at http://oteasoftware.com/aspx/SystemReq/OTEASSSystemRequirements.docx)

Common Installations

Common installations are:

- Local C: drive install (Default C:\FPS or otherwise)

- Server install to shared mapped drive (i.e. \\SERVER01\APPS\FPS with "APPS" mapped to X, resulting in a path of X:\FPS)

- Server install to shared mapped drive accessed via WAN (susceptible to latency/throughput of connection)

- Remote/Terminal/Virtual Desktop install to the respective login's C: drive

- Server install to shared mapped drive accessed via Remote Connection (Terminal Services, Citrix, RDP; Advantage Database Server license required in these environments)

Each of these installations will be covered in this document.

Note: ONESOURCE Trust & Estate Administration System Support is not responsible for implementing, maintaining, or troubleshooting your network environment.

This includes but is not limited to:

- Mapping network drives

- Disabling antivirus or adding file exceptions

- Changing network permissions

- Implementing Peer to Peer Networking

While Peer to Peer networking has been used in the past successfully by a small number of firms for using the ONESOURCE Trust & Estate Administration programs, it is not supported for using the software.

Minimal Installation Foundation

The ONESOURCE Trust & Estate Administration software has at its core the primary application for which data will be entered.

These programs are:

- FAS Accounting
- 706 Estate Tax
- Inheritance Tax Program
    - New Jersey IT-R (Transfer Inheritance)
    - Pennsylvania Rev 1500
- 709 Gift Tax
- 1041 Fiduciary Tax

Firms may license one or more of these programs.

Each of the above programs is considered "primary" as they result in a shortcut on the user's desktop upon installation.

When installed, each program requires certain other applications to be in place, also which can be downloaded from our website at www.oteasoftware.com

All programs (except zCalc) must have the Web Registration program installed in order to be able to register the applications for use.

The Archive Manager (also listed as ZARCHIVE), while not required for usage of the programs, is recommended to allow for manual archival of the client data or file portability (such as to send a copy of a client to ONESOURCE Trust & Estate Administration for examination or repair). The Archive Manager program is NOT intended to replace regularly scheduled or automatic data backups.

The FPS Accounting, 706, and 1041 programs all have state-specific applications (licenses permitting) that are dependent upon the installation of their parent program.

If you need to install the NY 706 for 2014, for example, the US 706 2014 must first be installed (to create the folder structure for the 706 for 2014, for which the default path will be C:\FPS\FAS706\EXE2014), before the NY 706 2014 will correctly install.

Installations

Installing to a Local PC

The process of updating and installation are relatively similar. If the installer is being run with the intent to update the software, in most cases it will automatically detect the location to which the program will be installed. (See the Troubleshooting section for reasons this might not be the case.)

1.   Run the Setup file and click next at the Welcome screen. If this is a first time installation, you would normally accept the default destination folder of C:\FPS and click Next. To select a different folder or rename FPS, click the Browse button.
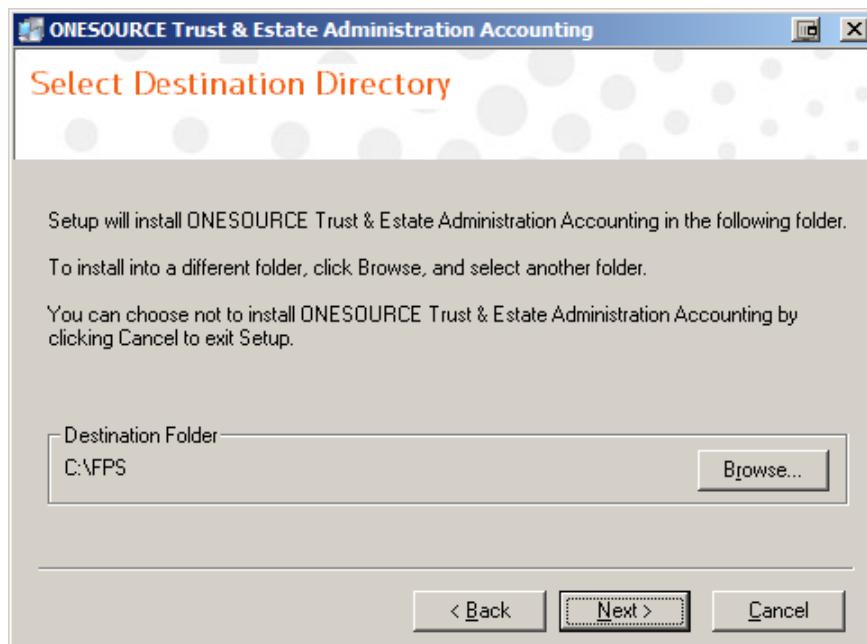
2.   Make sure the Application checkbox is selected ("Accounting"). The sample client is optional. Click Next.
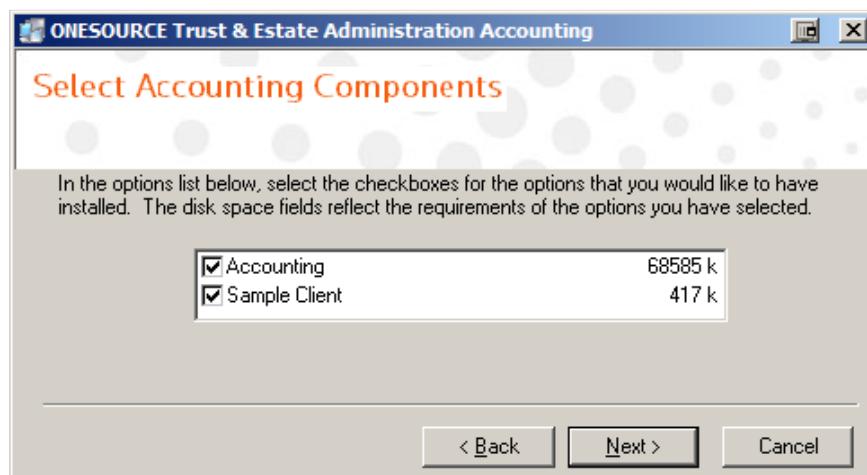
3.   Check the Add Shortcut option if it isn't checked by default and Click Next.

4.   The next window summarizes your installation selections. If everything looks correct, click Install.
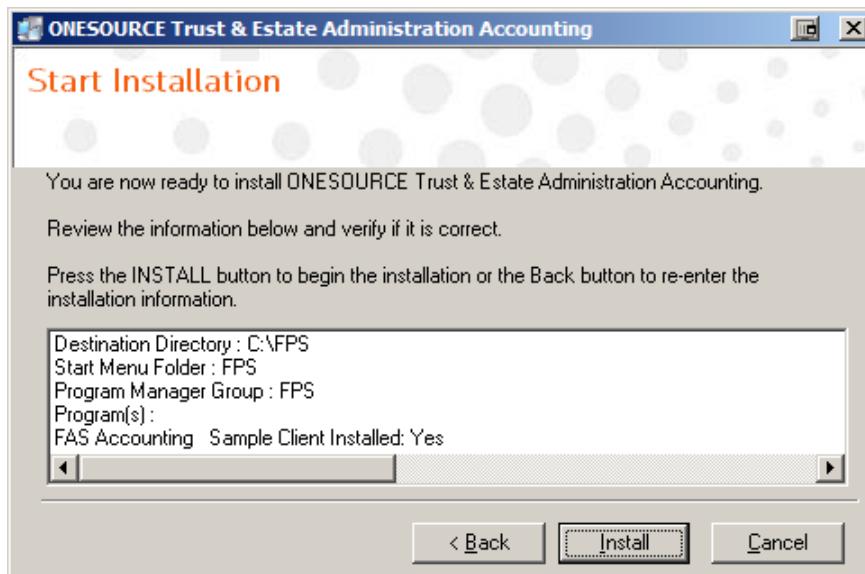
5.   Click Finish when the installation is complete.

6.   The installation program will have created a desktop shortcut for the program. Double click the shortcut to launch the program. (If this is a new installation, the first screen you see will prompt you to register or run the software in demo mode. Please see the Program Registration section of this document.)

These steps would be similar for installing to a remote/terminal services/virtual desktop.

Installing to Network Server from PC Workstation

The process of updating and installation are relatively similar. If the installer is being run with the intent to update the software, in most cases it will automatically detect the location to which the program will be installed. (See the Troubleshooting section for reasons this might not be the case.)

Important: Network drive letters are required for program functionality in any network environment. UNC path shortcuts are not supported and may not function.

These steps may also be used for the purposes of doing Terminal Services or Remote Desktop installations.

1.   During the installation of the software, the Destination Directory window is where you will set the correct path to the network share. Click the Browse button to change the drive letter and destination folder or directory.
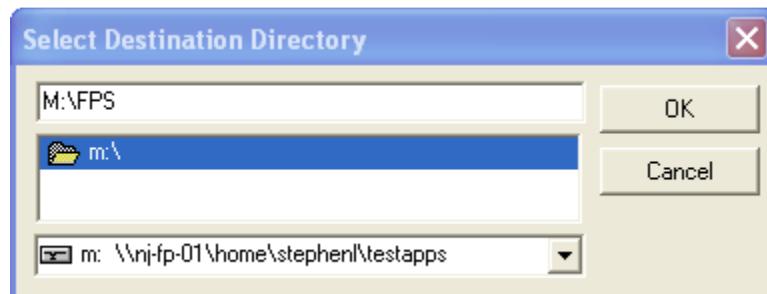
2.   Once you've selected the correct path, click OK. The destination directory/folder screen will appear the same as the screen below.
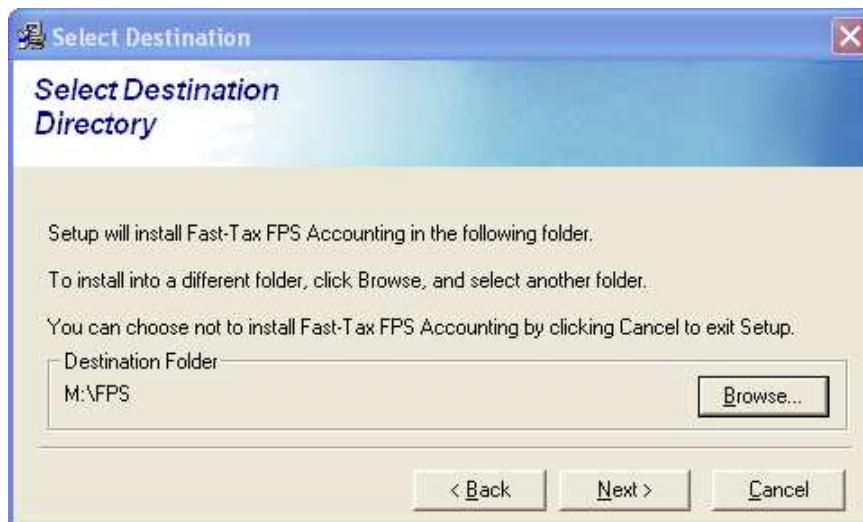
3.   Click next through the remaining screens until you reach the screen titled "Start Installation"
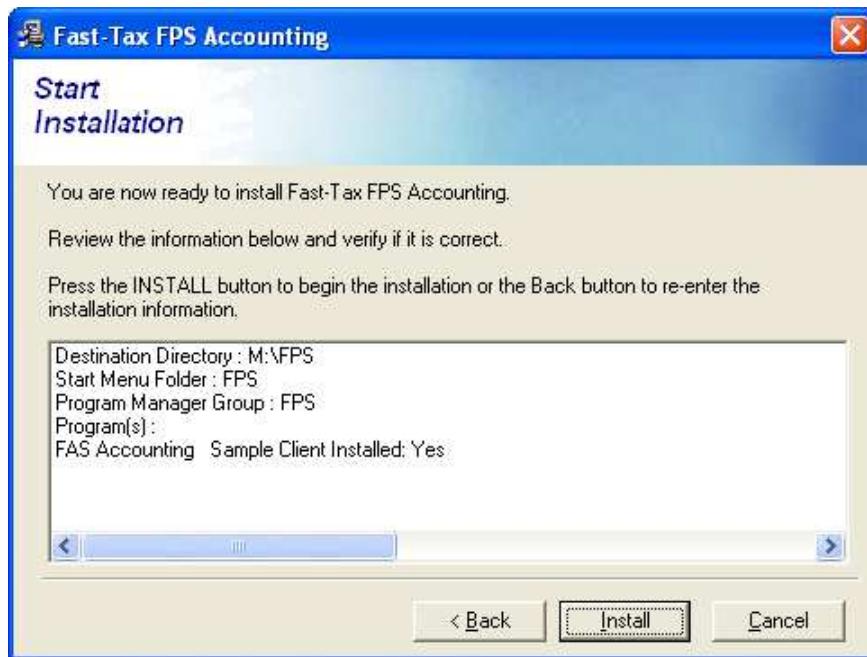
4.   Verify the Destination Directory and then click Install.

5.   Click Finish when the installation is complete.

6.   The installation program will have created a desktop shortcut for the program. Double click the shortcut to launch the program. (If this is a new installation, the first screen you see will prompt you to register or run the software in demo mode. Please see the Program Registration section of this document.)

These steps would be similar for installing to a remote/terminal services/virtual desktop where a network mapped drive is necessary for the environment.

Default File and Folder Structures

General Folder Hierarchy and File Types

File Types

The screen below displays the overall correct file and folder structure of the ONESOURCE Trust & Estate Administration programs at the level of the root application folder "FPS":
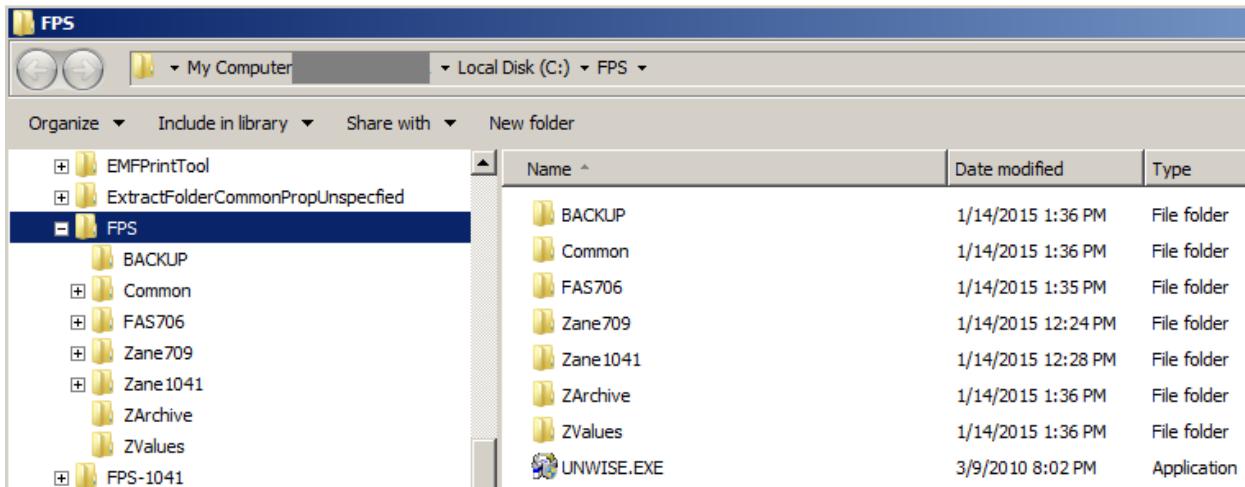

In this chapter we will look at the program hierarchy in more detail and also the location of client data and important program files and database files (DBFs).

List of File Types used by the OTEA Applications

The program folder structure includes a number of widely-used file types, including the list below.

Here is a list of the file types utilized by the ONESOURCE Trust & Estate Administration applications. If any of these file types are affected in some way, the ONESOURCE programs may cease functioning.

Primary data file types: .ADI, .ADM, .ADT, .CDX, .DBF, .FPT
Programs all use .DLL, .EXE, .INI files
Standard document types: .DOC, .RTF, .PDF, .TXT, .XLS, .XLSM, .XLSX
Other files: .AVI, .CAB, .CFG, .CHM, .CHW, .CNT, .EMF, .GID, .HLP, .INF, .JPG, .LOG, .OCX, .SET, .TMP, .TOK, .TTF, .TXL, .XCL, .XML, .ZIP

Location of ONESOURCE Trust & Estate Administration Program Files

All programs (with the exception of the FAS Accounting program) create a separate subfolder for the program executable based on the tax year date. The folder name is always EXEXXXX where XXXX is the year of the program.

A basic install of each of the applications will result in the folder structure below as seen from the "Root Folder", default C:\FPS:

(Note that your list of installed folders may vary based on licenses available to your firm.)

	8971 Export	(Not shown) Only present if the 8971 Export Utility program is

	Utility	installed.
	COMMON	Holds the Registration file (PCPNU.DBF) as well as the Web Registration application itself, the Font files (if needed for reinstallation or a new workstation install), the Data Analysis Tool (component of FAS Accounting), the Carryover Basis Data Input program (COBDataIn.exe, part of the 706 2010), and the E-file executable folder (necessary for 1041 functionality.)
	FAS706	The "Home Folder" for the FAS Accounting, 706 Estate Tax, and Calendar programs and client data
	UPDATES	This folder will only appear if the Check for Updates feature is used from inside the programs. It holds the setup files downloaded via that process.
	ZANE709	The "Home Folder" for the 709 Gift Tax programs and client data
	ZANE1041	The "Home Folder" for the 1041 Fiduciary Tax programs and client data
	ZARCHIVE	Houses the Archive Manager program
	ZVALUES	Houses the FPS Securities Pricing program (also known as Evaluations Interface or Zane Valuations)
	zDOS2WIN	(Not shown) Location of the ZANEDOS to Windows conversion utility

Location of the Program Registration File – PCPNU.DBF

The registration file for all ONESOURCE Trust & Estate Administration programs (except zCalc) is named PCPNU.DBF. This file is located in the \FPS\Common folder and always resides in that location in order for the programs to run.
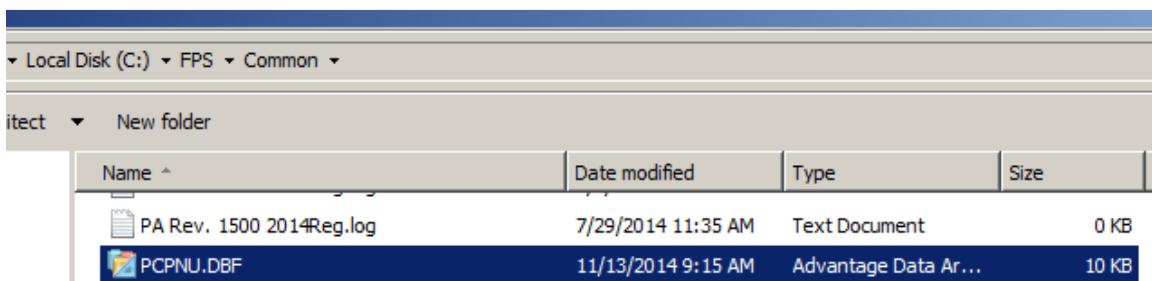
The PCPNU.DBF file size will vary depending on the number of programs registered by your firm.

The COMMON Folder

The COMMON folder houses a number of important files for the functionality of the programs (except zCalc.)

This includes but is not limited to (based on licenses and installed programs):

- Fonts
- Registration file
- Assorted DBFs necessary for printing certain "common" non-tax forms or letters
- Data Analysis Tools (FPS Accounting utility)
- Carryover Basis Data Entry (706 2010 utility)

- E-File folder (for 1041 2011 to current)

- EmployeeBrowser utility (secure login administration tool)

FAS Accounting, 706 Estate and State Estate Tax, and Calendar programs

The following image shows the location of the executable folders for the 706 program. You will also notice that the FAS executable subfolder and the Calendar executable subfolder are located inside the FAS706 folder.
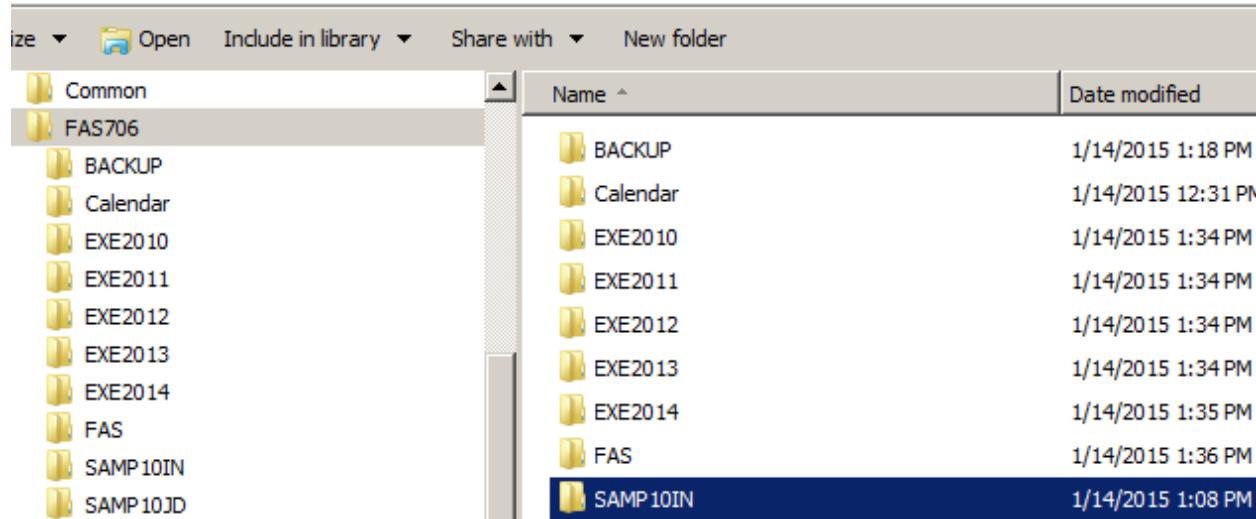
In this example, SAMP10IN is a sample client folder.

Below is an image of a small subset of the "common files" that are shared between the FAS Accounting and the Estate Programs, which include the 706 (all years after 2003) and its state modules, the PA Rev 1500, NJ Transfer Inheritance, OH ET-2, Indiana IH-6, as well as the Calendar program.
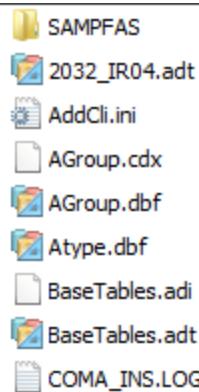
The program executables and tax forms for both Federal and state modules are located in each year's respective folder as below.

Below, the 706 2014 folder is open and the executables for ONESOURCE Trust & Estate Administration 706 2014 and CT 706 2014 are indicated.

The Forms folders under each respective executable folder (in the above example, EXE2014) include all of the files that allow the program to present the tax forms on screen and when printing.
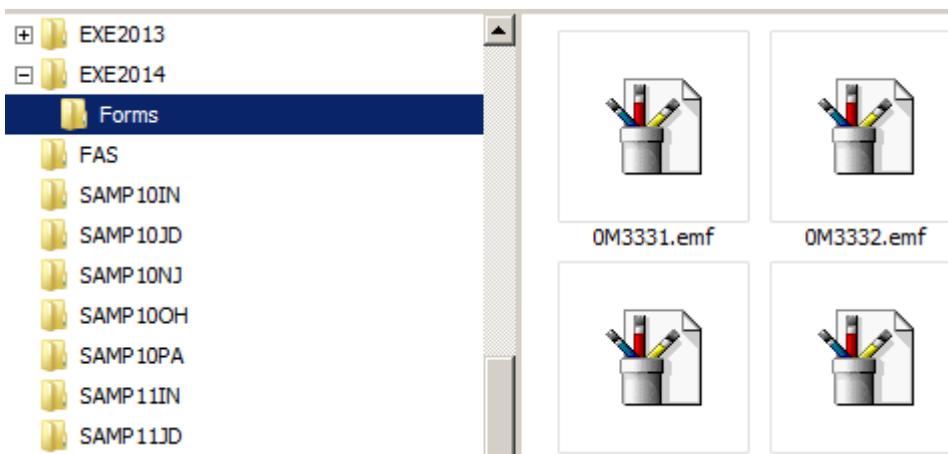
709 Gift Tax and Client Data

The below example is for the 709 program for installed years including 2012, 2013, and 2014. Client directories are indicated in this image with the "SAMP14" directory name.
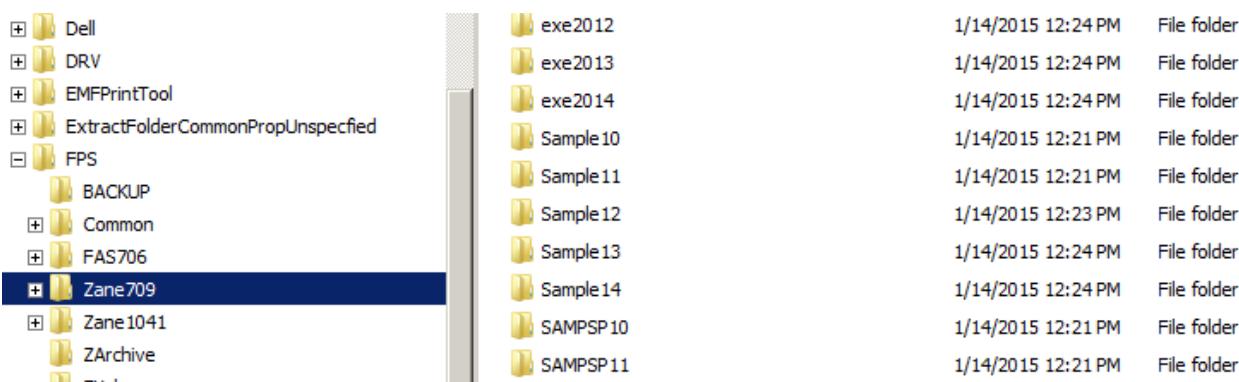
Each respective client folder will include folders related to the year for which tax returns have been prepared.

This example includes only the single year folder as it is a year-specific sample client file included with the 709 for 2014 program install.
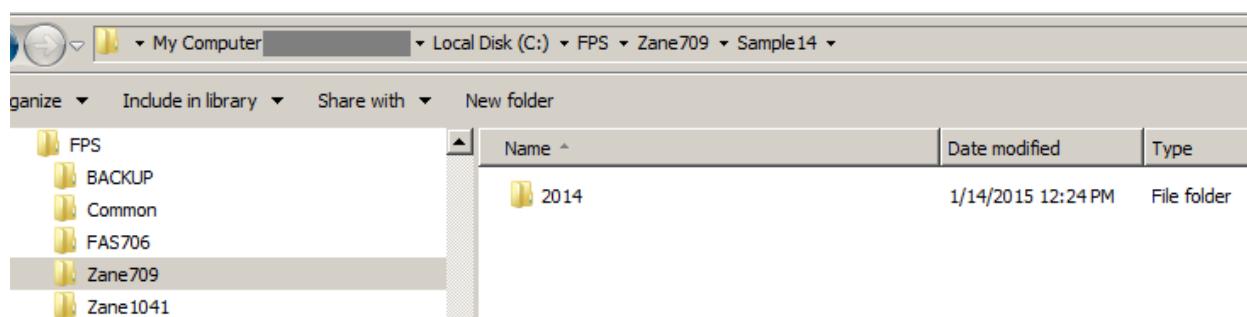
The Forms folders under each respective executable folder (in the below example, EXE2014) include all of the files that allow the program to present the tax forms on screen and when printing.
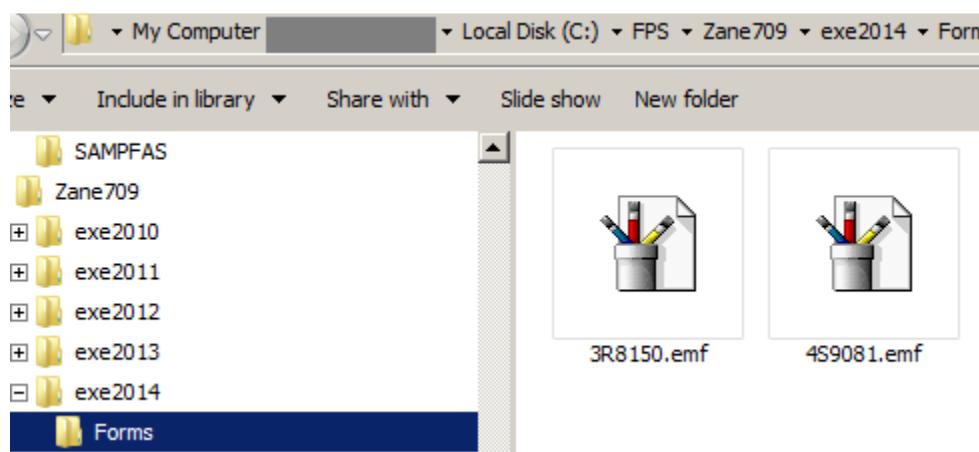
1041 Fiduciary Income Tax, related State Fiduciary Tax program, and Client Data
The next example is for the 1041 program, installed for years 2010-2014.
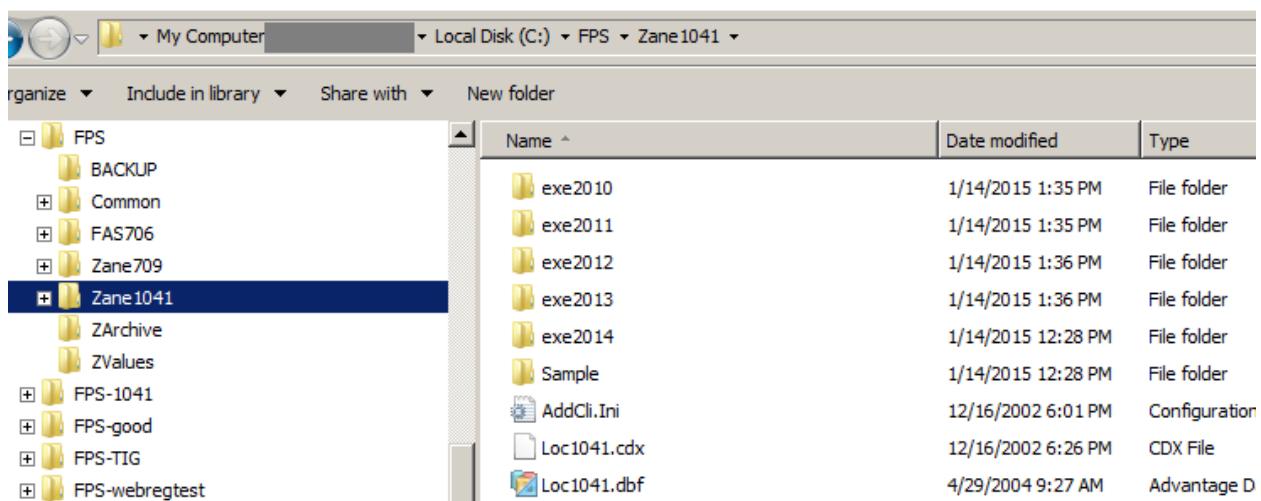
The "Sample" folder is the sample client for the 1041 for all years.

Inside the "Sample" folder you can see the year-specific folder structure.
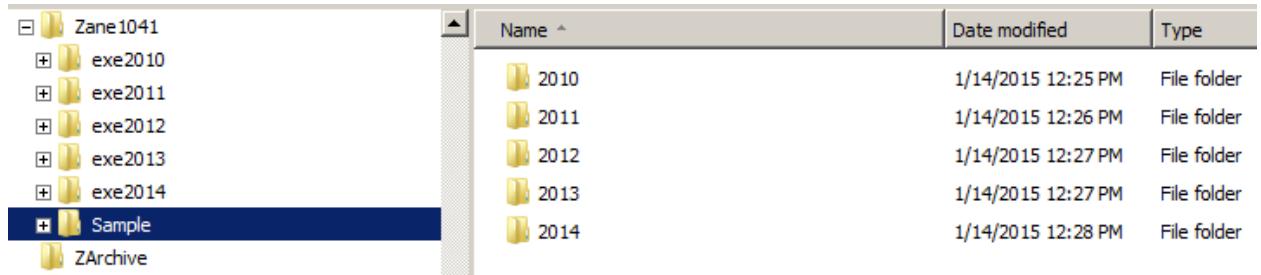
The Forms folders under each respective executable folder include all of the files that allow the program to present the tax forms on screen and when printing.
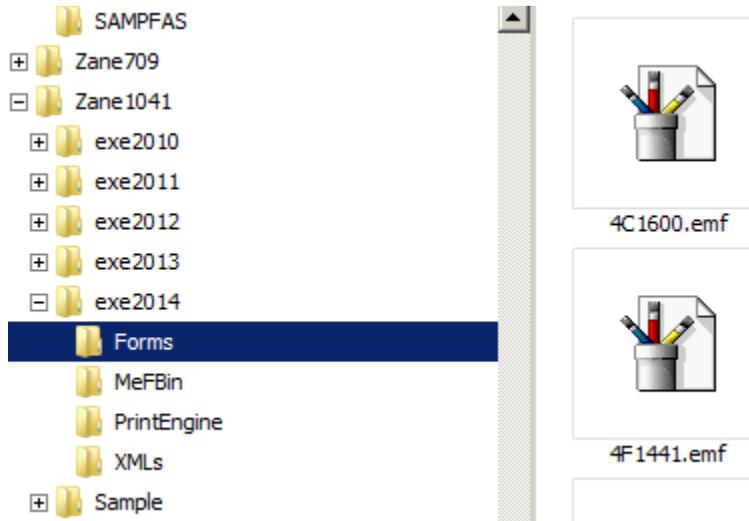
The 1041 program EXE folders include a few extra folders. These are all related to the year-specific needs for electronic filing of tax returns.

Location of Client Data

In the existing file and folder structure of the ONESOURCE Trust & Estate Administration programs, it is imperative that client data, or client folders, are not moved from their parent application folder.

The client data locations for the ONESOURCE Trust & Estate Administration Program groups are split in two different ways depending on the program group.

Location FAS, 706, and Calendar Client Data

All FAS Accounting and 706 program client data folders are stored under (default root folder) FPS\FAS706. The following screen shows the folder location for client ID JSMITH (John Smith)

Address	C:\FPS\FAS706		
Name ▲		Size	Type
Exe2004			File Folder
Exe2005			File Folder
EXE2006			File Folder
EXE2007			File Folder
FAS			File Folder
JSMITH			File Folder
RLR706A			File Folder
WBCFAS			File Folder

If you open the JSMITH folder you will see the Data (DBF), Index (CDX) and memo (FPT) files that make up this client. JSMITH can be opened with either the FAS Accounting program or the appropriate year 706 program (or State Estate/Inheritance Tax program; as licenses permit).

Address	C:\FPS\FAS706\JSMITH		
Name ▲		Size	Type
ASSET.cdx		21 KB	CDX File
ASSET.DBF		3 KB	DBF File
ASSET.fpt		1 KB	FPT File
BatchId.ADT		1 KB	ADT File
BENEFIC.cdx		6 KB	CDX File
BENEFIC.DBF		4 KB	DBF File
BENEFIC.fpt		1 KB	FPT File
BEQUESTS.cdx		9 KB	CDX File
BEQUESTS.DBF		1 KB	DBF File
Checks.DBF		1 KB	DBF File
Checks.fpt		1 KB	FPT File
CLIENT.DBF		5 KB	DBF File
CLIENT.fpt		1 KB	FPT File
CLIENT.INI		1 KB	Configurat
CLIOPTS.cdx		3 KB	CDX File
CLIOPTS.DBF		1 KB	DBF File
CLIVERS.cdx		3 KB	CDX File
CLIVERS.DBF		1 KB	DBF File
COMMISS.DBF		1 KB	DBF File
CREDITOR.cdx		6 KB	CDX File

Location of 709 and 1041 Client Data

The 709 and 1041 programs maintain a different structure for client data which is based on the year of the return.

In the following example the 1041 client "SAMPLE" has returns filed for years 2004, 2005, etc as shown:
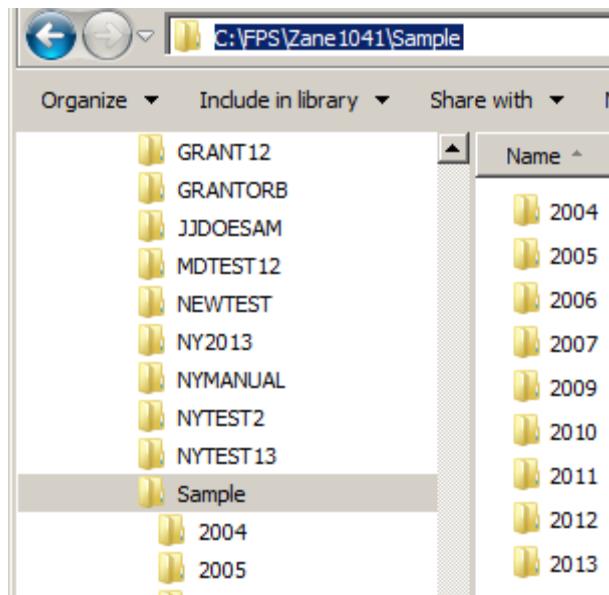
The 709 uses a similar client data structure.

Why it is Important to Maintain File and Folder Structures

The screen shot below shows a "nested" installation. The incorrect installation path selected was C:\FPS\FAS706. This created a second FAS706 folder.

Nested Installs are problematic due to the possibility of having client data in multiple locations, differing versions of the same application in different locations, and an inability for the program to ensure that available client data structures are up to date.

Be sure to install all ONESOURCE Trust & Estate Administration software to the root directory of "FPS" or the consistent folder of your choice to avoid this issue.

Another problematic install is known as the "root install" or "root mapping".

If the program was installed to a network location, but then the mapped drive from which the program was intended to be used was mapped directly to the FPS folder, that is known as a "root install" or "root mapping." This is easily identified by viewing the shortcut path. If it reads something like "Z:\FAS706\FAS\FAS.EXE" (for the FPS Accounting program) then you have a root install.

These are problematic because some of the secondary applications (such as State Estate Tax program modules, or some of the utilities like Calendar or 1041 Backup Schedules) require a "visible" root FPS folder.

Performing Updates on Existing Installations

There are two methods by which the applications can be updated: either by downloading the software from our website at www.oteasoftware.com and installing, or by using the "Check for Updates" feature inside the program.

In the Tax programs, an update only applies to the current year program. For example: You cannot update the 2006 706 Federal Tax program to the 2007 706 Federal Tax program. A separate installation must take place using a downloaded installer to acquire the next year program.

Before you update any ONESOURCE Trust & Estate Administration programs please verify that all application users have closed their clients and are logged out of all programs, including: FAS Accounting, 706 Estate Tax, 709 Gift Tax, US Federal 1041 and the state module type programs like PA-REV 1500. This is especially important in Network installs where programs and table data are shared.

Updating Directly from Website

During the installation process, the installer for each respective "primary application" creates a Windows Registry entry that subsequent installs can read to determine the correct path.

With this in mind, if the programs are updated using the same workstation from which they were originally installed, the program installer will pick up the correct path.

Otherwise, during the installation of updates, the installer process can be "Browsed" to point to the correct location.

If at any point an application that was updated prompts for registration, this means it was likely installed to the wrong location.

Registration ideally only occurs for newly installed applications, whether they were installed to a new location or for new-year installs of an existing program.

Updating using "Check for Updates"

In order to use Check for Updates, verify you have the latest version of the Web Registration program and that you are logged in as the Administrator level account (default: "User"). Versions of Web Registration after 1/2014 will update when "Check for Updates" is processed or via manual installation.

Additionally, users of Windows 7, 8.1, and 10 are REQUIRED to right-click the respective program icon and choose "Run As Administrator" to Check for Updates/Download New Version

1. Launch the program you would like to update. You will come to a login screen similar to the one below. Click OK or Login to login into the program.
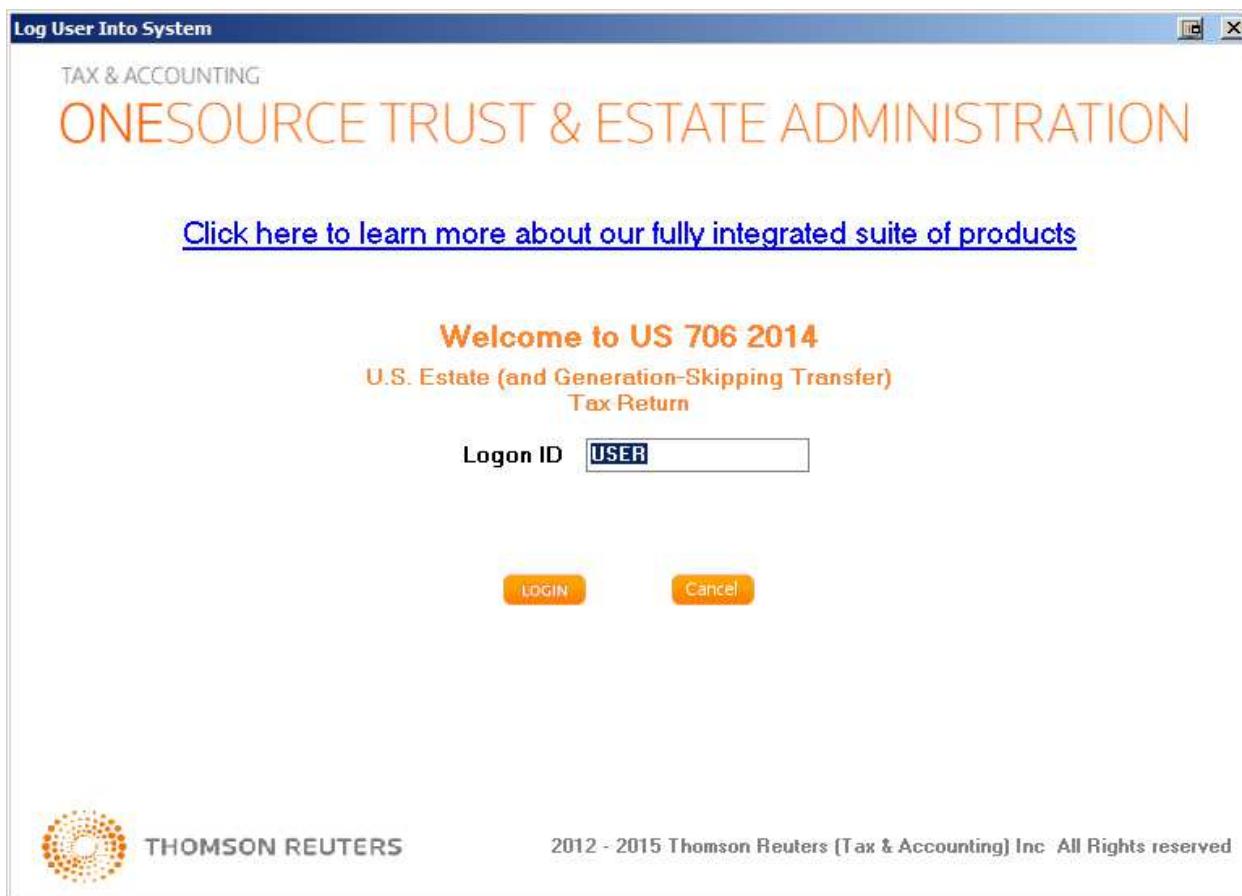
2. Next you will come to the "OPEN a CLIENT" Screen. Click Cancel. (You do not want to open a client unless attempting to update a state-specific sub-program).

3. Now go to the top menu bar and click on Help – Check for Updates.
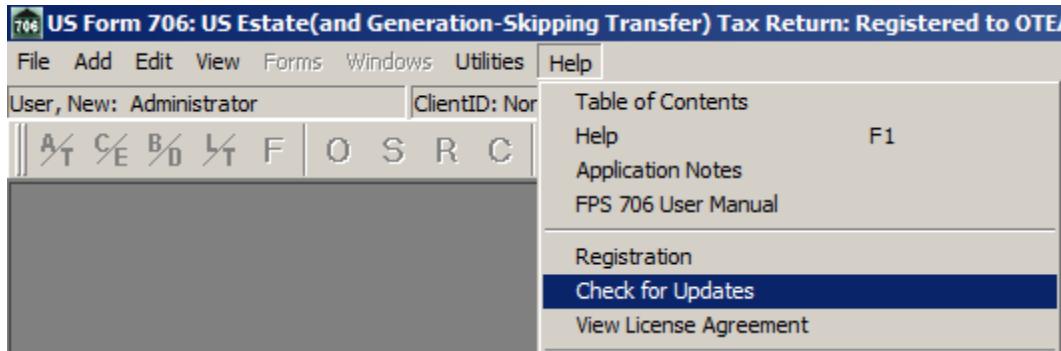
 (PLEASE NOTE)

If "Check for Updates" is grayed out then you are in a client or you have another user using this program on the network. Firms that utilize the program-based user security settings may also have issues running "Check for Updates" if the user's access level is not high enough (Senior or Administrator required).

4. Primary programs (FAS, 706, et al; those programs that are run directly from a shortcut) released during and after 2010 all have a new mode of displaying the need for updates:

(PLEASE NOTE)

If "New Version Available" or its submenu of "Download Version x.x.x.x" is grayed out then you have a client open, another user is using this program on the network, or the user does not have sufficient permissions inside the program to perform the update.

Additionally this popup does not currently occur for most state-specific sub-modules, such as the FAS Accounting Report Formats or State Tax programs.
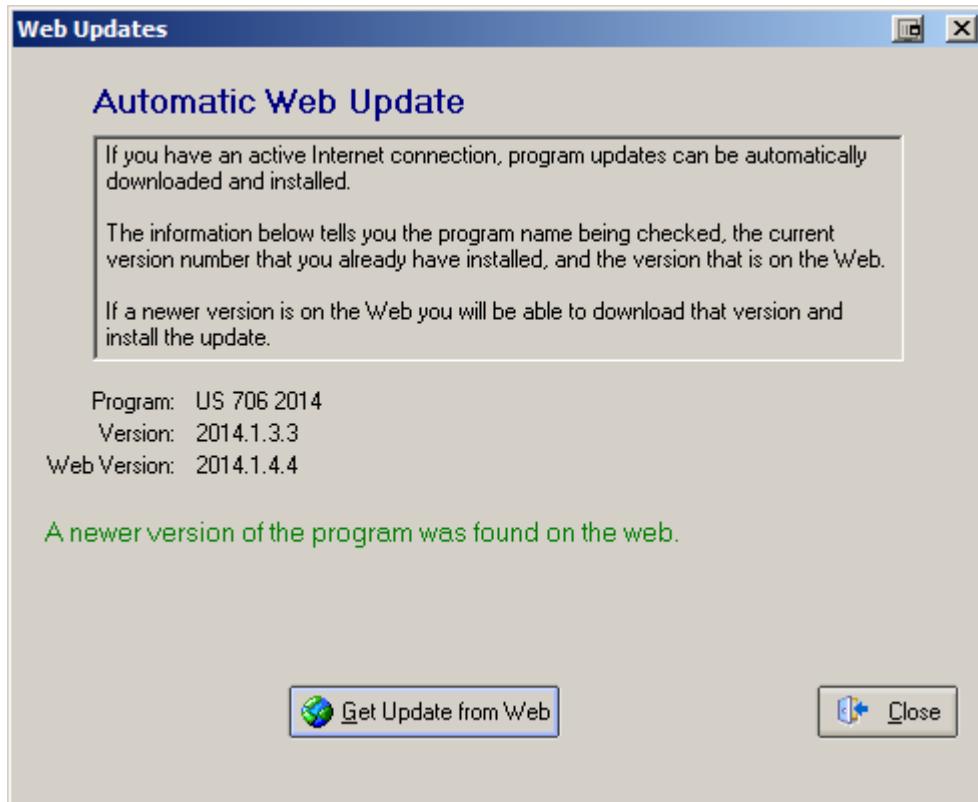
5. Clicking on Check for Updates (or Download Version x.x.x.x) will cause the "Web Updates Window" to come up. It will display information regarding the current program that you want to update. It will also check the current version that you have and the latest version that's available

---

on our program website. If you are not running the current software version, a message in red letters will appear as seen above.

ALERT: If you see choices to pick between FTP or HTTP downloads on the Web Registration window, you MUST update your Web Registration directly from the website before proceeding.

    6.   Click Get Update from Web.

If you get the message "The version you have matches the web version," Click Close. You do not need to run the update.
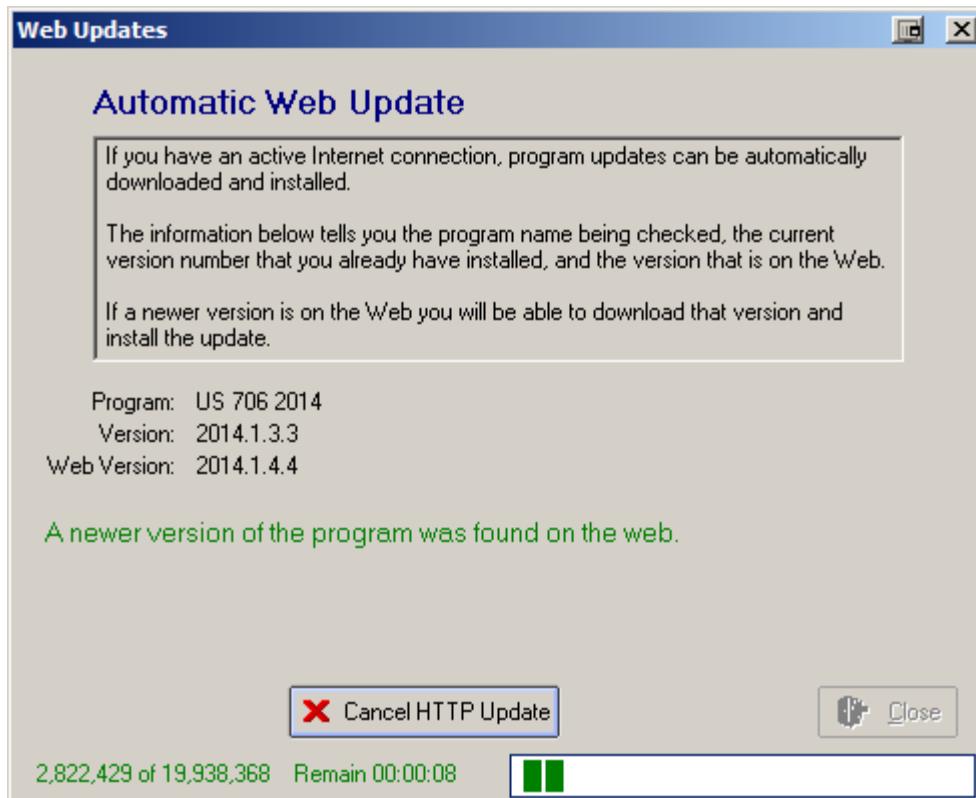
    7.   After you click update from web the "Web Updates" program will automatically download the latest version. You do not have to do anything here but wait until it's complete.

(PLEASE NOTE)

If the progress bar stops or looks to be frozen for a few minutes you may need to have virus scan or anti-spyware/malware software disabled. Click "Cancel HTTP Update" then temporarily disable your virus scan/anti-spyware software and start from the beginning. If you do not know how to disable your virus scan or anti-spyware software please contact your IT Technical department for further instruction. ONESOURCE Trust & Estate Administration is not responsible for the support of Virus Scan or Anti-Spyware Software.
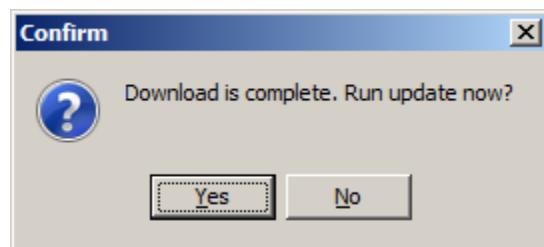
    8.   When the download is complete click Yes to install the update.
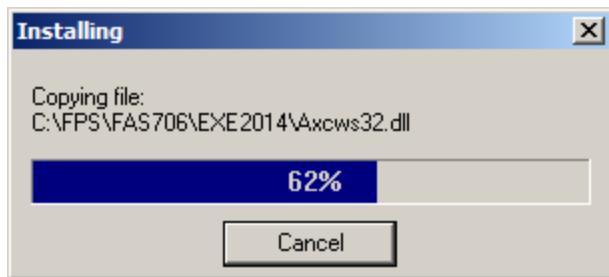
9. Installing the update; please be patient while this is installing.

(PLEASE NOTE)

If the progress bar stops or looks to be frozen for a few minutes you may need to have virus scan or anti-spyware/malware software disabled. Click "Cancel" then "Exit Setup". Disable your virus scan/anti-spyware software and start from the beginning. If you do not know how to disable your virus scan or anti-spyware software please contact your IT Technical department for further instruction. ONESOURCE Trust & Estate Administration is not responsible for the support of Virus Scan or Anti-Spyware Software.

10. Once the update is applied click Finish.

Note that if the window appears that indicates "You must restart your computer for changes to take effect" this is NOT required - simply click NO or Cancel.
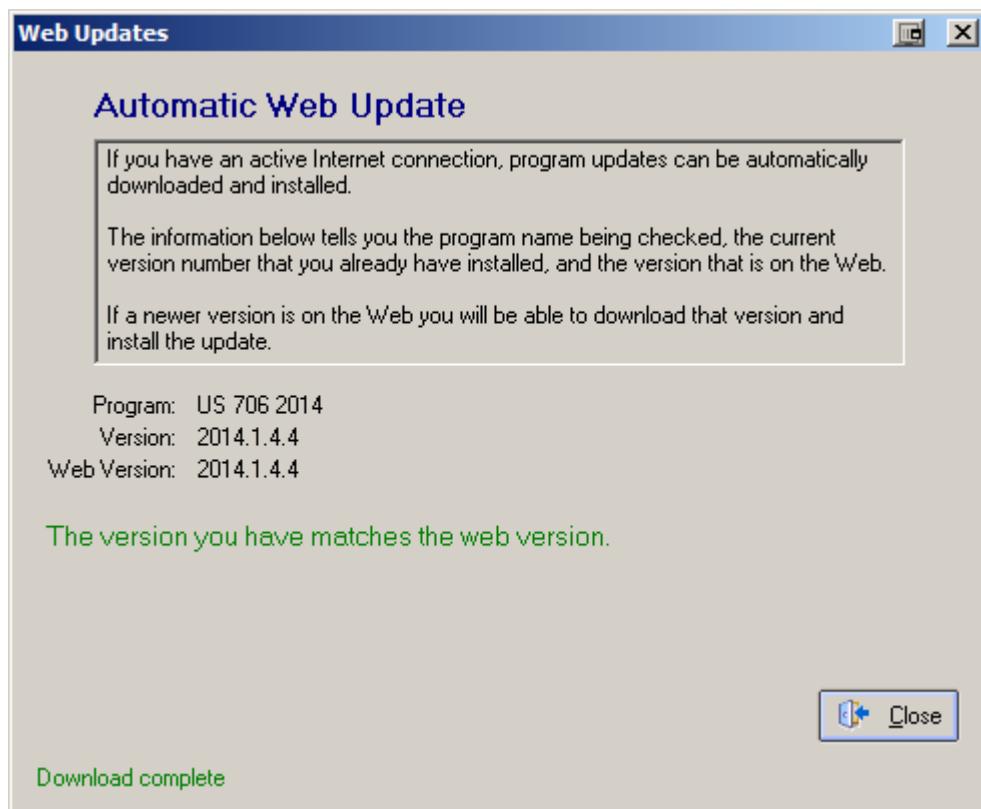
11. Web Updates will check again to see if you are currently up to date.
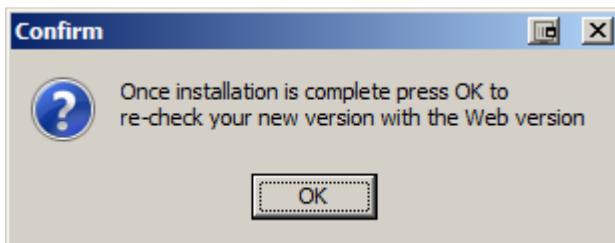
12. If you are several versions behind the latest you may have to run Check for Updates several times until you get the message "The version you have matches the web version"
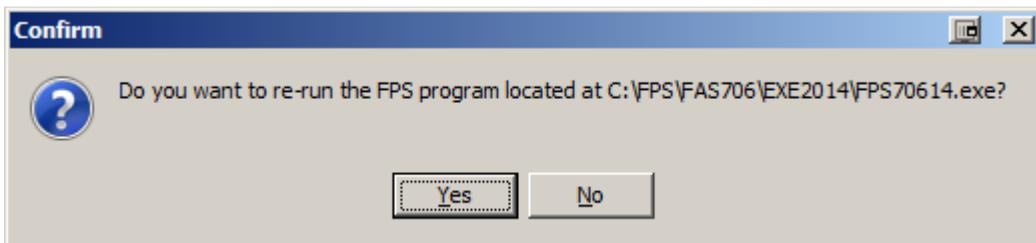
13. At this screen Click Yes to re-launch the newly updated program; this update is now complete.

Note that if a window appears that indicates "You must restart your computer for changes to take effect" this is NOT required - simply click NO or Cancel.

If you get the warning box "This program may not have installed correctly" click "This program installed correctly."

Moving Programs to New PC or Server

In most cases, moving the ONESOURCE Trust & Estate Administration applications to a new PC or server is as simple as copying the folder structure to the new location. This is because the programs, tax forms (if applicable), and any client data are all located under the root FPS (or folder name of your choice) folder. Once moved, reregistration will be required.

Resetting Registration at the Time of Move

ONESOURCE Trust & Estate Administration System Support will need to be notified before or at the time of the software migration to allow them to remove previously existing registrations that are created during the Web Registration process.

Prior to moving the applications to the new location, it is recommended to rename the file PCPNU.DBF located in FPS\COMMON.

Once the applications have been moved to the new location and shortcuts have been created, running the program the first time in the new location will cause it to prompt to begin the Registration process.

Possible Environmental Issues when Moving Programs

We have discovered that when migrating from Windows Server 2003 to Server 2008 (or newer) the set of permissions on the 2003-sourced folders do not correctly carry over to the new 2008-based server.

If a migration to Server 2008 (or newer) from an earlier server OS is required, it is highly recommended to first reinstall the ONESOURCE Trust & Estate Administration software from fresh downloads from our website at www.oteasoftware.com . Once the installs are complete and the programs are registered, then moving the client data will be advisable.

Moving the program folder structure on a standalone workstation from Windows XP to Windows 7, or higher does not typically have this requirement.

All users require full control access to the FPS root folder and its subdirectories.

Moving 709 Programs to New Network Location

Special consideration must be given to the 709 Gift Tax program. This program utilizes an extra set of files to track the linking of spouse returns for gift splitting purposes. This information is tracked by full UNC path of the client data.

When performing a move of the ONESOURCE Trust & Estate Administration software that includes the 709 Gift Tax program, you must send the following files to ONESOURCE Trust & Estate Administration System Support for them to edit the files to include the new server path.

The files are located in:

(FPSROOT)\COMMON

And are named:

CELINK.ADI
CELINK.ADT

Editing these files can take varying amounts of time depending on how many 709 clients your firm has. Please allow a minimum of one business day for this procedure to be completed. During this time your users will not be able to utilize the 709 Gift Tax programs.

Configuration Files and Local Variables

INI and Configuration Files

The ONESOURCE Trust & Estate Administration programs dated after 2008 all store their respective INI files in My Documents\FPS\V2.

The programs do not utilize a hard-coded path to store the INI files; rather they utilize a Delphi (programming language) system-level environment variable that determines the user's My Documents folder location. The closest Windows equivalent would be "%USERPROFILE%\My Documents".

In most cases, there would be no problem related to this folder location. However some environments with which we have worked force the My Documents folder to be redirected to a network location. In rare instances, error messages may occur upon accessing the ONESOURCE Trust & Estate Administration program if the user does not have full control access to the folder to which their My Documents is redirected.

In such cases, the error message would be "Application cannot run if Startup is not completed; unable to write to My Documents\FPS\V2\(filename).INI".

Ensuring the user has full control access to the respective (network*) folder will alleviate the problem.

*In rare instances, the issue can occur also for My Documents locations on the local computer. Verifying full control access is the best course of action.

INI and Configuration Files for Programs Prior to 2008

The programs prior to 2008 primarily stored their respective INI files in C:\WINDOWS. Due to this it is possible that, when first running a prior year program, a similar error might occur stating "unable to write to Windows system area" or "unable to write to Windows\(filename).INI".

In such cases, it is recommended to run the program the first time by right-clicking and choosing "Run As Administrator" in order for the application to be able to create the necessary files.

Rare instances have required manual creation of a blank INI file for the respective program to edit upon first access.

Location of FPS Keys in Windows Registry

The registry keys that are put in place during the installation process store only a few things:

- The path to which the programs are installed

- The path where the executable sits

- The version number

- The list of most recently opened client data

Registry Keys in Windows 7, 8.1, and 10

HKEY_CURRENT_USER\Software\Classes\VirtualStore\MACHINE\SOFTWARE\Wow6432Node\Zane
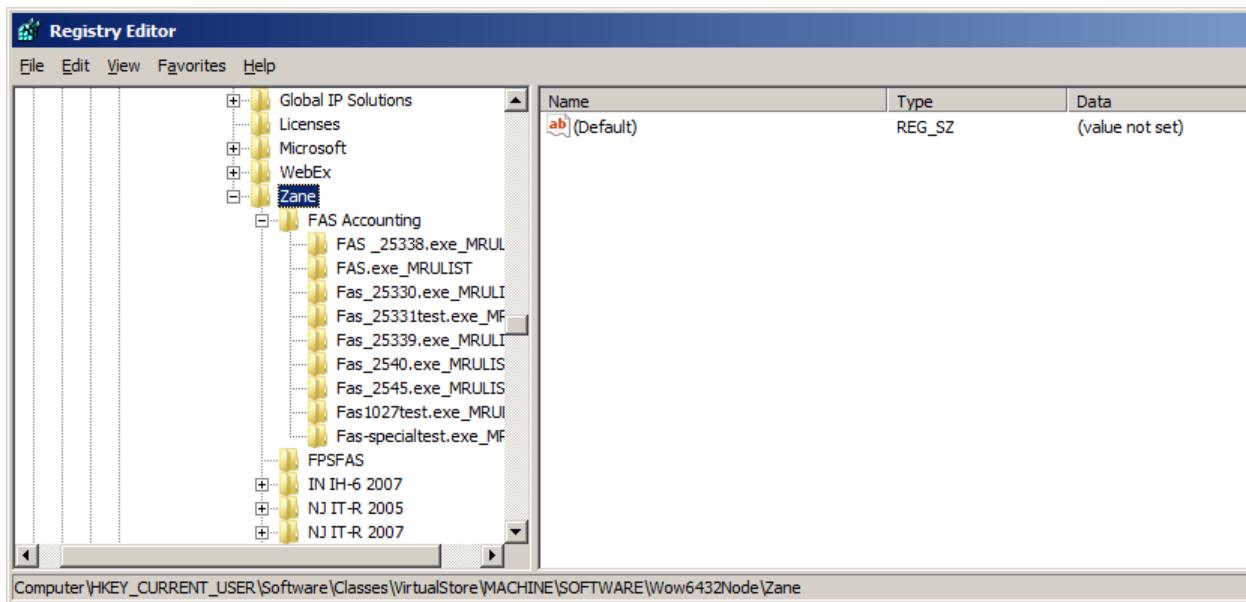
If users do not have permissions to write to these respective keys on their computer, the most obvious symptom will be that the "Reopen Client" menu option under File will not display the submenu listing the most recently used client data.

Troubleshooting Incorrect Installations

Nested Installation

The screen shot below shows a "nested" installation. The incorrect installation path selected was C:\FPS\FAS706. This created a second FAS706 folder.

Nested Installs are problematic due to the possibility of having client data in multiple locations, differing versions of the same application in different locations, and an inability for the program to ensure that available client data structures are up to date.

Be sure to install all ONESOURCE Trust & Estate Administration software to the root directory of "FPS" or the *consistent folder* of your choice to avoid this issue.

Root Installation/Root Mapping

As mentioned in the Installation section, a drive letter path is required from which to run the programs in a network environment.

If the program was installed to a network location, but the mapped drive from which the program was intended to be used was mapped directly to the FPS folder, it is known as a "root install" or "root mapping." These are problematic because some of the secondary applications (such as State Estate Tax program modules, or some of the utilities like Calendar or 1041 Backup Schedules) require a "visible" root FPS folder.

In these cases, it is best to use a drive mapping one level "above" the FPS program folder structure.

If the FPS folder structure is located at the top level of the respective drive (ie on SERVER01, the FPS folder is located at C:\FPS), it is often suggested to create an additional FPS folder inside (resulting in C:\FPS\FPS), moving the respective folders into the second FPS folder, and going through the reregistration process. *As always, contact ONESOURCE Trust & Estate Administration System Support for any necessary assistance.*

Branch Installation

Some firms are overzealous in their installation of our programs to the point where each respective year of the ONESOURCE Trust & Estate Administration software is installed to its own discrete folder.

There are also rare instances of some firms' programs being installed to a unique folder based upon the specific version of the release.

While ONESOURCE Trust & Estate Administration appreciates the mindset in attempting to compartmentalize the programs, these methods of separating the program directories are unnecessary and problematic for a number of reasons.

- The program installer has been specifically engineered to install the programs to either C:\FPS or the destination directory of choice. The respective program installer will always create (if missing) or use (if existing) the folder structure indicated for the application.(1)

- Each installation of the program in a "Branch install" will require separate registration, separate data files and folders, and will require unnecessary overhead in maintaining a working folder structure.

- Client data in a "Branch install" cannot be guaranteed to be updated to the most recent version of the program's requirements (via the Structure Update process.)

- Even though modern storage capacities are many times larger than the requirements for the ONESOURCE Trust & Estate Administration programs, a basic install of the program, plus data, plus ancillary utilities will add up when installed a number of times.

As an example, the installation of the 706 2014 version 2014.1.3.3 and Sample Client, Web Registration version 1.4.19.2, and Archive Manager 4.0.11.1 weighs in at 56MB.
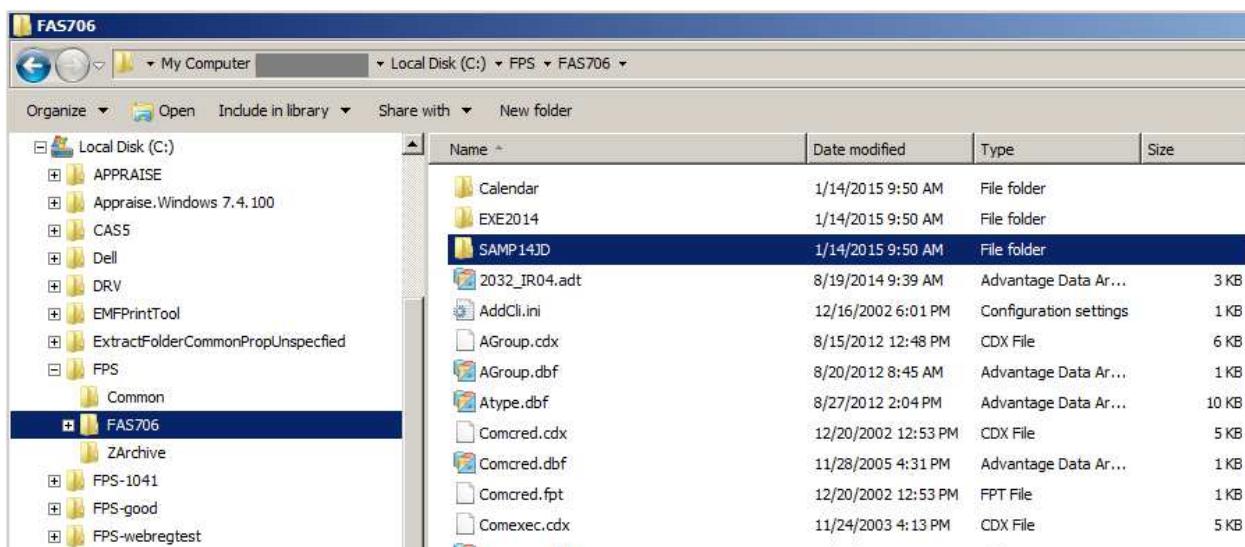
The 706 for 2014 has had five releases. The accumulated weight of five separate version-based branch install's folders could be in the range of 250MB. While again not significant versus modern network storage capacity, if performed over many years with many versions of a number of our programs, it will be a noticeable detriment to share cleanliness and storage space availability. This also does not take into consideration the overhead needed for maintaining a consistent location for client data folders, ensuring respective utility or state-related programs are updated, or the difficulty in relocating such a folder structure to a new server or share.

Thus, it is highly and strongly recommended to install the programs and their respective updates to a single, consolidated program structure.

(1)– As mentioned in the "Default Files and Folder Structure" section of this document, each respective application of the ONESOURCE Trust & Estate Administration software suite has its own sub-folder within the root program directory in which the installer will place the necessary files.

Installing zCalc

zCalc Installation Overview

The setup files for zCalc are currently located at the consolidated download page for the ONESOURCE Trust & Estate Administration products at www.oteasoftware.com (then clicking the "zCalc Products" button) or going directly to http://oteasoftware.com/aspx/zcalc.aspx .

If customers log in to www.oteasoftware.com using their ONESOURCE 10-digit account number to be able to download the software, only the zCalc Tool Box Suite is listed.

All zCalc products (see below) are listed on the other page.

The setup file for the zCalc Tool Box will be listed on the download page as "zCalc Tool Box Suite".

Other programs available for download are:

zCalc Function Library

zCalc Tool Box Templates

Note: The customer's current installation serial number will be required to complete the installation of all products.

Note: The only other separate setup file that a user may want besides the Tool Box Suite setup file is the Tool Box Templates file. These templates are for power users who want to customize the zCalc models. The Tool Box Suite install includes the Function Library and a separate "Function Library" install is not required for that module.

### Three Important Installation Conditions

If the following three conditions are met during the installation of zCalc, there are very few issues that will arise.

- The setup file must be downloaded (i.e. saved) to the user's computer before installing. That is, the user must choose the "Save" option when downloading the setup file from the download page. The setup file CANNOT be run from the website using the "Open" option and CANNOT be run from a network share.

- Excel MUST be closed before installing zCalc.

- zCalc MUST be installed with Administrator permissions. This means that, under Windows 7, 8.1 and 10 you must right-click the installer icon and choose "Run As Administrator."

The setup file will be named "ZCalcTBSuiteXXXX.EXE" where XXXX=the most recent year available for download. This installer will install the zCalc Tool Box, Presentations, and the Function Library.

Note: The Function Library currently has its own installer, which does not need to be run in conjunction with the Tool Box Suite installer. The standalone Function Library installer is intended for use by firms who utilize custom builds of zCalc, or other zCalc-based applications such as Wealthtec©.

During the installation process, the zCalc installer will automatically determine the version of Excel (and PowerPoint, if applicable) that is present on the computer.
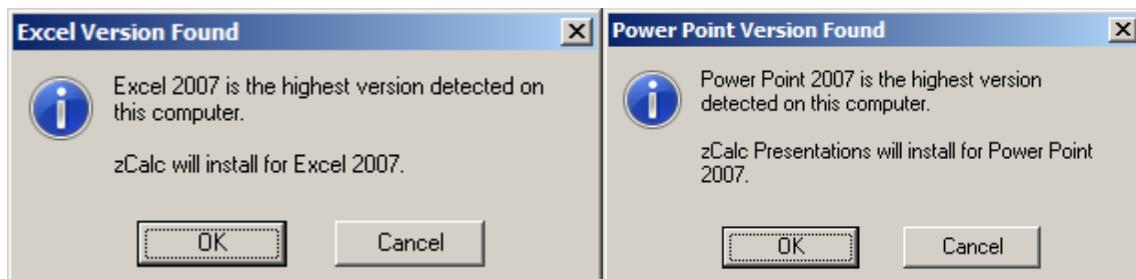
The installer process will automatically copy any necessary .XLSM files for Excel 2007 through 2016.

Additionally, zCalc's installer CANNOT be run from a network location. It MUST be run from a local drive or folder.

Firms that require a "silent" installer must contact ONESOURCE Trust & Estate Administration Support at 800-327-8829 option 1, 2 for more information.

Installing FPS Client/Server Database (ADS)

Standard ADS Installation Email

The following text is the standard email which ONESOURCE Trust & Estate Administration System Support will send to the firm when ADS is licensed.

 Here is the full link to download ADS from Extended Systems Devzone web site:
http://devzone.advantagedatabase.com/dz/content.aspx?Key=20

1. Choose the version of ADS the codes below pertain to (version 11.1)

2. Choose Advantage Database Server, then select the server OS version that is correct, and Download the file to your computer

3. Installation of ADS must be performed on the exact same server where the ONESOURCE Trust & Estate Administration programs reside. Installation processes must be performed at the server console to the same partition where the programs reside. It does not matter if the server is a Metaframe server or a Windows Application server that Metaframe or MS Terminal Services points to. All that matters is you point to the same physical partition drive letter (some firms use the "volume" terminology).

NOTE Anti-virus software may need to be temporarily disabled for correct installation.

4. Plug in the serial number and validation codes listed in the email you received.

5. The installation takes about 5 minutes. It will create a server service named Advantage Database Server. Once you finish installation the ADS Configuration tool should automatically open. If the service started automatically, please stop it via this window.

6. Go to the Configuration Utility tab, then Database Settings. Make the following changes:

--Connections 500

--Work Areas 7500

--Tables 1000

--Indexes 1500

Click Apply, then start the service.

7. Verify the service has been started.

8. Run the FPS programs using a remote connection. You should not receive any warnings or messages. Test with at least 2 users.

--

By default, the service installs and uses UDP communication over port 6262.

In some rare cases, firewall exceptions are necessary to allow the ONESOURCE Trust & Estate Administration programs to communicate with the Advantage Database Service.


Program Registrations

Using Web Registration

This is the process through which the ONESOURCE Trust & Estate Administration programs are registered. This process should only occur upon installation of a new-year program (or a fresh install.)

    1.   To register the software when prompted with the below window, click Register Now

2. At the License Agreement/Registration window, click I Accept. If the Web Registration has been installed, you will next see the Web Registration window.
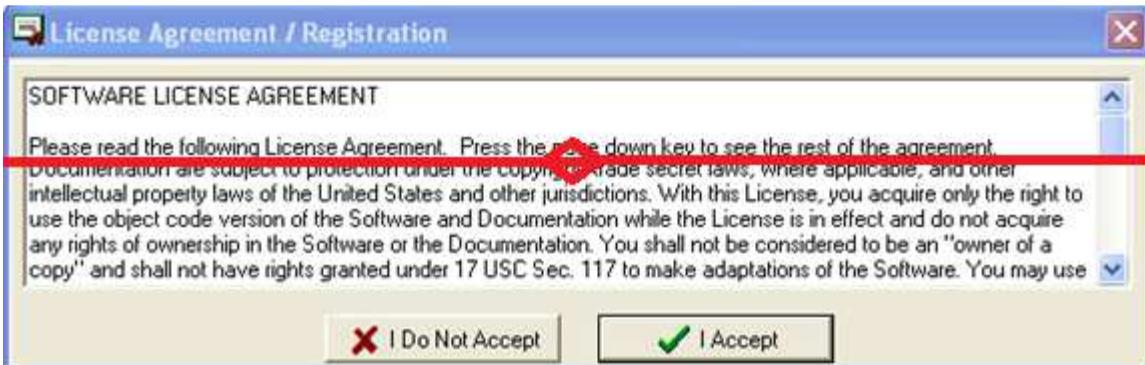
3. At this point you would enter your "Z" number in the account number field, or preferably your new 100-style account and validation number, and your company name in the Firm Name field. Click the Save button and once your account information has been saved, click Register
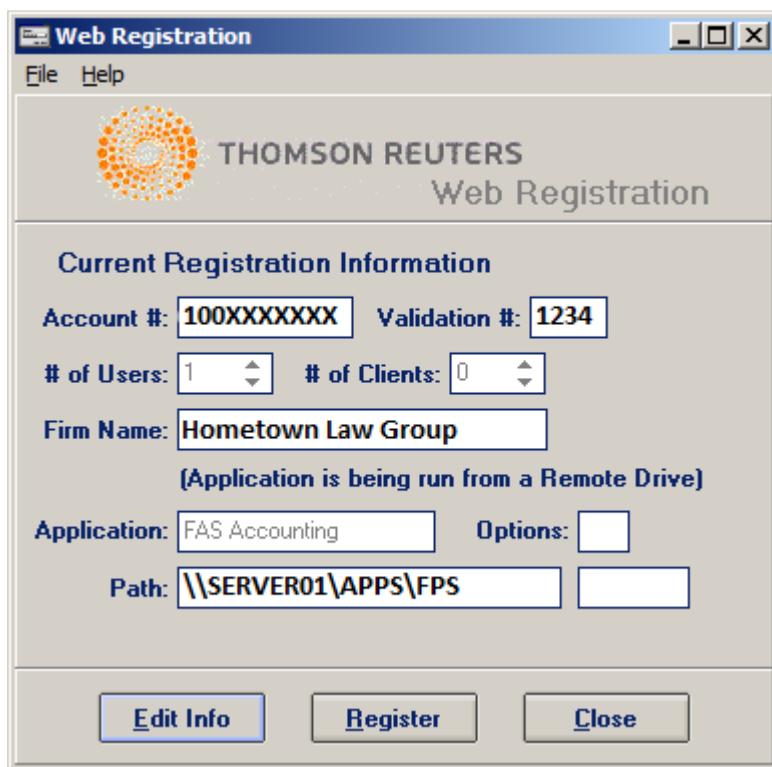
Here is a list of the various fields and their descriptions:

- The account and validation numbers are provided by your Sales Rep. They are used to log into the software download page www.oteasoftware.com as well as during the registration process.

- Number of users would be the number of concurrent licensed users for your firm.

- Number of Clients is applicable only to the FAS Accounting software. Other applications' respective registration screens will not allow this number to be changed.

- Firm Name cannot be blank and must not read "Unregistered". It can be anything else, however – if you have a longer firm name, it does not need to be fully typed in this field. It can be abbreviated or shortened. The only place the firm name (as entered in this field) will appear will be the title bar for the application. It is not used to identify the firm in any returns.

- The Applications, Path, "Options" boxes and the box below "Options" cannot be changed as they are determined as the Web Registration program activates.

- "Options" displays numbers in certain network environments or when certain utility applications (such as the 1041 Backup Schedules) have been licensed by the firm.

- The box between "Options" and "Close" (in the above screenshot it is blank) will display a randomly generated number when the program is installed on a local computer to the local C: drive. Most network installs will not display anything in that field. This number is known as the "Machine ID".

Notice that the field labeled Path will show a UNC even though if the program were installed to a network shared/mapped drive. This is because the registration program needs to determine whether or not the software was installed to a local machine or is running from a network server. The UNC indicates a network install and is correct.

Once the respective information has been entered, click "Save" then "Register." (The above screenshot shows the "Edit Info" button instead of "Save.")

Please see the "Troubleshooting Registration" section for information about common registration problems.

Using Manual Registration

Some firms have limitations implemented that prevent the Web Registration program from communicating with the Internet.

Such settings include proxies, Antivirus or "web guard" filters like Websense, Barracuda, or VIPRE, and strong firewalls. Please see the "Troubleshooting Registration" section for information about common registration problems.

There are two primary methods by which the program's manual registration information can be generated.

Note that Manual Registration requests will only be processed during Systems Support hours (M-F 8A-8P Eastern during Tax Season hours, or M-F 8A-7P Eastern.)

Using "Send for Registration"

The "Send for Registration" option requires you to have configured an email program (such as Microsoft Outlook).

In the event that Manual Registration is deemed necessary, please follow these steps.

1. Ensure the information entered on the Web Registration screen is accurate

2. Click Save

3. Go to File – Manual Registration
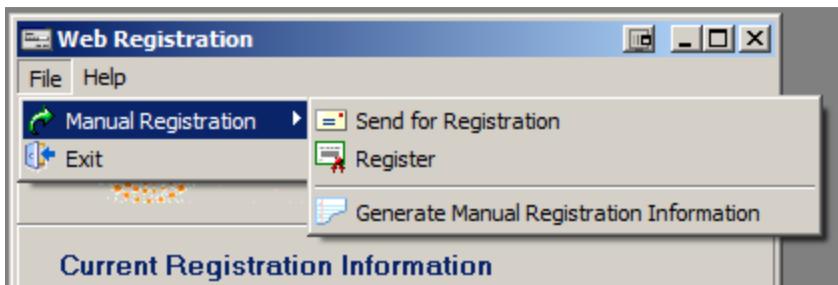
4. Select "Send for Registration"

5. The Web Registration program will automatically open your previously configured email application and automatically populate an email with our email address and a body of information that looks something like this:

```
[Registration]
FirmID=100XXXXXXX
ValCode=1234
FirmName="Hometown Law Group"
Application="FAS Accounting"
UNCPath="C:\FPS"
MachineID=B10D0507
Users=1
Clients=0
Options=000
```

6. Click Send

7. After a ONESOURCE Trust & Estate Administration System Support rep has processed your Manual Registration request, you will receive a return email that looks like this:

```
Registration Code for Client: 100XXXXXXX Hometown Law Group

'Application: FAS Accounting
004017680908BA4ED46097CADE200042323
```

8. Copy the long code (that starts with 004) from the email

9. Re-open the program and ensure that the Registration information displayed is identical to that which you had entered in Step 1

10. Click Save

11. Go to File – Manual Registration

12. Select "Register"

13. Paste in the long code and click OK when it is highlighted

14. Click OK on the "Application has been registered" message then click "Close"

15. The registered application will now automatically open

**Using "Generate Manual Registration Information"**

In the event that you are unable to utilize the "Send for Registration" option, the "Generate Manual Registration Information" option will be the next step to take.

The steps for this are nearly identical to the previous method.

In the event that Manual Registration is deemed necessary, please follow these steps.

1. Ensure the information entered on the Web Registration screen is accurate

2. Click Save

3. Go to File – Manual Registration

4. Select "Generate Manual Registration Information"

5. The Web Registration program will automatically open the "Notepad" program and display the manual registration request information. It looks something like this:

6. Go to the Edit Menu – choose Select All

7. Go to the Edit Menu – choose Copy

8. Open your Email program and create a new blank email

9. Click in the "Body" of the email and paste the information you had copied from the "ManualRegistrationInfo.txt" window

10. In the subject, please put "Attention Systems Support / Manual Registration"

11. Use this email address: onesourcesupport.trustestate@thomsonreuters.com

12. Click Send

13. After a ONESOURCE Trust & Estate Administration System Support rep has processed your Manual Registration request, you will receive a return email that looks like this:

Registration Code for Client: 100XXXXXXX Hometown Law Group

'Application: FAS Accounting
004017680908BA4ED46097CADE200042323

14. Copy the long code (that starts with 004) from the email

15. Re-open the program and ensure that the Registration information displayed is identical to that which you had entered in Step 1

16. Click Save

17. Go to File – Manual Registration

18. Select "Register"

19. Paste in the long code and click OK when it is highlighted

20. Click OK on the "Application has been registered" message then click "Close"

The registered application will now automatically open.

If your firm does not have internet access of any sort and you are prevented from sending emails to allow for the registration process, you MUST contact ONESOURCE Trust & Estate Administration Support at 800-327-8829 option 1, 2 during business hours to make other registration arrangements.

Troubleshooting the Registration Process

Troubleshooting Web Registrations

The Web Registration program attempts to communicate with the following websites:
www.oteasoftware.com and www.pcpnu.com , both of which resolve to 163.231.5.134.

The Web Registration program utilizes a custom URL string which it then passes through Windows API to send information directly to our website over port 80.

If the network environment prevents communication for unknown or non-certified applications a number of errors can occur.

"Application errors" with no explicit error number but instead that display a random address number are typically indications that a firewall is blocking the Web Registration communication.

In extremely rare instances, this can manifest with the text "Exception error at web server occurred." (The primary occurrence of "Exception error at web server occurred" indicates an out of date version of Web Registration and it is highly recommended to download the most recent version from the website at www.oteasoftware.com.)

We have discovered while troubleshooting that two AV/FW suites – VIPRE and Barracuda Web Filter – sometimes may interfere with the registration process.
When the user attempts to register the software by clicking "Register" on the Web Registrations screen, they will get an error that might occupy their entire desktop screen.

This is a small sample of the error from the VIPRE suite:

```
<title>Blocked by VIPRE</title>              <!-- Translate -->
</head>

<body>

<p style="margin-top: 0; margin-bottom: 0" align="center">
nbsp; </p>
<p style="margin-top: 0; margin-bottom: 0" align="center">
<b>
<font face="Arial" size="5" color="#3B00CA">VIPRE has determined that the site</font></b></p>
        <!-- Translate -->
<p style="margin-top: 0; margin-bottom: 0" align="center">
<b>
<font face="Arial" size="5" color="#3B00CA">you are trying to visit contains potentially harmful or
objectionable content.</font></b></p>  <!-- Translate -->
```

Note that the Barracuda Web Filter suite will cause the same issue.

Typically, choosing File – Manual Registration – Send For Registration will also result in an error, due to the VIPRE or Barracuda suite blocking our program from calling Outlook (or the user's default mail program) to generate the outgoing registration communication.

In every documented call with these particular AV/FW software suites, a Webex was required to manually register via "Generate Registration Information", as the customer's technical resource either was not able to (or was not available to) add our program and site information to a VIPRE or Barracuda whitelist.

Troubleshooting Manual Registrations

If the information added to the Web Registration screen prior to selecting "Manual Registration" is not identical to that which is added when re-entering the Web Registration screen to input the Manual Registration code, the "Register" process when pasting in that number will not be available. To resolve this, ensure that the information entered before the submission is identical to that afterward.

Further, the information generated (either by "Send For Registration" or "Generate Manual Registration Information") must not be edited in any way before sending to ONESOURCE Trust & Estate Administration Systems Support. This also will cause the Manual Registration process to fail.

Additional Installation Troubleshooting

Disk Space or "Path Not Available" Errors

As of the 2012 program year, the installers for the ONESOURCE Trust & Estate Administration programs removed most disk space checks as these were causing problems with storage areas larger than 2TB.

Occasionally the older applications may experience the Disk Space error as those installers were not updated with the respective enhancement. If a firm receives this error when installing an application prior to 2012, it is recommended to contact ONESOURCE Trust & Estate Administration System Support.

More often in current environments we see the Disk Space error, or possibly the "Path Not Available" error, occur when the user does not have the correct permissions for installing the programs to a network drive. Resolving the permissions issues (or contacting the user's technical resource) can allow this issue to be bypassed.

In more rare cases, the issue is due to security tokens for the user's mapped drives not being correctly accessed by the elevated permissions that are activated by right-clicking and choosing "Run As Administrator." This is often resolved by clicking Browse on the second installation process screen (where it shows the "Destination Folder"), then ensure that the drive letter at the bottom of the screen displays the correct network drive mapping.

Even more rarely the above step will not work. In this case it might be best to contact the firm's technical resource to perform the install directly on the server.

Last, it may be necessary if the drive letter mapping is unusable and the user doesn't have direct access to the server to attempt installation by browsing to the actual UNC path. The drawback to this step is that, again the user may not have permissions, but also the shortcut will be recreated on the user's desktop with the UNC path as its target/start in location. The shortcut can be manually changed afterwards.
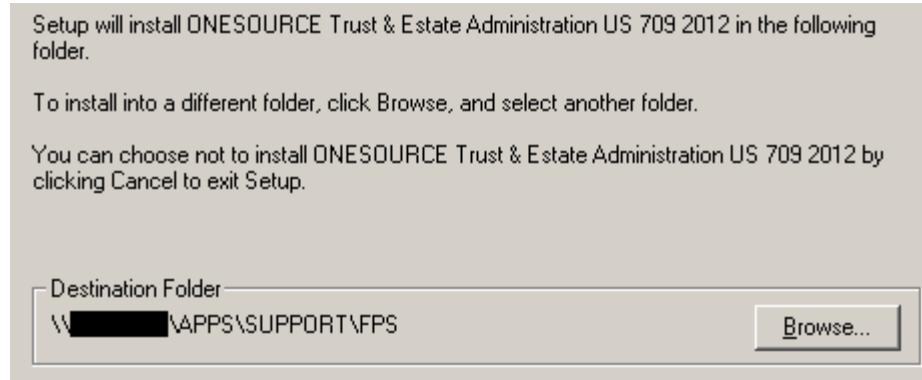
While the following isn't a common issue, it has been seen from time to time also when the security tokens don't "mesh" and allow the user to perform the installation of the application to the network drive.

Basically, the installer gets "confused" and somehow inserts the UNC path for the program into a C: path.
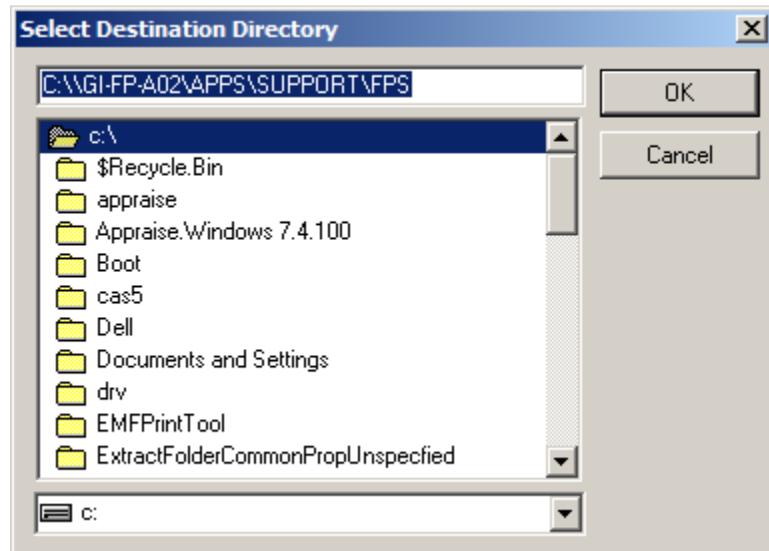
Clicking "Browse" on the Destination Directory screen and fully re-pointing the installer to the correct location can alleviate the issue.

UNWISE.EXE Could Not Be Found

A common error experienced during this install is "UNWISE.EXE could not be opened or found".

This error indicates that the installer was not able to find the drive path which was automatically detected for installation. Re-running the setup and specifically browsing to that location (by selecting the drive letter again and the respective folder) may alleviate this error.

"Update Program already exists"

The following error may occur if installation failed during the "Check for Updates" process:

In most cases, it would be beneficial to say "Yes" and re-download the update program in order to ensure the installer is not at fault in causing the installation to fail.

"Check for Updates" is Grayed Out (or "Download New Version" isn't showing)

This will occur when a client file is open in the primary program (such as FAS Accounting).

It may also occur if the user login for the program does not have sufficient permissions to perform the update step. For example, if the user's login is a Senior user, they will not have permissions inside the program to perform the update from the program's point of view.

Prior Year Program shows License Expired due to "Auto Update Cycle Settings"

Program versions prior to 2010 had a different method of automatically checking for their own updates. At a pre-determined time, the program would reach out to the website in order to check for updates.

Note that there have been two changes to the Web Registration and Updates program that help alleviate this issue:

1 – The Web Registration program version 1.4.19.2 dated January 2013 is intended to automatically disable the "Auto Update Cycle Settings" option

2 – The website with which the current version of the Web Registration program communicates is different than that which the programs prior to 2010 would attempt to contact for update purposes.

Even though both changes have been relatively positive and calls for the "Auto Update Cycle Settings" option have been minimal over the last few years, it still comes up from time to time.

The "Auto Update Cycle Settings" option can be changed in the respective program by going to Help – Auto Update Cycle Settings.
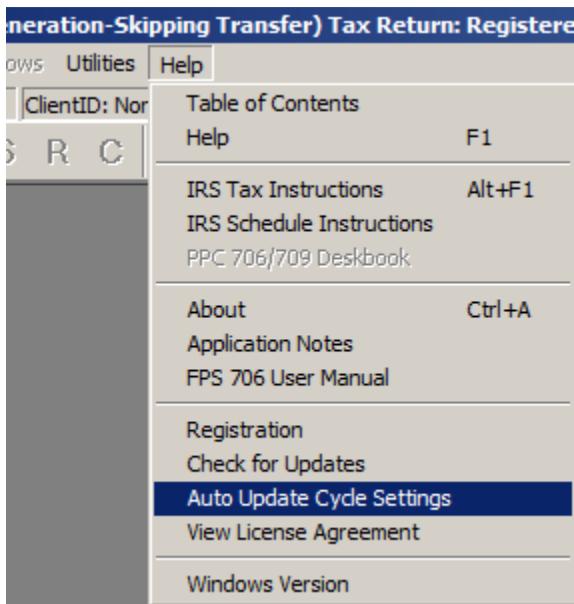
Change the "Preferences" selection to "Never" then click OK.
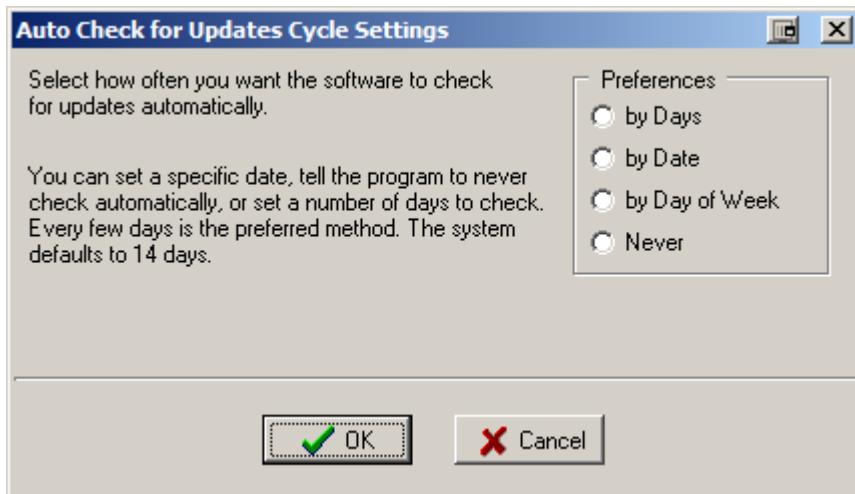
Additional Folder Structure Troubleshooting

~GLH0000.TMP Files

When examining the FPS (default) folder and its contents, files such as those pictured below may be found in various folders.

~GLH0086.TMP	8/17/2004 11:38 AM	TMP File	6 KB
~GLH0088.TMP	5/26/2011 2:54 PM	TMP File	9 KB
~GLH0089.TMP	1/7/2011 9:46 AM	TMP File	4 KB
~GLH0090.TMP	4/22/2009 2:24 PM	TMP File	3 KB
~GLH0099.TMP	1/7/2011 8:46 AM	TMP File	9 KB
~GLH0146.TMP	10/8/2007 1:59 PM	TMP File	6 KB
~GLH0160.TMP	12/9/2010 2:16 PM	TMP File	3 KB
~GLH0161.TMP	5/17/2011 8:10 AM	TMP File	1 KB
~GLH0169.TMP	9/9/2008 1:45 PM	TMP File	6 KB

These files are used during the installation process. They are typically very small (as seen in the above image) but they can exist in large quantities. The installation process typically removes these files. In the event that the installation process is not able to "clean up after itself" and remove the files, they can be ignored or deleted manually.