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**Financial & Corporate Compliance**

# **Installation Guide**

CASH Suite™

2025.2 (November 2025)

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# Financial & Corporate Compliance

This publication was written for CASH Suite

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# Installation Checklist

This checklist provides a list of tasks that Wolters Kluwer Financial Services recommends you complete before starting the CASH Suite Release 2025.2 installation or upgrade.

If you have scheduled an installation appointment with Wolters Kluwer Financial Services, **please complete this checklist prior to your appointment** to ensure that the installation/update process proceeds as smoothly as possible.

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**NOTE:** Upgrading from any earlier version of CASH Suite to CASH Suite 2025.2 requires a database update.

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## Installation Files

### Installation Download Files (available from our website)

The installation files are available in a single ZIP archive (CASHSuite\_2025.200.zip).

- CASH Suite Client Installer 2025.200
- CASH Suite Components Installer 2025.200
- CASH Suite System Requirements 2025.200
- CASH Suite Installation Instructions 2025.200
- CASH Suite SQL Starter Database 2025.200 (only for new installations of CASH Suite)
- CASH Suite SQL Database Update 2025.200 (only if upgrading from an earlier CASH Suite release)
- CASH Workflow Agent 2025.200Installer (only required if CASH Workflow is licensed)
- CASH Registry Sample 2025.200 (example registry file; see MSI Installation section)
- CASH Batch Sample 2025.200 (example batch file; see MSI Installation section)

### Additional Download Files (available the Microsoft website)

- Microsoft OLE DB Driver.

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The OLE DB Driver must be 18.2 or higher. OLE DB Driver version 19.0+ is NOT compatible.

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## Checklists

### System Requirements Checklist

Review the *CASH Suite System Requirements* document prior to installing CASH Suite for detail on the hardware and software requirements for CASH Suite.

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CASH Suite can be installed on any **virtual machine (VM)** that meets the system requirements whether running in the cloud (Microsoft Azure, Amazon Web Services (AWS) or any other public/private cloud) or data center.

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The .NET Framework and Microsoft OLE Driver requirements **apply to all CASH Suite components and services**. The Microsoft OLE Driver requirement **applies to the SQL Server**.

- Verify the installation of .NET Framework 4.8 or higher.

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**NOTE:** Installing the .NET Framework may require a restart of the system; you may want to install .NET Framework during off-hours.

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- Verify the installation of Microsoft OLE DB Driver. The minimum version is 18.2, the version included in the provided download files is the 64-bit version of Microsoft OLE DB Driver 18.6.7; version 19+ is not compatible.

## Security Checklist

- Create an active directory group for all CASH users (for example, "CASHUsers") and assign Windows users requiring permissions to CASH to that group.
- Obtain a valid *SECURITY.MDB* license file.

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**NOTE:** If you are upgrading, the security file is located in the local program path, (e.g., *C:\Program Files (x86)\CASH*) on any workstation that already has CASH Suite installed.

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## SQL Server Checklist

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**NOTE:** We highly recommend against using SQL Server Express with CASH Bridge due to forced storage limits on SQL Server Express that can cause production interruptions.

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- Identify or install the SQL Server instance that will host the CASH database.
- Identify the SQL Server login you will be using to run the SQL Install/Update utility that has Create, Alter, Delete, Read, & Write permissions in the CASH database.
- Decide on the SQL Server authentication method. We recommend Windows Authentication instead of native SQL Server Authentication.
- If native SQL Server Authentication is being used, create SQL User accounts in SQL Server. This must be - performed by a SQL Server User with sysadmin rights.

## CASH Suite Database Machine Upgrade/Install Checklist

- Verify that SQL Server Management Studio is installed.

## CASH Agent Checklist

- Identify the machine that will host CASH Agent (preferably different from the SQL Server machine) - Installing on a different machine minimizes the load on the SQL Server and can improve performance.
- Identify the domain account that the CASH Agent service will run under. This account must have Local Administrator permissions and, for CASH Bridge installations, full rights to the folder where Core extracts will reside.

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## CASH LaserPro Service Checklist

- Identify the machine that will host CASH LaserPro Service. It is preferred that this machine be different from the SQL Server machine; installing on a different machine minimizes the load on the SQL Server and can improve performance.
- Identify the domain account that the CASH LaserPro service will run under. This account must have Local Administrator permissions.

## CASH Tax Importer Service Checklist

- Identify the machine that will host CASH Tax Importer Service. It is preferred that this machine be different from the SQL Server machine; installing on a different machine minimizes the load on the SQL Server and can improve performance.
- Identify the domain account that the CASH Tax Importer Service will run under. This account must have Local Administrator permissions.

## CASH Borrower Portal Service Checklist

- Identify the machine that will host CASH Borrower Portal Service. It is preferred that this machine be different from the SQL Server machine; installing on a different machine minimizes the load on the SQL Server and can improve performance.
- Identify the domain account that the CASH Borrower Portal Service will run under. This account must have Local Administrator permissions.

## CASH Workflow Agent Checklist

- Identify the machine that will host CASH Workflow Agent and ensure that it has Internet connectivity. It is preferred that this machine be different from the SQL Server machine; installing on a different machine minimizes the load on the SQL Server and can improve performance.
- Identify the domain account that the CASH Workflow Agent service will run under. This account must have Local Administrator permissions and Grant View Server State to the SQL server permissions.

## CASH Suite User Workstations Checklist

- Identify a user workstation where client installation can be installed and verified.
- Verify that Microsoft Office is installed. CASH Suite currently supports Microsoft Office 2021 or higher.

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**Note...** The CASH Suite 2025.1 release was the last release to support Office 2016 or 2019.

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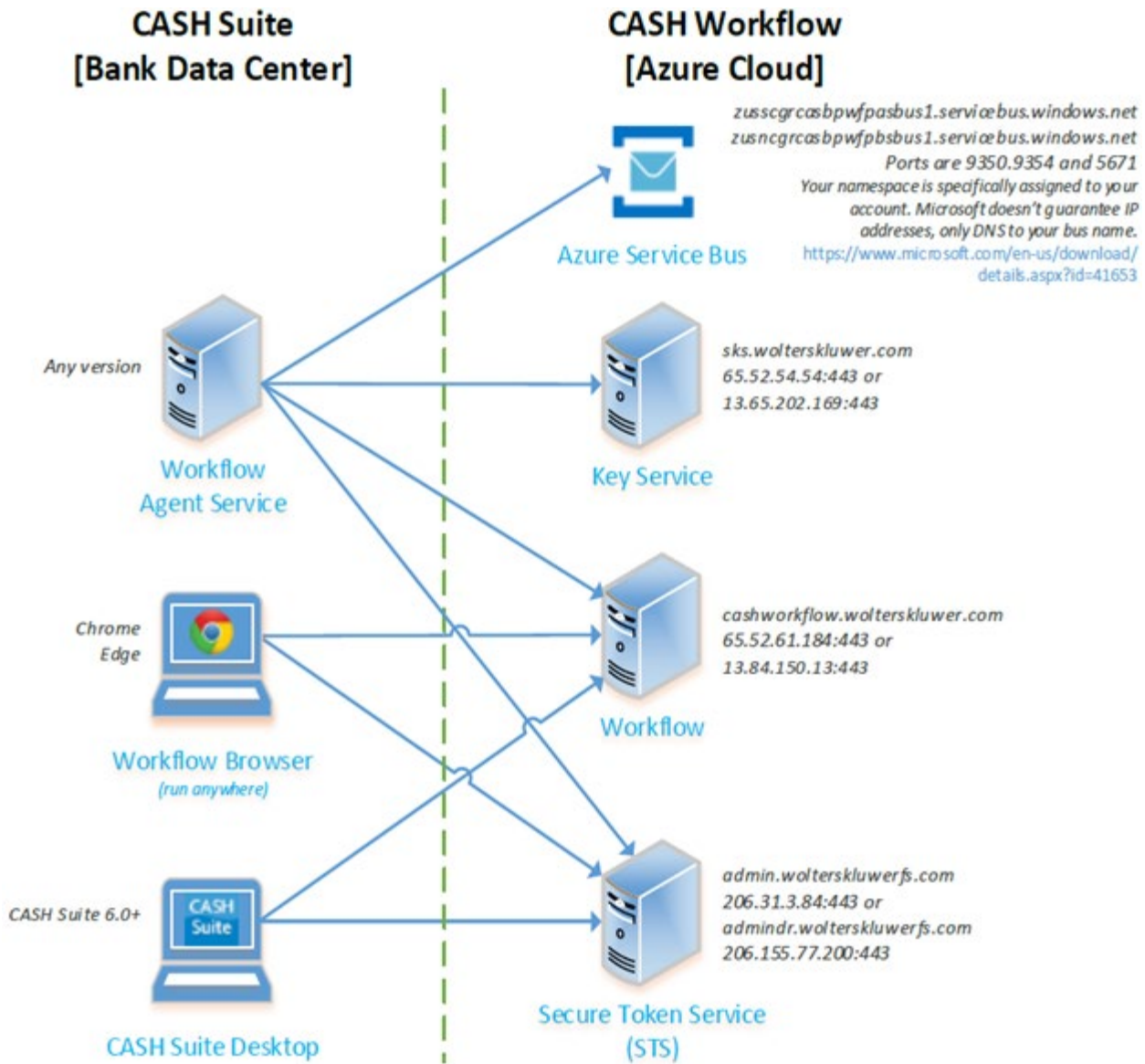
- Verify you have a CASH user login and password. Required to verify an upgrade. If necessary, contact either your CASH Suite Administrator or Wolters Kluwer Customer Support.

# Architecture Overview

CASH Suite is a powerful financial analysis solution that provides consistency within an easy-to-use yet highly flexible environment or a straight-through processing solution that improves efficiency in commercial loan origination and servicing. CASH Suite employs a modular architecture to suit your current and future needs including integration with Wolters Kluwer and third-party solutions.

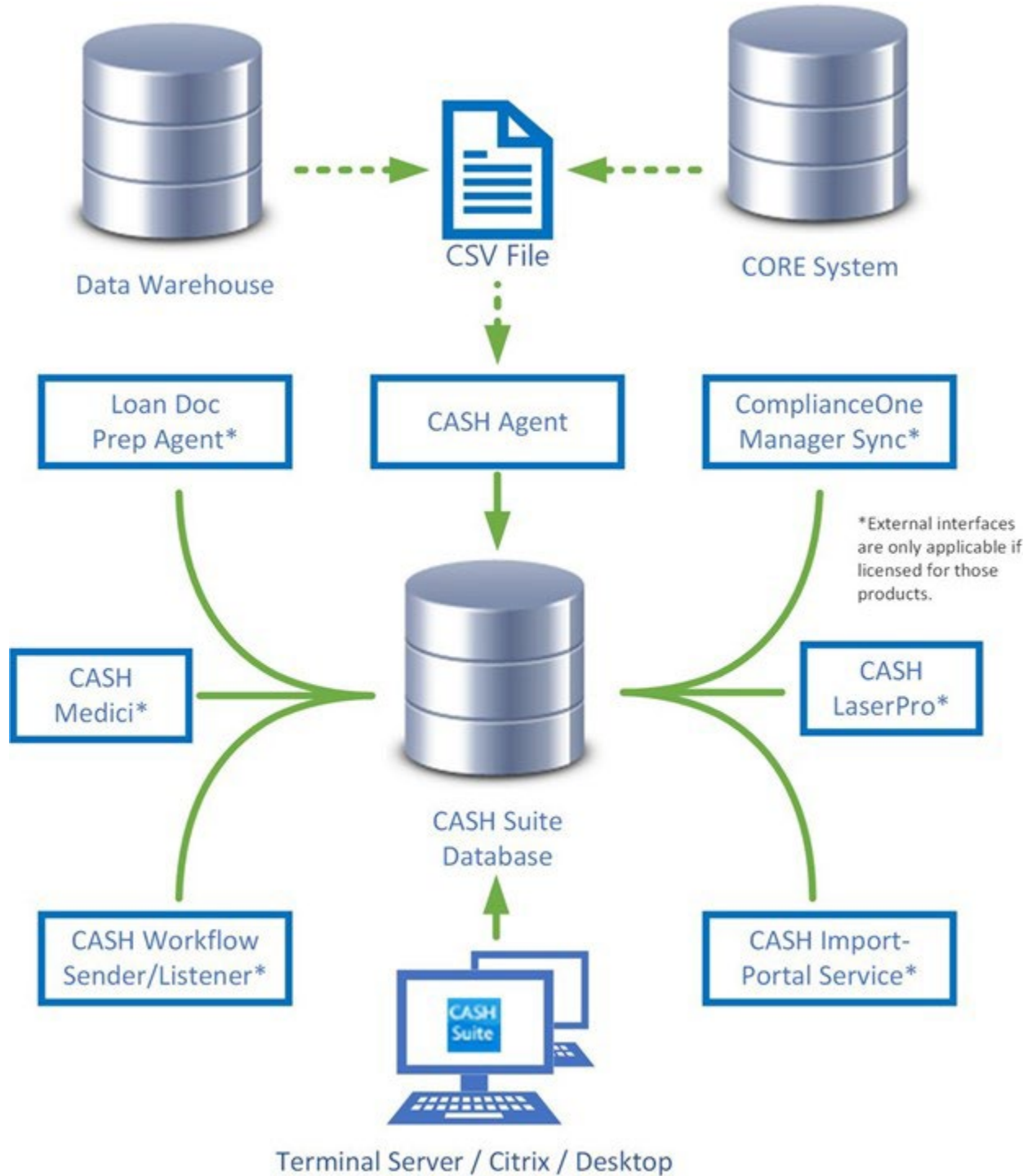
## CASH Workflow Network Connectivity Diagram

The following diagram demonstrates the relations between the CASH Suite modules and CASH Workflow.



## CASH Agent Network Diagram

The following diagram demonstrates the relations between the Agent and other external and internal components when importing data.



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# Preparing the Setup and Upgrade Files

This section, broken down into steps, provides a high-level guide for installation.

- Step 1: Downloading CASH Suite Installer Files
- Step 2: Copying Database Installer Files
- Step 3: Copying Client Installer Files
- Step 4: Copying Component Installer Files
- Step 5: Copying CASH Workflow Installer Files
- Step 6: Copying your CASH License File

## Step 1 Downloading CASH Suite Installer Files

Download the installation archive (ZIP).

1. Go to the Product Download Site: <https://compliance.download.wolterskluwer.com/download/>.
2. Using your STS Login, access the CASH Suite Download Center.
3. Download the ZIP file for the current release.

### For New installations

- CASH Suite Client Installer - CASHSuite\_Client\_x.x.exe
- CASH SQL Starter Database - CASHSuite\_StarterDb\_x.x.exe
- CASH Suite Components Installer - CASH Suite\_Components \_x.x.exe.
- CASH Workflow Agent Installer - CASHWorkflow\_Agent\_x.x.exe (for Workflow customers)

### For Upgrades

- CASH Suite Client Installer - x.x.x.exe
- CASH SQL Database Update - CASHSuite\_DbUpgrade\_x.x.exe
- CASH Suite Components Installer - CASH Suite\_Components \_x.x.exe.
- CASH Workflow Agent Installer - CASHWorkflow\_Agent\_x.x.exe (for Workflow customers)

## Step 2 Copying Database Installer Files

To prepare for the Database related instructions in this guide, copy the CASH SQL Database Update “CASHSuite\_DbUpgrade\_xx.xx.exe” (i.e., when upgrading from a prior CASH Suite installation), or CASHSuite Starterdb “CASHSuite\_StarterDb\_x.x.exe” (i.e., when installing CASH Suite’s database for the first time) file into an empty directory on your SQL Server.

## Step 3 Copying Client Installer Files

To prepare for the Client setup instructions in this guide, copy the CASH Suite Client Installer - “CASHSuite\_Client\_xx.xx.exe” file into an empty directories folder on a network share.

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## Step 4 Copying Component Installer Files

### Prepare the Installation Directory

- Locate or create an empty folder on a network share.
- Copy the CASH Suite Components Installer file (*CASHSuite\_Components\_xx.xx.exe*) into this folder.

### Understand Component Installation Requirements

- All CASH components—whether installing a single service or multiple—can be installed using the same installation process.
- **Important:** Each CASH component service must be installed to run on a dedicated database instance.
  - Do not install multiple instances of a service on the same database.
  - This applies to thin client environments such as VMware or Citrix.

### Licensing Requirements for Export Services

The following services require a separate license to export data from CASH Suite to the CASH service:

- CASH Tax Importer Services
- CASH Borrower Portal Sender Service
- CASH to ComplianceOne Lending
- CASH to Medici Agent
- CASH LaserPro
- CASH CRM Service

## Step 5 Copying CASH Workflow Installer Files

To prepare for the CASH Workflow setup instructions in this guide, copy the CASH Workflow Installer - "CASHWorkflow\_Agent\_xx.xx.exe" into an empty directories folder on a network share. (Note: CASH Workflow is required only if you are a licensee for the corresponding product and wish to export data from CASH Suite to said products.)

## Step 6 Copying your CASH License File

Your CASH License file is required to run CASH Suite Client, CASH Workflow Agent, CASH Agent, CASH Tax Importer Services, CASH Borrower Portal Sender Service, CASH to ComplianceOne Lending (Loan Doc Prep Agent), CASH to Medici Agent, CASH to LaserPro, CASH CRM Service. Locate your CASH license file (SECURITY.MDB) and place copies of this file in each folder created with the installers.

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# Setting up the CASH Suite Database

To create or manage databases in SQL Server, you must be a member of the *sysadmin server* role.

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**NOTE:** Before you continue, review the *Preparing Setup and Upgrade Files* section in this guide. Also, be sure to refer to the *Reference* section for information on configuring Microsoft SQL Server.

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## Don't have an SQL Server?

Microsoft's SQL Server Express can be downloaded at no charge. Microsoft's SQL Server Express version is only recommended for implementations of less than 15 users. If using an SQL Express database, you will be warned that using CASH Bridge with SQL Express is discouraged. You can click **OK** to continue.

## Database Authentication Methods - Windows or SQL?

Windows is the most secure and common authentication method deployed in TCP/IP networks. For further information, refer to the following Microsoft article: <http://msdn.microsoft.com/en-us/library/ms144284.aspx>.

### Windows - Creating a Group Account in Active Directory.

On the Domain Controller, Click Start>Programs>Administrative Tools>Active Directory Users and Computers. Expand your domain name, and right-click in the folder in which you want to create the new group. Enter a group name that you can easily associate with the CASH software, for example, "CASHUsers". In the New Object - Group dialog box, select "Global" scope and Group type Security.

### SQL - Creating SQL Login/Password that is Stored in the SQL Database

Run the SQL Server Management Studio. In Object Explorer, expand the folder of the server instance in which you want to create the new login. Right-click the Security folder>New Login. In the Login-New dialog box>General page, enter the name of a user in the Login name box. Select "SQL Server authentication" and enter a password for the new user.

### SQL - Associating Users with the db\_CASHUser Role

Starting with CASH Suite 6.0 all database users must be associated with the *db\_CASHUser* database role.

### File Locations - Choosing the Right Directories for CASH Database and Log Files.

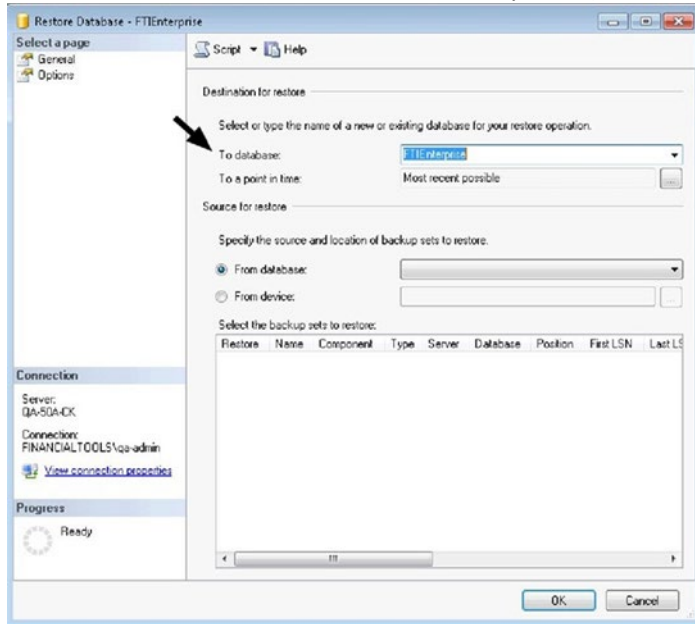
By default, you cannot create SQL database files on a network share. It is recommended that you use a locally attached disk, or SAN. SQL Server best practices recommend that you keep your data and log files on separate drive arrays, although this is not required. For more information, discuss this with your Database Administrator.

## Installing the Database

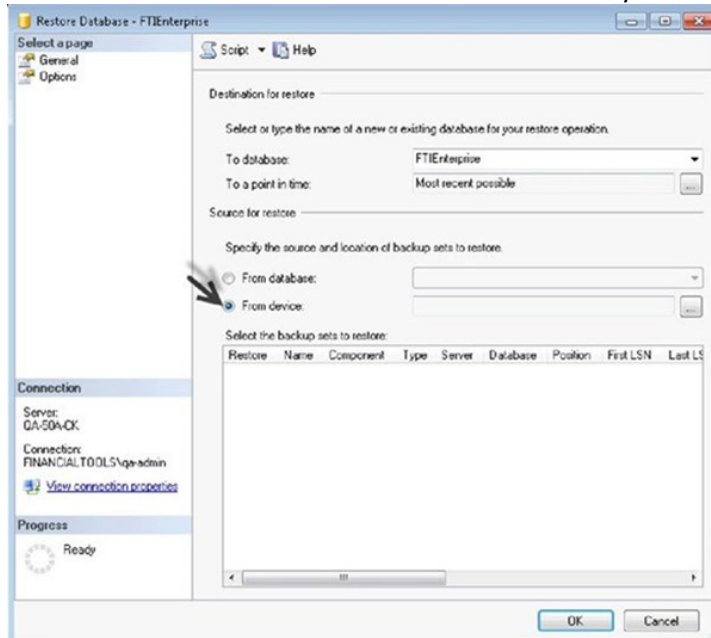
Follow these steps to install the database requirements.

## Create and configure the SQL Database

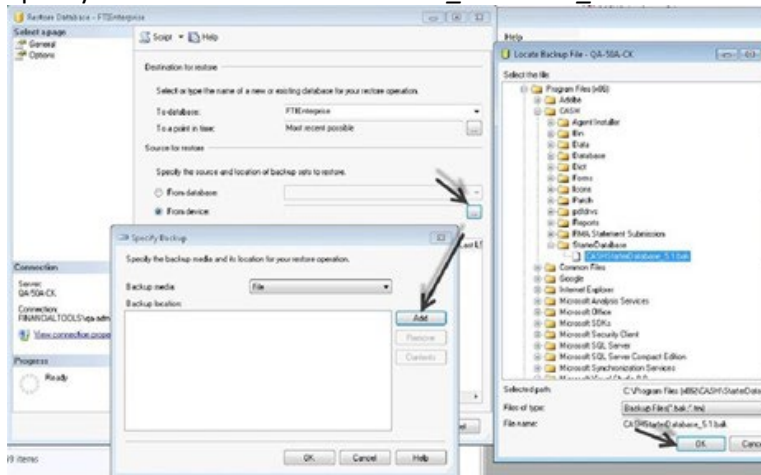
1. Copy *CASHSuite\_StarterDb\_x.x.bak* to the SQL Server Computer.
2. Log into SQL Server Management Studio, right-click on Databases>Restore Database.
3. In the "To Database" field, enter "FTIEnterprise" (this is the required database name).



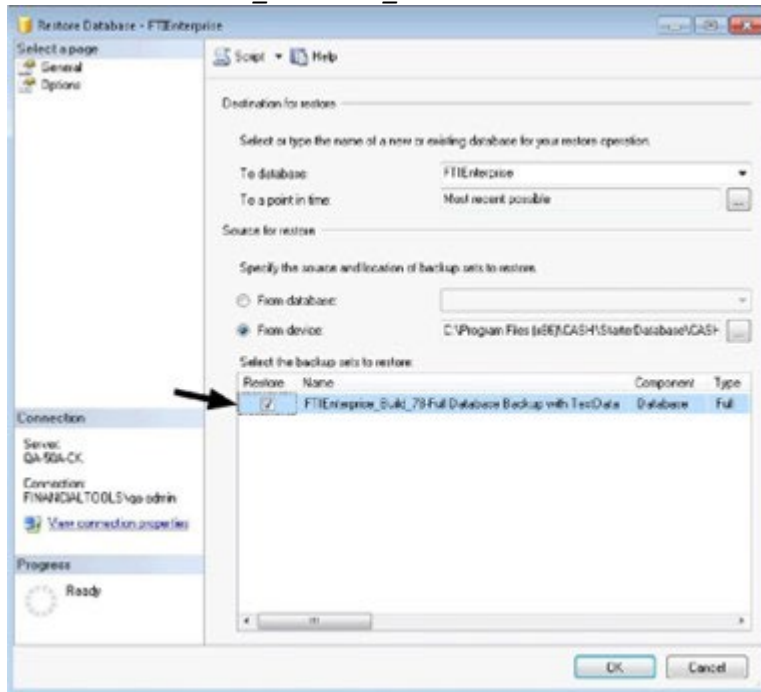
4. Choose the source of the database to be restored by selecting "From Device".



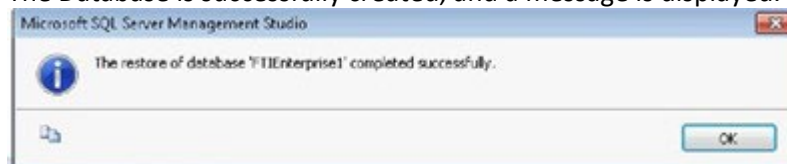
- Specify the location of the *CASHSuite\_StarterDb\_x.x.bak* on the SQL Server.



- Select the *CASHSuite\_StarterDb\_x.x.bak* as the database file to be restored and click OK.



- If the new CASH database requires to be created on a different drive location, select the location at Options>Restore Database As.
- The Database is successfully created, and a message is displayed.



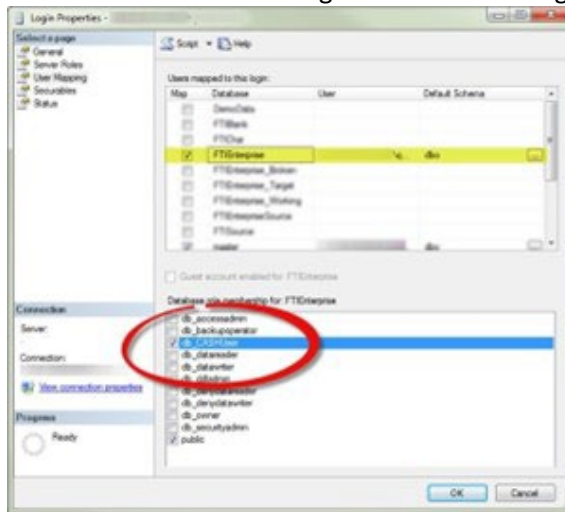
**NOTE:** After the database has been installed successfully, install CASH Client and run CASH to create administrative user.

---

## Associate the CASH Users Group to Role

Associate the CASH users' group in the active directory with the *db\_CASHUser* role in the database.

1. Log in to SQL Server Management Studio, then open the *Security > Logins* folder.
2. Identify the group in your Active Directory for CASH users, right-click on the group and select *Properties*.
3. When the *Login Properties* dialog comes up, select the **User Mapping** page.
4. Select **FTIEnterprise** from the *Users mapped to this login* section.
5. In the *Database role membership for: FTIEnterprise* section, select the **db\_CASHUser** checkbox option. Click **OK** to close this dialog and save the changes you made.



6. To test that the database generated successfully, install a CASH Client, and run CASH Dashboard.

---

**NOTE:** Refer to Troubleshooting > Database Issues section for help with error messages.

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## Backing up Your Database

A backup program using an SQL Agent must be used to back up your database. For more information, discuss this with your database administrator.

## Creating a Database Maintenance & Backup Plan

1. To create or manage Maintenance Plans, you must be a member of the "sysadmin" server role.
2. Run the SQL Server Management Studio.
3. In Object Explorer, expand the server containing the CASH Database.
4. Expand the Management folder.
5. Right-Click the Maintenance plans folder and select "Maintenance Plan Wizard". Follow the steps of the wizard to create a maintenance plan.

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For more information, see [How to: Start the Maintenance Plan Wizard](#).

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# Installing the CASH Client

The CASH Suite is a Client-Server application. The program files can run on a workstation or Microsoft Terminal Services/Citrix® Server (both “thick” and “thin” clients are supported).

Before you begin, prepare by ensuring the following requirements are satisfied:

- Microsoft Office (32 or 64 bit) with Visual Basic for Applications is required.
- Local Windows Admin Equivalent Security is required during installation.

## Choose whether to configure CASH Suite’s Auto-Update feature

The CASH Suite can be optionally configured to automatically upgrade the client when a new update is copied to the auto-update path. This option should not be configured in Terminal Services or Citrix Servers.

## Installing the CASH Suite Client

After Installing the CASH Suite database

- Run “CASH Suite Client” installer on the computer selected to run the CASH Suite Client.
- Choose a Destination Folder where CASH Client will be installed.
- Choose whether Windows Authentication or a native SQL Server account is used for authentication.
- Enter the CASH Suite DB Server (SQL Instance Name).
- Enter the CASH Suite Database Name (Default: FTIEnterprise).
- Finish Installing the CASH Suite Client.
- Copy the CASH license file (Security.mdb) to the Destination folder where CASH Client will be installed.

As a last step, run CASH to set up CASH administrative user with information from the security file.

## MSI Installation

This section describes how to install CASH Suite on multiple PCs through automated scripting. The CASH Suite ZIP file includes the CASH Suite MSI, a registry file, and a batch file required for the MSI installation.

You will need the following items before we begin.

- CASH Suite MSI (CASHSuite\_Setup\_x.x.msi)
- Registry file (CASHSetup.reg)
- Batch file (CASHSetup.bat)
- License file (Security.mdb)

## Modify the registry file (CASHSetup.reg)

Using Notepad, modify and save the setup registry file (CASHSetup.reg) included in the downloaded file set. For modifications, review the instructions included in the comments in the CASHSetup.reg file. This will install the default connection strings for new and existing users of CASH Suite.

---

**NOTE:** The *CASHSetup* registry file assumes Windows authentication for establishing a connection to SQL Server. If you use SQL authentication, contact Wolters Kluwer support.

---

## Scripting the install (CASHSetup.bat)

Using Notepad, modify and save the batch file (CASHSetup.bat) included in the downloaded file set. The only changes you will need to make are assigning the three folder variables: NETWORK\_SOURCE\_FOLDER, LOCAL\_TEMP\_FOLDER, and CASH\_INSTALL\_FOLDER. Each folder variable must end with a trailing backslash (/).

## Setting Up the Network Source Folder

Create or locate a network folder that is available to all CASH users. This folder is referenced in the CASHSetup.bat file as NETWORK\_SOURCE\_FOLDER. Copy the following files to this network folder:

- CASH Suite MSI (CASHSuite\_Setup\_x.x.msi)
- Registry file (CASHSetup.reg)
- License file (Security.mdb)

# Installing the CASH Components

---

**Important:** Each CASH component service must be installed to run on a dedicated database instance. Do not install multiple instances of a service on the same database. This applies to thin client environments such as VMware or Citrix.

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## CASH Agent Installation

The CASH Agent program is a Windows Service that runs in the background. CASH Agent automates the CASH Bridge import process, processes Opportunity goals statistics, and updates company and contact statistics. Its configuration settings are modified from the CASH Dashboard (on a client workstation).

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**NOTE:** Settings are not configured on the Agent server.

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## Determine Installation Computer

With the input of your network administrator, select one computer on your network to install CASH Agent. This computer can be a server or a workstation. Because some Agent processes will typically be configured to run during off hours (usually in the middle of the night), you should select a computer that is always left on.

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**NOTE:** Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH Agent.

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## Installation Steps

1. Run “CASH Suite Components” installer on the computer selected to run CASH Agent. Review Preparing Setup and Upgrade Files Steps: 1-6 for more information regarding the installer.
2. Choose a Destination Folder where CASH Agent will be installed.
3. Select “CASH Agent” as the feature to be installed on the local hard.
4. Choose whether Windows Authentication or a native SQL Server account is used for authentication.
5. Enter the CASH Suite Database Name (Default: *FTIEnterprise*).
6. From the Services control panel, you can start the CASH Agent service. If the Agent does not start, then check the Application Log in the Event Viewer.

## Decide on the CASH Agent Logon Account

By default, the CASH Agent service is set to run using the Local System Account. In this configuration, CASH Agent would only have access to local resources. Thus, depending on your network setup, you may need to change the “Log on” account of the CASH Agent service. Your two options are either using the Local System Account or using a specific user account.

### Choose Local System Account.

If CASH Agent will be connecting to SQL Server using **SQL Authentication** -AND- (for file-based imports) if the import file will reside on a **local hard drive**.

### Choose a specific user account.

If you will be connecting to an SQL Server using **Windows Authentication** -AND/OR- (for file-based imports) if the import file will reside on a **network drive**.

---

**NOTE:** The user account designated to run CASH Agent must have user permissions in SQL Server and should be a member of the "CASHUsers" role in SQL Server.

---

## Enable Email from Agent

To enable email from Agent, the following section must be correctly configured and added to *CASHAgentWorker.dll.config* which is located under the Agent install at *C:\Program Files (x86)\CASH Agent\bin\Agent*.

The required values are:

- sender-email = the from address of the e-mail, should be valid within the mail server
- smtp-host = location of the SMTP service
- smtp-port = the numeric port # of the smtp instance
- enableSsl = a Boolean (true/false) to use SSL or not
- password = the password of the user account
- smtp-username = The recognized smtp user account (may be the same as the email) for sending mail

---

For example, the configuration might look like:

```
<system.net>
  <mailSettings>
    <smtp deliveryMethod="network" from="{sender-email}">
      <network host="{smtp-host} " port="{smtp-port}" enableSsl
="{true/false} " defaultCredentials ="false" password =" {password}
" userName ="{smtp-username}">
    </network>
  </smtp>
</mailSettings>
</system.net>
```

## CASH Loan Doc Prep Agent Install

The CASH Loan Doc Prep Agent runs as a Windows Scheduled Task. CASH users identify loans to be submitted for loan document preparation then use CASH Suite Loan Doc Prep to submit for processing. CASH Loan Doc Prep Agent will typically be configured to run every minute to send loan information to ComplianceOne® for loan document preparation. The user can check the Loan Doc Prep Agent log to see loan submission status along with historical tracking.

---

**NOTE:** This section is optional and only required for users of CASH Suite Integration to ComplianceOne®.

---

### Determine Installation Computer

With the input of your network administrator, select one computer on your network to install CASH Loan Doc Prep Agent. This computer can be a server or a workstation. The CASH Loan Doc Prep Agent is designed to run 24/7 so the system selected should be one that has comparable uptime.

---

**NOTE:** Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH Loan Doc Prep Agent.

---

### CASH Loan Doc Prep Agent Authentication

The CASH Loan Doc Prep Agent requires it to run as an account that has local administrator access along with being a member of the *CASHUser* role on the SQL Server hosting the CASH database. The recommended configuration is to use the same account used for CASH Agent.

#### CASH Loan Doc Prep Agent Installation (CASH to ComplianceOne Lending)

1. Run “CASH Suite Components” installer on the computer selected to run CASH Loan Doc Prep Agent also known as CASH to ComplianceOne Lending. Review Preparing Setup and Upgrade Files Steps: 1-6. for more information regarding the installer.
2. Choose a Destination Folder where CASH Loan Doc Prep Agent will be installed.
3. Select “CASH to ComplianceOne Lending” as the feature to be installed on the local hard.

- 
4. Choose whether Windows Authentication or a native SQL Server account is used for authentication.
  5. Enter the CASH Suite DB Server (SQL Instance Name).
  6. Enter the CASH Suite Database Name (Default: FTIEnterprise).

### Configure CASH Loan Doc Prep Agent web service URL and Web Service Authentication

1. Edit the CASH Loan Doc Prep Agent ComplianceOne® web service configuration file typically located at *C:\Program Files (x86)\CASH ComplianceOne Lending\CASHLoanDocPrepAgent.exe.config*.
2. You want to specify the URL path to the ComplianceOne® web service and set the login and password for authentication. For standard http connections, the URL will typically default to the name of the system running ComplianceOne®. When using https, the name will be more in-line with <system hostname>.<domain name>.

```
<client>
  <endpoint address="http://ServerName/ComplianceOneImportService/Import.svc"
    "BasicHttpBinding_IImport" />
</client>
```

---

**NOTE:** For SSL connections uncomment the second endpoint line starting with the address https:// and comment out the previous endpoint line.

---

3. Set the login and password used for authentication. Refer to your ComplianceOne® administrator to get the credentials consisting of a user login and its corresponding password.

```
<appSettings>
  <add key="WebserviceLogin" value="INTERFACE" />
  <add key="WebservicePassword" value="PASSWORD1" />
  <add key="WebserviceParameters" value="" />
</appSettings>
```

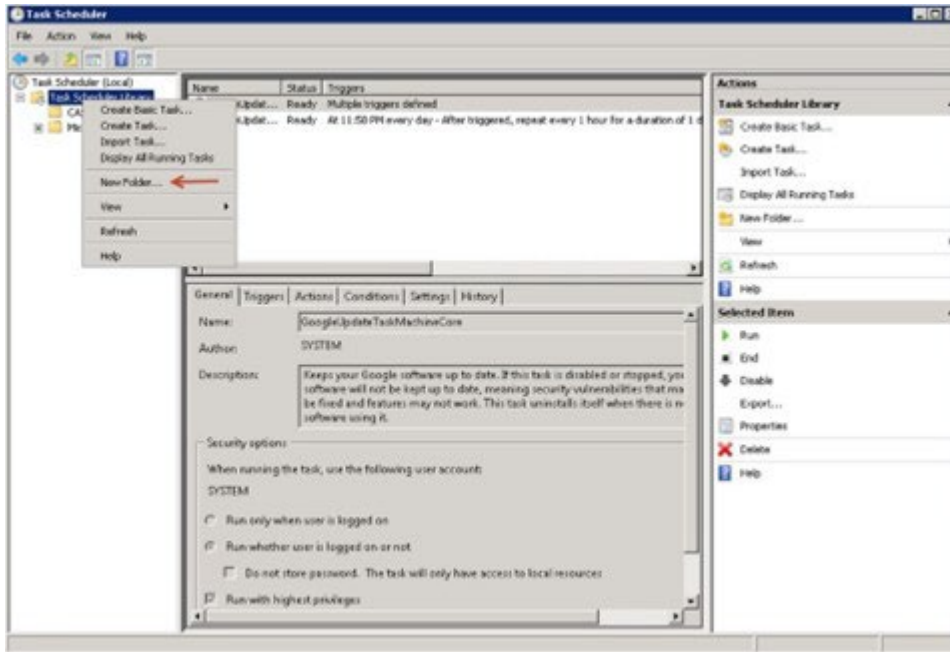
---

**NOTE:** The ComplianceOne UserID and Password information must belong to a user that has download rights on the ComplianceOne system. The user does not need Administrator Rights within ComplianceOne. It is recommended that a generic "INTERFACE" user be created for this purpose to avoid confusion, with a password of PASSWORD1 (all Capitals).

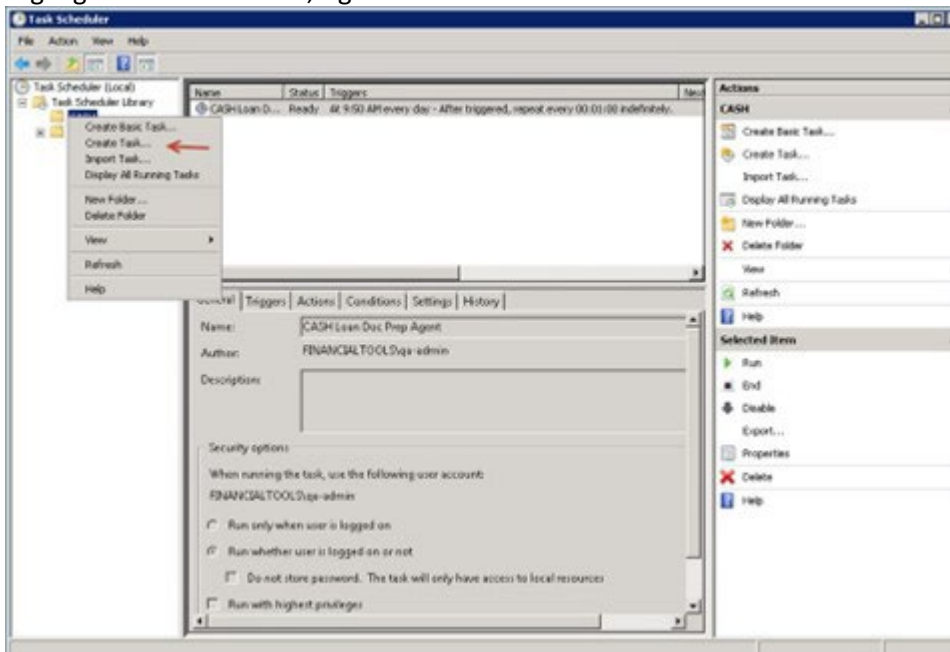
---

## Configure CASH Loan Doc Prep Agent

1. Run Windows Task Scheduler (located in *Control Panel->Administrative Tools->Task Scheduler*).
2. Highlight *Task Scheduler Library* then right click and select **New Folder**. Create a new folder called **CASH**.



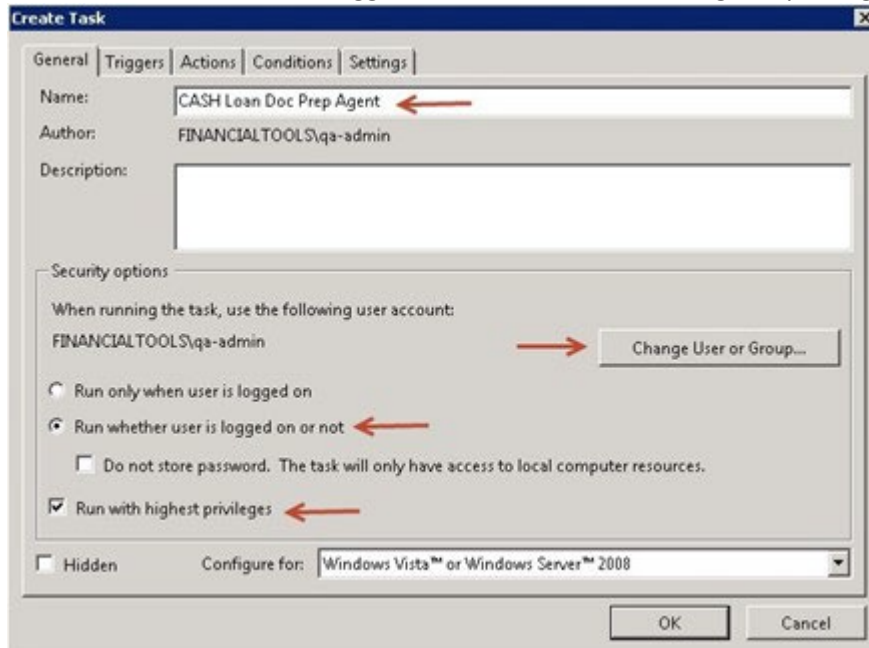
3. Highlight the **CASH** folder, right click and click **Create Task**.



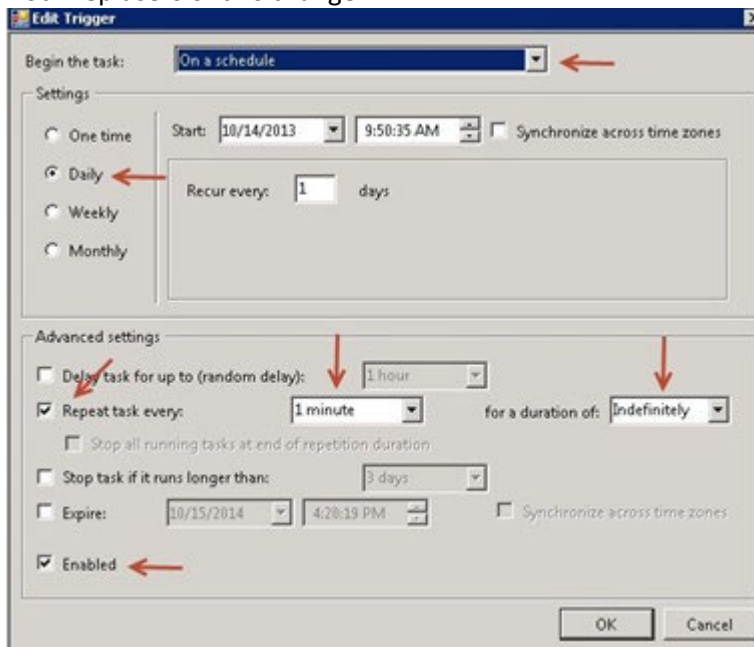
4. Enter the task name as **CASH Loan Doc Prep Agent**.
  - a. Set the user account “When running the task, use the following user account”. Specify the user account that has local administrator access on this system and is also a member of the

CASHUser role on the SQL Server hosting the CASH database. The recommended configuration is to use the same account used for CASH Agent.

- b. Select Run whether user is logged on or not and run with highest privileges.

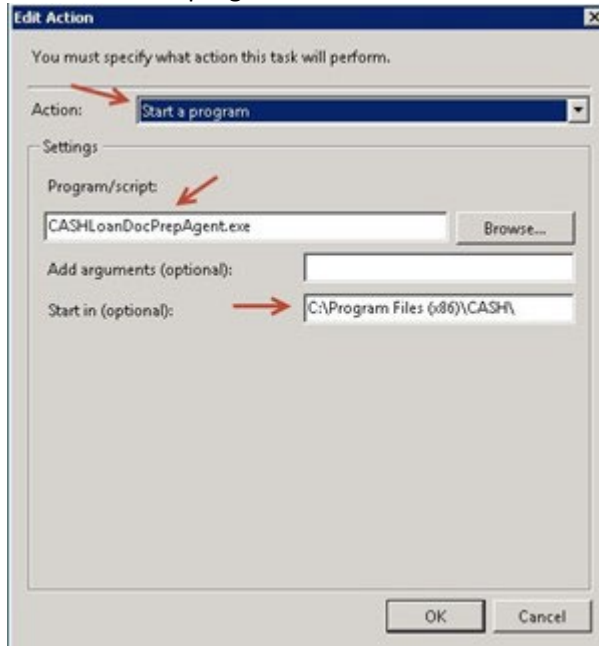


5. Under the “Triggers” tab, select New. Set the options reflected in Figure 6. This is the typical configuration to run every minute so there is at most 1 minute of latency for Loan Doc Prep submissions to be processed. If you need to adjust this frequency, please be sure to notify CASH Loan Doc Prep users of this change.



6. Under the “Actions” tab, select New.

- 
- a. You want to configure the scheduled task to run a program configure the “Action” to “Start a program”. Next, you specify the name of the program to run by entering: “CASHLoanDocPrepAgent.exe” in the Program/script field. Finally, you specify the path to the location of the program file and what will be the folder of execution.

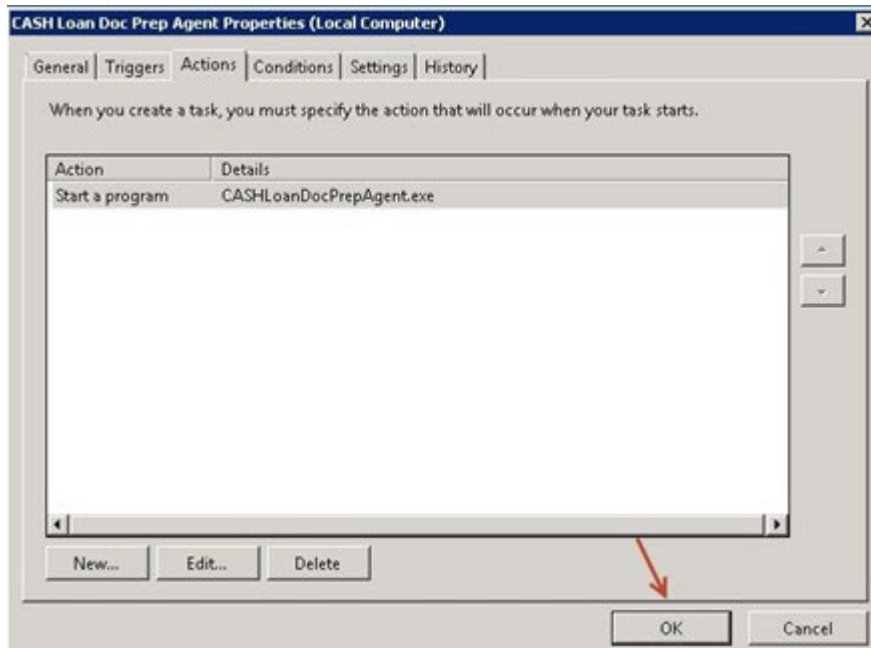


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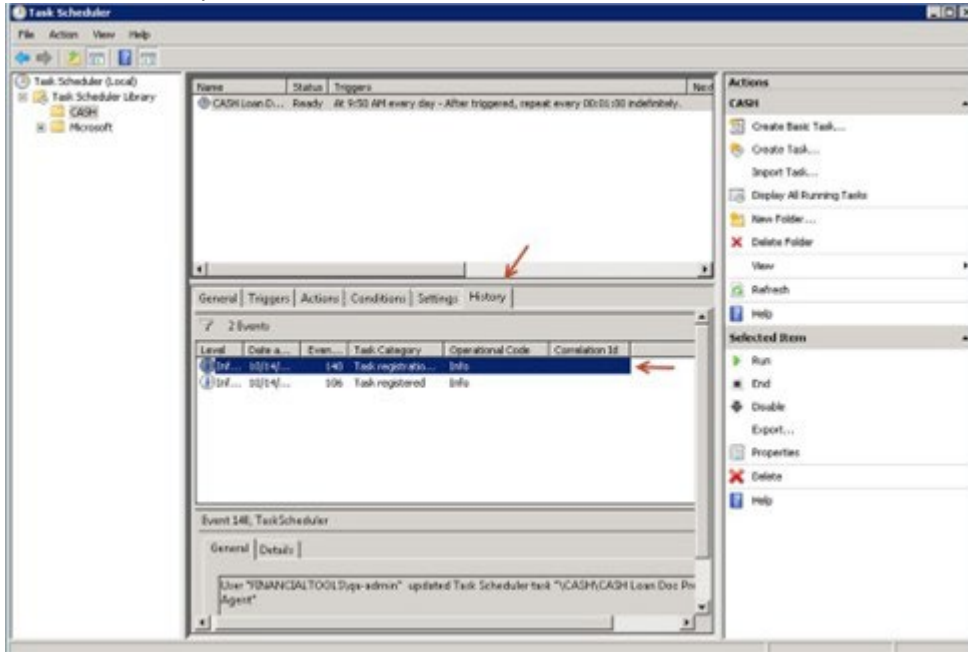
**NOTE:** For 32-bit operating systems, the path will start with “C:\Program Files\” instead of “C:\Program Files (x86)\”.

---

7. Accept Default values for the remaining tabs (Conditions, Settings & History) then click OK to save scheduled task.



- Confirm scheduled task is running. From the main “Task Scheduler” screen, highlight the CASH Loan Doc Prep Agent schedule task then select the History tab. Confirm the historical log displays the execution history for this schedule task.



- Initiate a loan doc prep transfer from CASH Suite to ComplianceOne. Refer to help on CASH to ComplianceOne Interface for more details. Once the process has successfully completed, you should check the loan data on ComplianceOne® to verify the transfer.

## CASH Medici Agent

The CASH Medici Agent runs as a Windows Services. Users can send certain loan data from CASH to Medici using this service.

---

**NOTE:** This section is optional and only required for users of CASH Suite Integration to Medici®.

---

### Determine Installation Computer

With the input of your network administrator, select one computer on your network to install CASH to Medici. This computer can be a server or a workstation.

---

**NOTE:** Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH Medici Agent.

---

### CASH Medici Agent Installation

- Run “CASH Suite Components” installer on the computer selected to run CASH to Medici Agent.

---

**NOTE:** Review the *Preparing Setup and Upgrade Files* section for more information regarding the installer.

---

- 
2. Choose a Destination Folder where CASH to Medici Agent will be installed.
  3. Select "CASH to Medici Agent" as the feature to be installed on the local hard.
  4. Choose whether Windows Authentication or a native SQL Server account is used for authentication.
  5. Enter the CASH Suite DB Server (SQL Instance Name).
  6. Enter the CASH Suite Database Name (Default: *FTIEnterprise*).

## Decide on the CASH Medici Service Logon Account

By default, the Medici service is set to run using the Local System Account. In this configuration, Medici manager Sync would have access to local resources only. Depending on your network setup you may want to change the "Log on" account to a specific user account.

### Choose Local System Account.

If Medici service will be connecting to SQL Server using SQL Authentication.

### Choose a specific user account.

If you will be connecting to an SQL Server using Windows Authentication

---

**NOTE:** The user account designated to run Medici service must have user permissions in SQL Server and should also be a member of the "CASHUsers" role in SQL Server.

---

## Configure Medici web service URL and Authentication

1. Edit the CASH Medici Agent's web service configuration file typically located at *C:\Program Files (x86)\CASH Medici\CASHMediciAgent.exe.config*.
2. Specify the URL path, login and password for Medici® web service.

```
<appSettings>
<add key="WebserviceURL"
value="http://{YOUR_SERVER_NAME}/ThruputWS/ThruputWS.asmx" />
<add key="WebserviceLogin" value="{YOUR_MEDICI_USERID}" />
<add key="WebservicePassword" value="{YOUR_MEDICI_PASSWORD}" />
```

---

**NOTE:** For standard http connections, the URL will typically default to the name of the system running Medici®. When using https, the name should be in the format <system hostname>.<domain name>. For SSL connections uncomment the second endpoint line starting with the address https:// and comment out the previous endpoint line.

---

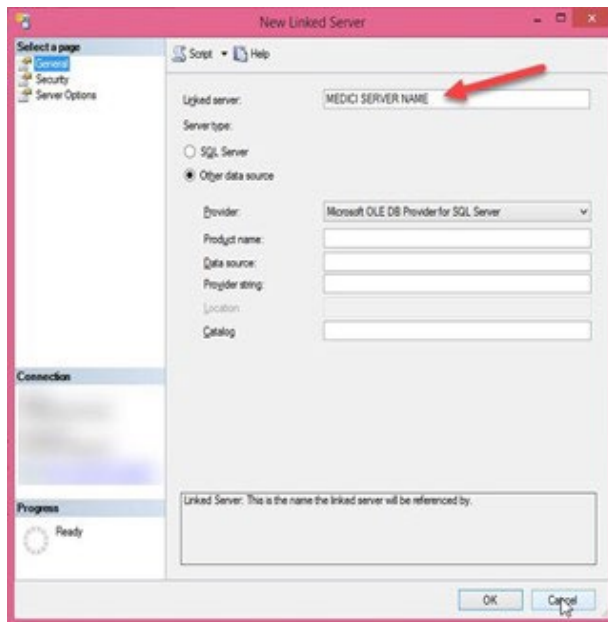
3. Set the login and password used for authentication. Refer to your Medici® administrator to get appropriate credentials.
  - a. The Medici credentials must belong to a user with download rights on the Medici system. (The user does not need Administrator Rights within Medici.)

- b. It is recommended to create a generic "CASH\_ Interface" user with a password of PASSWORD1 (all capitals).

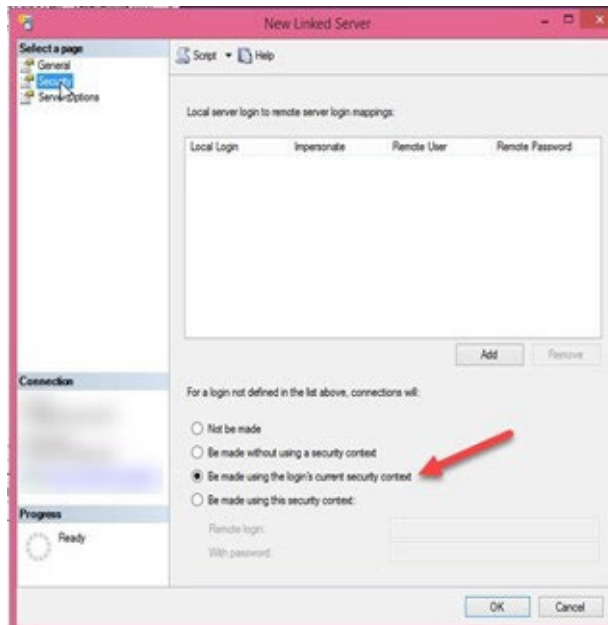
## Make necessary database changes

### Adding a new linked server to connect to Medici Server (where Medici app is installed).

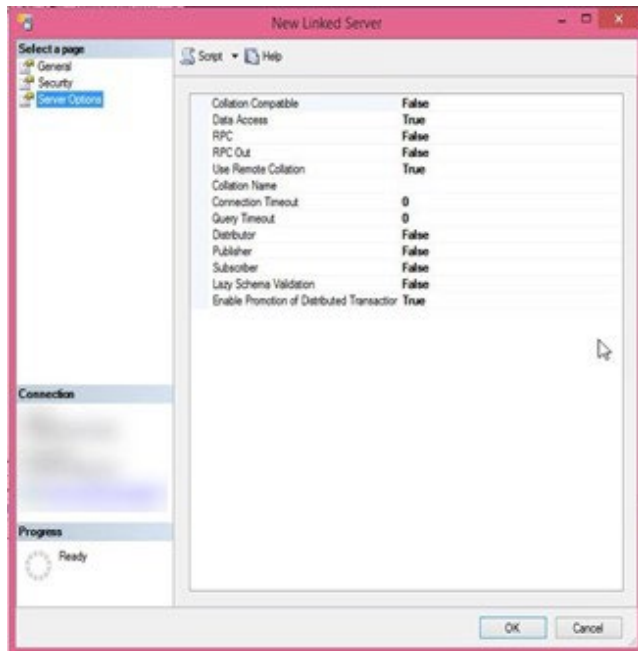
1. Log into CASH database through SQL Server Management Studio.
2. Navigate to <<Database Name>> -> *Server Objects* -> *Linked Servers*.
3. Right click and add a "New Linked Server" following these screen shots.



a.



b.



C.

4. Right click on the newly added Medici Server and use "Test Connection" to verify it is accessible. Modifying "View" to connect to right Medici Database server.
5. Log into CASH database through SQL Server Management Studio.
6. Navigate to <<Database Name>> -> Databases -> "FTIEnterprise" -> Views.
7. Right click on the view named "v\_MediciProducts" and select Script View As -> ALTER to -> New Query Editor Window. You will see this there.

```

USE [FTIEnterprise]
GO

/***** Object: View [dbo].[v_MediciProducts]    Script Date: 11/2/2016 3:04:09 PM *****/
SET ANSI_NULLS ON
GO
SET QUOTED_IDENTIFIER ON
GO

ALTER VIEW [dbo].[v_MediciProducts]
AS
    SELECT TOP 1
        "Your DBA needs to edit this view dbo.v_MediciProducts in your CASH database (eg. FTIEnterprise)" AS ProductName ,
        "" AS LocationName ,
        -1 AS ProductID ,
        -1 AS LocationID
    FROM
        dbo.PublicSettings
    --
    -- This view requires access to the MediciDB database.
    -- If necessary, create a linked server.
    --
    --SELECT p.ProductName ,
    --      p.LocationName ,
    --      p.ProductID ,
    --      p.LocationID
    --FROM
    --      [(LINKED_MEDICI_SERVER_NAME)].[MediciDB].[dbo].[Products] p
    --WHERE
    --      p.[Disabled] = 0
    --      AND p.ProductID > 0
    GO
  
```



---

## CASH LaserPro® Service

The CASH LaserPro Service runs as a Windows Services. CASH users identify loans to be submitted for LaserPro export and use CASH Suite's Product form to submit to LaserPro export.

---

NOTE: This section is optional and only required for users of CASH Suite Integration to LaserPro.

---

### Determine Installation Computer

CASH LaserPro service is a new component starting with CASH Suite version 6.3. You must decide where the CASH LaserPro service will run. The CASH LaserPro service is designed to run 24/7 so the system selected should be one that has comparable uptime.

---

Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH LaserPro service.

---

### CASH LaserPro Service Installation

1. Run "CASH Suite Components" installer on the computer selected to run CASH to LaserPro.

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Review the *Preparing Setup and Upgrade Files* section for more information regarding the installer.

---

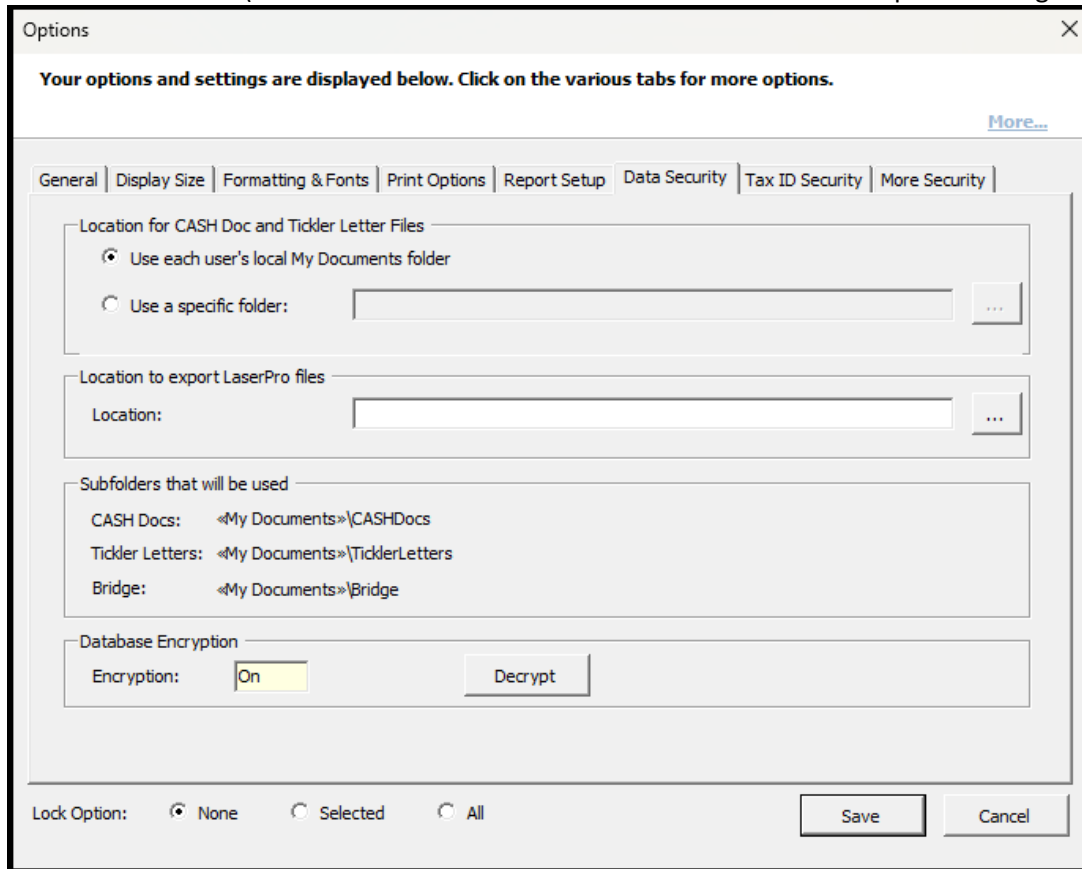
2. Choose a Destination Folder where CASH to LaserPro will be installed.
3. Select "CASH to LaserPro" as the feature to be installed on the local hard.
4. Choose whether Windows Authentication or a native SQL Server account is used for authentication.
5. Enter the CASH Suite DB Server (SQL Instance Name).
6. Enter the CASH Suite Database Name (Default: *FTIEnterprise*).
7. Find the CASH LaserPro Service and right-click to edit its properties.
8. Go to the Log On tab and ensure that the account will run under an appropriate account that will support the SQL Server login credentials selected above.
9. Go to the General Tab and choose the appropriate Start Up Type. We recommend Automatic or Automatic (Delayed Start).
10. Save and close the properties window.

### Configure CASH LaserPro Settings

Decide on the CASH LaserPro Service Logon Account

1. Start CASH Suite and log in as a CASH Suite Administrator.
2. Go to the Admin Tab of the main CASH Dashboard.
3. The in the upper left of the main tab, select the Global Options button.
4. In the Options dialog box, go to the Data Security tab.

5. Select the Network drive where the .txt file(s) will be exported when the LaserPro export is activated within the Product. (This should be the same folder where the LaserPro import is configured).



6. Click Save to save changes.

## CASH Tax Importer Service

The CASH Tax Importer Service runs as a pair of Windows Services that facilitate communication between the CASH Suite 2019.2 and higher install at your institution and the Optical Character Recognition (OCR) system. The CASH Tax Importer Service scans for uploaded Tax Returns and automatically extracts and imports the scanned tax return data into tax return spreads in the CASH Insight Module.

---

**NOTE:** This section is optional and only required for users of CASH Tax Importer.

---

### Determine Installation Computer

CASH Tax Importer Service is a new component starting with CASH Suite version 2019.2. You must decide where the CASH Tax Importer Service will run. The CASH Tax Importer Service is designed to run 24/7 so the system selected should be one that has comparable uptime.

---

**NOTE:** Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH Tax Importer Service.

---

---

## CASH Tax Importer Service Installation

1. Run “CASH Suite Components” installer on the computer selected to run CASH Tax Importer.

---

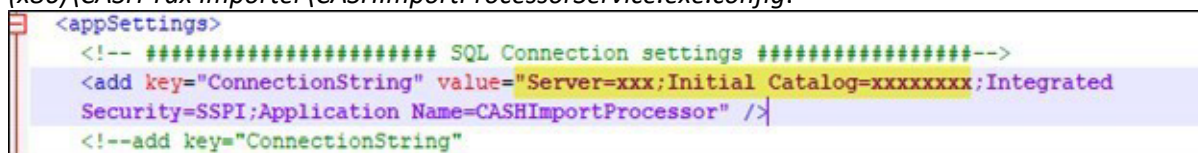
**NOTE:** Review the *Preparing Setup and Upgrade Files* section for more information regarding the installer.

---

2. Choose a Destination Folder where CASH Tax Importer will be installed.
3. Select “CASH Tax Importer” as the feature to be installed on the local hard.
4. Choose whether Windows Authentication or a native SQL Server account is used for authentication.
5. Enter the CASH Suite DB Server (SQL Instance Name).
6. Enter the CASH Suite Database Name (Default: FTIEnterprise).
7. Find the CASH Tax Importer Service and right-click to edit its properties.
8. Go to the Log On tab and ensure that the account will run under an appropriate account that will support the SQL Server login credentials selected above.
9. Go to the General Tab and choose the appropriate Start Up Type. We recommend Automatic or Automatic (Delayed Start).
10. Save and close the properties window.

## Configure CASH Tax Importer Configuration Settings

1. Edit the CASH Tax Importer Processor Service configuration file typically located at *C:\Program Files (x86)\CASH Tax Importer\CASHImportProcessorService.exe.config*.



```
<appSettings>
  <!-- ##### SQL Connection settings #####-->
  <add key="ConnectionString" value="Server=xxx;Initial Catalog=xxxxxxx;Integrated
Security=SSPI;Application Name=CASHImportProcessor" />
  <!--add key="ConnectionString"
```

2. Specify the SQL Connection settings and set the “Server” and the “Initial Catalog” (server name).
3. Save and close the Configuration.
4. Edit the CASH Import Sender Service configuration file typically located at *C:\Program Files (x86)\CASH Tax Importer\CASHImportSenderService.exe.config*.



```
<appSettings>
  <!-- ##### SQL Connection settings #####-->
  <add key="ConnectionString" value="Server=xxx.;Initial Catalog=xxxxxxx;Integrated
Security=SSPI;Application Name=CASHImportSender" />
  <!--add key="ConnectionString"
```

5. Specify the SQL Connection settings and set the “Server” and the “Initial Catalog” (server name).
6. Save and close the Configuration file.

## Decide on the CASH Tax Importer Service Logon Account

1. Start CASH Suite and log in as a CASH Suite Administrator.
2. Go to the Admin Tab of the main CASH Dashboard.

- 
- Then in the upper left of the main tab, select the Tax Importer in the drop-down (CASH Product to Manage) for Tax Importer.
  - Select the Configurations button.



- Key in the User ID and Password provided by Wolters Kluwer for the Tax Importer.



- Click Save and Close to save changes.

## CASH Borrower Portal Service

The CASH Borrower Portal Service runs as a Windows Service. The portal will enable borrowers to upload tax returns and other sensitive documents through a secure, branded portal.

---

**NOTE:** This section is optional and only required for users of CASH Borrower Portal.

---

### Determine Installation Computer

CASH Borrower Portal service is a new component starting with CASH Suite version 2022.1. You must decide where the CASH Borrower Portal service will run. The CASH Borrower Portal service is designed to run 24/7 so the system selected should be one that has comparable up-time.

---

**NOTE:** Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH Borrower Portal service.

---

---

## CASH Borrower Portal Service Installation

1. Run “CASH Suite Components” installer on the computer selected to run CASH Borrower Portal. Review Preparing Setup and Upgrade Files Steps: 1-6. for more information regarding the installer.
2. Choose a Destination Folder where CASH Borrower Portal will be installed.
3. Select “CASH Borrower Portal” as the feature to be installed on the local hard.
4. Choose whether Windows Authentication or a native SQL Server account is used for authentication.
5. Enter the CASH Suite DB Server (SQL Instance Name).
6. Enter the CASH Suite Database Name (Default: FTIEnterprise).

## Configure CASH Borrower Portal Configuration Settings

1. Edit the CASH Borrower Portal Sender Service configuration file typically located at *C:\Program Files (x86)\CASH Borrower Portal\CASHBorrowerPortalSenderService.exe.config*.
2. Specify the SQL Connection settings and set the “Server” and the “Initial Catalog” (server name).

```
<appSettings>
  <add key="ConnectionString" value="Server=xxx;Initial Catalog=xxxxxxx;Integrated
  Security=SSPI;Application Name=CASHBorrowerPortalSender" />
  <!--add key="ConnectionString"
```

3. Save and close the Configuration file.

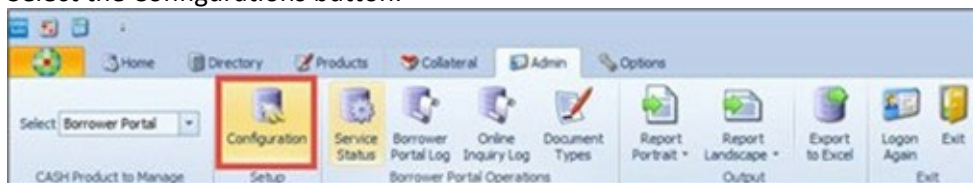
## Decide on the CASH Borrower Portal Service Logon Account

---

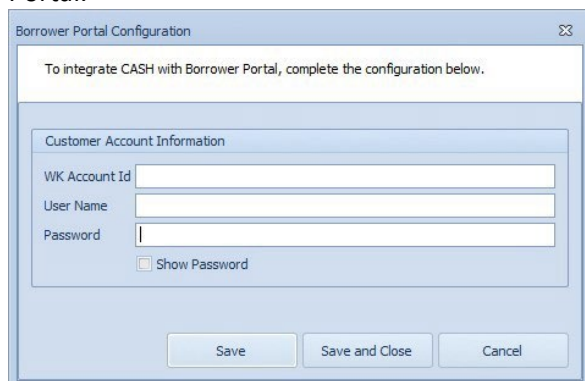
**NOTE:** This task may require assistance from a Wolters Kluwer Implementation Consultant.

---

1. Start CASH Suite and log in as a CASH Suite Administrator.
2. Go to the Admin Tab of the main CASH Dashboard.
3. The in the upper left of the main tab, select the Borrower Portal in the drop-down (CASH Product to Manage) for Borrower Portal menus.
4. Select the Configurations button.



- 
5. Key in the WK Account ID, User Name and Password provided by Wolters Kluwer for the Borrower Portal.



6. Click Save and Close to save changes.

## CASH Workflow Agent

The CASH Workflow Agent runs as a pair of Windows Services that facilitate communication between the CASH Suite 6.0+ install at your institution and the CASH Workflow application in the cloud. The CASH Workflow Agent provides the various Workflow capabilities in CASH including workflow initiation, data synchronization, and cloud authenticated login.

---

**NOTE:** This section is optional and only required for users of CASH Suite Integration with CASH Workflow.

---

### Determine Installation Computer

CASH Workflow Agent is a new component starting with CASH Suite version 6.0. You must decide where the CASH Workflow Agent will run. The CASH Workflow Agent is designed to run 24/7 so the system selected should be one that has comparable uptime.

---

**NOTE:** Refer to the *CASH Suite System Requirements* document to select a compatible system to host the CASH Workflow Agent.

**NOTE:** The server selected must have network connectivity to the SQL Server where the CASH Suite database is installed.

---

### CASH Workflow Agent Installation

1. Run the CASH Workflow Agent installer.
2. Choose a Destination Folder where CASH Workflow Agent will be installed.
3. Enter the CASH Suite SQLServer and database.
4. Choose whether Windows Authentication or a native SQLServer account is used for authentication.
5. After the installation finishes, open the Windows Services List (can be opened by running *services.msc* from the Windows run box).
6. Find the CASH Workflow Listener and right click to edit its properties.

7. Go to the Log On tab and ensure that the account will run under an appropriate account that will support the SQL Server login credentials selected above.
8. Next, go to the General Tab and choose the appropriate Start Up Type. We recommend Automatic or Automatic (Delayed Start).
9. Save and close the properties window and repeat steps 6-8 for the CASH Workflow Sender service.

## Configure CASH Workflow Settings

**NOTE:** Configuring CASH Workflow requires that your account was pre-configured by Wolters Kluwer Customer Support in our Secure Token Service, also known as STS. STS is also where you can manage CASH Workflow users, roles, and permissions. STS is out of the scope of this document. Please contact our Customer Support for more information and to schedule your installation appointment.

1. Start CASH Suite and log in as a CASH Suite Administrator
2. Go to the Admin Tab of the main CASH Dashboard
3. The in the upper left of the main tab, select Workflow in the CASH Product to Manage
4. Next, select the Setup Workflow button.
5. In the Setup Workflow dialog box, enter the following information provided by Customer Support: Account ID, CASH Login Client ID, Workflow Service Client ID. Validate that all information was entered correctly by pressing both Test buttons.

**NOTE:** To test the CASH Login Configuration, you will need a valid STS user and password. If all information was entered correctly, you will see a green success message next to the Test button(s).

---

## Configure CASH Workflow Users

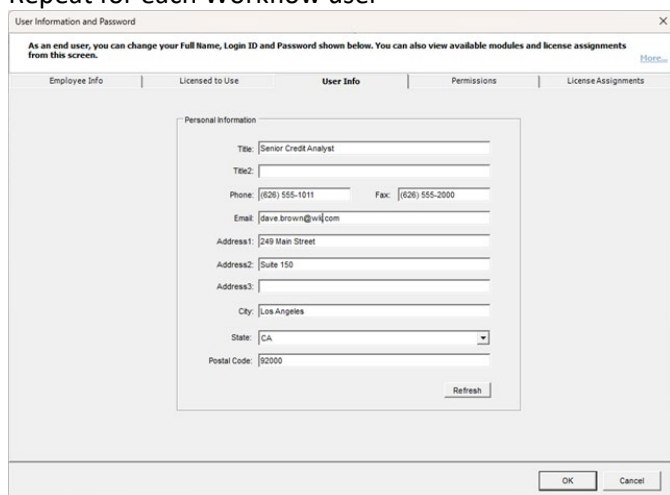
CASH Workflow leverages Wolters Kluwer's Secure Token Service (STS) to provide a single email account and password credentials for many Wolters Kluwer banking and financial products. To use CASH Suite Workflow features in version 6.0+, all users must first be configured in STS outside of CASH Suite. Next, each existing user in CASH Suite must be associated with their email identities in STS. This is done by updating the email field in their CASH Suite User account. If this email address matches an STS user's email address, CASH Users will be able to use their STS email instead of their old CASH user account ID to log into CASH Suite. Logging in with an STS email account enables CASH Suite Workflow functionality throughout CASH Suite.

---

**NOTE:** Configuring CASH Workflow users requires that these users were already configured in our Secure Token Service, also known as STS. STS is also where you can manage CASH Workflow users, roles, and permissions. Contact Customer Support for more information and to schedule an installation appointment.

---

1. Start CASH Suite and log in as a CASH Suite Administrator.
2. Go to the Admin Tab of the main CASH Dashboard
3. Select users & Lenders in the main Admin Tab
4. Select a user that you would like to associate to a user configured in STS.
5. Go to the User Info Tab and enter the email that matches their STS email ID.
6. Click OK to save your changes.
7. Repeat for each Workflow user



The screenshot shows a window titled "User Information and Password" with a close button (X) in the top right corner. Below the title bar, there is a message: "As an end user, you can change your Full Name, Login ID and Password shown below. You can also view available modules and license assignments from this screen." with a "Help" link. The window has five tabs: "Employee Info", "Licensed to Use", "User Info" (which is selected), "Permissions", and "License Assignments". The "User Info" tab contains a "Personal Information" form with the following fields: Title (Senior Credit Analyst), Title2 (empty), Phone ((626) 555-1011), Fax ((626) 555-2000), Email (jeve.brown@wkl.com), Address1 (249 Main Street), Address2 (Suite 150), Address3 (empty), City (Los Angeles), State (CA), and Postal Code (92000). There is a "Refresh" button at the bottom right of the form. At the bottom of the window, there are "OK" and "Cancel" buttons.

---

# Upgrade Instructions

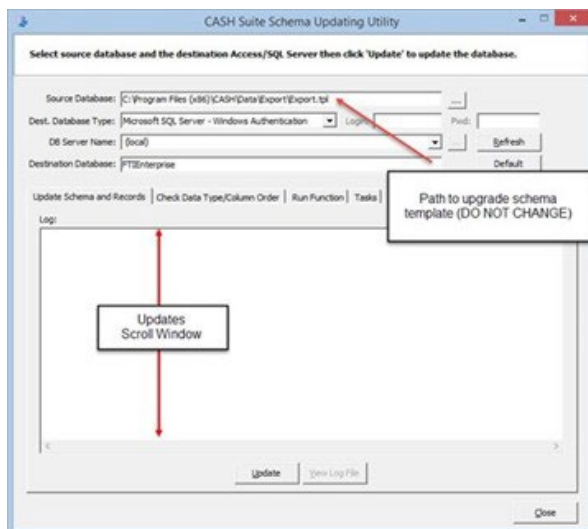
## Before You Begin

Before beginning an upgrade on the CASH Suite environment, ensure the following:

- All users must be out of CASH Suite.
- A Backup of CASH Suite Database must be performed.
- SQL SysAdmin equivalent required during database upgrade.
- Windows administrator equivalent required during client upgrade.
- Close all applications on client before running upgrade.
- All SQL Server Client Tools are installed (included automatically in SQL Server installations)
- Uninstall the following files:
  - CASH Client
  - CASH Suite Database Upgrade
  - CASH Agent
  - CASH Components (if previously installed and licensed): CASH Tax Importer Service, CASH Borrower Lending Portal Service, CASH LaserPro Service, CASH CRM Integration.
  - CASH Loan Doc Prep Agent (Also known as CASH to ComplianceOne Lending),

## Upgrading the CASH Database

Update your database by running *CASHSuite\_DbUpgrade\_XX.X.exe*.



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**NOTE:** Microsoft .NET Framework version 4.8 must be installed to run this application (installing .NET may require a reboot of this PC).

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## Client Installer with Auto-Update

To publish the upgrade to all CASH Clients, copy the Client Installer files to your central auto-update path. Refer *Preparing Setup and Upgrade Files*, for information regarding the Client Installer files. Need help locating your central auto-update path?

- Click Start>All Programs>CASH Suite>CASH Connection Settings.
- Run CASH Dashboard to launch upgrade.

## Client Installer with Manual Update – Recommended in Terminal Server/Citrix

Run Client Installer on each CASH client. Refer to *Preparing Setup and Upgrade Files, Steps: 1-6* for information regarding the Client Installer files.

# Reference

## Microsoft SQL Server Configuration Settings

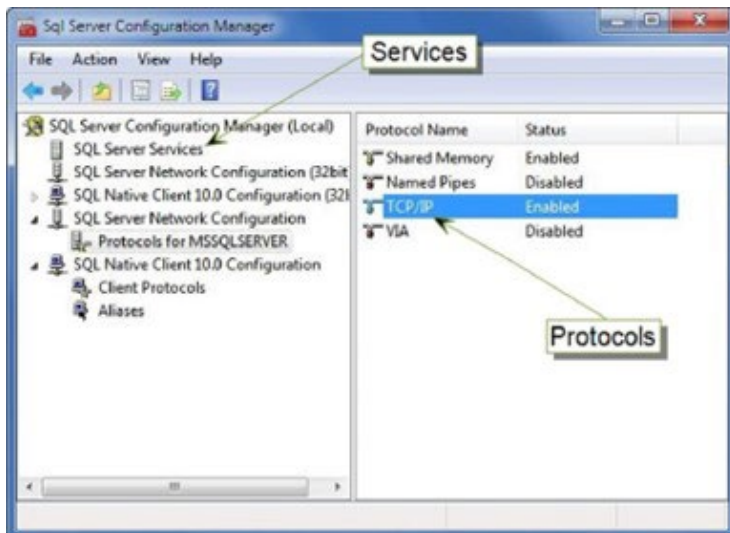
### SQL Server Configuration Manager

#### SQL Server Services

- Server Browser (auto).
- SQL Server agent (auto).

#### SQL Server Network Configuration – Protocols

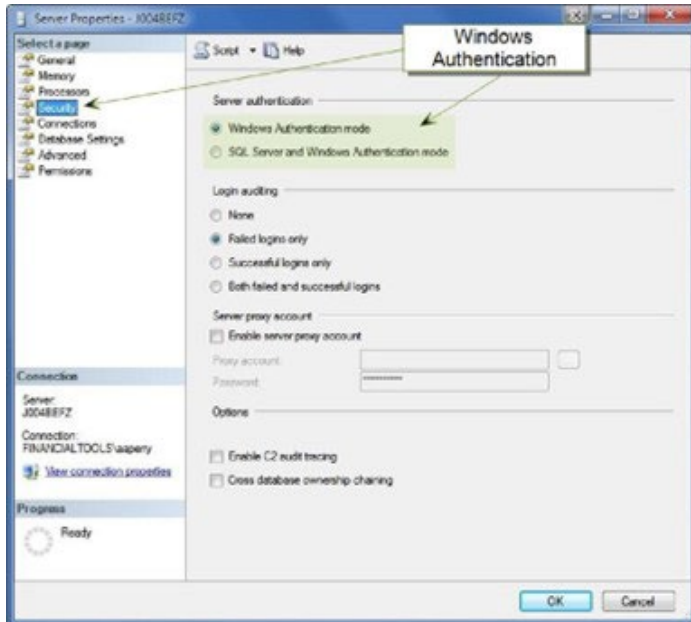
- TCP/IP Enabled.



# SQL Server Management Studio

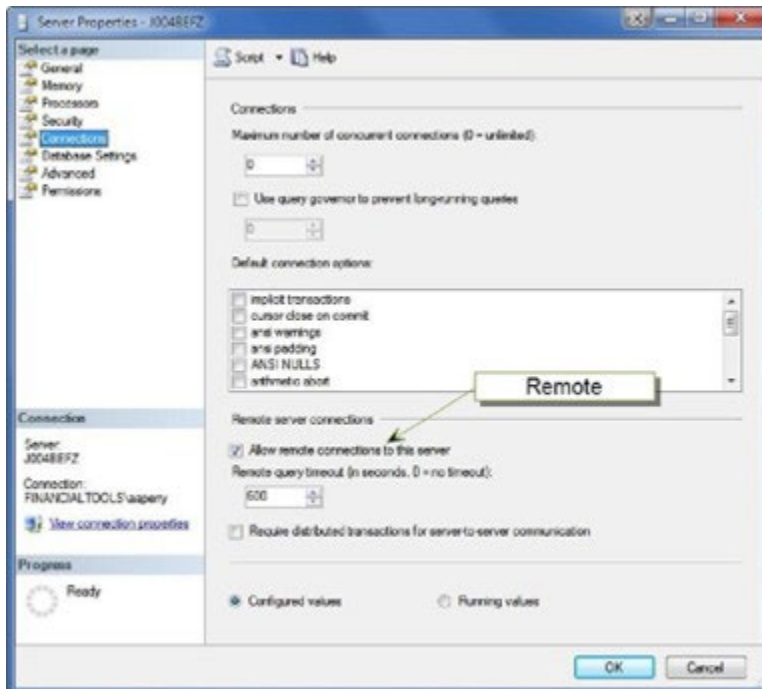
## Authentication

Choose Windows Authentication Mode or Mixed Mode:



## SQL Connection Settings

Allow remote connections to this server.



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## Troubleshooting

### Agent Not Starting

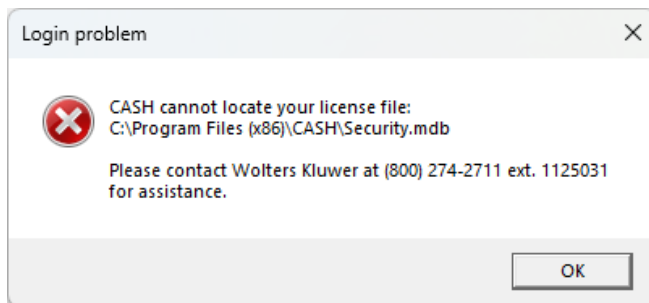
If the agent does not start after upgrading the CASH Clients, try one or a combination of the following:

- Missing Security.mdb. (It should reside in the same folder as the CASHAgent.exe.)
- Invalid login credentials or permissions to the SQL Server database.
- (If using SQL Authentication,) SQL Server is only configured to allow Windows Authentication.
- Firewall not allowing connections to SQL Server. By default, port 1433 is required.

### License File Issues

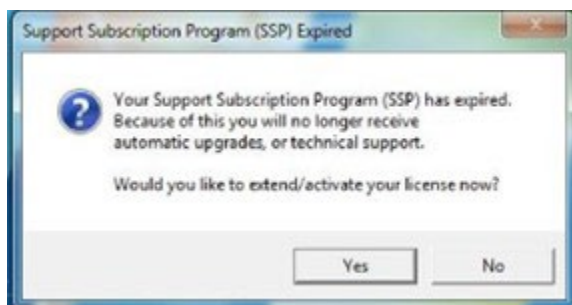
#### License file cannot be found

Usually this means Security.mdb is missing from CASH workstation. Either copy from another workstation or, if necessary, contact us to have resend original file.



#### License is expired, would you like to extend?

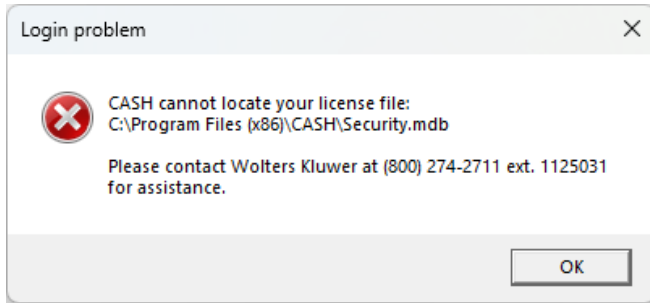
This message means your CASH Suite license is expired. Clicking Yes will get to the Support Activation Window.



### Database Issues

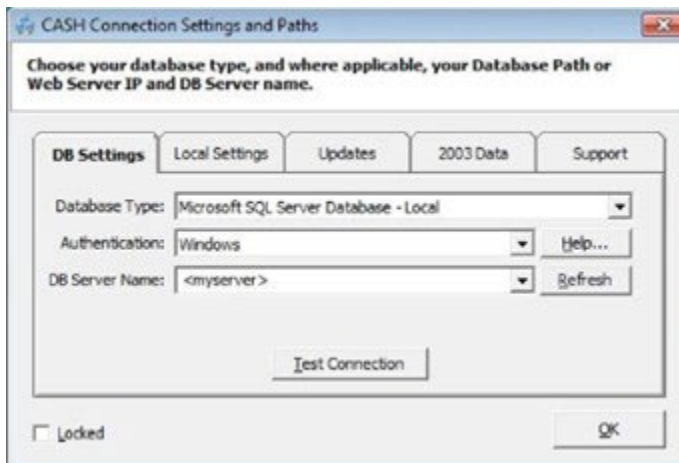
#### Cannot connect to database? SQL Server doesn't exist/access denied?

An error that might occur if CASH is not able to establish connection to the CASH SQL database.

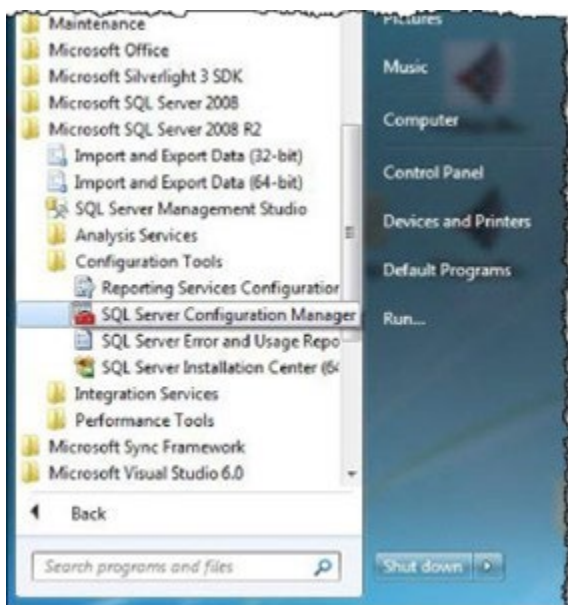


### Changing CASH Client Connection Settings.

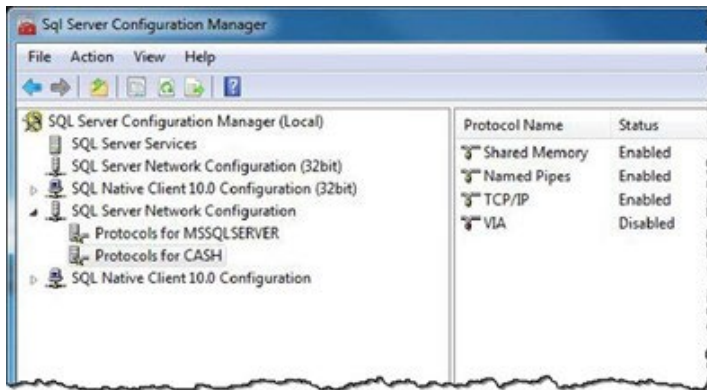
Common mistake might be that the DB Settings are slightly incorrect. In most cases, it should be using Microsoft SQL Server Database – Local and Windows authentication. Also, check the DB Server Name to confirm its validity.



Open TCP/IP Port (default =1433) to enable communication with the SQL Server. On the server, navigate to the SQL Server Configuration Manager.

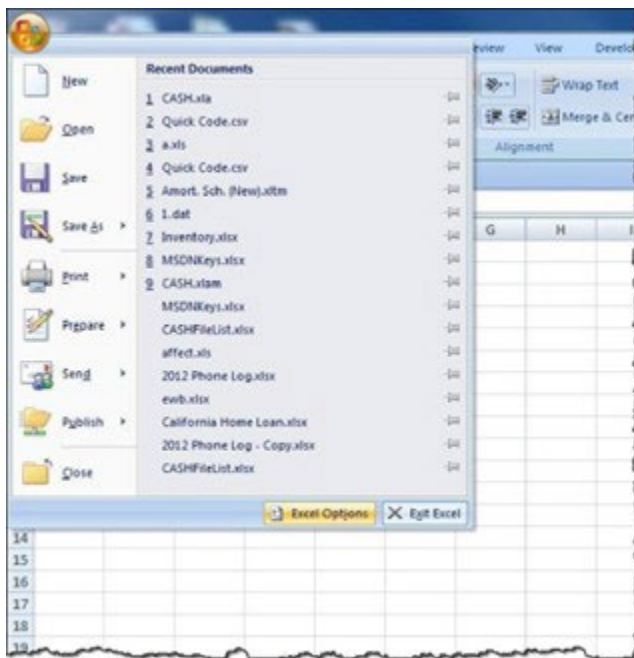


Select the SQL instance under the SQL Server Network Configuration and then right-click TCP/IP to enable. Restart SQL instance for this to take effect.

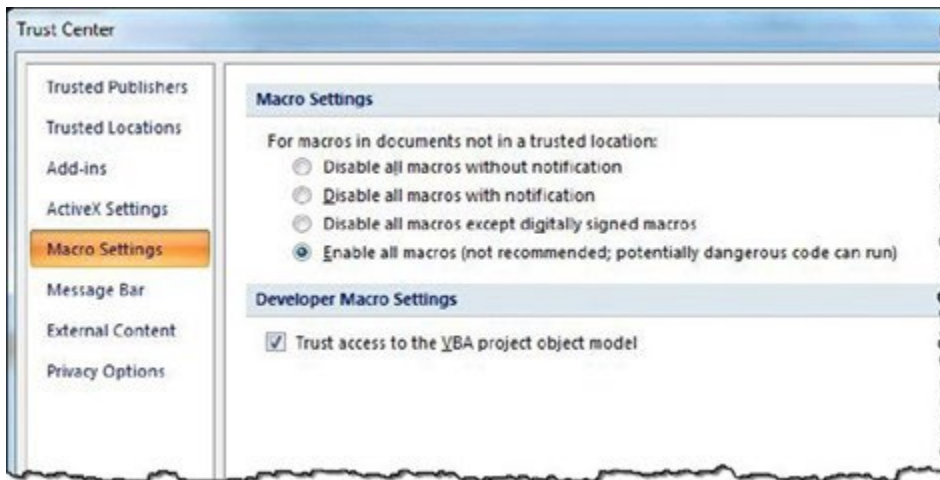
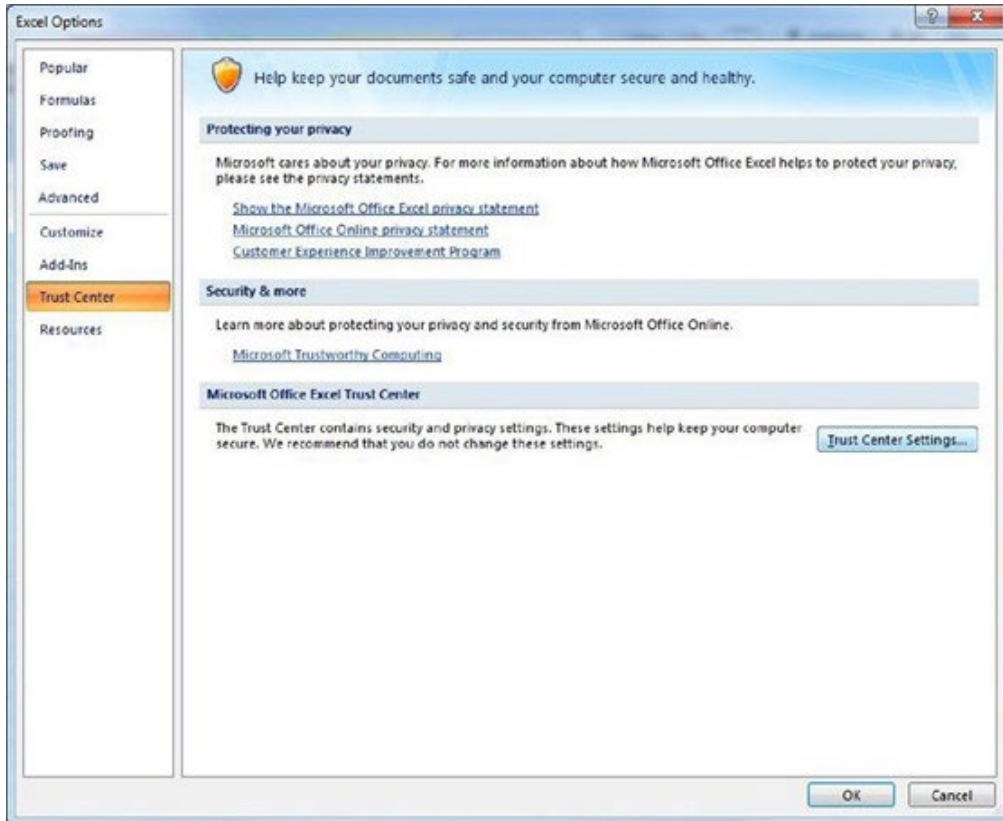


## Application Issues

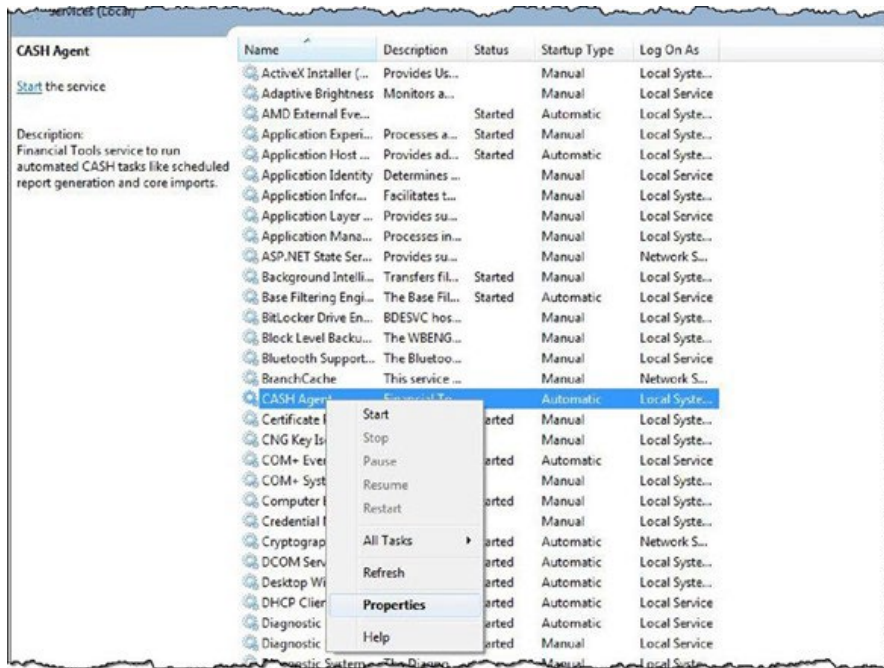
Cannot run CASH Dashboard?



Microsoft Excel Trust Center: Enable Trust access to the VBA project object model.

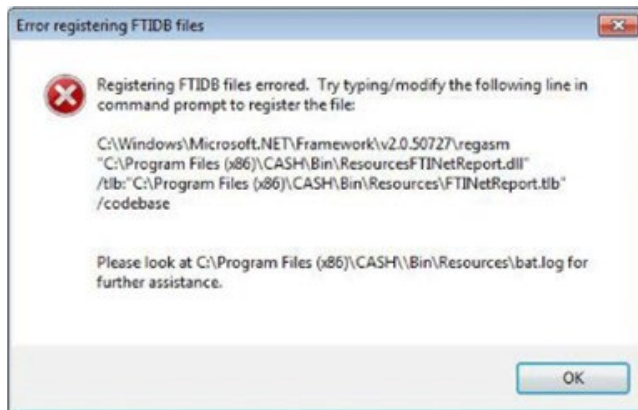


CASH Agent cannot <read.process> extract file: "Log on as" account requires read rights to the extract file location.



Change user/install?

TS/Citrix error message when running CASH Dashboard as standard windows user.



This error might occur installation wasn't launched under installation mode. Please do so prior to installation and change back to execute mode afterwards.

Command Prompt lines:

```
changeuser /install changeuser /execute
```

If error has occurred, edit "C:\Program Files (x86)\CASH\Bin\Resources\reg FTIDB dlls.bat" to the correct settings to, in most cases, "C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm". Right-click and run the batch file as administrator to register FTINetreport.dll.

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## Loan Doc Prep Agent Troubleshooting

1. Confirm scheduled task is running and has not reported any errors.
  - a. Log into the system hosting the Loan Doc Prep Agent scheduled task.
  - b. Run Task Scheduler then select the Loan Doc Prep Agent scheduled task.
  - c. Go to the "History" tab and confirm continued task execution.
  - d. Review Event Viewer and check for any error messages related to Loan Doc Prep Agent.
2. Check the CASH database to verify loan data destined for ComplianceOne is queued and ready to send. This should display the loans waiting to be sent to ComplianceOne. If there are any loans waiting and you have already confirmed the schedule task is running, then you may want to check the CASH Agent/Loan Doc Prep Agent are configured correctly for the CASH database. Use the query below:

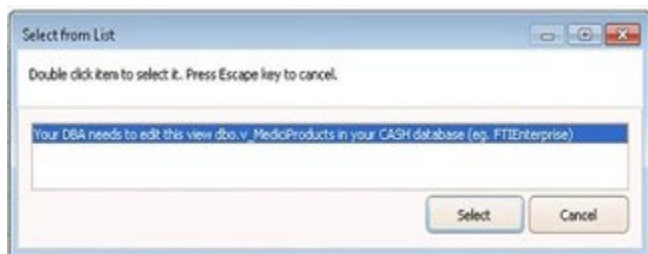
```
Select top 5 * From clsProductLoanDocPrep Order by OID DESC
```

3. Search the CASH database for any failed Loan Prep packages that were supposed to be queued up and sent to ComplianceOne®.

```
Select * From clsProductLoanDocPrep Where exportCompleteddate is not null and status <> 'Success' Order by OID desc
```

## Medici Agent Troubleshooting

If the user receives this error, refer to "Make necessary database changes" section above and follow the instructions:



- Confirm Medici Service is running, and no errors have been reported.
- Review Event Viewer and check for any error messages related to Medici Agent.
- Check the CASH database to verify loan data destined for Medici is appropriately queued for transfer. Use the query below:

```
Select top 5 * From clsProductMedici Order by OID DESC
```

- This should display the loans waiting to be sent to Medici. If task scheduler is running and loans are still waiting for transfer, double check the CASH Agent/Medici Agent configuration settings. Search the CASH database for any failed Loan Prep packages using the query below.

```
Select * From clsProductMedici Where exportCompleteddate is not null and status <> 'Success' Order by OID desc
```

# Wolters Kluwer

## About Wolters Kluwer

Wolters Kluwer is a global provider of professional information, software solutions, and services for clinicians, accountants, lawyers, and professionals in the tax, finance, audit, risk, compliance, and regulatory sectors. We help our customers make critical decisions every day by providing *expert solutions* that combine deep domain knowledge with specialized technology and services. The company is headquartered in Alphen aan den Rijn, the Netherlands.

## About Financial & Corporate Compliance

FCC provides expert compliance services and software solutions for financial institutions, corporations, small and midsize businesses, and law firms with solutions that enable compliance with ever-changing regulatory and legal obligations, improve efficiency, and help achieve better business outcomes. The division offers technology-enabled expert services and software solutions focused on loan compliance, regulatory compliance, legal entity management, and corporate services.

For more information, visit <https://www.wolterskluwer.com>, follow us on [LinkedIn](#), [X](#), [Facebook](#), and [YouTube](#).

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**For Self-service:** <https://wolterskluwer.my.site.com/ComplianceSolutionsSupport/s/>

**Product Download Site:** <https://compliance.download.wolterskluwer.com/>

**Customer Service:** (800) 552-9410 Available Monday through Friday, 8:00 a.m. to 7:00 p.m., Eastern time.

**CASH Suite SupportLine:**

**Phone:** 800-274-2711 ext. 1125031

*Available Monday through Friday, 8 a.m. to 8 p.m., Eastern time.*

**Email:** [cashsupport@wolterskluwer.com](mailto:cashsupport@wolterskluwer.com)