

QuickBooks 2008 Network Installation Guide

10/16/06 v. 1.1

QuickBooks 2008 has a new installation routine and a new QuickBooks Database Server Manager to assist users in opening and managing company data files.

This guide is designed to support users installing QuickBooks: Pro or Premier 2008 in a networked environment, and it also covers installation on a single, stand-alone computer (as there are options to later convert such an installation into a networked installation).



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Introduction

Following are step-by-step installation instructions for QuickBooks: Pro 2008 and QuickBooks: Premier 2008. Users installing QuickBooks Enterprise Solutions should refer to guides specific for that product.

When users install QuickBooks 2008, the installation screens will guide them through installations for either a single, stand-alone machine or for an environment where two or more machines are networked.

While the primary reason for this guide is to help users in a networked environment, many users plan on using QuickBooks on a stand-alone machine. Therefore we first turn to the following section, “Simple Install,” to cover installation for a single, stand-alone machine. The section “Network Install” begins on page 7.

Terms Used in This Guide

The following terms are used in this guide. Refer to this section if you have a question as to what a particular term means.

Hosting. This refers to the ability of a computer to share QuickBooks Company Files with other computers. The hosting ability is managed by the QuickBooks Database Server Manager.

Multi-user Installation. As another description of a network installation, Intuit sometimes uses the term *Multi-user Installation* because often (but not always) the network installation is in support of multiple users of the QuickBooks company files. But this term is meant to apply as well if there is only one user accessing files across a network.

QuickBooks Application. This is the main software program that you use to do work. But it does not work alone. Behind the scenes the QuickBooks application completes its tasks by sending commands to a database server to read or write data to a company file.¹

QuickBooks Company File. This is the database file itself, containing all the financial information for one company.

QuickBooks Company File Server. This is an application that enables QuickBooks to read and write to QuickBooks Company Files. We also use the term **QuickBooks Database Server**.

¹ In contrast, in QuickBooks 2007 and earlier, the QuickBooks application read or wrote to the data file directly. There was no database server.

QuickBooks Database. Starting with QuickBooks 2008, QuickBooks: Pro and Premier began using a database approach to managing QuickBooks Company Files. Therefore a QuickBooks Company File is also a QuickBooks database file.

QuickBooks Database Server. This is an application that enables QuickBooks to read and write to QuickBooks Company Files. We may also use the term **QuickBooks Company File Server**.

QuickBooks Database Server Manager. This application, new in QuickBooks 2008, helps the user deal with some of the chores required for maintaining the QuickBooks Database Server. For more information, see **Appendix A: QuickBooks Database Server Manager**.

Server Only Installation. In some firms or company, QuickBooks Company Files are hosted on a server but the QuickBooks application is not installed on the server. With QuickBooks 2008, users can now install only the QuickBooks Company File Server (or QuickBooks Database Server). For more information, see **Appendix A: QuickBooks Database Server Manager**.

Standard Install

The **Standard Install** is for the single, stand-alone machine. This option covers the scenario in which the user runs QuickBooks on one machine and keeps all QuickBooks company files on that same machine. Intuit uses the term “Standard Install” in part because a majority of QuickBooks users continue to use QuickBooks on a single machine.

Step 1: Choose “Guided Install”

The installation begins with the welcome screen shown in **Figure A**.

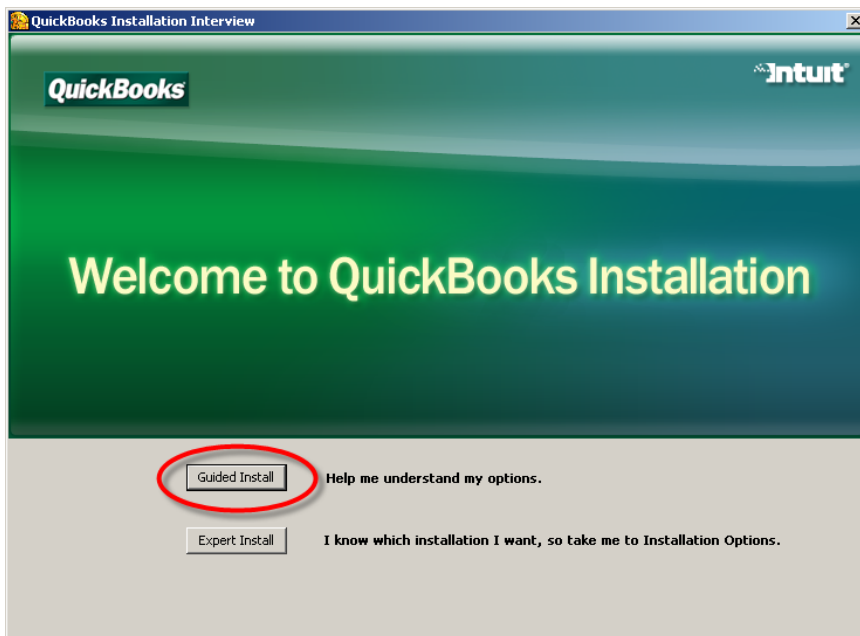


Figure A. Welcome Screen

From the **Welcome Screen**, choose the **Guided Install** option. (We recommend the Expert Install for professionals whose business includes installing QuickBooks for their clients or for IT administrators. Otherwise we recommend the Guided Install.)

Step 2: Choose “One Computer” Option

The next dialog box asks the user how he or she will be using the QuickBooks software. See Figure B.

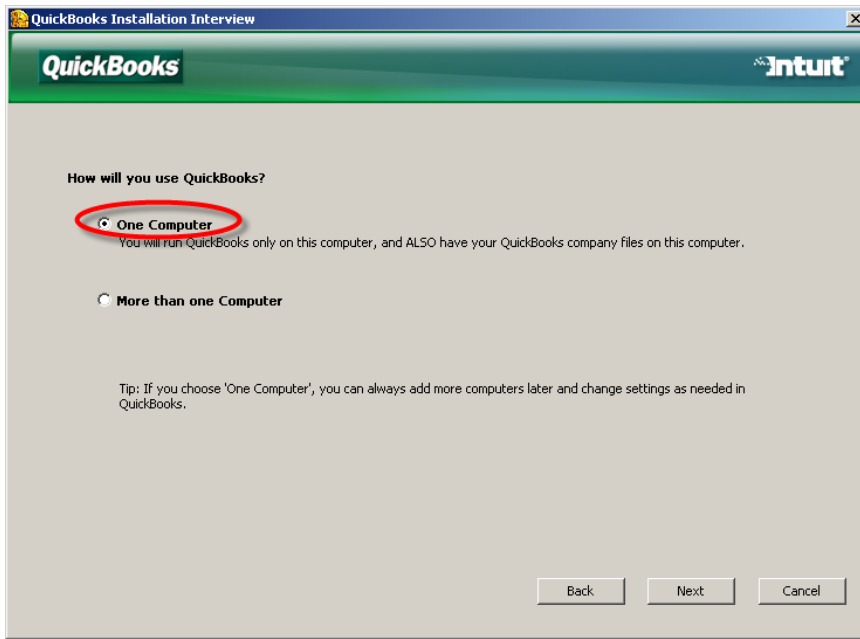


Figure B. “How Will You Use QuickBooks?”

From the two options shown, choose **One Computer**. This option starts the installation for the Standard Install.

Note: The Standard Install disables the database server for hosting company files for access by the QuickBooks application running on other machines. To enable the database server following a Standard Install, users can turn on **Hosting** from the **File > Utilities** menu. For more information, see Appendix B.

Network Installs

This section covers options for networked environments, in which QuickBooks files will be shared across two or more computers. Users installing for a network can choose to follow either a **Guided Install** or an **Expert Install**. We will cover both kinds of installations. Both provide the same options and the same results.

The Guided Install provides a series of interview questions to assist the user. The Expert Install is more direct and is a bit more technical in its descriptions. If you are uncertain what kind of network implementation to select, we recommend you start with the Guided Install.

Guided Install for Networks

Step 1: Choose “Guided Install”

The installation begins with the welcome screen shown in **Figure A**.

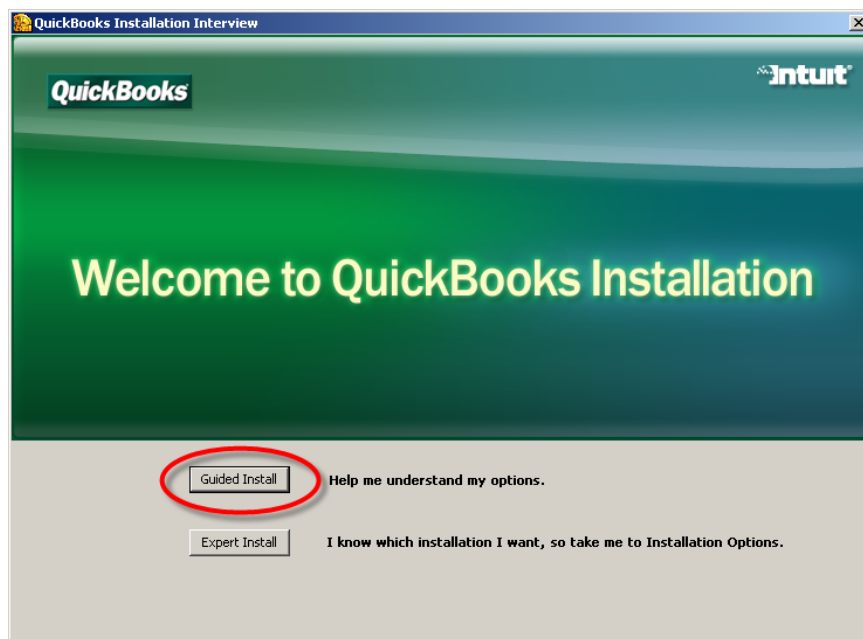


Figure C. Welcome Screen

From the **Welcome Screen**, choose the **Guided Install** option.

Step 2: Choose “More Than One Computer” Option

The next dialog box asks the user how he or she will be using the QuickBooks software. See **Figure D**.

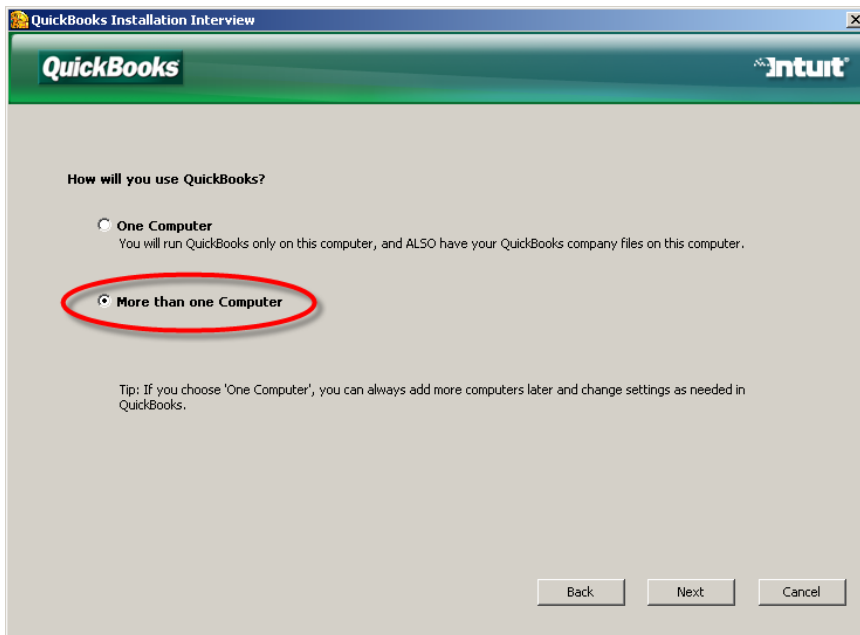


Figure D. “How Will You Use QuickBooks?”

From the two options shown, choose **More Than One Computer**. This calls up the next screen in the Installation Interview.

Step 3: Choose from Three Options

The next dialog box offers three choices as shown in **Figure E**.

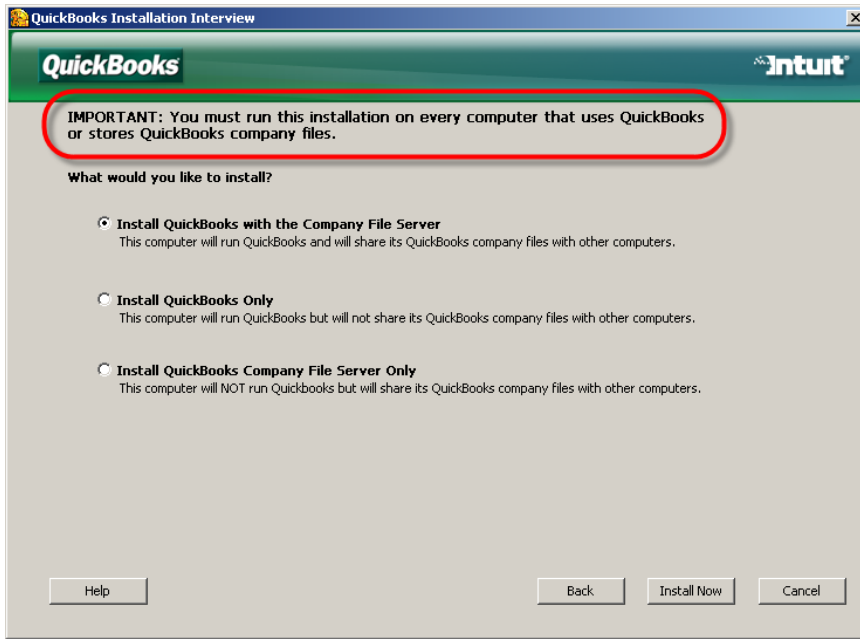


Figure E. Installation Options

The installation routine will set the first choice, **Multi-User Host etc.**, as the default selection. We will cover all three of the options in turn.

Note: See the reminder at the top of the screen. You will need to run the installation program on ALL computers that will be using the QuickBooks application or company files.

We will discuss each of these three options in turn.

Step 3-A: Install QuickBooks with Company File Server

This first option is for when the user plans to run QuickBooks from the computer being installed, and the QuickBooks company files to be shared with other computers on the network.

To install this option, make sure it has remained selected as the default (se Figure F) and click the **Install Now** button.

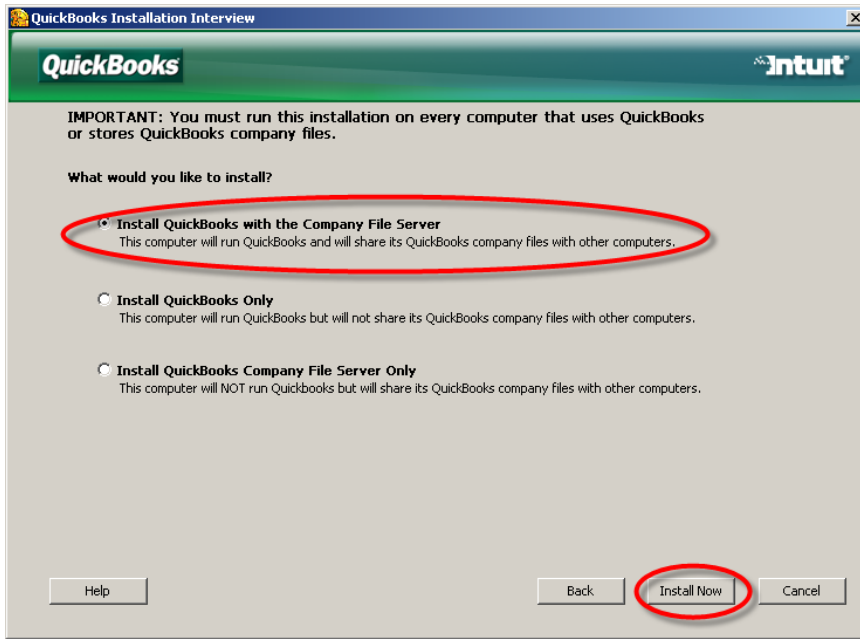


Figure F. Installing QuickBooks with Company File Server

Step 3-B: Install QuickBooks Only

The second option, **Install QuickBooks Only**, is for when users decide they actually want to work with a single computer after all. In this option, QuickBooks is installed but the Company File Server is not enabled. See **Figure G**.

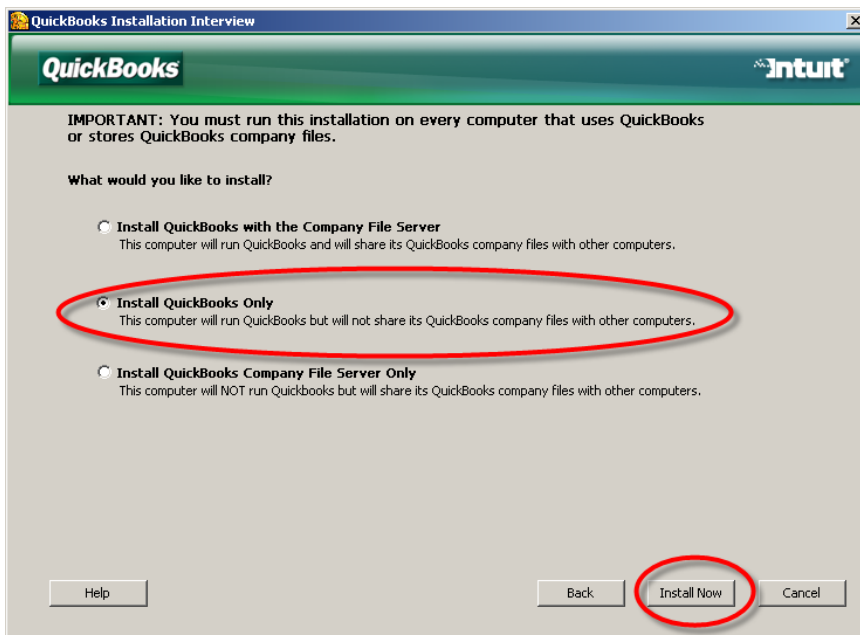


Figure G. Installing QuickBooks Only

To choose this option, select **Install QuickBooks Only** by clicking on the circle to the left. Then click the **Install Now** button.

Note: This option is the same as the Standard Install described earlier in this guide. Note that the messaging in the installation routine refers to installing the QuickBooks program only. This is to help the user make the right choice. More accurately, the QuickBooks company file server has been installed but is not enabled. Therefore the computer cannot host company files for access by the QuickBooks application running on another machine. To enable the database server following a Standard Install (or QuickBooks Only Install), users can turn on **Hosting** from the **File > Utilities** menu. For more information, see Appendix B.

Step 3-C: Install QuickBooks Company File Server Only

The third option, **Install QuickBooks Company File Server Only**, is for networks where QuickBooks company files are maintained on a separate server, and users run QuickBooks from other machines to access the company files. See **Figure H**.

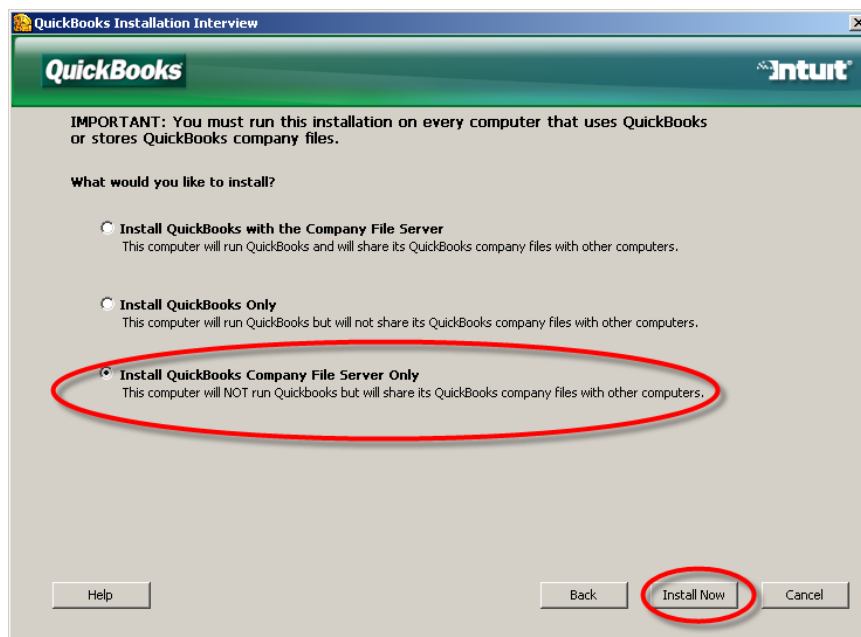


Figure H. Installing QuickBooks Company File Server Only

To choose the third option, select **Install QuickBooks Company File Server Only** by clicking on the circle to the left. Then click the **Install Now** button.

Note: When you complete installation of the QuickBooks Company File Server, you will see the **QuickBooks Database Server Manager** dialog box. We discuss the program in **Appendix A**.

Expert Install for Networks

The Expert Install option is designed for the professional who does multiple QuickBooks installations for clients or the IT administrator of a company or firm. It provides the same three options as the Guided Install discussed previously but gets to the options sooner for networks provides the same options

Step 1: Choose “Expert Install”

The installation begins with the welcome screen shown in **Figure I**.



Figure I. Welcome Screen

From the **Welcome Screen**, choose the **Expert Install** option.

Step 2: Choose from Three Options

The next dialog box offers three choices as shown in **Figure J**.

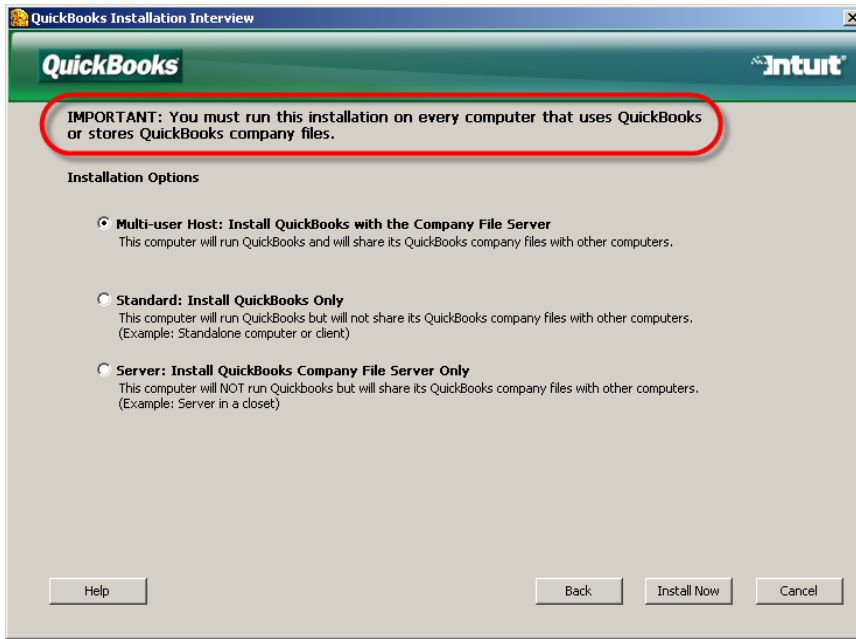


Figure J. Installation Options

The installation routine will set the first choice, **Multi-user Host etc.**, as the default selection.

Note: See the reminder at the top of the screen. You will need to run the installation program on ALL computers that will be using the QuickBooks application or company files.

We will discuss each of these three options in turn.

Step 2-A: Install Multi-User Host: QuickBooks with Company File Server

This first option is for when the expert installer wants the user to be able to run QuickBooks from the computer being installed, and the QuickBooks company files on that machine to be shared with other computers on the network.

To install this option, make sure it has remained selected as the default (se Figure K) and click the **Install Now** button.

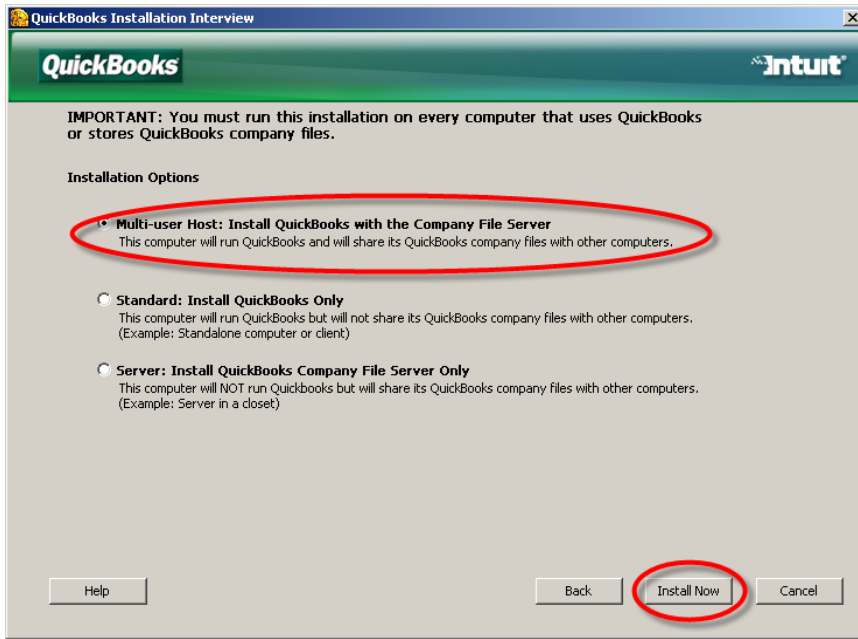


Figure K. Installing QuickBooks with Company File Server

Step 2-B: Standard Install of QuickBooks Only

The second option, **Standard: Install QuickBooks Only**, allows the expert installer to set QuickBooks to operate on a single computer and with the hosting capability disabled. In this option, QuickBooks is installed but the Company File Server is not enabled. See **Figure L**.

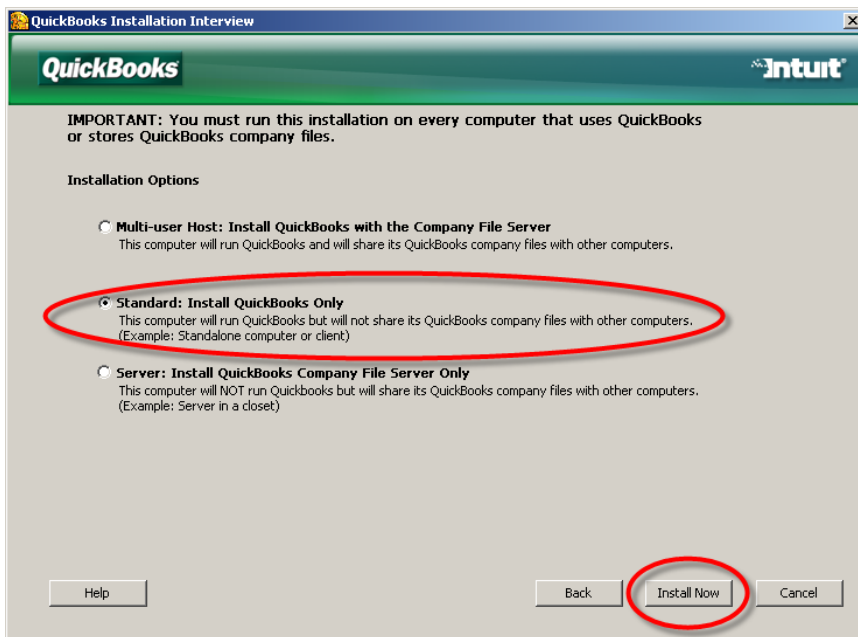


Figure L. Installing QuickBooks Only

To choose this option, select **Standard: Install QuickBooks Only** by clicking on the circle to the left. Then click the **Install Now** button.

Note: This option is the same as the Standard Install described earlier in this guide. Note that the messaging in the installation routine refers to installing the QuickBooks program only. More accurately, the QuickBooks Database File Server has been installed but is not enabled. Therefore the computer cannot host company files for access by the QuickBooks application running on another machine. To enable the database server following a Standard Install (or QuickBooks Only Install), the expert installer can turn on **Hosting** from the **File > Utilities** menu. For more information, see Appendix B.

Step 2-C: Install QuickBooks Company File Server Only

The third option, **Install QuickBooks Company File Server Only**, is for networks where QuickBooks company files are maintained on a separate server, and users run QuickBooks from other machines to access the company files. See **Figure M**.

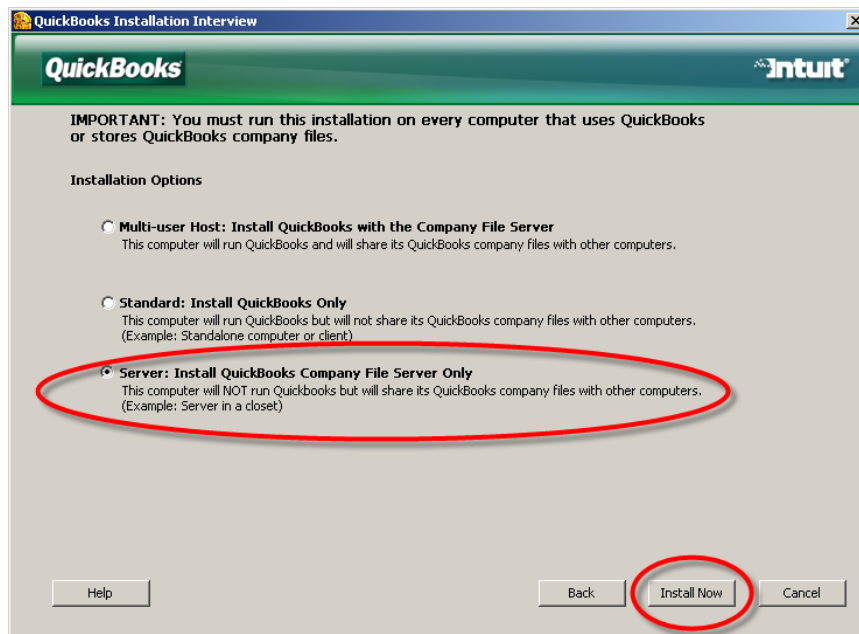


Figure M. Installing QuickBooks Company File Server Only

To choose the third option, select **Install QuickBooks Company File Server Only** by clicking on the circle to the left. Then click the **Install Now** button.

Note: When you complete installation of the QuickBooks Company File Server, you will see the **QuickBooks Database Server Manager** dialog box. We discuss the program in **Appendix A**.

Notes on Google Desktop Search

Installation Decision Can Affect Performance

At a later stage in the installation process, users are given an option to install **Google Desktop Search**. (See **Figure N**.)

Caution: While there are benefits to this feature, **installation can affect performance**. We recommend QuickBooks users carefully weigh the pros and cons before making a decision about installation.



Figure N. Google Desktop Installation Screen

Background

Part of this plug-in application will index the data in QuickBooks company files. Like the desktop search, this indexing process is done in the background, and when the indexing is done, the user can get complete keyword search results from QuickBooks transactions -- all using the superior search algorithms developed by Google.

Indexing only occurs when a QuickBooks file is open, and only when QuickBooks is in single-user mode. Indexing will not occur when QuickBooks is in multi-user mode.

Benefits

This new feature will allow clients to search easily through their desktop contents, including the information in individual QuickBooks transactions.

The great benefit for the small business owner is that this search approach is easier to use than the QuickBooks **Find** feature (which conducts a so-called “parametric” search). Another benefit is **Google Desktop Search** can combine a desktop search with the

QuickBooks search, so the user can see relevant QuickBooks transactions alongside Word documents and other items that include the keyword being searched.

Drawbacks

It is important for users to understand that while the indexing process occurs, system performance may be slower. We currently recommend at least **one Gigabyte of free hard drive space** for this feature. Actual size of the index file created will depend on the size of the **QuickBooks Company File** and amount of material stored on the machine.

Note: Users who work with multiple **QuickBooks Company Files** – such users including QuickBooks ProAdvisors and other accounting practitioners – have additional reasons to consider carefully whether to install **Google Desktop Search**. Because such users often open many **QuickBooks Company Files**, performance is likely to become slower, as indexing will start for any new file they open. The overall index file created will also build with each new file as it is opened, so that this index file is likely to be larger for these users than a user with a single company file.

Most users with multiple company files are adept at using the QuickBooks **Find** feature, which remains enabled (**Edit > Find**).

Intuit understands the potential impact of these drawbacks and is researching the situation further.

Google Marketing Tools

Please note that any drawbacks related to **Google Desktop Search** do not relate to the several useful Google Marketing Tools being made available to users of QuickBooks 2008.

Appendix A: QuickBooks Database Server Manager

New to QuickBooks 2008 is a **QuickBooks Database Server Manager**.

Note: For users of QuickBooks 2007 over a network, in QuickBooks 2008 the QuickBooks Database Server Manager replaces the **QuickBooks Data File Scanning Utility** that was used in QuickBooks 2007.

Within this appendix, we use the term **Manager** as short-hand for **QuickBooks Database Server Manager**.

The new **Manager** helps to manage the creation and maintenance of these **ND** files. (QuickBooks uses a location file, with the extension **.ND**, to keep track of where a QuickBooks company file is located for machines across the network. For every QuickBooks Company file, QuickBooks creates a companion file documenting the location of the QuickBooks company file. This location file has the extension **.ND**. A QuickBooks company file named **MyBiz.QBW** also has a companion file named **MyBiz.ND**. (For more on **.ND** files, see **Appendix C**.)

The Manager Dialog Box

Completing a server-only installation of QuickBooks 2008 also launches the QuickBooks Database Manager Application. (See **Figure A-1**.) You can also launch the QuickBooks Database Manager application later from the **Start > Programs > QuickBooks > QuickBooks Database Server Manager** link, and **you should leave this tool running on the server and restart the application when you restart the server**. Note that by default the **Manager** dialog box opens on the **Scan Folders** tab.

Scan Folders

The **Scan Folders** tab of the **Manager** dialog box lets you manage the folders to be checked by a manual scan. (See **Figure A-1**.) You can add or remove folders as needed. Once you have identified the folders to be scanned, press the **Scan** button.

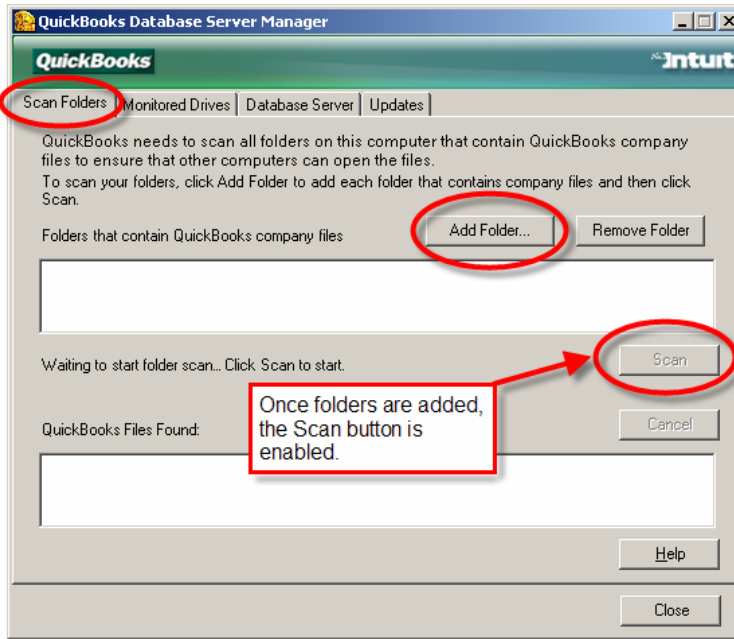


Figure A-1. The Scan Folders Tab

This tab will allow the user to save the folders that the user wants to scan on a regular basis. After users select the folders to be covered, they only need to press the **Scan** button in future efforts.

Once folders have been scanned, you will also want to set up the program to monitor drives.

Monitored Drives

The **Monitored Drives** tab of the **Manager** allows you to identify the drives you select to ensure that other computers can open the QuickBooks company files that are created on, or copied or moved to, the current computer. See **Figure A-2**.

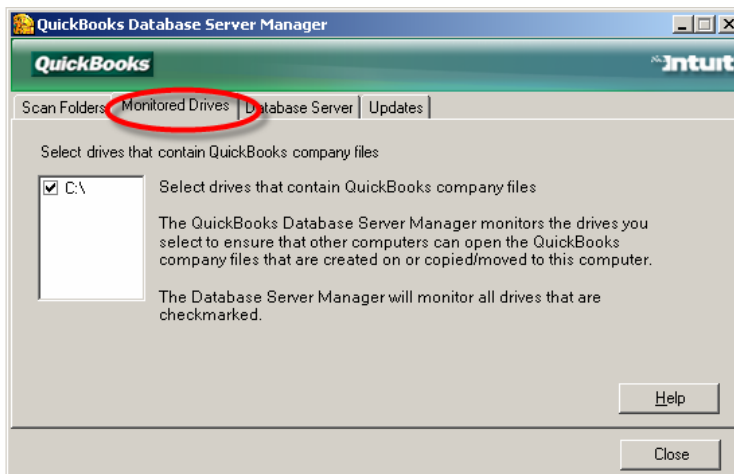


Figure A-2. The Monitored Drives Tab

The software will identify available drives for you, and the only thing you need to do is to check those drives where QuickBooks company files may reside.

Note: Once you check the drives in question, the **Manager** will monitor the drives automatically. You only need to intervene if the environment changes and you add or delete certain drives.

The **Manager** will monitor all drives that are check-marked.

Database Server

The **Database Server** tab is shown in Figure A-3. This tab reports on the status of the database server. (Note: The **Computer Name** and **IP Address** have been fictionalized for this example.)

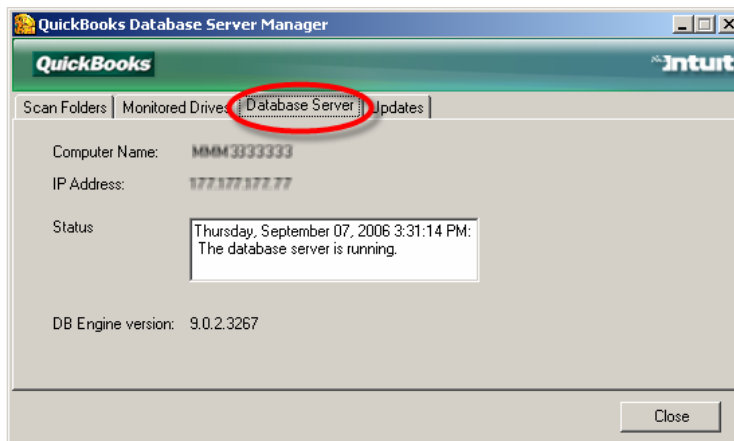


Figure A-3. The Database Server Tab

The tab also indicates which release of the Database Engine is currently being used.

Updates

The fourth and final tab on the Manager lets you know which version of the Manager you are using. The example in Figure A-4 shows version R1.2441.

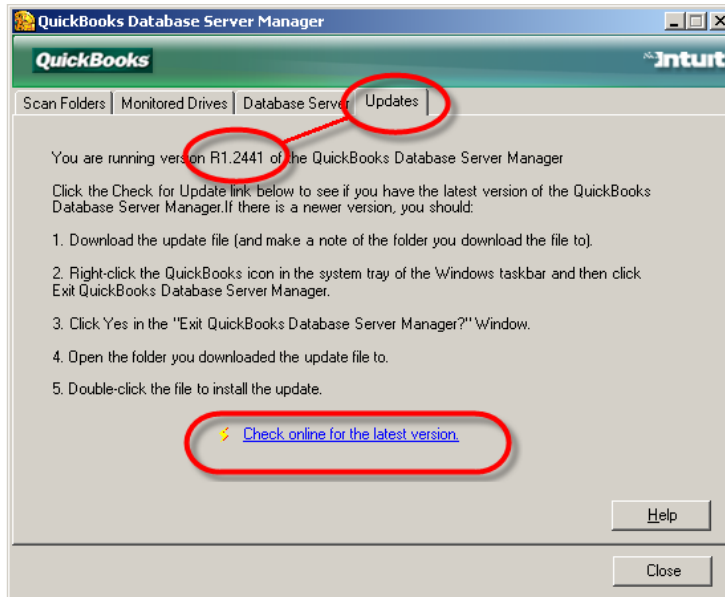


Figure A-4. The Updates Tab

At the bottom of the tab, a link, **Check online for the latest version**, lets you check for any updates to the **Manager** program.

If the user identifies a more recent version, the **Updates** tab of the dialog box includes the step-by-step process for downloading and installing the update.

Appendix B: Converting a Standard Install into a Hosting, Multi-User Installation

Any computer that is set up as a Standard Installation will not allow hosting of the QuickBooks company files to other machines across a network. However, users do have the option of converting the installation so it will allow the hosting, without having to reinstall the software.

Caution: When hosting is enabled from a Standard Installation, users need to take extra steps to make sure that the QuickBooks Database Server tracks file locations accurately.

Enabling the Multi-User Host

In a Standard Install for a single-user computer, the database server is present but not yet enabled. (This may seem to contradict the installation screens, which say the Standard Install installs QuickBooks only, and not the server. More accurately, the Standard Install does not *enable* the database server.)

You can enable Multi-User Hosting from the **File** pulldown menu, selecting **Utilities**, and then **Host Multi-User Access**. However, to start the Manager and make sure it operates in the background moving forward, there are a few manual steps currently required.

Additional Steps Required

More steps are required to make sure the hosting works properly.

1. Navigate to **C:\program files\common files\intuit\quickbooks** or the current installed location for the QuickBooks application.
2. Double-click the **QBServerUtilityMgr.exe** to get it started. The **Manager** dialog box will open as shown earlier in **Figure A-1**.
3. If you believe you have existing QuickBooks company files without **ND** files, you can use the Scan Folders tab to scan the folders you designate. Or, you can confirm that the local hard drives are identified in the **Monitor Drives** tab (as in **Figure A-2**) and then close the **Manager** dialog box. **Manager** will then monitor the drives from this point forward all your local hard drives (until the computer is turned off or the admin logs out, of course).
4. So the **Manager** will run in the background, you will need to make sure **Manager** will auto-start with windows. To do this, right-click on the file **QBServerUtilityMgr.exe** and then select **Create Shortcut** from the pop-up menu options.
5. Once the shortcut has been created, right-click on it and then select **Cut** from the pop-up menu options.

6. Navigate to

C:\Documents and Settings\All Users\Start Menu\Programs\Startup

and right click the folder. Then select Paste from the pop-up menu to put the **QBServerUtilityMgr.exe** shortcut into the list of programs that will auto-start when Windows starts.

Following these steps will not just enable Multi-User Hosting but also enable the **QuickBooks Database Server Manager**

Appendix C: How QuickBooks 2008 Manages Files

Three Important QuickBooks Elements

As an aid to helping users understand the database underpinnings of QuickBooks 2008, we would like to conceptualize QuickBooks as containing three important elements. They are

1. **The QuickBooks Application.** This is the main QuickBooks program, represented by the QuickBooks screens that you look at when you run QuickBooks and actually do work in a **QuickBooks Company File**. Whenever you do anything in QuickBooks (running a report, creating an invoice, or adding transactions) the QuickBooks application needs to read or write data to the company file. It does this by sending commands to the QuickBooks Database Server.²
2. **The QuickBooks Database Server.** This is a program that runs constantly along with QuickBooks and reads data from, and writes data to, the **QuickBooks Company File**.
3. **The QuickBooks Company File.** This is the database file, containing all the financial information for one company.

Importance of the Database Server

To make sure that the company file is properly maintained and current, it should always be opened by a database server on the same machine. Otherwise there could be multiple versions of the company file, with data updated in one and not the other.

With the proper installation of the database server we make sure that all computers that have company files stored on them also have a database server running on them in order to avoid this situation.

“ND” Files: Keeping Company File Locations Straight

Whenever the QuickBooks application tries to open a company file in a network setting, it needs to know which database server to use. Is the company file on the same machine from which the user runs the QuickBooks application? Or is the server on another machine?

² Unlike pre-database QuickBooks, the application itself cannot actually update or read the data file directly. Rather, the QuickBooks application needs to update or read the data file *through* the database server.

For example, the user might be running QuickBooks on Computer A, and open a company file on Computer B, and so now Computer A needs to know the path to send commands to the database server running on computer B.

Note: *A company file must be opened by exactly one database server. – You can never have two database servers trying to access the same company file, since they would both be reading and writing conflicting updates to the file.)*

In QuickBooks 2008, **path information** is stored in a file that's created when each company file is created. This location file has an **.ND** extension. The "ND" stands for **network descriptor**. So, if **Joe's Plastics.QBW** is the company file, when the user tries to open it, QuickBooks will look for a file called **Joe's Plastics.QBW.ND** *in the same directory* so it knows where to send commands to the database server which is accessing **Joe's Plastics.QBW**.

Note: If the company file is on the same machine as QuickBooks, then QuickBooks will look for the **ND** file. If there is no ND file existing, QuickBooks will open the company file *using the database server on that same machine*. And QuickBooks will create an **ND** file which tells QuickBooks that this machine's server is the one to use to address this company file in future.

Mapped Drives

This next section explains the need for the QuickBooks database server in the context of using mapped drives, to underscore why it is crucial to make sure the **QuickBooks Database Server Manager** is installed and operating properly.

Without the **QuickBooks Database Server Manager** (which we will start calling **Manager** for convenience), the database server is unable to deal with company files copied onto **mapped drives**. A *mapped drive* is physically on a different computer and not on the actual machine where the accountant is sitting. Instead the path to the other computer is mapped to a drive letter as a convenience in moving and accessing files. Mapped drives often start at an F drive or a G drive, but can take any letter.

Copying Company Files onto Mapped Drives

In the absence of the **Manager**, the potential problem would exist whenever any new company file is brought in from outside and copied onto a mapped drive. The following discussion assumes an accounting office as its primary example.

Background

Many accounting offices maintain multiple company files on a central server. (QuickBooks should be installed on this central server using the **QuickBooks Server Only Install**.)

In this model, the setup would then include several workstations where one or more bookkeepers or accountants would actually sit and work on various QuickBooks Company Files as pulled from the central server. (QuickBooks should be installed on these workstations using the **Multi-User Hosting Install**.)

Accountants in a networked office frequently get client company files and copy them on a mapped drive.

What's important is that the actual *physical location* is on the *central server*. Because this file location is not on the *local* machine, the **QuickBooks Database Server** is not able to create the **ND** file, and therefore cannot open the company file (since it doesn't know where to find the database server it needs to use).

Failure Notice. Without some additional process in place, were the accountant to copy the new company file onto a mapped drive, and then try to open the file, he or she would get a failure notice.

Solving for Mapped Drives

In QuickBooks 2008 the solution is for QuickBooks to install the separate **QuickBooks Database Server Manager**. The **Manager** helps keep track of company files with two separate operations:

1. **Scanning Folders.** The **Manager** can be told to scan a hard drive, and whenever it finds a **QBW** or company file without an associated **.ND** file, it then auto-creates the **ND** file. This is typically a one-time process that runs whenever you hit the **Scan** button on the **Scan Folders** tab. (See **Figure D-1**, which you will recognize from **Appendix A**.)

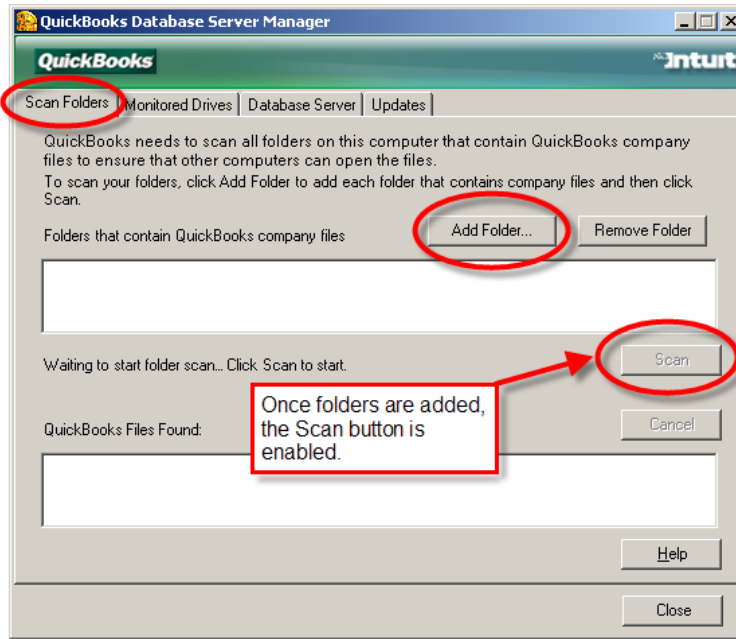


Figure D-1. The Scan Folders Tab

2. **Monitoring Drives.** The **Manager** will *constantly* monitor a designated hard drive and auto-create **ND** files *immediately*, whenever a QuickBooks company file shows up. (See **Figure D-2**, again as repeated from **Appendix A**.)

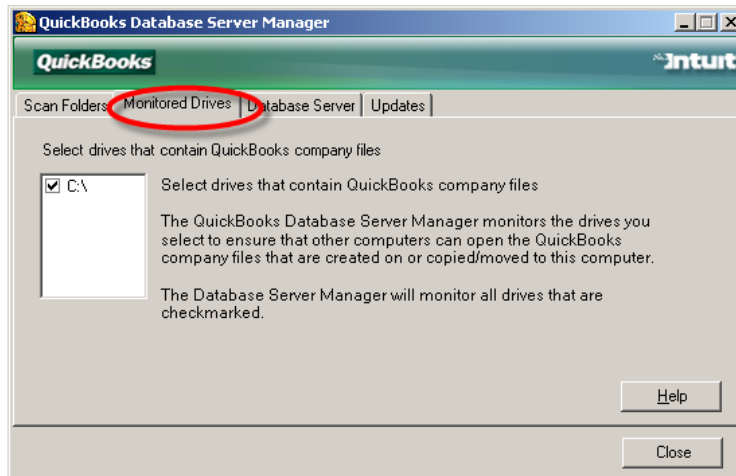


Figure D-2. The Monitored Drives Tab

Note: The **QuickBase Database Server Manager** is the server running on the same computer as the company file.

The **Manager** is installed as an “auto-run” application, to auto-start whenever the server is installed, for any QuickBooks installation *except* the **Standard Install** for a single, stand-alone computer.

Permissions Levels

A significant drawback to this approach is that the **Manager** application needs the administrator's **permission level** from Windows to create those ND files.

The application gets the permission level from the permissions of the person who is logged into the machine when the application is running. For this approach to work, the machine where the files are getting copied to (the server) will need to be running this application, and the administrator of the server will need to be logged in continuously.

Logged in until Logged Off

Note that *logging in* is not the same as responding to the Windows screen saver that requires a password. When you log in after turning on your computer, **you are logged in until you explicitly log off or turn off your machine** – so you are still logged in the whole time even if a security screensaver comes up and requires a password.

[Intuit understands the potential impact of these drawbacks and is researching the situation further.](#)

Note on Screenshots: In this *Guide*, some screenshots have been edited slightly for editorial presentation or space considerations.

The information contained in this *Installation Guide* is intended to help QuickBooks users and their support personnel install and configure QuickBooks, and to determine where to keep QuickBooks company files on that network. This document reflects the views and understandings of Intuit at publication. Intuit cannot guarantee the accuracy of any information contained herein, and changes may have occurred after the date of publication.

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