

Intuit® QuickBooks® Enterprise Solutions

Linux Database Server Manager Installation and Configuration Guide

Copyright

Copyright © 2013 Intuit Inc.

All rights reserved.

STATEMENTS IN THIS DOCUMENT REGARDING THIRD-PARTY STANDARDS OR SOFTWARE ARE BASED ON INFORMATION MADE AVAILABLE BY THIRD PARTIES. INTUIT AND ITS AFFILIATES ARE NOT THE SOURCE OF SUCH INFORMATION AND HAVE NOT INDEPENDENTLY VERIFIED SUCH INFORMATION. THE INFORMATION IN THIS DOCUMENT IS SUBJECT TO CHANGE WITHOUT NOTICE.

Trademarks and Patents

Intuit, the Intuit logo, QuickBooks, QuickBase, Quicken, TurboTax, ProSeries, Lacerte, EasyStep, and QuickZoom, among others, are registered trademarks and/or registered service marks of Intuit Inc. in the United States and other countries. Other parties' trademarks or service marks are the property of their respective owners and should be treated as such. Features and services within QuickBooks products may be the subject matter of pending and issued U.S. patents assigned to Intuit Inc.

Other Attributions

The Regex Library contained in QuickBooks software is copyright 1992, 1993, 1994, 1997 Henry Spencer. All rights reserved. The Regex Library software is not subject to any license of the American Telephone and Telegraph Company or of the Regents of the University of California.

This product includes software developed by the Apache Software Foundation (www.apache.org). © 1999-2006 Apache Software Foundation. All rights reserved.

Important

Terms, conditions, features, service offerings, prices, and hours referenced in this document are subject to change without notice. We at Intuit are committed to bringing you great online services through QuickBooks. Occasionally, we may decide to update our selection and change our service offerings, so please check www.quickbooks.com for the latest information, including pricing and availability, on our products and services.

Software Version 14.0

Document Revision 4.0

Contents

Welcome

| | |
|------------------------------|---|
| Audience of This Guide | 3 |
| Technical Support..... | 4 |

Chapter 1. Preparing to Install Linux Database Server Manager

| | |
|---|----|
| What is the Linux Database Server Manager? | 5 |
| Components..... | 6 |
| System Requirements | 7 |
| Firewall and Antivirus Software Compatibility | 8 |
| Network Configuration | 9 |
| Network Requirements | 9 |
| Configuration Recommendations | 10 |
| Case-Sensitive File Names | 10 |
| Sharing and User Permissions | 10 |
| Host Name Resolution..... | 10 |

Chapter 2. Installing and Running Linux Database Server Manager

| | |
|--|----|
| Installing the Linux Database Server Manager..... | 12 |
| Upgrading from Linux Database Server Manager Release 8.0/9.0/10.0/11.0/12.0 /13.0 | 16 |
| Upgrading from Linux Database Server Manager Release 7.0 | 18 |
| Running the Linux Database Server Manager Services..... | 20 |

Logging Error Messages 21

Uninstalling the Linux Database Server Manager 22

Updating the Linux Database Server Manager..... 23

Appendix A. Frequently Asked Questions

How do I contact Technical Support?..... 25

What RPM version and release am I running?..... 25

What files get installed on my Linux server? 25

Why does installation stop with a package conflict error? 26

Can I run different Releases on the Linux server? 27

Why can't users access the QuickBooks company files? 30

How do I change the default port numbers? 31

How do I create a Samba share?..... 33

How do I run QuickBooks Database Server on 64-bit Linux? 35

What do the error messages mean?..... 36

Index **38**

Welcome

Welcome to QuickBooks Enterprise Solutions financial software. Use this guide to install and configure the QuickBooks Enterprise Solutions Linux Database Server Manager Release 14.0 on your Linux server.

To install and set up the QuickBooks Enterprise Solutions Release 14.0 software on a Windows client or a terminal server, refer to the *QuickBooks Enterprise Solutions Enterprise Solutions Installation and Setup Guide*.

To learn how to use QuickBooks Enterprise Solutions and perform essential tasks, refer to the *QuickBooks Enterprise Solutions User Guide*.

Audience of This Guide

The *QuickBooks Enterprise Solutions Linux Database Server Manager Installation and Configuration Guide* has been prepared for a system administrator who is familiar with the Linux operating system, understands network operations, and has permissions to properly install and configure the QuickBooks Enterprise Solutions Linux Database Server Manager.

Technical Support

Visit our Support website at www.qbes.com/support for support options and answers to frequently asked questions. Enterprise Solutions offers a Full Service Plan¹ (sold separately) that includes product upgrades, technical support, training tools, and data protection services. Intuit reserves the right to limit each telephone contact to one hour and to one incident. Additional terms and conditions apply.

You can also visit the QuickBooks Enterprise Solutions User Community at www.qbes.com/community to connect with other Enterprise Solutions users and experts to ask questions and share advice.

¹. The Full Service Plan is good for 12 months from your QuickBooks Enterprise Solutions purchase date or Full Service Plan renewal date. The Intuit support team is available weekdays from 4 A.M. - 7 P.M. Pacific time. Intuit reserves the right to limit each telephone contact to one hour and to one incident. Support availability subject to occasional downtime for systems and server maintenance, company events, observed U.S. holidays, and events beyond our control. Terms, conditions, pricing, service offerings, and availability of the Full Service Plan are subject to change at any time without notice. U.S. only. See terms and conditions at www.qbes.com/terms.

1

Preparing to Install Linux Database Server Manager

Read the following information to determine what you need to know before you install the QuickBooks Enterprise Solutions Linux Database Server Manager on your Linux server.

What is the Linux Database Server Manager?

The Linux Database Server Manager contains the Enterprise Solutions database server, which stores the QuickBooks company files. Users running QuickBooks Enterprise Solutions on a Windows client computer can access the QuickBooks company files to perform Enterprise Solutions operations and request data.

QuickBooks Enterprise Solutions must be installed on a user's Windows client computer so they can perform Enterprise Solutions operations and request data from the Linux Database Server Manager. To install the QuickBooks Enterprise Solutions application on a Windows client, refer to the *QuickBooks Enterprise Solutions Installation and Setup Guide*.

Important

The Linux Database Server Manager software on the Linux server and the QuickBooks Enterprise Solutions application on a Windows client must be the same release (for example, Linux Database Server Manager Release 14.0 and QuickBooks Enterprise Solutions Release 14.0).

Components

The Linux Database Server Manager consists of the following components:

- **The database files and the QuickBooks database service** (qbdbmgrn_24) enable QuickBooks Enterprise Solutions users to read and write data from the QuickBooks company files located on the Linux server.
- **The qbmonitord program** (which uses the qbdbfilemon service) continually monitors the directories that contain the QuickBooks company files to ensure that each directory has a `qbdir.dat` file. When connected to a Linux server, the QuickBooks client uses the `qbdir.dat` file to generate a network definition (ND) file for each QuickBooks company file (`.qbw` and `.qba`). The ND file enables the QuickBooks client to request data and perform operations on QuickBooks company files. If a `qbdir.dat` file for a monitored directory is deleted or modified, the qbmonitord program creates a new one.

The **qbmonitord program** listens on IANA registered TCP/IP port 8019 to communicate with a QuickBooks client and then returns the TCP/IP port being used by the QuickBooks database service. See **qbportallocator** and **QBGLOBALAPPCONFIG.INI** below.

- **The qbmonitord configuration file** (`qbmonitord.conf`) specifies the directories that the qbmonitord program monitors. These directories contain the QuickBooks company files.

Each time you modify the `qbmonitord.conf` file, the qbmonitord program automatically re-reads the file and immediately monitors the specified directories.

- The **qbportallocator program** searches for free TCP/IP ports on the system. These are the ports that the QuickBooks database service uses to communicate with QuickBooks clients.
- The **QBGLOBALAPPCONFIG.INI** file contains the default TCP/IP ports that are used by the QuickBooks database service. You can edit this file to change the default port numbers.

System Requirements

The following table provides the hardware and software requirements for the Linux Database Server Manager. See www.qbes.com/linux for the most current QuickBooks Enterprise Solutions Linux Database Server Manager system requirements.

| Hardware and Software | Minimum | Recommended |
|-----------------------|--|--|
| Processor | 1.2 GHz Intel Pentium III | 2 GHz Intel Pentium 4 |
| RAM | 1 GB | As much as possible |
| Disk Space | 1 GB | 1 GB + additional space for the QuickBooks company files |
| Operating System | Fedora supported Note: See www.qbes.com/linux for the most current list of operating systems supported. | |
| File Sharing Software | Samba 2.2.12 | |

Table 1 System Requirements

Firewall and Antivirus Software Compatibility

If you use firewall and antivirus products, you might have to adjust settings in these products to ensure the best possible performance with Enterprise Solutions (an incorrectly-configured firewall can stop the Linux Database Server Manager from working). For the latest information from Intuit, go to www.qbes.com/support.

If you experience performance issues that you think are related to your firewall software, refer to the firewall documentation or contact your firewall vendor for assistance.

Important

The Linux Database Server Manager uses port 8019 and the first free port in the range 55343 to 55347. If all ports in this range are used by other applications, the Linux Database Server Manager uses port 56721. Make sure that all these ports are open on the firewall.

If you do not want to open multiple ports on the firewall, you can open port 8019 and port 55343 only. However, if port 55343 is already in use by another application, QuickBooks Enterprise Solutions will not work properly.

Network Configuration

Enterprise Solutions allows multiple users to access QuickBooks company files on a network at the same time. To achieve the best performance:

- Make sure that your computers are networked properly. Refer to your networking software documentation for instructions.
- Make sure that your network meets the requirements specified in [Network Requirements](#), below.
- Avoid accessing QuickBooks company files from a Windows client computer that uses a hub, network bridge, or wireless network; they may affect the performance and reliability of Enterprise Solutions.
- Configure your firewalls so that they do not interfere with Enterprise Solutions. An incorrectly-configured firewall can stop Enterprise Solutions from working.

Network Requirements

The following table provides the network requirements for the Linux Database Server Manager.

| Network | Minimum |
|-------------------|----------|
| Network Card | 100 Mbps |
| Switch or Router | 100 Mbps |
| Network Bandwidth | 40 Mbps |

Table 2 Network Requirements

Configuration Recommendations

This section provides important information you need to know to correctly install and run the Linux Database Server Manager.

Case-Sensitive File Names

Unlike Windows, the file system used on Linux is case-sensitive. Filenames that differ only by case may prevent Enterprise Solutions from working properly. Make sure that your QuickBooks company file names are unique.

Sharing and User Permissions

The directory on your Linux server where you store the QuickBooks company files must be configured as a Samba share so that it can be mapped as a drive on your Windows client computers.

Important

Samba does not overwrite limits set by kernel-level access control such as file permissions, file system mount options, ACLs, and SELinux policies. Both the kernel and Samba must allow the user to perform an action on a file before that action can occur.

Intuit recommends that you do not use anonymous or guest-level access.

Host Name Resolution

Important

To be able to access the QuickBooks company files, Windows clients must be able to resolve the host name or IP address of the Linux server. Make sure Samba is configured correctly to use the Domain Name Server. If you do not have DNS or WINS configured and do not want to use broadcast resolution, you can list the Linux server in the Windows HOSTS file.

2

Installing and Running Linux Database Server Manager

This chapter discusses the following topics:

- [Installing the Linux Database Server Manager on page 12](#)
- [Upgrading from Linux Database Server Manager Release 8.0/9.0/10.0/11.0/12.0 on page 16](#)
- [Upgrading from Linux Database Server Manager Release 7.0 on page 18](#)
- [Running the Linux Database Server Manager Services on page 20](#)
- [Logging Error Messages on page 21](#)
- [Uninstalling the Linux Database Server Manager on page 22](#)
- [Updating the Linux Database Server Manager on page 23](#)

Installing the Linux Database Server Manager

Follow the procedure below to install the Linux Database Server Manager on your Linux server after you have read [Chapter 1, Preparing to Install Linux Database Server Manager on page 5](#).

Important You must be the root user to install and configure the Linux Database Server Manager.

Important On SUSE, you must have the fam-server package 2.7.0.29 or later installed on your Linux server and the fam service must be running.

If you are upgrading from Linux Database Server Manager Release 8.0/9.0/10.0/11.0/12.0/13.0, follow the instructions in [Upgrading from Linux Database Server Manager Release 8.0/9.0/10.0/11.0/12.0/13.0 on page 16](#). If you are upgrading from Linux Database Server Manager Release 7.0, follow the instructions in [Upgrading from Linux Database Server Manager Release 7.0 on page 18](#).

◆ To install the Linux Database Server Manager:

- 1 On the Linux server, become the root user.
- 2 Insert the QuickBooks Enterprise Solutions CD-ROM in the server's CD-ROM drive and navigate to `/cd_mount_point/LinuxDBServer` (where `cd_mount_point` is the CD-ROM mount directory).

Note If your Linux server does not have a CD-ROM drive, copy the LinuxDBServer directory from the CD-ROM drive on an accessible computer to your Linux server. You can also download the software from the QuickBooks Enterprise Solutions website: www.qbes.com/linux.

- 3 The Linux Database Server Manager RPM package is signed so that you can verify the integrity of the package with the GPG public key. The public key is included in the `LinuxDBServer` directory.

- a In a terminal window, type the following command and press Enter to import the public key into the keyring (a database of trusted keys on your Linux server):

```
rpm --import qbdbm-pubkey.asc
```

where `qbdbm-pubkey.asc` is the path and name of the public key file you downloaded. For example, `/home/server/Desktop/qbdbm-pubkeyv11.asc`).

- b Type the following command and press Enter to verify the signature of the Linux Database Server Manager RPM with Intuit:

```
rpm -K packagename
```

where `packagename` is the path and name of the Linux Database Server Manager RPM package, for example, `/home/qbdbm-24.0-6.i386.rpm`.

If the package contains a valid signature from Intuit, the command returns `gpg ok`.

- 4 Install the Linux Database Server Manager RPM. In a terminal window, type the following command and press Enter:

```
rpm -ivh packagename
```

where `packagename` is the path and name of the Linux Database Server Manager RPM package, for example `qbdbm-24.0-6.i386.rpm`.

For a list of the files installed by the RPM, refer to [What files get installed on my Linux server? on page 25](#).

- 5 Create a directory to store your QuickBooks company files.

Important

The directory that contains the QuickBooks company files must be configured as a Samba share directory. An example of how to configure a share directory is provided in [How do I create a Samba share? on page 33](#). For more detailed information, refer to the Samba documentation.

Make sure you set appropriate permissions for the directory that contains the QuickBooks company files so that your users or user group has access.

- 6 Copy your QuickBooks company files to the directory you created in [step 5](#).

Important

Unlike Windows, the file system used on Linux is case-sensitive. Do not create QuickBooks company file names on Linux that differ only by case.

Make sure that you set appropriate permissions for the QuickBooks company files so that your users or user group can access them.

- 7 Edit the `/opt/qb/util/qbmonitord.conf` file to list the directories that store the QuickBooks company files. Type the full path of each directory on a separate line, for example:

```
/QBData
```

```
/QBcompanyfiles
```

Important

The `qbmonitord` program does not monitor subdirectories. Make sure you list subdirectories that contain company files in the `qbmonitord.conf` file.

After the `qbmonitord.conf` file is updated, the `qbdbfilemon` service needs to be restarted using the command `service qbdbfilemon restart`.

- 8 Edit the `/opt/qb/util/QBGLOBALAPPCONFIG.INI` file if you need to change the default TCP/IP ports that the QuickBooks database service uses. The default port settings work in most cases, however, you can customize these settings to fit your specific needs.

Important

Make sure your new port settings do not conflict with other services or processes.

- 9 Restart the `syslog` daemon to start outputting log messages to the `qbdbfilemon.log` file. Type the following command and press Enter:

```
/etc/init.d/syslog restart
```


For more information about log messages, refer to [Logging Error Messages on page 21](#).

Upgrading from Linux Database Server Manager Release 8.0/9.0/10.0/11.0/12.0/13.0

If you are upgrading your Linux Database Server Manager software from Release 8.0/9.0/10.0/11.0/12.0/13.0 to Release 14.0, follow the steps below to update the software correctly.

◆ **To upgrade from Linux Database Server Manager 8.0/9.0/10.0/11.0/12.0/13.0:**

- 1 On the Linux server, become the root user.
- 2 Insert the QuickBooks Enterprise Solutions CD-ROM in the server's CD-ROM drive and navigate to `/cd_mount_point/LinuxDBServer` (where `cd_mount_point` is the CD-ROM mount directory).

Note

If your Linux server does not have a CD-ROM drive, copy the `LinuxDBServer` directory from the CD-ROM drive on an accessible computer to your Linux server. You can also download the software from the Enterprise Solutions website: www.qbes.com/linux.

- 3 The Linux Database Server Manager RPM package is signed so that you can verify the integrity of the package with the GPG public key. The public key is included in the `LinuxDBServer` directory.
 - a In a terminal window, type the following command and press Enter to import the public key into the keyring (a database of trusted keys on your Linux server):

```
rpm --import qbdbm-pubkey.asc
```

where `qbdbm-pubkey.asc` is the path and name of the public key file you downloaded, for example, `/home/server/Desktop/qbdbm-pubkeyv11.asc`.

- b Type the following command and press Enter to verify the signature of the Linux Database Server Manager RPM with Intuit:

```
rpm -K packagename
```

where *packagename* is the path and name of the Linux Database Server Manager RPM package, for example `qdbbm-24.0-6.i386.rpm`.

If the package contains a valid signature from Intuit, the command returns `gpg ok`.

- 4 In a terminal window, type the following command and press Enter to stop the `qdbbfilemon` service:

```
service qdbbfilemon stop
```

- 5 Type the following command and press Enter to stop the `qdbbmgrn_18`, `qdbbmgrn_19`, `qdbbmgrn_20` service, `qdbbmgrn_21`, `qdbbmgrn_22` service, `qdbbmgrn_23` service, or `qdbbmgrn_24` service:

```
service qdbbmgrn_XX stop
```

- 6 Type the following command and press Enter to upgrade the Linux Database Server Manager software:

```
rpm -Uvh packagename
```

where *packagename* is the name of the RPM package on the CD-ROM. For example: `qdbbm-24.0-6.i386.rpm`.

- 7 Type the following command and press Enter to restart the `syslog` daemon and begin logging error messages to the `qdbbfilemon.log` file.

```
/etc/init.d/syslog restart
```

The upgrade process does not delete the `/opt/qbes8`, `/opt/qbes9`, `/opt/qbes10/`, `/opt/qbes11`, `/opt/qbes12` directory, or `/opt/qbes13` directory. You can delete these directories manually.

Upgrading from Linux Database Server Manager Release 7.0

If you are upgrading your Linux Database Server Manager software from Release 7.0 to Release 14.0, follow the steps below to update the software correctly.

Note Release 14.0 includes the following filename and directory differences:

- The `qbmonitord` service is named `qbdbfilemon`.
- The `qbmonitord.log` file is named `qbdbfilemon.log`.
- The `qbmonitord` program and the `qbmonitord.conf` file are stored in the `/opt/qb/util` directory.
- The database server files are stored in the `/opt/qbes14` directory.

◆ To upgrade from Linux Database Server Manager 7.0:

- 1 On the Linux server, become the root user.
- 2 Insert the QuickBooks Enterprise Solutions CD-ROM in the server's CD-ROM drive and navigate to `/cd_mount_point/LinuxDBServer` (where `cd_mount_point` is the CD-ROM mount directory).

Note If your Linux server does not have a CD-ROM drive, copy the `LinuxDBServer` directory from the CD-ROM drive on an accessible computer to your Linux server. You can also download the software from the QuickBooks Enterprise Solutions website: www.qbes.com/linux.

- 3 The Linux Database Server Manager RPM package is signed so that you can verify the integrity of the package with the GPG public key. The public key is included in the `LinuxDBServer` directory.
 - a In a terminal window, type the following command and press Enter to import the public key into the keyring (a database of trusted keys on your Linux server):

```
rpm --import qbdbm-pubkey.asc
```

Where *qbdm-pubkey.asc* is the path and name of the public key file you downloaded, for example */home/server/Desktop/qbdm-pubkeyv11.asc*.

- b** Type the following command and press Enter to verify the signature of the Linux Database Server Manager RPM with Intuit:

```
rpm -K packagename
```

where *packagename* is the path and name of the Linux Database Server Manager 13.0 RPM package, for example */home/qbdbm-24.0-6.i386.rpm*.

If the package contains a valid signature from Intuit, the command returns *gpg ok*.

- 4** In a terminal window, type the following command and press Enter to stop the *qbmonitord* service:

```
service qbmonitord stop
```

- 5** Type the following command and press Enter to upgrade the Linux Database Server Manager software:

```
rpm -Uvh packagename
```

where *packagename* is the path and name of the RPM package on the CD-ROM. This command requires that you enter the full path to the RPM package, for example */home/qbdbm-24.0-6.i386.rpm*.

- 6** Type the following command and press Enter to restart the *syslog* daemon and begin logging error messages to the *qbdbfilemon.log* file.

```
/etc/init.d/syslog restart
```

The upgrade process copies your existing Release 7.0 *qbmonitord.conf* file to the new location (*/opt/qb/util*) and renames the *qbmonitord.conf* file in the */opt/qbes7/util* directory with the *.save* extension (*qbmonitord.conf.save*). If you want to preserve this file, move it to a new location before deleting the */opt/qbes7* directory and subdirectories.

Running the Linux Database Server Manager Services

When you install the Linux Database Server Manager RPM, the `qdbbfilemon` service and the `qdbbmgrn_24` service are set to run automatically at system startup. The `qdbbfilemon` service continually monitors the directories that contain your QuickBooks company files on your Linux server. The `qdbbmgrn_24` service runs the database server.

◆ **To check that the services are configured to run at system startup:**

In a terminal window, type the following command and press Enter:

```
chkconfig --list | grep qbdb
```

The following output shows that `qdbbfilemon` and `qdbbmgrn_24v` are configured to start automatically at system run levels 3, 4, and 5 on Fedora:

```
qdbbfilemon 0:off 1:off 2:off 3:on 4:on 5:on 6:off
qdbbmgrn_24 0:off 1:off 2:off 3:on 4:on 5:on 6:off
```

The following output shows that `qdbbfilemon` and `qdbbmgrn_24` are configured to start automatically at system levels 3 and 5 on SUSE:

```
qdbbfilemon 0:off 1:off 2:off 3:on 4:off 5:on 6:off
qdbbmgrn_24 0:off 1:off 2:off 3:on 4:off 5:on 6:off
```

◆ **To stop the services manually:**

In a terminal window, type each command and press Enter:

```
service qdbbfilemon stop
service qdbbmgrn_24 stop
```

◆ **To start the services manually:**

In a terminal window, type each command and press Enter:

```
service qdbbfilemon start
service qdbbmgrn_24 start
```

Logging Error Messages

The Linux Database Server Manager uses the Linux syslog utility. All error log messages for the qbmonitord program are output to the file `/var/log/qbdbfilemon.log`.

Important

You must restart the syslog daemon after you install the Linux Database Server Manager RPM to enable logging to the `qbdbfilemon.log` file. Refer to [step 9](#) of the installation procedure on [page 14](#).

To view the end of the `qbdbfilemon.log` file and examine the output as it continues, type the following command:

```
tail -f /var/log/qbdbfilemon.log
```

To view more than the last 10 lines, type:

```
tail -n 100 -f /var/log/qbdbfilemon.log
```

For detailed information about the error messages in the `qbdbfilemon.log` file, refer to [What do the error messages mean?](#) on [page 36](#).

Error messages for the database server are output to the `/var/log/qbdbm_24.log` file. The `qbdbmgrn_24` service creates the `qbdbm_24.log` file.

Uninstalling the Linux Database Server Manager

Before you uninstall the Linux Database Server Manager, verify that no QuickBooks company files are currently open on a Windows client.

◆ **To uninstall the Linux Database Server Manager:**

- 1 On the Linux server, become the root user.
- 2 In a terminal window, type the following command and press Enter to stop the `qbdbfilemon` service:

```
service qbdbfilemon stop
```

- 3 Type the following command and press Enter to stop the `qbdbmgrn_24` service:

```
service qbdbmgrn_24 stop
```

Important

You must stop the `qbdbfilemon` and the `qbdbmgrn_24` services before uninstalling the Linux Database Server Manager.

- 4 Type the following command and press Enter to delete the Linux Database Server Manager files:

```
rpm -e packagename
```

where `packagename` is the name of the RPM package you want to delete, for example `qbdbm-24.0-6.i386.rpm`.

The RPM deletes all the files installed by the Linux Database Server Manager package.

Note

The uninstall process does not delete the log files or the QuickBooks company files. You can delete these files manually, if necessary.

Updating the Linux Database Server Manager

From time to time, Intuit provides an updated release of Linux Database Server Manager RPM package that can be downloaded from the Internet. The updated package might include new features, services, or maintenance fixes.

Before you update the Linux Database Server Manager, check the version of the Linux Database Server Manager package currently installed on your server. Refer to [What RPM version and release am I running? on page 25](#).

The instructions below are for updating the Linux Database Server Manager 14.0. To upgrade from a prior version of the Linux Database Server Manager, follow the upgrading instructions for your version outlined earlier in this chapter.

Important

Before you update the Linux Database Server Manager, verify that no QuickBooks company files are currently open on a Windows client.

◆ **To update your Linux Database Server Manager:**

- 1 On the Linux server, become the root user.
- 2 Download the latest Linux Database Server Manager RPM package file onto your Linux server from the QuickBooks Enterprise Solutions website: www.qbes.com/linux.
- 3 In a terminal window, type the following command and press Enter to stop the qbdfilename service:

```
service qbdfilename stop
```

- 4 Type the following command and press Enter to stop the qbdbmgrn_24 service:

```
service qbdbmgrn_24 stop
```

- 5 Type the following command and press Enter to update the Linux Database Server Manager software:

```
rpm -Uvh packagename
```

where `packagename` is the name of the updated Release 14.0 RPM package you downloaded from the QuickBooks Enterprise Solutions website.

Note The update process does not overwrite your `qbmonitord.conf` file.



Frequently Asked Questions

This appendix lists frequently asked questions and provides helpful tips.

How do I contact Technical Support?

Go to the QuickBooks Support website at www.qbes.com/support. Refer to [Technical Support on page 4](#).

What RPM version and release am I running?

To see the version and release of the Linux Database Server Manager RPM you have installed, type the following command in a terminal window:

```
rpm -qa | grep qbdbm
```

The RPM package name consists of the following format:

```
packagename-version-release.platform.rpm
```

The following example shows the Linux Database Server Manager RPM Version 23.0, Release 6 that runs on the i386 platform:

```
qbdbm-24.0-6.i386.rpm
```

What files get installed on my Linux server?

To list the files that the Linux Database Server Manager RPM installs on your Linux server, type the following command in a terminal window:

```
rpm -ql packagename
```

where `packagename` is the name of the Linux Database Server Manager RPM you installed.

By default, the database files are installed in the `/opt/qbes14` directory. `qbmonitord`, `qbportalallocator`, `qbmonitord.conf`, and

`QBGLOBALAPPCONFIG.INI` are installed in the `/opt/qb/util` directory. All files are owned by the user `root` and the group `root`.

The `/opt/qbes14/doc` directory contains the *QuickBooks Enterprise Solutions Linux Database Server Manager Installation and Configuration Guide* (this document). The most up-to-date revision of this document is available from the QuickBooks Enterprise Solutions website: www.qbes.com/linux.

Why does installation stop with a package conflict error?

If you see the error: `file /opt/qb/util/qbmonitord` from install of `qbdbm-24.0-6` conflicts with file from package `qbdbm-23.05`, you are trying to install Linux Database Server Manager 14.0 with the `rpm -ivh` command but Linux Database Server Manager 13.0 is still installed. Either:

- Upgrade your Linux Database Server Manager 13.0 software to 14.0 (if you no longer want to run 13.0). Refer to [Upgrading from Linux Database Server Manager Release 8.0/9.0/10.0/11.0/12.0](#) on page 16.
- Install Linux Database Server Manager 14.0 with the command `rpm -ivh --replace files` if you want to run both Linux Database Server Manager 14.0 and 13.0 on your Linux server. Refer to [Running Linux Database Server Manager 14.0 and 13.0 12.0 or 12.0, 11.0, 10.0, 9.0 or 8.0](#) on page 27.

Can I run different Releases on the Linux server?

You can run prior releases of Linux Database Server Manager concurrently on your Linux server. Follow the appropriate procedure below.

Running Linux Database Server Manager 14.0 and 13.0 or 12.0 or 11.0, 10.0, 9.0 or 8.0.

Use this procedure to install Linux Database Server Manager 14.0 if you want to run Linux Database Server Manager 14.0 and Linux Database Server Manager 13.0 or 12.0, 11.0, 10.0, 9.0 or 8.0 concurrently. You **must** have Linux Database Server Manager installed.

◆ **To install Linux Database Server Manager 14.0 together with Linux Database Server Manager 13.0 or 12.0, 11.0, 10.0 or 9.0 or 8.0:**

- 1 On the Linux server, become the root user.
- 2 In a terminal window, type the following command and press Enter to stop the qbmonitord service.

```
service qbdbfilemon stop
```

- 3 Type the following command and press Enter to stop the qbdbmgrn_23 service (_22 for 12.0, _21 for 11.0, _20 for 10.0, _19 for 9.0, _18 for 8.0):

```
service qbdbmgrn_XX stop
```

- 4 Insert the QuickBooks Enterprise Solutions CD-ROM in the server's CD-ROM drive and navigate to `/cd_mount_point/LinuxDBServer` (where `cd_mount_point` is the CD-ROM mount directory).

Note

If your Linux server does not have a CD-ROM drive, copy the `LinuxDBServer` directory from the CD-ROM drive on an accessible computer to your Linux server. You can also download the software from the QuickBooks Enterprise Solutions website: www.qbes.com/linux.

- 5** The Linux Database Server Manager RPM package is signed so that you can verify the integrity of the package with the GPG public key. The public key is included in the `LinuxDBServer` directory.

- a** In a terminal window, type the following command and press Enter to import the public key into the keyring (a database of trusted keys on your Linux server):

```
rpm --import qbdbm-pubkey.asc
```

- b** Type the following command and press Enter to verify the signature of the Linux Database Server Manager RPM with Intuit:

```
rpm -K packagename
```

where `packagename` is the name of the Linux Database Server Manager RPM package, for example `qbdbm-24.0-6.i386.rpm`.

If the package contains a valid signature from Intuit, the command returns `gpg ok`.

- 6** Type the following command and press Enter to install the Linux Database Server Manager 14.0 software:

```
rpm -ivh --replacefiles packagename
```

where `packagename` is the name of the RPM package on the CDROM. For example: `qbdbm-24.0-6.i386.rpm`.

- 7** Type the following command and press Enter to restart the syslog daemon and begin logging error messages to the `qbdbfilemon.log` file.

```
/etc/init.d/syslog restart
```

Running Linux Database Server Manager 14.0 and 7.0

Use this procedure to install Linux Database Server Manager 14.0 if you want to run Linux Database Server Manager 7.0 and 14.0 concurrently but *do not* have Linux Database Server Manager 8.0/9.0/10.0/11.0/12.0 installed.

◆ To install Linux Database Server Manager 14.0 together with Linux Database Server Manager 7.0

- 1 On the Linux server, become the root user.
- 2 In a terminal window, type the following command and press Enter to stop the qbmonitord service:

```
service qbmonitord stop
```

- 3 Insert the QuickBooks Enterprise Solutions CD-ROM in the server's CD-ROM drive and navigate to `/cd_mount_point/LinuxDBServer` (where `cd_mount_point` is the CD-ROM mount directory).

Note

If your Linux server does not have a CD-ROM drive, copy the `LinuxDBServer` directory from the CD-ROM drive on an accessible computer to your Linux server. You can also download the software from the QuickBooks Enterprise Solutions website: www.qbes.com/linux.

- 4 The Linux Database Server Manager RPM package is signed so that you can verify the integrity of the package with the GPG public key. The public key is included in the `LinuxDBServer` directory.
 - a In a terminal window, type the following command and press Enter to import the public key into the `keyring` (a database of trusted keys on your Linux server):

```
rpm --import qbdbm-pubkey.asc
```

- b** Type the following command and press Enter to verify the signature of the Linux Database Server Manager RPM with Intuit:

```
rpm -K packagename
```

where `packagename` is the name of the Linux Database Server Manager RPM package, for example `qbdbm-24.0-6.i386.rpm`.

If the package contains a valid signature from Intuit, the command returns `gpg ok`.

- 5** Install the Linux Database Server Manager RPM. In a terminal window, type the following command and press Enter:

```
rpm -ivh packagename
```

where `packagename` is the name of the Linux Database Server Manager RPM package, for example `qbdbm-24.0-6.i386.rpm`.

Important

In Linux Database Server Manager 14.0, the **qbmonitord** service is named **qbdbfilemon**. To run both Linux Database Server Manager 14.0 and 7.0 at the same time, both the **qbdbfilemon** service and the **qbmonitord** service must be running. The **qbdbfilemon** service is started automatically after installation and at system startup but the **qbmonitord** service is not. You must start the **qbmonitord** service manually.

The Linux Database Server Manager 14.0 installation process copies your existing Release 7.0 `qbmonitord.conf` file to the new location (`/opt/qb/util`) and renames the `qbmonitord.conf` file in the `/opt/qbes7/util` directory with the `.save` extension (`qbmonitord.conf.save`). The `/opt/qb/util/qbmonitord.conf` file is used by both Linux Database Server Manager 7.0 and 14.0.

Why can't users access the QuickBooks company files?

If users cannot access the QuickBooks company files from their Windows client computers, check the following:

- The Linux server is up and running.
- The directory that stores the QuickBooks company files on your Linux server is configured as a Samba share and the Samba service is running.

- The directory that stores the QuickBooks company files on your Linux server has the correct Linux user or group permissions.
- The QuickBooks company files on your Linux server have the correct Linux user or group permissions.
- The user is a valid user listed in the `smb.conf` file and in the `/etc/group` file.
- The user has a valid Samba username and password.
- Windows client computers can resolve the host name or IP address of the Linux server. [Refer to Host Name Resolution on page 10.](#)
- The directory and any subdirectories that contain the company files are listed in the `qbmonitord.conf` file.
- Both the `qbdbfilemon` and the `qbdbmgrn_24` services are running.
- Port 8019 and one of the ports in the range 55343 through 55347, or 56721 are open on both the Linux sever and the Windows client. If you change the default port settings in the `QBGLOBALAPPCONFIG.INI` file, make sure the new ports are open.

[Table 3 on page 36](#) and [Table 4 on page 37](#) provide a list of error messages you may encounter when using the Linux Database Server Manager.

How do I change the default port numbers?

The `QBGLOBALAPPCONFIG.INI` file contains the default TCP/IP ports that the QuickBooks database service uses to communicate with QuickBooks clients.

The QuickBooks database service uses port 8019 and the first free ports in the range 55343 to 55347. If all ports in this range are used by other applications, the QuickBooks database service uses port 56721.

The default port settings work in most cases, however, you can customize these settings to fit your specific needs.

◆ **To change the TCP/IP port numbers:**

- 1 Open the `/opt/qb/util/QBGLOBALAPPCONFIG.INI` file.
- 2 Change the value of the `StartPortNumber` field to the port number you want to use. For example:

```
StartPortNumber=62000
```

Important

Make sure that the port number you want to use is available.

- 3 Save and close the file.
- 4 Restart the `qbdbmgrn_24` service:

```
service qbdbmgrn_24 restart
```

How do I create a Samba share?

The directory on your Linux server that contains the QuickBooks company files must be configured as a Samba share so that it can be mapped as a drive on your Windows client computers.

The following procedure provides an example of how to create and configure a Samba share. For more detailed information about configuring a Samba share, refer to the Samba documentation.

◆ **To create a Samba share:**

- 1 On the Linux server, become the root user.
- 2 In a terminal window, type the following command to create a Linux group (this is the group name that users of QuickBooks will belong to).

```
groupadd -r groupname
```

where `groupname` is the name of the group you want to create (for example, `qbusers`)

- 3 Add the following line to the `/etc/group` file to list the users that will be part of the group you created in [step 2](#).

```
groupname: user1, user2, user3
```

- 4 Type the following command to add each user you specified in [step 3](#) that will be accessing QuickBooks company files stored on the share directory:

```
useradd user
```

- 5 For each user you specified in [step 4](#), type the following command to activate the Samba user account and set a password:

```
smbpasswd -a user
```

- 6 Type the following command to provide the users read/write/execute permissions to the share directory:

```
chmod -R 775 /directory
```

- 7 Type the following command to change the group ownership for the share directory.

```
chgrp -R groupname /directory
```

- 8** Edit the `smb.conf` file to include the following lines. By default, this file is located in `/etc/samba`.

```
[share_name]

path = /directory

comment = samba share for company files

valid users = user1 user2 user3

public = no

writable = yes

printable = no

create mask = 0765
```

Replace `share_name` with the name you want to use for the share (this is the name that your Windows clients can see). Replace `directory` with the full path of the directory you want to configure as the Samba share (the directory you created on your Linux server to store the QuickBooks company files).

- 9** Type the following command to restart the Samba daemon:

```
service smb restart
```

QuickBooks Enterprise Solutions users can now access QuickBooks company files that are located on the Linux server directly from their Windows client machines.

You can download the samba server rpm from the following location :

<http://www.samba.org/samba/download/>

How do I run QuickBooks Database Server on 64-bit Linux?

Please install the appropriate packages for your machine.
You can search and download the installation packages from :
<http://rpm.pbone.net/>

For a 64-bit Fedora machine, install:

- a. libstdc++-4.4.2-7.fc12.i686.rpm
- b. gamin.i686
- c. glibc.i686

For a 64-bit OpenSuse machine, install:

- a. fam-32bit-2.7.0-138.9.x86_64.rpm
- b. fam-server-2.7.0-138.9.x86_64.rpm

What do the error messages mean?

[Table 3](#), below provides a description of the error messages you may see in the `/var/log/qbdfilemon.log` file on the Linux server.

[Table 4 on page 37](#) provides a description of the error messages you may see on a Windows client when trying to open a QuickBooks company file.

| Server Error Message | Description |
|--|---|
| A parameter was specified with the qbmonitord command. | The qbmonitord program does not use any parameters. |
| An unexpected error occurred. | A more detailed error message accompanies this error. |
| The interrupt handler cannot be initialized. | An error occurred during interrupt handler initialization. |
| No directories found in config file. | The qbmonitord.conf file does not list any directories. All directories that store company files must be listed in this file. Edit the qbmonitord.conf file to list the directories. Add each directory on a separate line. Refer to step 7 of the installation procedure on page 14 . |
| Unable to open FAM connection. | Make sure FAM (via xinetd) and portmapper are running. |
| Config file could not be read. | The qbmonitord.conf file was not found. The qbmonitord.conf file is installed by default in the <code>/opt/qb/util</code> directory. |
| Error creating meta file. | The qbmonitord program was not able to create the qbdir.dat file in the directory listed in the configuration file (qbmonitord.conf). Check that the directory has the appropriate permissions. |

Table 3 Linux Server Error Log Messages

| Client Error Message | Description |
|---|--|
| <p>An error occurred when QuickBooks tried to access the company file. Please try again. If the problem persists, contact Intuit Technical Support and provide the following error code (-6000, -83).</p> | <p>The company file is located on the Linux server in a directory that is not being monitored by the qbmonitord program and no qbdir.dat file exists.</p> <p>Specify the directory in the qbmonitord.conf file (refer to step 7 of the installation procedure on page 14) and then restart the QuickBooks Enterprise Solutions application on the Windows client.</p> <p>The Linux file system is case sensitive. Make sure you use the right case when specifying the name of the company file you want to access from the Windows client. For example, if you specify companyB instead of companyb, Windows can access the Linux server but the database is unable to open the file.</p> |
| <p>An error occurred when QuickBooks tried to access the company file. Please try again. If the problem persists, contact Intuit Technical Support and provide the following error code (-6000, -82).</p> | <p>User permissions are not configured correctly.</p> <p>Check that the company file and the directory that contains the company file have the correct Linux user or user group permissions.</p> <p>Check that the user is a valid user listed in the smb.conf file and the /etc/group file and that they have a valid Samba username and password.</p> |
| <p>You are trying to work with a company file that is located on another computer, but that computer needs additional installation and setup.</p> | <p>The database server is not running on the Linux server:</p> <p>Check that the database server is running on the Linux server (in a terminal window, type <code>ps -ef grep qbdbmgrn_24</code>).</p> <p>Check that communication is not blocked by a firewall on either the Linux server or the Windows client.</p> <p>Check that the Windows client is able to resolve the host name or IP address of the Linux server. Refer to Host Name Resolution on page 10.</p> |

Table 4 Windows Client Error Messages

Index

A

Antivirus compatibility **8**

C

Case-sensitivity **10, 14**

Changing default port numbers **31**

Client error messages **36, 37**

Commands

- display package version **25**
- import public key **13, 16, 18, 28, 29,**
- install package **13, 35**
- start qbdbfilemon **17**
- start qbdbmgrn **17**
- stop qbdbfilemon **17**
- stop qbdbmgrn **17**
- uninstall package **22**
- update package **23**
- upgrade from 7.0 **18**
- upgrade from 8.0 **16**
- verify signature **13, 16, 19, 28, 30,**
- view log file **21**

Compatibility

- antivirus **8**
- firewall **8**

Components **6**

Creating a Samba share **33, 34**

D

Database server files **6**

Database server 64 bit **35**

E

Enterprise Solutions website **12, 16, 18,**

23, 29

Error log **21**

Error messages **36, 37**

F

Fedora Machine **7, 20, 35**

Files

- ND **6**
- qbdbfilemon.log **14, 17, 18, 19, 21,**
- 28, 36**
- qbdbm_22.log **21**
- qbdir.dat **6, 36, 37**
- QBGLOBALAPPCONFIG.INI **6, 14,**
- 26, 31, 32**
- qbmonitord.conf **6, 14, 18, 19, 24,**
- 25, 30, 31, 36, 37**

Firewall compatibility **8, 37**

H

Hardware requirements **7**

Host name resolution **10**

I

Installation procedure **12**

Installed files **25, 26**

K

Kernel-level access **10**

L

Log messages **14, 15, 21, 36**

N

ND files **6**

Network requirements **9**

O

OpenSuse Machine **13, 35**

P

Port

55343 to 55347 **8, 31**

56721 **8, 31**

8019 **6, 8, 31**

Q

qbdbfilemon.log file **14, 17, 18, 19, 21, 28, 36**

qbdbm_24.log file **21**

qbdbmgrn_24 **6, 20, 21, 22, 23 31, 32, 37**

qmdir.dat file **6, 36, 37**

QBGLOBALAPPCONFIG.INI **6, 14, 26, 31, 32**

qbmonitord, definition **6**

qbmonitord.conf file **6, 14, 18, 19, 24, 25, 30, 31, 36, 37**

qbportallocator **6, 25**

QuickBooks Database Server 64 bit **35**

R

Requirements

network **9**

software and hardware **7**

RPM

installing **13**

uninstalling **22**

updating **23, 24**

upgrading **16, 17, 18, 19**

version **25**

64 bit **35**

S

Samba recommendations **10**

Samba share **13, 30, 31, 33, 34**

Server error messages **36**

Software

requirements **7**

updates **23**

syslog **14, 17, 21**

T

Technical Support **4, 25**

U

Uninstalling Database Server Manager **22**

Updates **23**

Upgrading from Release 7.0 **18**

Upgrading from Release 8.0/9.0/10.0/11.0/12.0/13.0 **16**

User Community **4**

V

Version number of RPM **25**

W

Website **4, 7, 8, 12, 16, 18, 23, 25, 26, 27, 29**

Who should read this guide? **3**

