

Frequently Asked Questions on QuickBooks® 2008 Network Installations

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Welcome

This collection of frequently asked questions (FAQs) is designed to support users working with QuickBooks: Pro or Premier 2008 financial accounting software in a networked environment.

While appropriate for all users, special attention has been paid to the needs of some accounting, bookkeeping, and consulting firms, which need instructions for various implementations for their clients.

QuickBooks users are also directed to the QuickBooks 2008 Software Installation Guide for more information.

Note: Users of QuickBooks Enterprise Solutions 8.0 should refer to the Enterprise Solutions Web site for FAQs on their product:

www.quickbooksenterprise.com

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What's the difference between Multi-User Access and Multi-User Mode?

These commands manage entirely different functions, and are often misunderstood.

Multi-User Access

Enabling **Multi-User Access** configures QuickBooks to act as the host for company files, permitting other users on the network to access those files from remote machines. This means that the computer that holds the copy of QuickBooks configured for **Multi-User Access** is the **QuickBooks datafile server** for the network. Only one copy of QuickBooks on the network should be configured for **Multi-User Access**.

When you install QuickBooks by selecting the **More Than One User** option, and then select the option Install **Full QuickBooks with Database**, that copy of QuickBooks is installed with **Multi-User Access** automatically configured.

If you installed QuickBooks as a single-computer installation, and later decide to use QuickBooks on a network, you can convert the QuickBooks installation to **Multi-User Access** by choosing **File > Utilities > Host Multi-User Access**.

TIP: More information about converting a single QuickBooks installation to a network host installation is available in the document [QuickBooks 2008 Installation Guide](#).

If you want to change the computer acting as the **QuickBooks Datafile Server**, you must *disable Multi-User Access* in the copy of QuickBooks on the original computer, *enable Multi-User Access* in QuickBooks on the new computer, and *copy* your company files to a shared folder on the new computer.

Multi-User Mode

Multi-User Mode is a configuration option that applies only to the *currently open company file*. Enabling **Multi-User Mode** for a company file is a way to permit multiple users on the network to work in the same company file simultaneously. (The file is located on the computer acting as the **QuickBooks Datafile Server**, and **Multi-User Access** is enabled on that copy of QuickBooks.) To put a company file into **Multi-User Mode**, choose **File > Switch to Multi-User Mode**.

However, **some functions in QuickBooks can only be performed while the file is in Single-User Mode**. If you must perform a **Single-User-Mode** task, you must *change the company file configuration* to **Single-User Mode** by choosing **File > Switch to Single-User Mode**. (Notify the other users to finish their work and close the company file before taking this step.)

What is an ND File?

An **ND** file is a **Network Descriptor** file, which contains location information (server name, **IP Address**) about a company file. The **ND** file is in the same folder as the company file. It must exist in order for users on client computers to open a company file that's located on the **QuickBooks Datafile Server**.

The **QuickBooks Database Server Manager** automatically adds an **ND** file for every company file that is created on, or copied to, the **QuickBooks Datafile Server**. The **ND** file uses the format **<CompanyFileName>.QBW.ND**.

What Datafile Functions Cannot be Performed over the Network?

Some file functions cannot be performed over the network.

DO NOT perform the following functions on a company file that resides on a **QuickBooks Datafile Server** from a client computer:

- Update from a previous version
- Rebuild
- Condense
- Clean up

INSTEAD, DO open QuickBooks on the **QuickBooks Datafile Server**, and make sure that no users on the network are using the file. Then open the company file and perform the necessary task.

TIP: If you did not install QuickBooks on the **QuickBooks Datafile Server**, and instead you installed only the Database Server Manager, use this method: Copy the file to a client computer and perform the needed task. Then copy the file back to the datafile server.

Specific to Accountant Edition. Some functions or features within QuickBooks Premier Accountant Edition are unavailable over the network or will require special care:

- Fixed Asset Manager
- Financial Statement Designer

More information on these last two topics is found further in these FAQs.

Do We Need a QuickBooks License for the File Server?

You do not need a separate license for the server unless a user is planning to actually *use* QuickBooks on the server on a regular basis.

Why do I need to take special care using Fixed Asset Manager?

Lack of Network Functionality

Fixed Asset Manager (FAM) can only be run if QuickBooks is in **Single-User Mode** and in a single-user configuration.

In **Multi-User Mode**, QuickBooks displays a message that the user must switch to **Single-User Mode**. **FAM** is not available in a **Multi-User Configuration**.

Background

FAM is one of those functions in QuickBooks that can only be performed while the file is in **Single-User Mode**. To change the company file configuration to **Single-User Mode**, choose **File > Switch to Single-User Mode**. (Notify the other users to finish their work and close the company file before taking this step.)

FAM Files and the QuickBooks Datafile Server

Intuit strongly recommends that **FAM** files not be placed on a server and accessed across the network. Currently some accountants engage in a workaround that involved updating the FAM files on a standalone machine and then recopying affected files to the datafile server.

[Ref.: KB ID# 1001580]

Why do I need to take special care using Financial Statement Designer?

Financial Statement Designer (FSD) can only be run if QuickBooks is in **Single-User Mode** and in a single-user configuration.

Overview

The steps below describe how to get QuickBooks **Financial Statement Designer (FSD)** reports on a network so that everyone in an organization can have access to view and make changes to them.

Before You Make Changes

All of the customer's financial statements and supporting document templates are stored in an **.FSR** file. Make sure that all computers that are going to access the **FSD** reports have **Read/Write access** over the folder where you will be storing the **.fsr** file on the network.

Warning: Attempting to connect to **.fsr** file on a network path where the user does not have sufficient permissions will crash QuickBooks and FSD will stop functioning temporarily.

Detailed Instructions

A. Move the FSD reports to a network folder so that everyone can access them:

1. To find this file location from the computer where **FSD** is set up, open **FSD** on the computer where the financial reports were created.
2. Select the **FSD Edit** menu and select **Preferences**. This should give you the **.fsr** file path. You can either just share out that folder on that computer to everyone else on the network, or move the **FSD** file to a folder on another computer everyone already has **Read/Write access** on.
3. To move the file to a shared location on another computer, select the **Edit** menu and **Preferences**, and then click **Browse** to select the location where you would like to move the file.
4. Click **OK**.

B. Connect the other computers to the **.fsr** file:

1. Open QuickBooks and **FSD** from one of the other computers on the network.
2. If **FSD** has never been used on this computer, it should prompt you to either **Create a new Financial Statement Designer client** or **Reconnect to an existing Financial Statement Designer client**.
3. Click **Reconnect (etc.)**, and click **OK**.
4. Browse to the shared location of the **.fsr** file and click **OK**.
5. Everything should connect *if you have sufficient permissions* to the folder.
6. If you did not get the prompt with the two options, and instead **FSD** just opened to a database of reports, then you have already used **FSD** on that computer.

C. If multiple computers have already created their own FSD database:

- If multiple computers have already created their own **FSD** reports, they will need to *manually disconnect from their current database* before connecting to another.
- You will need to decide which **FSD** database you would like to use.
- It is not practical to have multiple **FSD** files with different reports in them, because of the difficulty in switching from one to another. If you need to combine reports from multiple files before continuing, export from one **FSD** file and import into another.

D. Once you have just one database with all their reports in it on the network, disconnect the other computers from their old FSD file and connect them to the new one:

- In order to disconnect from a **FSD** database, the **.fsr** file needs to be moved, renamed, or deleted so that the **FSD** can no longer find it. Browse to the location where the customers' **.fsr** file is located and rename, delete, or move it to another folder.

- The next time the computer attempts to open **FSD**, you should get the prompt to **Reconnect to an Existing Financial Statement Designer Client**. Choose this option and browse to the network location where the **.fsr** file is shared and click **OK**. This should connect the computer to the database.

E. Fixing Errors you may receive because of sharing violations across the network:

- Attempting to connect to an **.fsr** file that is in a folder that your computer does not have sufficient **Read/Write** permissions to will possibly cause QuickBooks to crash with several errors and **FSD** may become unusable.
- Many times this error will leave the **qbfsd.exe** process running because it was incorrectly shut down. Trying to open **FSD** again will give an error.
- A reboot will fix this problem and so will manually end the **qbfsd.exe** process running in Task Manger.

[Ref.: KB ID# 1004307]

Disclaimers and Copyright

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