Intel AppUp® SMB Service
Built on the Intel® Hybrid Cloud Platform

Initial Setup Guide – Intuit QuickBooks* Pro 2012

Revised 12/21/2012

This guide is intended to identify the steps required to install this software on the Intel® Hybrid Cloud platform, and does not replace the manufacturer's instructions for third-party products. Before completing the instructions below, you will need to install the respective software on the server using the Store feature in the Intel® Hybrid Cloud Management Portal (https://hybridcloud.intel.com).

LICENSE ALERT: Purchased keys may not be used on this product.

Contents

Product Version

Intuit QuickBooks* Pro 2012

Dependencies / Requirements

- Windows Small Business Server* 2011 or Windows Server* 2008 R2 appliance on the Intel® Hybrid Cloud server. This is where the QuickBooks shared database will be located.

- Windows* 7/XP/Vista located on the customer's LAN. This is where the QuickBooks clients will be installed.

Appliance Default Passwords

To download the current "Appliance Default Password List" (Login required):

1. Use a Web browser to go to: www.intelhybridcloud.com/.

2. Click the **Login** link and enter your login information.

3. At the top of the page, select **Menu** and then click the **Support** link.

4. On the Support page, click the **Server Setup & Activation** section to expand it and then click the **Additional Setup Documents** link.

5. Click the Additional Setup Documents zipped file version that you want to download and then select to save the zipped file.

6. Extract the Appliance Default Password List from the zipped file.

    NOTE: The default, out-of-the-box experience allows you to specify the passwords for the Microsoft* Windows*-based appliances during configuration. For Linux* appliances, type "passwd" in the shell.

Download and Install

1. After ensuring that the dependencies and requirements listed above are set up, go to the Intel AppUp® SMB Service store at: https://store.intelhybridcloud.com.

2. Log in using your MSP ID and password.

3. Search for **QuickBooks Pro**.

4. You will be presented with three options for QuickBooks Pro:

    - **Intuit QuickBooks Pro 2012** – This option will create a folder on the target VM called c:\QBPRO2012. This folder contains the set-up files necessary to install the QuickBooks Pro shared database on the VM and the QuickBooks Pro client on end-user workstations. This item must be added to your cart to purchase QuickBooks Pro 2012.

    - **Intuit QuickBooks Pro 2012 One-User License** – This option will create a folder on the target VM called c:\QBPRO2012_1_user_product_number. This folder contains a text file with the product number for the single-user license of QuickBooks Pro. This option also enables a "Request License by Email" button on the Intel® Hybrid Cloud (IHC) management portal that allows you to have single-user license keys sent to your (the MSP) email address. License keys are not needed to install the shared database on the VM, but will be needed when installing the QuickBooks Pro client on end-user workstations.

- **Intuit QuickBooks Pro 2012 Three-User License** – This option will create a folder on the target VM called c:\QBPRO2012_3_users_product_number. This folder contains a text file with the product number for the 3-user license of QuickBooks Pro. This option also enables a "Request License by Email" button on the IHC management portal that allows you to have 3-user license keys sent to your (the MSP) email address. License keys are not needed to install the shared database on the VM, but will be needed when installing the QuickBooks Pro client on end-user workstations.

IMPORTANT! The first time you click one of the "Request License by Email" buttons, a new license key will be emailed to you. For additional license keys, please call Intel Customer Support at 1-800-404-2284. **Usage will be billed for each license key that is emailed to you**.

NOTE: It is recommended that you add both 1-user and 3-user licensing options to your cart when purchasing QuickBooks Pro 2012. You will not be charged for both license packages unless you request licenses for both. Selecting both options now simply enables two "Request License by Email" buttons (for 1-user and 3-user) on the IHC management portal. These buttons will be visible to you when you log in to the portal.

5. Select the Intel® Hybrid Cloud server.

6. Select the Windows appliance where you want to install QuickBooks Pro.

7. Click **Add to Order**.

8. Complete the ordering process. The application will download within 24 hours.

# QuickBooks Pro Recommended Configuration
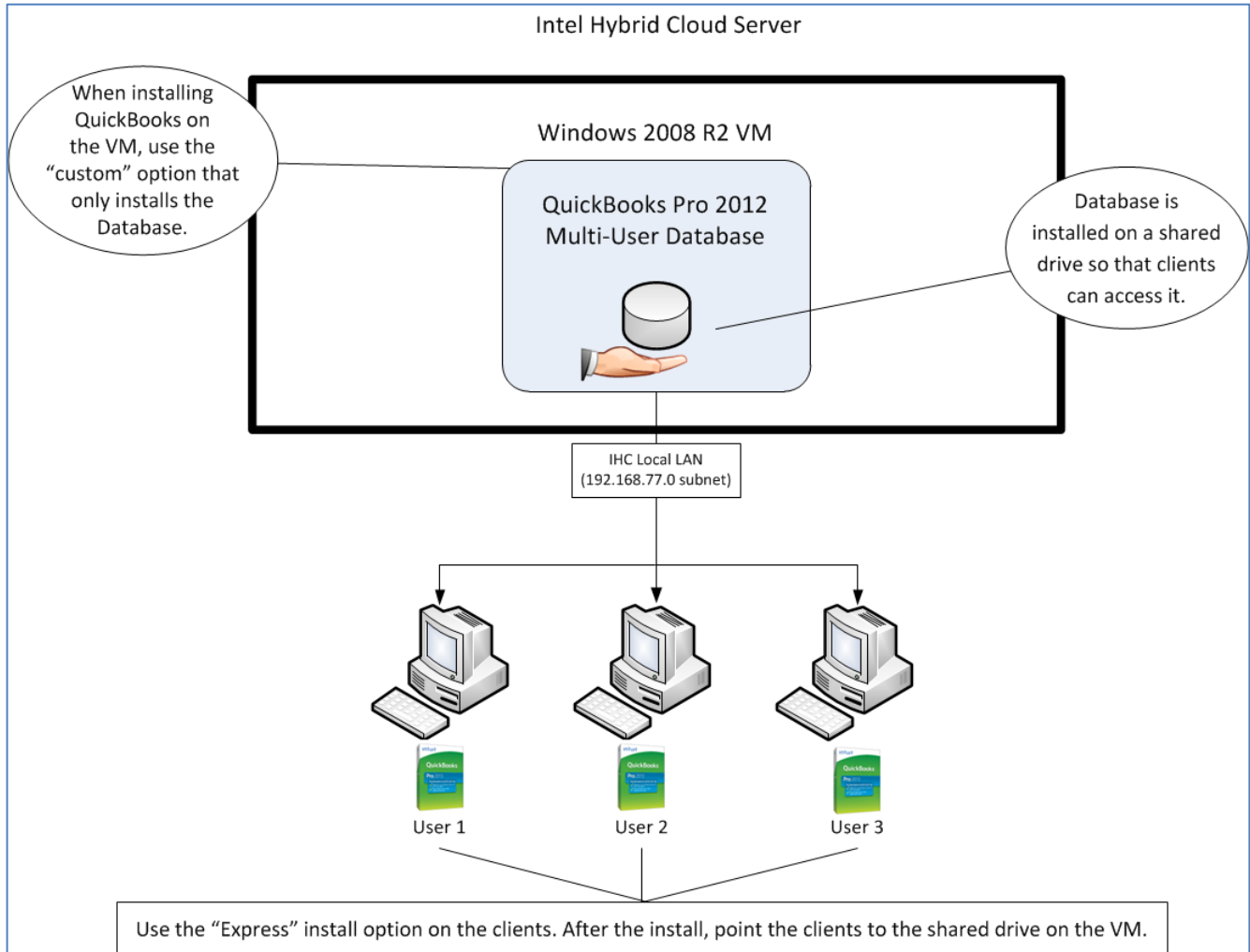
Install QuickBooks Pro on the IHC Appliance

To start QuickBooks Pro Installation:

1. Navigate to directory **C:\QBPRO2012** on your IHC appliance and double-click on the **Setup.exe** file.

2. Make sure Internet connectivity is available.

3. Begin the installation process, stepping through the appropriate screens until you get to the "Choose Installation Type" screen.
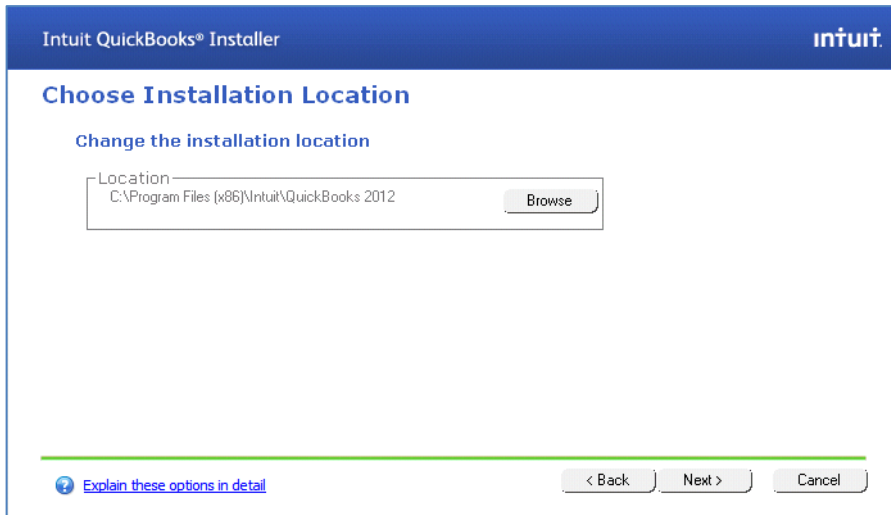
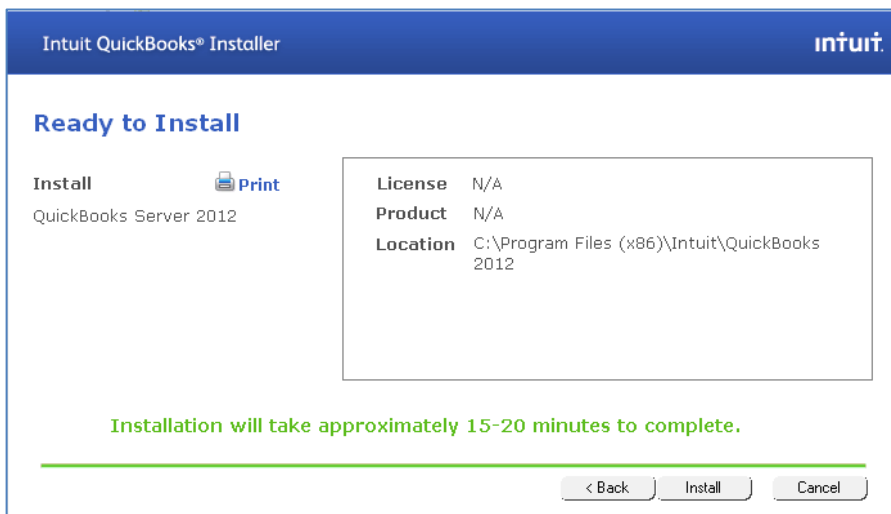4. Select **Custom and Network Options** and then click **Next**.
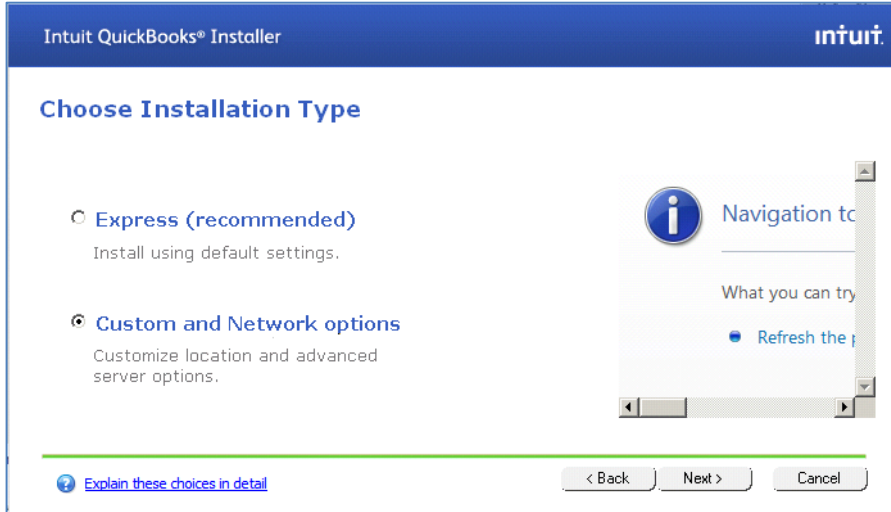
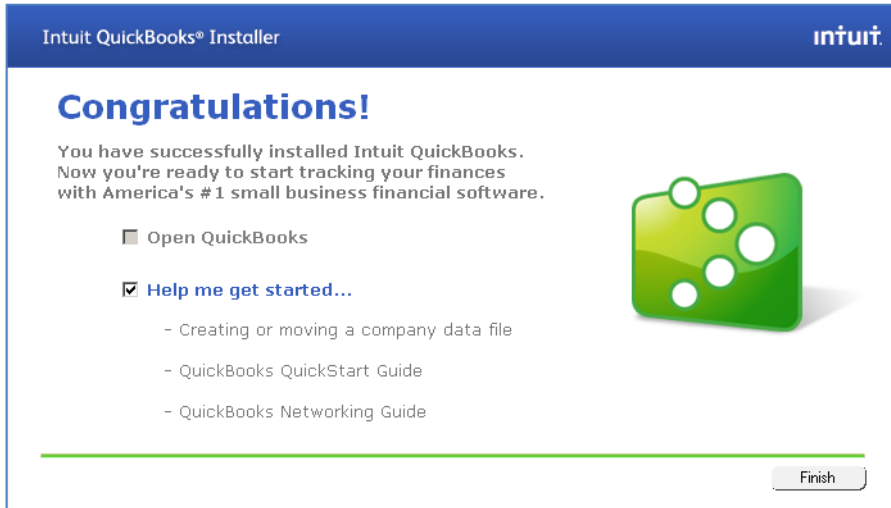5. Select the third option as shown below and then click **Next**.

6. You may change the installation location by browsing to the desired location or leave it unchanged; click **Next**.

Intuit QuickBooks® Installer

Choose Installation Location

Change the installation location

Location
C:\Program Files (x86)\Intuit\QuickBooks 2012   [Browse]

[?] Explain these options in detail   [< Back] [Next >]   [Cancel]

7. To proceed, click the **Install** button.

Intuit QuickBooks® Installer

Ready to Install

Install   🖶 Print   License   N/A
QuickBooks Server 2012   Product   N/A
                                   Location   C:\Program Files (x86)\Intuit\QuickBooks
                                              2012

Installation will take approximately 15-20 minutes to complete.

[< Back] [Install] [Cancel]

8. By default, the checkbox **Help me get started** will be selected. Click **Finish**.

You will be presented with a web browser containing links to helpful resources as shown below:
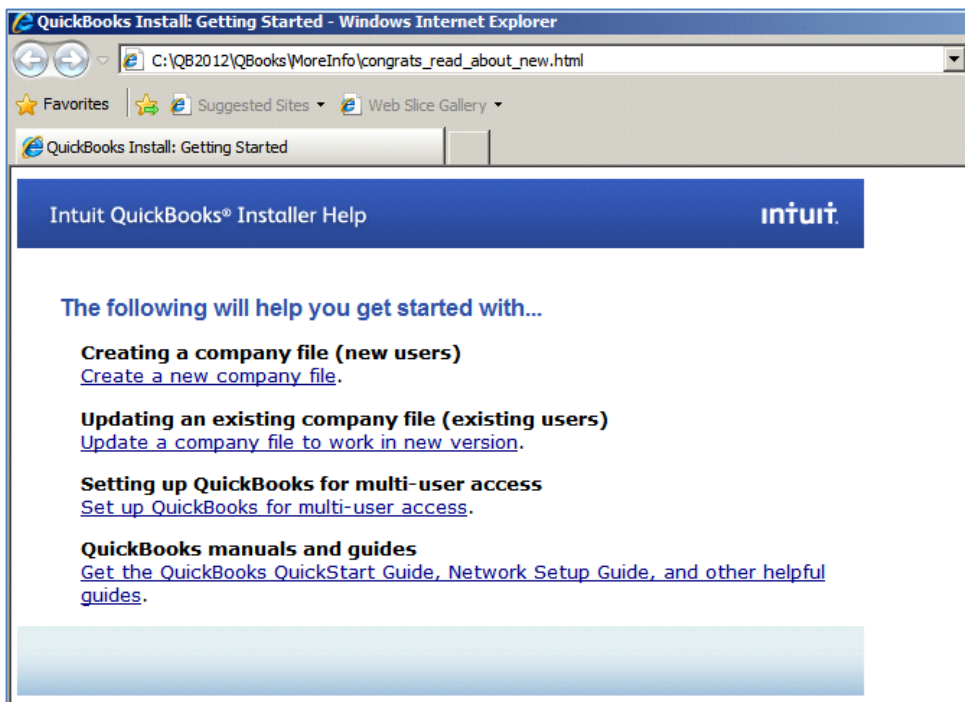
Configure the Server for Network Access

Before the client workstations can access the company database over the network, TCP ports 8019 and 55348 need to be opened inbound on the Windows Firewall.

These firewall rules can be created manually, or you can use the QuickBooks Connection Diagnostic tool. Download the tool from http://support.quickbooks.intuit.com/support/Networking/Nettool.aspx and install it on the VM containing QuickBooks inside the IHC server. An email ID will be needed to start the download.
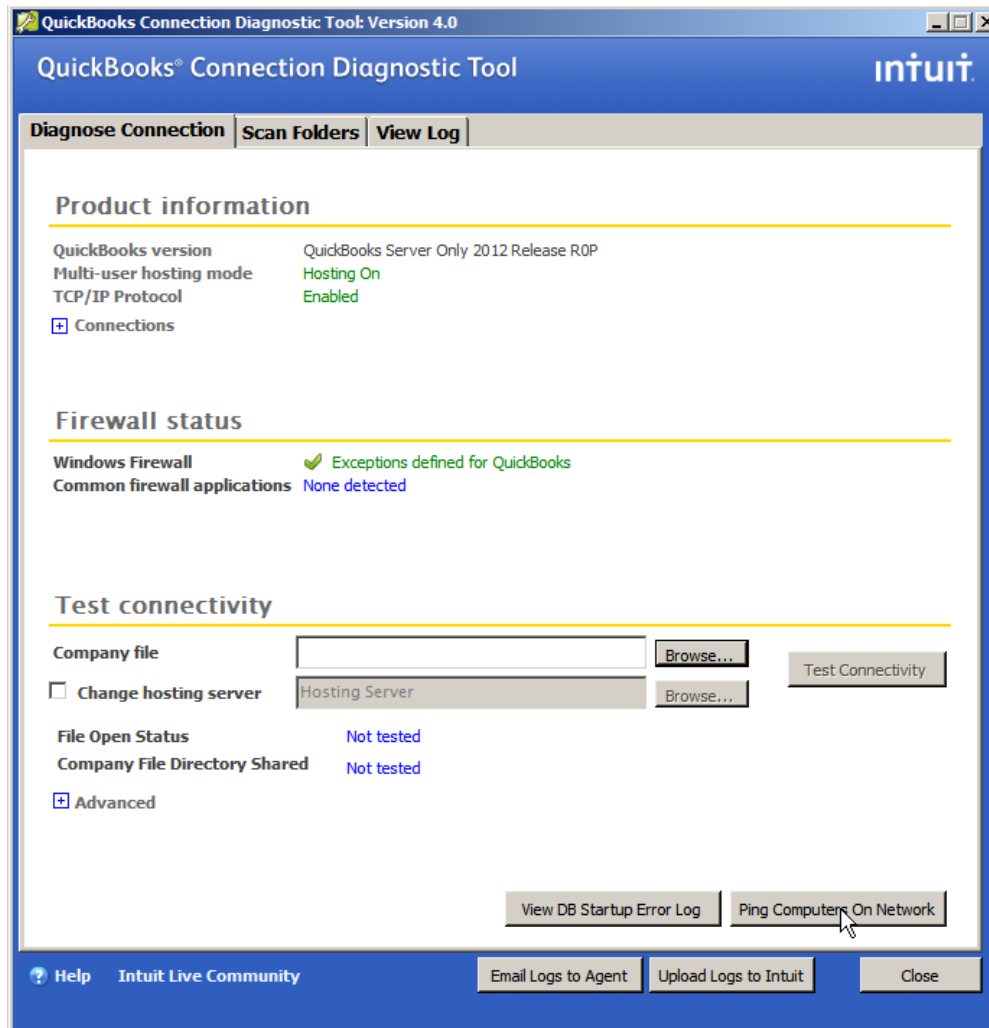
The tool will check that the database file is accessible by QuickBooks clients over the network. If there is a problem, click the button next to the problem and it will be fixed automatically.

NOTE: You may get a message that the firewall rules were not created. Check the firewall rules in the server manager to verify that they have been created.

A company file must be created before the "Test Connectivity" button will work. The company file will be created when the first QuickBooks client is installed.

The QuickBooks installation on the IHC server is now complete.

Now the QuickBooks client must be installed on user workstations. Once the client is installed, the user can start QuickBooks and create a company file in the shared folder on the IHC server.

Share Install Files on the QuickBooks Server

1. Share the "C:\QB2012PRO" folder so that users will be able to access it for installing QuickBooks on their workstations.

2. Create and share a folder for the company database. The database will be saved to this folder when the company file is created, after QuickBooks is installed on the first user workstation.

   For information on sharing drives, see the following Technet article:
   http://technet.microsoft.com/en-us/library/cc770880.aspx

Acquire a License Key

A license key is required to install the QuickBooks application on user workstations.

1. Go to the Intel AppUp® SMB Service store at: https://store.intelhybridcloud.com.

2. Log in using your MSP ID and password.

3. Select the Intel Hybrid Cloud server and then select the appliance where QuickBooks Pro is installed. Under that appliance you will see a link like the example shown below:
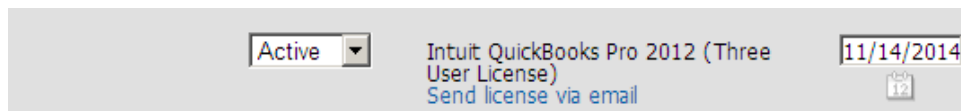

4. Locate the type of license you want to purchase and then click the associated **Send license via email** link to place a license request. The license key will be sent to the email address of the MSP. Save the license key received by email to activate QuickBooks Pro on your client workstations.

   IMPORTANT! The first time you click this link, a new license key will be emailed, and billing will start for that key. For additional license keys, please call Intel Customer Support at 1-800-404-2284.

Install QuickBooks Pro on Windows Workstation(s)

Installing QuickBooks on a Windows workstation consists of installing from the same "C:\QB2012PRO" folder that was used to install QuickBooks on the IHC appliance.

1. Map a drive to the shared QB2012PRO folder from the workstation.

2. Map a drive to the shared folder where the company file will be stored.

3. Begin installation by double-clicking the file **Setup.exe** inside the QB2012PRO folder. However, this time, select the **Express method** on the "Installation Type" screen.

4. In the "License and Product Numbers" section of the installation, use the License Number acquired in the Acquire a License Key section of this guide. The Product Number can be found in the Product_Number.txt file in the "C:\QB2012PRO_x_user(s)_product_number" folder. Be sure to use the product number that matches the license key.
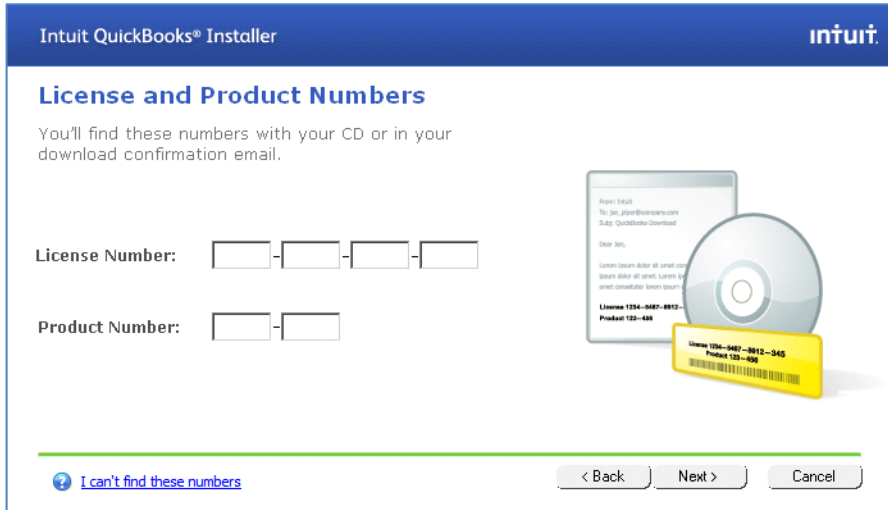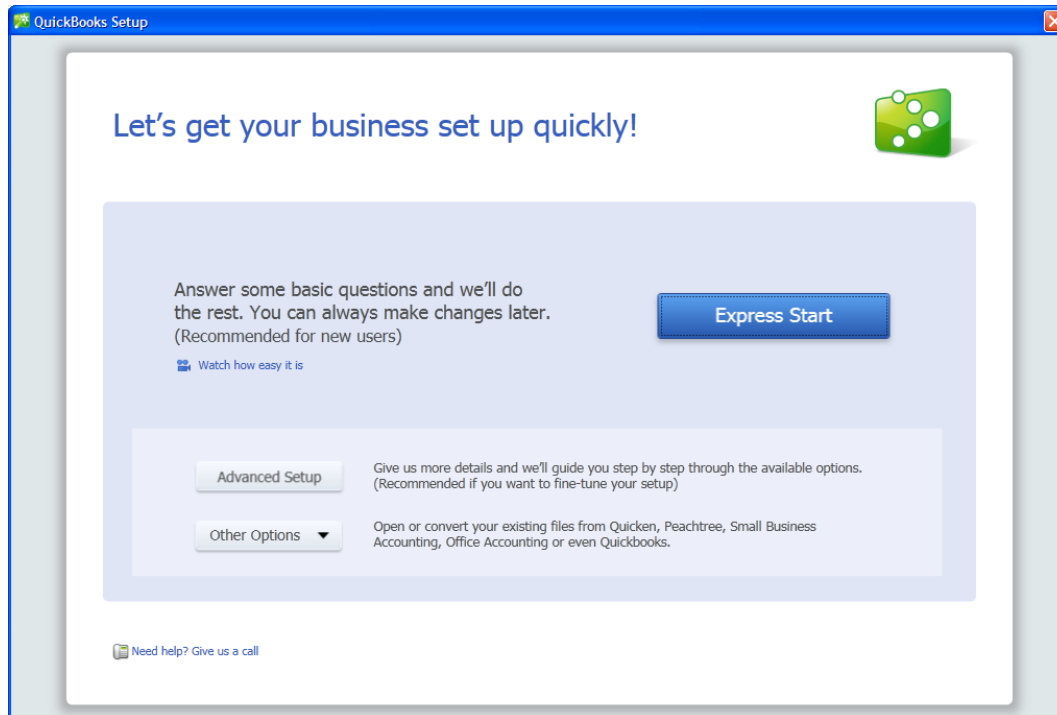
NOTE: If additional licenses are required, please call Intel Customer Support at 1-800-404-2284. Licenses downloaded from Intuit will not work in this version of QuickBooks.

Create the Company File in the Shared Location

The company file must be created in the shared folder on the VM where QuickBooks was installed. To do this, follow the steps below.

1. After QuickBooks has been installed on the first user workstation, the company set-up screen will be presented. Click **Advanced Setup**.

2. Enter your company information in the screen and then click **Next**:

3. Enter the appropriate information in the rest of the company set-up screens.

4. At the "Create Your Company File" screen, you are presented with a dialog box for choosing the location of your company file. Select the shared drive on the VM. The name of the company database will default to the name of your company.

5. Complete entering information in the set-up screens.
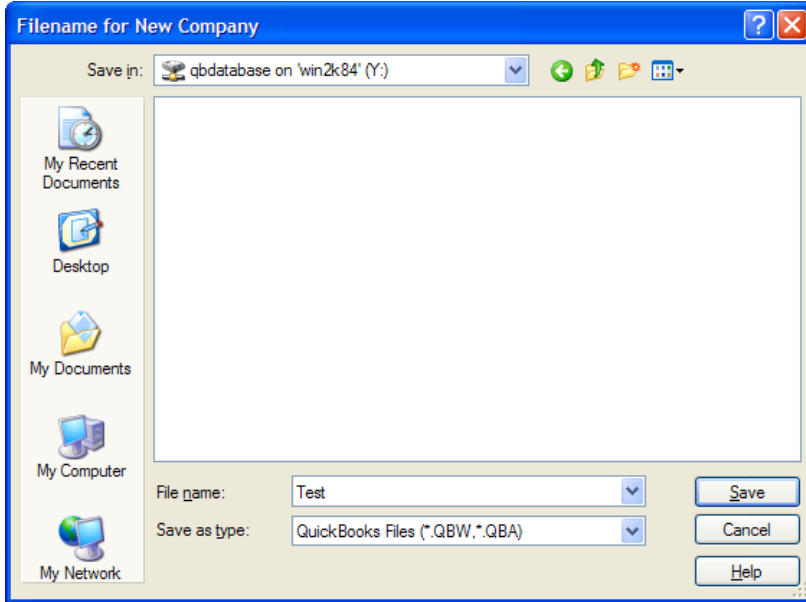
6. Once the company file is open, change to multi-user mode:
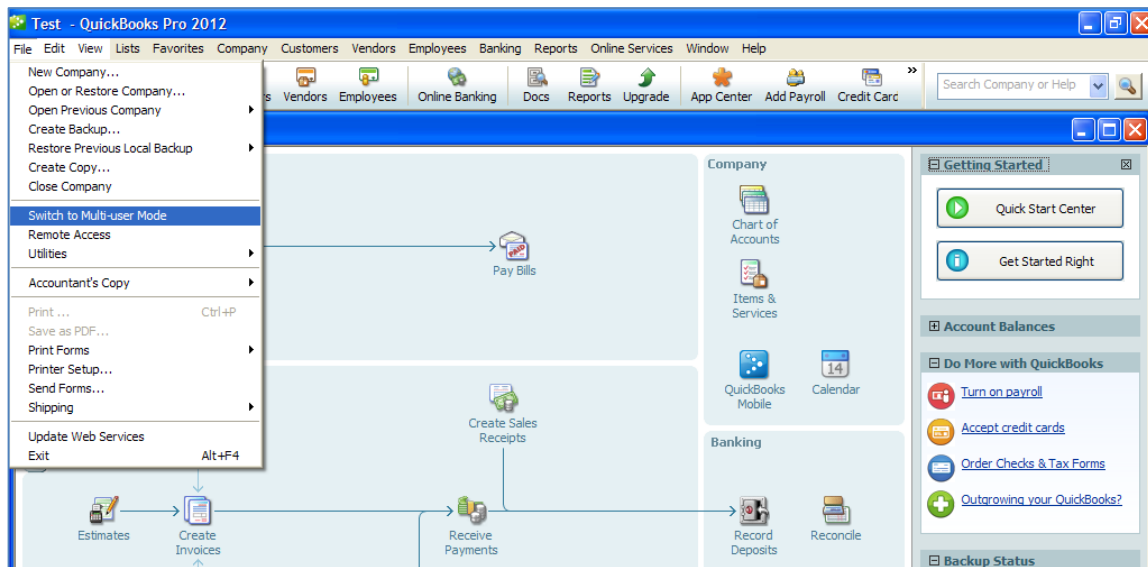
7. Proceed to running the database manager in the following section.

Run the Database Manager

1. On the VM containing the shared database, navigate to **Start** > **All Programs** > **QuickBooks** > **QuickBooks Database Server Manager**.

2. When the database server manager opens, the folder containing the shared database will be listed. Click the **Scan** button and the database file you created earlier will appear under "QuickBooks company files found":
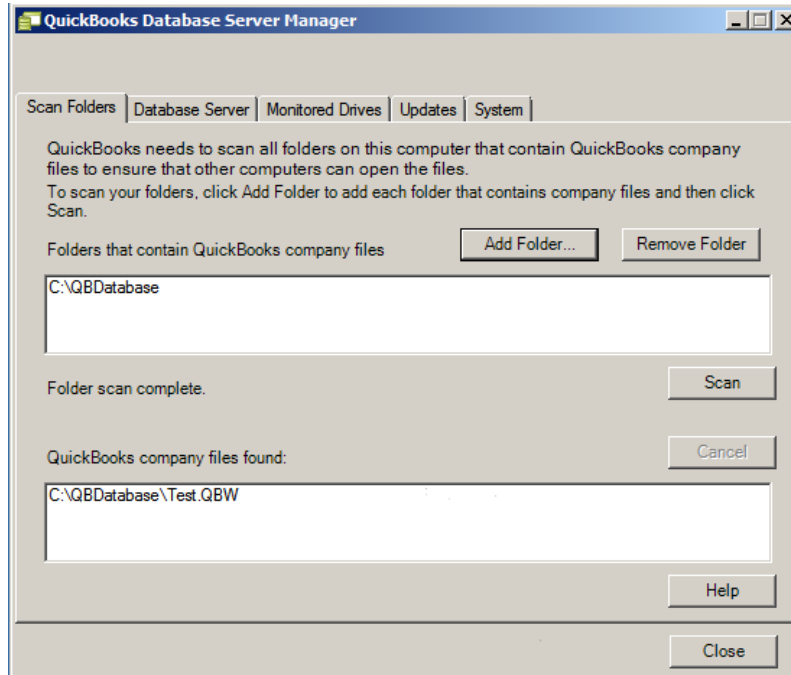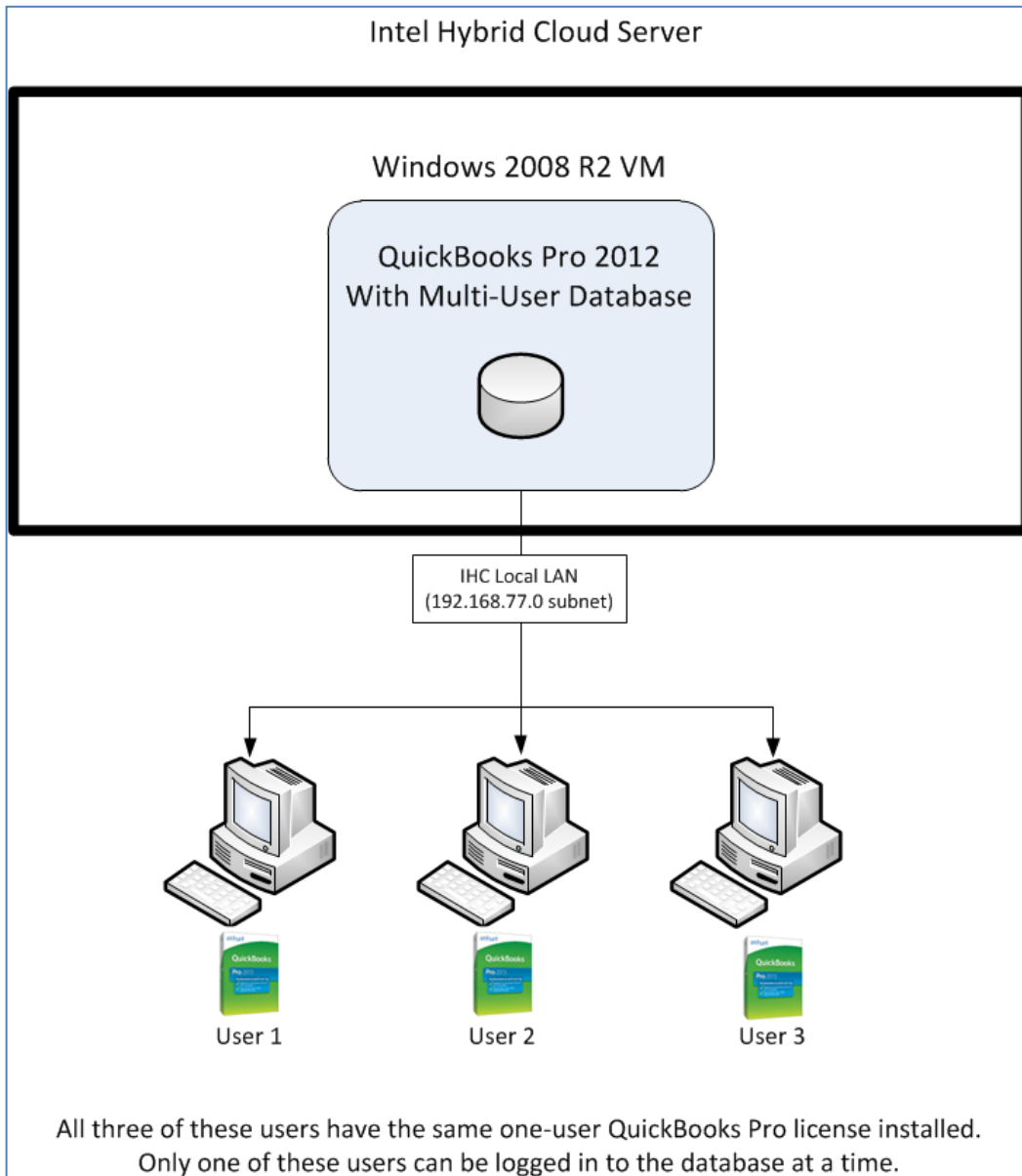

Some things to keep in mind when connecting multiple clients to the company database:

- A user must be created in QuickBooks for each client that will access the company database. Users are created by clicking on **Company/Set Up Users and Passwords** inside QuickBooks.

- When creating users, do not check the box that says "Add this user to my QuickBooks license." This check box will take you to a page that will allow you to buy more QuickBooks licenses from Intuit. These licenses will not work in this version of QuickBooks.

- A maximum of 3 users can connect to the company database simultaneously. The following diagrams illustrate how the user licensing in QuickBooks works:

Example Setup: 3 users, each using the same one-user license

All three of these users have the same one-user QuickBooks Pro license installed.
Only one of these users can be logged in to the database at a time.

Example Setup: 3 users, each using the same 3-user license

In this setup, all three users can be logged in simultaneously.
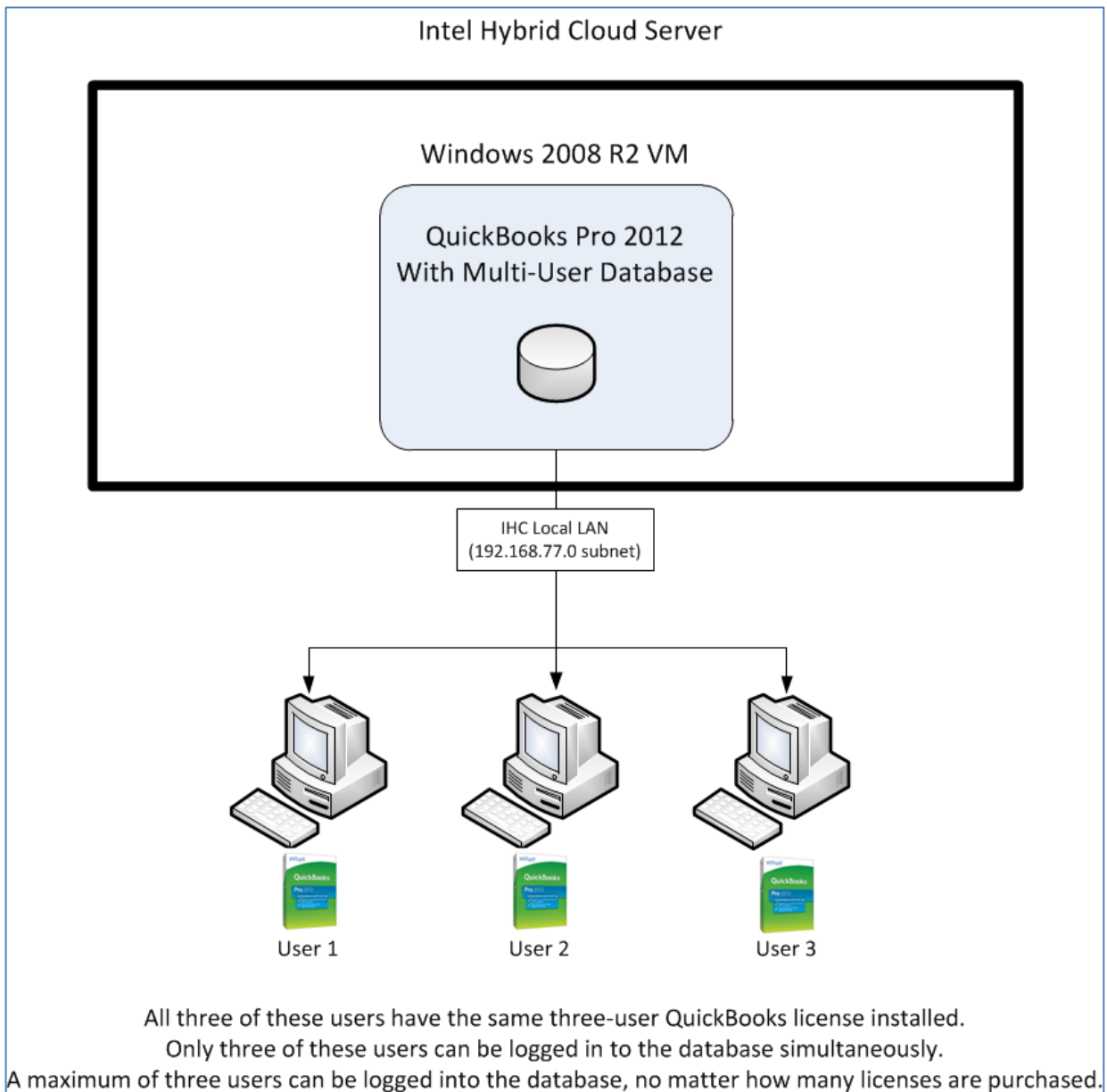
Uninstall

Uninstalling QuickBooks Pro is a two-step process.

Step 1:

1. Log in to the Intel Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the appliance where the **QuickBooks Pro** application is installed.
4. If the appliance is stopped, click the **Start** button.
5. Select the **Application** tab.
6. Click the **QuickBooks Pro** logo.
7. Click the **Uninstall** button.

   Logs on the server manager console will confirm successful uninstallation.

8. Proceed to Step 2.

Step 2:

1. Log in to the appliance and go to **Control Panel** > **Programs** > **Programs and Features**.
2. Select **QuickBooks Pro Edition 2012** and then right-click and select **Uninstall/Change**.
3. Follow the instructions onscreen to completely remove QuickBooks Pro.

Troubleshooting

The QuickBooks Connection Diagnostic Tool is helpful when diagnosing connectivity issues. Download and install the tool as described in the Configure the Server for Network Access section of this manual.

Troubleshooting the Download

If the application does not begin downloading within 24 hours, initiate the download by synching the server with its work queue at the portal.

1. Log in to the IHC server manager.
2. Go to the Controls/Maintenance tab and click on **Sync** to initiate the download.

Technical Support

- For questions pertaining to this guide, contact Intel Customer Support: http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm

- In the event that you (the Managed Service Provider) are unable to resolve a technical support issue by providing first level support for the Software, you may obtain second level support from the help desk of the Software manufacturer, pursuant to the terms and conditions accompanying the Software. Technical Support contact information is provided at the following location: http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm#Software

  Intuit Technical Support Contact Information:

  https://support.quickbooks.intuit.com/support/ContactUsPhoneList.aspx

IMPORTANT! Before calling the Intuit support team, make sure the QuickBooks instance running on the workstation has been registered on Intuit. To register, navigate to **Help** > **Register QuickBooks**.

Keep the License Number on hand when contacting Intuit support. The License Number will be used for identification purpose.

- Intel® Hybrid Cloud Platform User Guide
  http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm

- Appliance and Application Initial Setup Guides
  http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm