Intel AppUp[®] SMB Service

Built on the Intel[®] Hybrid Cloud Platform

Initial Setup Guide – QuickBooks Pro 2012*

Revised 2/15/2013

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 (<u>https://hybridcloud.intel.com</u>).

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

Contents

Product Version	2
Dependencies / Requirements	2
Appliance Default Passwords	2
Download and Install	2
QuickBooks Recommended Configuration	4
QuickBooks Pro Installation on Intel Hybrid Cloud Appliance	4
Configure the Server for Network Access	8
Share Install Files on QuickBooks Server	10
Acquire License Key	10
QuickBooks Pro Installation on Windows Workstation(s)	10
Creating the Company File in the Shared Location	11
Running the Database Manager	15
Uninstall – This is a Two-step Process	19
Troubleshooting Technical Support	19 19

Product Version

Intuit QuickBooks Pro* 2012

Dependencies / Requirements

- Windows* Small Business Server 2011 or Windows Server 2008 R2 appliance on Intel[®] Hybrid Cloud server. This is where the QuickBooks shared database will be located.
- Windows 7/XP/Vista located on 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: <u>www.intelhybridcloud.com/</u>.
- 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 zip file version that you want to download and then select to save the zip file.
- 6. Extract the Appliance Default Password List from the zip 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: <u>https://store.intelhybridcloud.com</u>.
- 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**.
 - a. **Intuit QuickBooks Pro 2012** This option will create a folder on the target VM called c:\QBPRO2012. This folder contains the setup files necessary to install the **QuickBooks Pro** shared database on the VM and the **QuickBooks Pro** client on end-user workstations.
 - b. Intuit QuickBooks Pro 2012 (Single 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 button on the MSP portal to have single user license keys emailed to the MSP's email address. Each time this button is clicked, a new license key will be emailed to the MSP. Usage will be billed for each license key that is emailed to the MSP. 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.

- c. 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 three user license of QuickBooks Pro. This option also enables a button on the MSP portal to have single user license keys emailed to the MSP's email address. Each time this button is clicked, a new license key will be emailed to the MSP. Usage will be billed for each license key that is emailed to the MSP. 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.
- 5. It is recommended to add all three options to the cart when purchasing **QuickBooks Pro 2012.**
- 6. Select the Intel[®] Hybrid Cloud server.
- 7. Select the Windows appliance where you want to install **QuickBooks Pro**.
- 8. Click **Add to Order**.
- 9. Complete the ordering process. The application will download within 24 hours.

QuickBooks Recommended Configuration



QuickBooks Pro Installation on Intel Hybrid Cloud Appliance

In order to start **QuickBooks Pro** Installation, Please navigate to dir **C:\QBPRO2012** on your Intel Hybrid Cloud appliance and double click on the Setup.exe file

Make sure Internet connectivity is available.

Begin the installation process, stepping through the appropriate screens until you get to the "Choose Installation Type" screen.

Intuit QuickBooks∞ Installer	ıntuit.
Choose Installation Type	
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Custom and Network options	What you can try
Customize location and advanced	Refresh the provide the provide the provide the provide the provident of the provide the provide the provide the provide the provident of t
server options.	
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Intuit QuickBooks® Installer	intuit.
Choose Installation Location	
Change the installation location	
C:\Program Files (x86)\Intuit\QuickBooks 2012	
Explain these options in detail Kext >	Cancel)

You may change installation location by browsing the desired location or leave it unchanged and press **Next** button.

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Just press the **Install** button to proceed.

Intuit QuickBooks® Installer	intuit.
Congratulations!	
You have successfully installed Intuit QuickBooks. Now you're ready to start tracking your finances with America's #1 small business financial software.	
🗖 Open QuickBooks	
Help me get started	
- Creating or moving a company data file	
– QuickBooks QuickStart Guide	
– QuickBooks Networking Guide	
	Finish

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:

C QuickBooks Install: Getting Started - Windows Internet Explorer	
C:\QB2012\QBooks\MoreInfo\congrats_read_about_new.html	•
🔆 Favorites 🛛 🚖 🙋 Suggested Sites 👻 🙋 Web Slice Gallery 👻	
CuickBooks Install: Getting Started	
Intuit QuickBooks® Installer Help Intuit.	
The following will help you get started with	
Creating a company file (new users) Create a new company file.	
Updating an existing company file (existing users) Update a company file to work in new version.	
Setting up QuickBooks for multi-user access Set up QuickBooks for multi-user access.	
QuickBooks manuals and guides Get the QuickBooks QuickStart Guide, Network Setup Guide, and other helpful guides.	

Configure the Server for Network Access

Before the client workstations will be able to 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 the QuickBooks connection diagnostic tool can be used. The tool can be downloaded from

<u>http://support.quickbooks.intuit.com/support/Networking/Nettool.aspx</u> and installed on the VM containing QuickBooks inside the Intel Hybrid Cloud server. An email ID will be needed to start the download.

🖉 QuickBooks Connection Diagnostic Tool: Version	4.0
QuickBooks® Connection Diagnos	tic Tool Intuit
Diagnose Connection Scan Folders View I	Log
Product information	
QuickBooks version QuickBooks Server Multi-user hosting mode Hosting On TCP/IP Protocol Enabled + Connections	Only 2012 Release R0P
Firewall status	
Windows Firewall Scoppions def Common firewall applications None detected Test connectivity	fined for QuickBooks
Company file	Browse Test Connectivity
Change hosting server Hosting Server	Browse
File Open Status Not tested Company File Directory Shared Not tested + Advanced ************************************	
	View DB Startup Error Log Ping Computer On Network
Help Intuit Live Community	Email Logs to Agent Upload Logs to Intuit Close

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 server manager and you will probably find that they have been created.

Page 9 of 20

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 Intel Hybrid Cloud 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 Intel Hybrid Cloud server.

Share Install Files on QuickBooks Server

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

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 License Key

- 1. A license key is required to install the QuickBooks application on the user workstations.
- 2. Go to the Intel AppUp[®] SMB Service store at: <u>https://store.intelhybridcloud.com</u>.

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:



- Click the 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.
- 5. Each time this link is clicked, a new license key will be emailed, and billing will start for that key.

QuickBooks Pro Installation on Windows Workstation(s)

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

1. Map a drive to the shared QB2012PRO folder from the workstation. Also, map a drive to the shared folder where the company file will be stored.

Page 10 of 20

- 2. Begin installation by double clicking on Setup.exe inside the QB2012PRO folder. However, this time, select the **Express method** on the "Installation Type" screen.
- In the "License and Product Numbers" section of the installation, use the License Number acquired in the previous section of this guide "Acquire License Key". 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.

Intuit QuickBooks® Installer

download confirmation email.

intuit.

License and Product Numbers

You'll find these numbers with your CD or in your

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I can't find these numbers	<back next=""> Cancel</back>

Note: If additional licenses are required, acquire additional licenses via email from the Intel Hybrid Cloud portal as described in the 'Acquire License Key' section of this manual. **Licenses downloaded from Intuit will not work in this version of QuickBooks.**

Creating 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 setup screen will be presented. Click **Advanced Setup**:

Let's get your bus	iness set up quickly!	
Answer some basic qu the rest. You can alwa (Recommended for new Watch how easy it is	uestions and we'll do ays make changes later. Express Start users)	
Advanced Setup Other Options	Give us more details and we'll guide you step by step through the available optior (Recommended if you want to fine-tune your setup) Open or convert your existing files from Quicken, Peachtree, Small Business Accounting, Office Accounting or even Quickbooks.	15.
The second secon		

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

EasyStep Interview		
EasyStep ⁻ Interview	Enter your of QuickBooks uses this customers and yend	Get answers Company information s information on your tax forms and forms you use to communicate with your tors.
Interview Progress	* Company name Legal name	Test
	Tax ID	The name you use on your tax and legal forms. Unless you use a DBA name, this will probably be the same as the company name. Explain Your Federal Employer Identification Number (EIN) or Social Security Number. Lised only on tax forms.
	Street address	
	City Country	State Zip U.S. V
	Phone E-mail address	Use the format you would like displayed on your forms, e.g. (555) 555-1212
Need help setting up?	Web site	
Find A Local QuickBooks Expert (fees may apply)	* required field	What if I have more than one business? < Back Next >

3. Enter the appropriate information on the rest of the company setup screens. When you get to the "Create Your Company File" screen, you will be presented with a dialog box to choose the

Page 12 of 20

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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.

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Page 14 of 20

Test - QuickBooks Pro 2012				
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4. Complete the setup screens. Once the company file is open, change to multi-user mode:

5. Proceed to run the database manager in the following section.

Running 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'	' :
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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. Intuit purchased licenses will not work in this version of QuickBooks.

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





All three of these users have the same one user QuickBooks license installed Only one of these users can be logged into the database at a time

Page 17 of 20

Intel[®] Hybrid Cloud Server



All three of these users have the same three user QuickBooks license installed Only three of these users can be logged into the database simultaneously A maximum of three users can be logged into the database, no matter how many licenses are purchased.

Uninstall – This 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.
- 8. The logs on the server manager console will confirm successful uninstallation.
- 9. Now go to step 2.

Step 2

- 1. Now login into appliance and go to **Control Panel-> Programs-> Programs and Features**.
- 2. Select **QuickBooks Pro Edition 2012** and then right click to select **Uninstall/Change** button.
- 3. Follow screens 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 Database for Network Access" section of this manual.

Technical Support

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

Caution- Before calling Intuit support team make sure QuickBooks instance running on workstation has been registered on Intuit. Registration can be done by navigating to Help->Register QuickBooks.

Page 19 of 20

Keep the License Number on hand while calling to Intuit support. The License Number will be used for identification purpose.

- Intel[®] Hybrid Cloud Platform User Guide
 <u>http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm</u>
- Appliance and Application Initial Setup Guides <u>http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm</u>

Page 20 of 20