Installing, Updating and Configuring QuickBooks to operate in a Terminal Server environment

Introduction

This document was prepared to assist Quicken users who intend to use QuickBooks Premier or Enterprise in a Microsoft® Windows® 2003 / 2008 Server environment. The following instructions will not detail steps on how to setup your network or Terminal Services - it's expected that the user is already capable of logging onto the server using a Thin Client session. For more information please see the various documentations available with your operating system or the system administrator.

QuickBooks users must be setup as part of the **Power Users Group** on the server, to have the operating system rights to write to the registry keys and be able to use QuickBooks correctly.

QuickBooks and Terminal Services has only been tested on a local area network using Microsoft® Remote Desktop Connection. Citrix connections are known to work but may require additional configuration by the Citrix Administrator.

Important! **QuickBooks and Terminal Services was only tested on a local area network using Microsoft® Remote Desktop Connection.**

Quick Guide

Install QuickBooks on the Terminal Server with an Administrator User Account

Copy the Intuit folder from C:\Windows\ to the Administrator folder in C:\Documents and Settings\ Administrator\WINDOWS\

Activate QuickBooks using the same Administrator User Account

Copy the WINDOWS folder from C:\Documents and Settings\Administrator\ to C:\Documents and Settings\username for each user

Give QuickBooks users Full Control permissions to the Intuit Registry Key

Give QuickBooks users Full Control permissions to all QuickBooks data folders

Detailed Instructions

Installing on a Windows Server 2003

Install QuickBooks using the Add/Remove Programs available in the Windows control panel.

1. Insert the QuickBooks CD and Exit from the auto run install window that may have opened.

2. Click the Windows **Start** button and choose **Settings** then **Control Panel**.

3. Double Click on the **Add/Remove Programs** icon.

4. Click on the Add New Programs icon then choose the CD or Floppy button.

5. In the Run Installation Program wizard choose the Browse button.

6. Navigate to the setup application **D:\Setup.exe** (where D is the CDROM drive).

7. Highlight Setup then click **Open** and **Next**. Follow the installation instructions provided in user guide to conclude the installation.

> If the company file resides on the Terminal Server, then install QuickBooks with Option 1: QuickBooks and Company File Server;

> If the company file resides on a separate File Server, then install QuickBooks with Option 2: QuickBooks Only. On the separate File Server install QuickBooks with Option 3: Company File Server Only

8. Once the installation has completed, **reboot the server**.

Installing on a Windows Server 2008

1. Login as the **Windows Administrator**.
2. Change **IE Security to Medium**:
     a. Go to Start> Control Panel > Administrative Tools > Server Manager
     b. Under the "security information section, click on the Configure IE ESC" link
     c. Change status to OFF; click OK.
     d. Turn off Windows Firewall and add QuickBooks executables and port 10173 (10172 for 09/10 and earlier) (TCP and UDP) to firewall exclusion.
3. Put server in **install mode**:
     Open command prompt.
     Type in "change user /install"
     You receive a message "User session is ready to install application".
4. Start > Control Panel > Install Application on Terminal Sever > follow the prompts to **install** software. (This works exactly same as Add/Remove program > Add New Programs)
5. Once the installation has completed, reboot the server.

Activating QuickBooks

Copy the **Intuit** directory from **C:\WINDOWS** to **C:\Documents and Settings\Administrator\ WINDOWS**

Log onto the server with the same Administrator account used installing QuickBooks.

Activate QuickBooks:
> Windows 2003: Open QuickBooks; open the Sample File and Activate. Close QuickBooks.
> Windows Server 2008:
>   1. In command prompt type in "**change user /install**"
>   2. Open QuickBooks; open the Sample File and Activate. Close QuickBooks.
>   3. Go to Command Prompt and Type in "**change user /execute**"

Copy the **WINDOWS** directory from **C:\Documents and Settings\Administrator** to **C:\Documents and Settings\username** for each user who needs access to QuickBooks through Remote Desktop Connection

Give all QuickBooks users Full Control permissions to the QuickBooks data folders.

Give all QuickBooks users Full Control permissions to the Intuit keys in the Registry
> Windows Server 2003:
>> Click the Windows **Start** button and choose **Run**.
>> In the **Open** field type **regedit** and click OK to open the Registry Editor.

Windows Server 2008:

Click the Windows **Start** button and type **regedit** <Return> in the Start Search Box and select regedit32.exe from the results box to open the Registry Editor box.
Before continuing it is good practice to make a **backup** of the Registry. Then continue;
Choose **HKEY_LOCAL_MACHINE > SOFTWARE > Intuit > QuickBooksRegistration** >
Highlight your version number (e.g. 2010/11 is 19.0), right-click and select **Permissions**
Allow all QuickBooks users **Full Control** rights to the key. See Windows help documentation for more information.

64-bit Users Please Note: The registry key on 64-bit systems is **HKEY_LOCAL_MACHINE > WOW6432node > SOFTWARE > Intuit > QuickBooksRegistration** >

QuickBooks in now ready for use.

Installing updates and service packs

Updates and Service packs must be installed the same way as the application itself is installed.

Windows Server 2003: install through Add/Remove Programs.

Windows Server 2008:

Refresh QuickBooks Licence and close QuickBooks.
Reboot server.
Ensure nothing else in running.
Put server in Install mode >"change user /install"
Install patch via "Add New Program" or "Install New Program in Terminal Server"
Reboot server
Put server in Install Mode "change user /install". Open and close QuickBooks.
Go to Command Prompt and Type in "change user /execute"
Open QuickBooks, press Cntrl-1 and check that the latest Release Number is listed.

Note: It is necessary to put the 2008 server in install mode every time software is installed, updates and service packs applied, and the application activated because information is written to the registry and DLL files are registered. The Execute command is used for deployment.

Your updated QuickBooks is now ready for operation.

Reinstalling QuickBooks

Whenever QuickBooks is re-installed (or Repaired), it must be activated again. You will need to follow the **Activating QuickBooks** steps above.