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Important Information on Internet Explorer 7

Microsoft has started to make Internet Explorer 7 available to Microsoft customers by manual download and Microsoft will begin automatic distribution of the Update soon. Therefore you need to be aware of how this update could affect use of various versions of QuickBooks.

The Automatic Updates will go to Microsoft customers running Windows XP and Windows Server 2003 and Internet Explorer 7 will affect aspects of performance in some versions of QuickBooks software.

The following versions of QuickBooks will work with Internet Explorer 7:

- * QuickBooks 2007 and QuickBooks Enterprise Solutions 7.0
- * QuickBooks 2006 and QuickBooks Enterprise Solutions 6.0 when updated to Release 8
- * QuickBooks 2005 in a future update. Please check www.QuickBooks.com/support/IE7 periodically for updates on a solution.
- * QuickBooks Online Edition
- * QuickBooks Point of Sale versions 4.0, 5.0 and 6.0

Note that unless otherwise noted, when we say "QuickBooks" we are talking about the Windows desktop versions of QuickBooks financial software, including Simple Start, Basic (last produced in 2005), Pro, and Premier. We also identify the corresponding version of Enterprise Solutions.

QuickBooks 2004 and prior versions will not function properly on Internet Explorer 7.

How Internet Explorer 7 Affects QuickBooks

QuickBooks uses this Web browser for certain functions, including aspects of Help, Payroll, Merchant Services and some of the cached or navigator pages.

Decisions for QuickBooks Users

If You Are Using Earlier Versions of QuickBooks. First, you can upgrade to QuickBooks 2007 (or QuickBooks Enterprise Solutions 7), however if you are using QuickBooks 2006 (or QuickBooks Enterprise Solutions 6), we recommend you upgrade to Release 8 (the most recent release as of this writing).

If You Maintain Multiple Versions of QuickBooks. Some QuickBooks users maintain multiple versions of QuickBooks software to support more than one company owned by the business. If

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this describes you and you are currently using QuickBooks 2005 or older versions, or QuickBooks Enterprise Solutions 5.0 or older versions, you may have reason to decline an upgrade to Internet Explorer 7 at this time.

Only One Version of Internet Explorer. Please note that in this environment, it is not possible to run both Internet Explorer 6 and Internet Explorer 7 on your system and allow QuickBooks to invoke the right version. You can only use one version of Internet Explorer at a time.

If you are running any versions of QuickBooks other than QuickBooks 2007 or QuickBooks 2006, Release 8, you must remain using Internet Explorer 6 for an uninterrupted user experience.

Therefore we recommend that you take the following steps, depending on the oldest version of QuickBooks that you use:

Your oldest version of QuickBooks is

- QuickBooks 2007 or (QuickBooks Enterprise Solutions 7.0) - no action necessary.
- QuickBooks 2006 (or QuickBooks Enterprise Solutions 6.0) - be sure to update to Release 8 and then accept Internet Explorer 7.
- QuickBooks 2005 (or QuickBooks Enterprise Solutions 5.0) - we recommend that you decline the Auto Update for Internet Explorer 7 at this time. Please check www.QuickBooks.com/support/IE7 periodically for updates on a solution (or for more information on how to revert from Internet Explorer 7 to Internet Explorer 6).
- QuickBooks 2004 or earlier (or QuickBooks Enterprise Solutions 4.0 or earlier) - we recommend that you decline the Auto Update for Internet Explorer 7.

You Can Go Back. If you install Internet Explorer 7 and then realize you are having issues with these older versions of QuickBooks, we recommend that you revert from Internet Explorer 7 back to Internet Explorer 6. Instructions for this reversion are posted on Intuit's Internet Explorer 7 Resource Center at www.quickbooks.com/support/ie7

However, if this is not currently possible, you must decline the Automatic Upgrade to Internet Explorer 7 and continue to use Internet Explorer 6 for an uninterrupted user experience.

Support and Troubleshooting

For support, Intuit has posted an Internet Explorer 7 Resource Center at www.quickbooks.com/support/ie7.

This center includes answers to frequently asked questions, including how to update QuickBooks 6 (Enterprise 6) and how to roll back an installation of Internet Explorer 7 to Internet Explorer 6.

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