

# QuickBooks 2009 Installation Guide

This article provides instructions for installing QuickBooks 2009 on a single computer and in a network environment.

## QuickBooks Elements

Several elements are involved in a QuickBooks 2008 system. If you're planning to use QuickBooks on a single computer, all the elements are automatically installed on, and run from, that computer. However, in a network you can install and configure QuickBooks to use the elements in separate computers. The following elements are included in your QuickBooks environment:

- The QuickBooks software, which includes the database.
- The database manager.
- The data file host.
- The data files.

The software and the database manager are installed from your QuickBooks software CD; the host is a function; and the data files are the company files you create. The following sections provide more (and clearer) details.

In addition, for QuickBooks installations on servers that hold company files that are accessed by other users on other computers on a network, QuickBooks installs software (called the *database server manager*) to manage network access to the files on the server. You can install the Database Server Manager without installing the QuickBooks software application.

## The Software and its Database

The database is part of the QuickBooks software. The database is the container for the data you enter when you create and work in a company file. The database stores your data in a logical manner, maintaining the links between data entries, and providing data retrieval services when you need reports.

Examples of the links between data entries are vendors and their linked bills and payments; customers and their linked invoices and payments; items and their linked income accounts; and so on.

## The Database Manager

The database manager is a software component that manages the database. Armed with intelligence about the nature of the QuickBooks database, the database manager makes sure data that needs to be written to the database is correct and appropriate before permitting the write (to a user, 'write' means 'save').

Users actually "talk to" the database manager, and the database manager "talks to" the data file. All communication between the user and the data file takes place through the database manager.

## The Data File Host

Hosting is a function, or a role, that a computer plays for a specific company file (or a group of company files). You can think of a host as an usher, or a doorman. When company files are stored on a computer, that computer is acting as the host for those data files. If the host computer is part of a network, it is probably also hosting access to its data files for users on remote computers.

## Data Files

Data files are the company files you create in the QuickBooks database. In addition, your work in QuickBooks may create additional files, such as tax forms, budgets, data resulting from your use of advanced features, etc.

## Preparing for Network Installation

If you're using QuickBooks 2009 in a network environment, with users accessing company files that don't reside on their own computers, you have to prepare your network to make sure the elements of the QuickBooks system work properly. In the following sections I'll describe how to create the optimal setup for using QuickBooks over a network.

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***TIP:** In this section on network installation procedures I occasionally refer to the Network folder. In Windows 2000/XP this folder is named My Network Places; in Windows Vista the folder is named Network.*

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If you're installing QuickBooks on a single computer (no network exists, or you don't use your network for QuickBooks), you can skip this section and jump right to the section titled "Installing QuickBooks 2009".

## Designating a QuickBooks Data File Server

In the context of your QuickBooks installation, a data file server is a computer you designate as the "keeper of the data files". This is not the same definition of 'server' you use when you're describing network designs such as peer-to-peer and client/server networks.

For your QuickBooks system, you can create a QuickBooks server even if you're running a peer-to-peer network (a Windows Workgroup) instead of a client/server network (a Windows Domain, which is a more complicated network form, requiring the installation of a Windows Server product).

## Creating and Sharing Folders for Data Files

Because users from other computers on the network need to access files on the computer holding the data files, you must share the folder on the server that holds those files. The process of sharing a folder accomplishes several important and useful tasks:

- Shared folders are displayed in the Network folder of remote users when they open the icon for the computer that holds the share.
- Shared folders on one computer can be mapped to a drive letter on another computer.
- You can configure user permissions on a share, to determine who can access the files in the shared folder, and what they can do with those files.

Before you can share a folder, however, you must create the folder. My own experience is that living with QuickBooks is much easier if you don't put data files in the folder that QuickBooks uses as the default data folder, because that folder is buried deep in a folder tree, which is not a convenient place for users who need to find files to copy them or back them up.

In Windows XP, the default data file folder is:

`\Documents and Settings\All Users\Documents\Intuit\QuickBooks\Company Files`

In Windows Vista the default data file folder is:

`\Users\Public\Documents\Intuit\QuickBooks\Company Files`

When you use a file folder in a more convenient location (such as creating a folder `C:\QB2009Data` or `C:\QB2009CompanyFiles`) QuickBooks learns and remembers your preferred location, and heads there after you've opened and saved a file.

## **Creating Data Folders in Accounting Firms**

In an accounting firm, the paradigm for data folders is more complicated. Except for the accounting firm's own QuickBooks company file, the data files belong to clients. Accounting firms have to store data files in a way that matches the needs of their client base, including (but not necessarily limited to) the following scenarios:

- **Keeping client data files for multiple versions of QuickBooks.** Each client's company files must be stored in a folder that's designated for the version of QuickBooks used by the client (e.g. `QB2009ClientFiles`). If an accounting firm opens a client file in a version of QuickBooks that's later than the version being used by the client, the client won't be able to open the file when it's returned.
- **Tracking clients' data file names that don't necessarily match the clients' names.** A client named IvensCo (the name by which the client is known in the accounting firm) may have a datafile named `IC-Inc.` (for Ivens Consulting, Inc.). Some clients have multiple data files (IvensCo may have another data file named, oh let's say, `CPA911PublishingLLC`).
- **Keeping multiple types of files for clients.** Some accounting firms keep associated files, such as spreadsheets, pro formas, cash flow analysis, tax return files, etc. for some or all clients.

To make sure that client files are stored correctly, many accounting firms find it most efficient to create data folders for each version of QuickBooks they support, with subfolders for each client using that version of QuickBooks.

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***TIP:** If clients running an earlier version of QuickBooks upgrade to QuickBooks 2009, it's easy to move the client's subfolder into the QuickBooks 2009 data folder.*

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## **Sharing Data Folders**

To share a folder, open the Computer folder (named My Computer in Windows 2000/XP and Computer in Windows Vista) and navigate to the data folder you created. Right-click its icon and select the command for Sharing. (The text for the command differs depending on whether you're working in Windows 2000, Windows XP, or Windows Vista, but the word Share or Sharing is always

there).

If you have multiple data folders for multiple versions of QuickBooks (usually found only in accounting firms), you must share each folder to allow network users to get to their contents. Accounting firms that have subfolders for clients within the shared folders don't need to share all the client subfolders, because when a folder is shared, by default its subfolders are also available to network users.

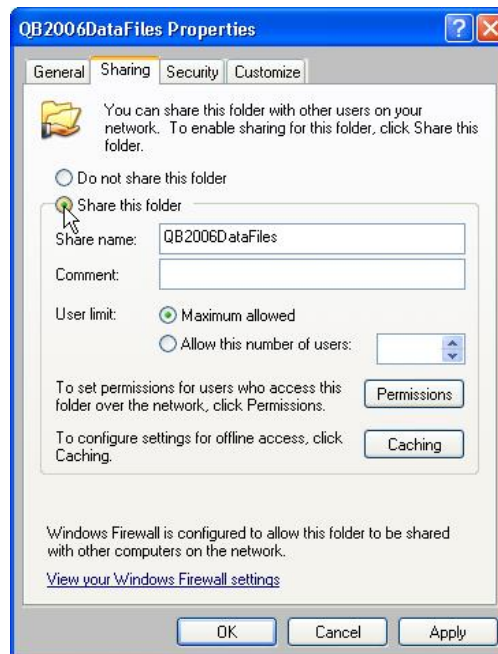
The data folders are called *parent folders*, and the client subfolders are *child folders*. Users on client computers can map a drive to the shared parent folder, and then open the appropriate child folder to locate the data file they need (see the section "Mapping Drives to the Shared Folders", later in this document to learn about the mapped drive feature).

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**TIP:** Some accounting firms prefer to create one top-level folder (e.g. QBData) and then create a subfolder for each version of QuickBooks (\QBData\QB2009, \QBData\QB2008, etc.). This means that network users only need to map a single drive to all the QuickBooks data folders, and then open the appropriate version of QuickBooks to see all the client folders for that version.

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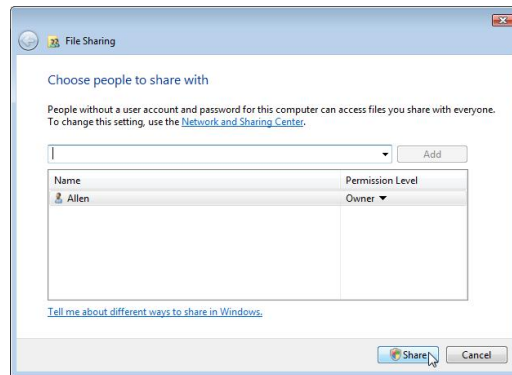
If you're running Windows XP, the dialog you see, and the way you create the share, differs depending on whether you're using Simple File Sharing. (See "Simple File Sharing" later in this section to learn how to create a share when Simple File Sharing is in effect). Without Simple File Sharing, the Sharing dialog that appears in Windows XP looks like this.



Select the option labeled Share This Folder to create a share that appears automatically when remote users open the Network folder and select the computer that holds the share.

In Windows Vista, the Sharing dialog is different (additionally, the options you set in the

Network and Sharing Center may cause the text on your dialog to differ from the text seen here). Click Share to share the folder.

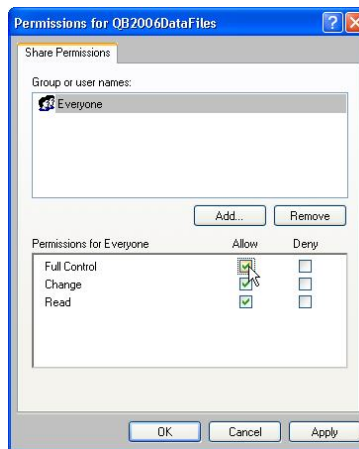


## Setting Permissions for Network Users

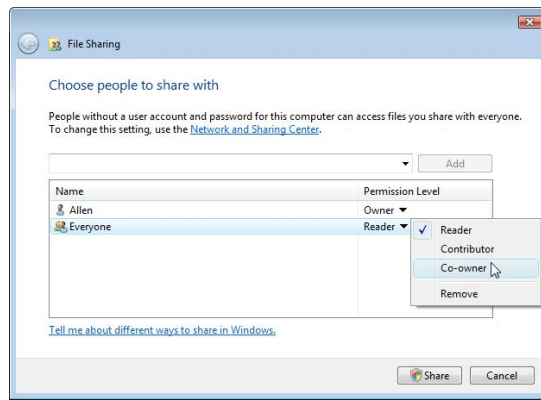
When you create a share to make it available to remote users, you must also set the Permissions for those users. This means you determine which users can access the files in the share, and you also determine what actions those users can perform on the files.

In Windows XP and Windows Vista, the operating system automatically gives all users the ability to view the files (the technical term is *Read*), but they cannot modify or create files. Both of those permissions are required when you're working in a QuickBooks file contained in this folder.

To change the default permissions in Windows XP click the Permissions button to open the Permissions dialog. Select the Everyone group, and then select the option for Full Control.

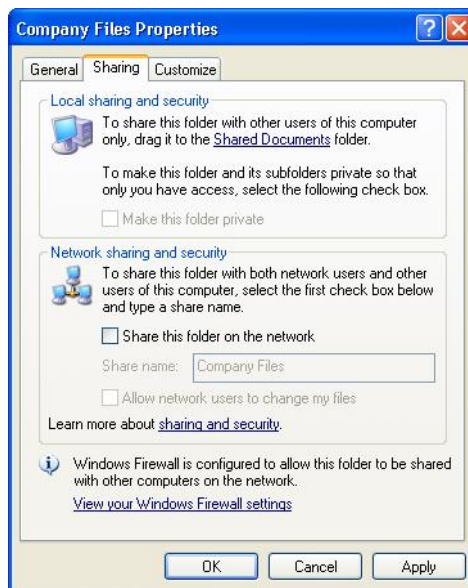


In Windows Vista, select Everyone from the drop-down list at the top of the dialog and click Add. By default, the permission level set is Reader. Click the arrow next to the Reader Permission and select Co-owner.



## Sharing Folders with Simple File Sharing

If your Windows XP computers are configured for Simple File Sharing, the steps required to share a folder are slightly different. With Simple File Sharing enabled, right-click the folder and select the Sharing tab.



If you select Share This Folder on the Network, the check box for the option Allow Network Users To Change My Files is available (it's grayed out until you select the first option). This is the same as providing Full Control permissions to the Everyone group.

## Setting Permissions in a Domain

If your network is running as a domain (usually because you've installed Windows Server 2003), use the steps described earlier in this article to create a folder for company files, and to share that folder. It is not necessary to create the data folder on the server, you can choose another computer to act as the QuickBooks file server (depending on how busy your server is).

You can give full permissions to the Everyone Group as described for a peer-to-peer network (users who do not work in QuickBooks don't have a QuickBooks software login name and password,

so they can't open the company file).

You also have the option of creating a Domain Group named QBUsers, and adding the appropriate user names to that group (perform this task on the server, the Help files provide full instructions). Then, when setting permissions for the shared folder that houses the company files, give that group Full permissions (or Co-Owner permissions on Vista).

## Mapping Drives to the Shared Data Folders

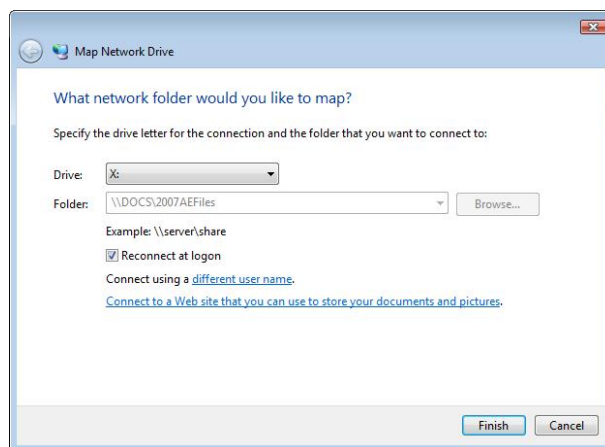
On the other computers on the network (the *client computers*), make it easy for users to access the files they need by mapping a drive to the folder on the server that holds those files.

Mapping a drive means you assign a drive letter to a shared folder on another computer. On the client computer that's mapping the drive, some drive letters are already used, such as C:, D:, and perhaps even more (depending on how many hard drives, CD drives, or removal media drives are already attached to the computer).

When you open the Computer folder (My Computer in Windows XP/Computer in Windows Vista), you see all the drives on the computer. When you map a drive to a shared folder on another computer, you see that mapped drive in the Computer folder, too. It also appears as a drive in the drop-down list you see at the top of any Open dialog. This makes it easy for QuickBooks users to find the shared folder on the file server when they use the Open dialog in QuickBooks.

On the client computer, open the Network folder and navigate to the listing for the computer that is acting as a file server. When you double-click that computer's icon or listing, all the shared resources on that computer are displayed. You may see multiple shared resources, because the computer may be sharing a printer in addition to sharing one or more folders.

Right-click the folder with the name that indicates it holds the QuickBooks data files, and choose Map Network Drive to display the Map Network Drive dialog (this dialog is from Windows Vista, but all versions of Windows offer the same options even though the dialog looks different).



By default, Windows XP and Windows Vista select Z: for the first mapped drive, and then work backwards through the alphabet as you add more mapped drives. You can accept the default drive letter, or choose a different one (many network users choose "Q" for QuickBooks). Choose Finish to save your selection.

Be sure the option Reconnect at Logon is selected, so every time you start your computer it connects to the folder on the server represented by the mapped drive letter. Otherwise, you have to go through the process of mapping the drive every time you start your computer, or you have to navigate through your network to reach the server and the shared folder every time you use QuickBooks.

In accounting firms that have multiple shared QuickBooks data folders (QB2008Files, QB2009Files, etc.), with client subfolders under each share, you only need to share, set permissions, and map drives to the parent folders.

When users open the appropriate parent folder in the QuickBooks Open A Company dialog, all the client (child) folders are displayed. Users double-click a child folder to find the file they need.

## **Installing QuickBooks 2009**

Before you begin installing QuickBooks 2009, give some thought to the installation location. If you're updating a previous version of QuickBooks, you can install QuickBooks 2009 in the same folder as that previous version – in fact, the QuickBooks installation utility assumes you want to do that. However, that action means that if you have any problems you can't "roll back" to your previous version in order to continue to run your business until you resolve the problems.

I generally tell users to create a folder to hold the software for this installation on Drive C ( e.g., C:\QB2009), and use that folder instead of the default subfolder under Program Files that the QuickBooks installation program uses. (In fact, I advise creating folders for all software installations, avoiding the Program Files location that many software companies use.)

After you've installed QuickBooks 2009, you can copy your company files to the new location and update them (don't update the original files, keep them with the previous version of QuickBooks). Then, if something isn't working properly in QuickBooks 2009 you can always return to the previous version (and the previous data files) to keep working while you solve any QuickBooks 2009 installation or file access problems. Later, when things are running smoothly in QuickBooks 2009, you can uninstall the previous version of QuickBooks and delete the old data files.

Accounting firms must always create a folder for the QuickBooks 2009 software, in order to keep all the versions of QuickBooks in their own discrete folders. Otherwise, they can't continue to support clients using previous versions.

## **Starting the Installation**

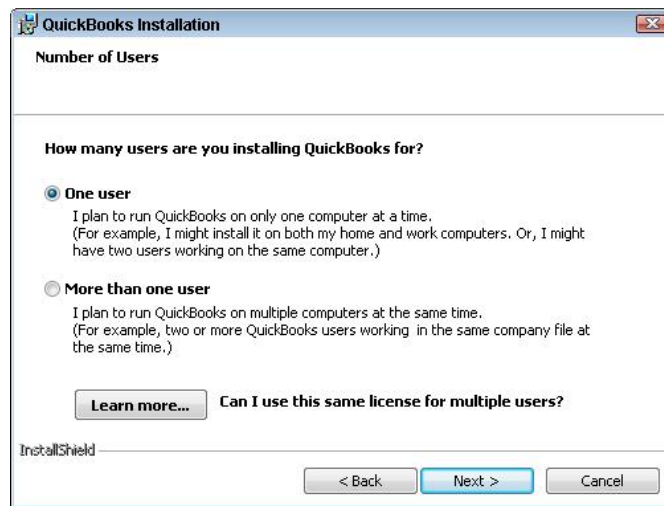
Installation should start automatically as soon as you insert your QuickBooks software CD. If the installation program doesn't start automatically, open the Computer folder, navigate to the CD drive, and then double-click Setup.exe to start the installation. If you downloaded your copy of QuickBooks, navigate to the folder in which you stored the download and double-click the file to begin installation.

Follow the prompts of the installation program to accept the license agreement. Then the installation utility begins (it's a wizard), offering options for installing QuickBooks for a single computer and on a network.

## **Installing QuickBooks on a Standalone Computer**

If you have a single computer designated for your QuickBooks accounting tasks, the installation is

straightforward. Select the option labeled One User.



Actually, the option labeled One User really means One Computer, because it's not unusual for several people to share the use of a single computer for QuickBooks. For example, someone may use the computer to enter data, while another person (frequently the boss) may use that computer to view data. However, if multiple users share QuickBooks on a single computer, they aren't using the QuickBooks company file simultaneously. Therefore, your QuickBooks installation is for a standalone computer, and you should select the option One User.

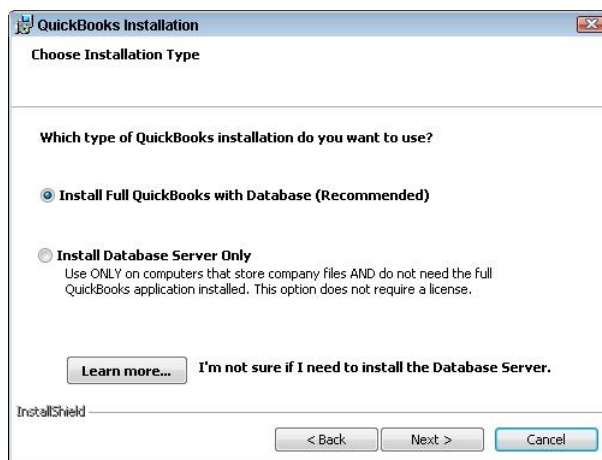
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**NOTE:** If you're installing QuickBooks for network use, instructions for installation of QuickBooks on the server are in the next section. For the client computers (the computers that access the company files stored on the server), you select the option One User as if you were installing QuickBooks without a network.

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## Installing QuickBooks on a Network File Server

If you're going to run QuickBooks on a network, with multiple users accessing the company file from other computers on the network (called *client computers*), select More Than One User in the Number of Users window. Then click Next to select the type of network installation.



You have two choices for the software installation on the data file server:

- Install the QuickBooks software.
- Install only the database server manager.

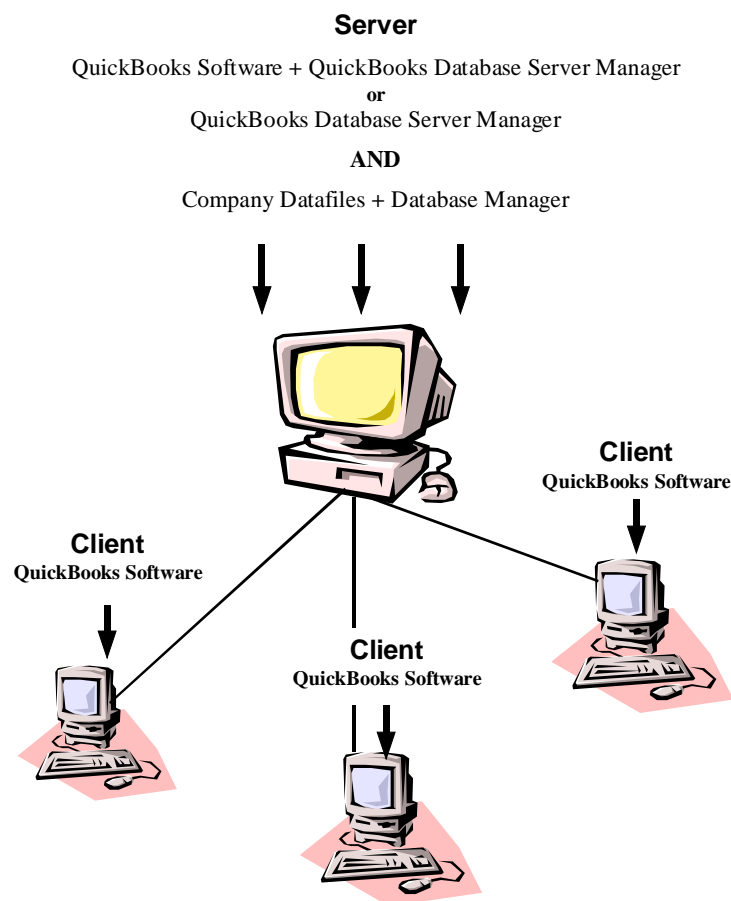
The *database server manager* is an application that manages network access to all the company files on the data file server. It is not the same as the *database manager*, which manages the actual data entry for company files (discussed earlier in this article). More information about the technology and use of the database server manager is in the article “Working with the 2009 Database Server Manager” available on our web site.

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**NOTE:** *If you install QuickBooks software, the database server manager is also installed, and runs separately from the software.*

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Regardless of whether you install the full software or the database server manager, the computer acting as the data file server works the same, offering remote users the QuickBooks data files and managing access to those files.




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### Sidebar Advice: Always Install the QuickBooks Software

I believe it's always better to install QuickBooks on the datafile server, and I've never seen a cogent reason to install only the database server manager. Intuit's engineers told me they created the 'database server manager only' installation type because some businesses (usually running a

domain with Windows Server 2003) have barred software installation on the server. I think this is a specious argument, because the database server manager is software (and if the server has been configured to prevent software installation, the configuration has to be changed in the same way required to install the full QuickBooks software package).

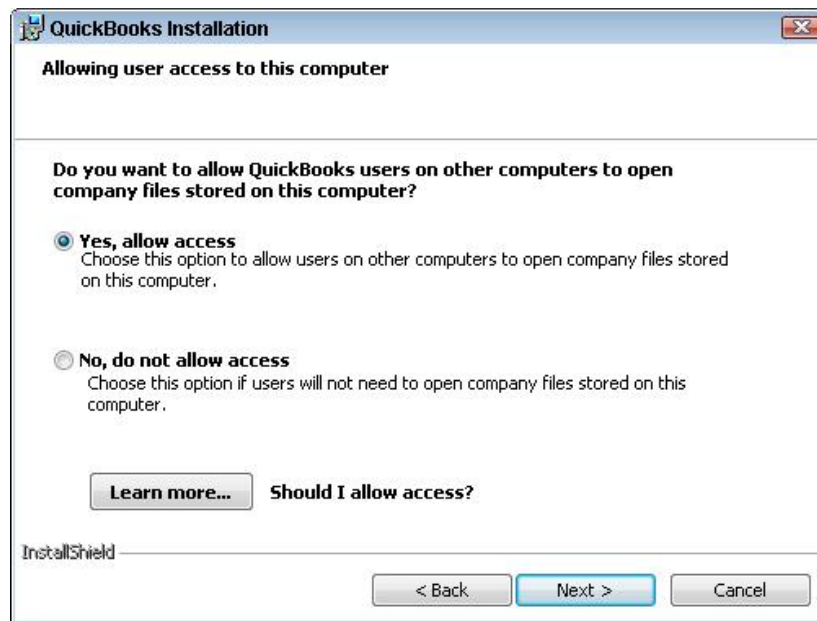
If the domain server is busy because it's used for a variety of network chores (e.g. it's running Exchange Server in addition to managing domain issues, DHCP, DNS, logins, security, etc.) installing the full QuickBooks software doesn't add all that much to the processing burden, because the software is rarely opened (see the next paragraph for information on when the software should be opened). The burden on the server is the processing and I/O (input/output) activity that results from storing the QuickBooks data files on the server. In that case, it might be better to choose another computer on the network to be the datafile server for QuickBooks.

All of the important data file maintenance chores require the presence of the software on the computer that's performing the chores. Backups initiated from the QuickBooks software installed on a client computer aren't complete. File verification and repair tasks cannot be run across the network. And, then there's the problem of creating an accountant's copy or a portable file. If the software is installed on the server, you can perform all those tasks by opening QuickBooks and selecting the appropriate commands. Because these tasks are performed when users aren't busy working in the company file, you're not adding an additional simultaneous user to the software so you don't need to use up a license for the server's copy of QuickBooks.

If you install only the database server manager, you have to copy the company file to the client computer you're using to access the company file, perform the maintenance task, and then copy the file back to the server. You must also remove the copy you created on the local client computer, because if you don't, the next time you open QuickBooks, that last-used file is selected and you're entering data in a local copy of the company file while all the other users are entering data in the server-based copy of the file. I've seen very few users remember that they have to select a different folder and file to go back to work on the "real" company file that's sitting on the server.

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After you select the installation type, click Next to select the options for allowing user access to the files you're going to store on the datafile server.



I have no idea why you're asked to select whether or not users should access the company files stored on this computer – you've already selected the option that QuickBooks is going to be used by multiple users simultaneously on this computer. There's no reason to select the option labeled No, Do Not Allow Access. Apparently, Intuit assumes that network users would select the server-based version (which includes the database server manager) when they're installing the software on the client computers. The client computers shouldn't have company files stored locally, and the client computers don't need the database server manager. Just select the option labeled Yes, Allow Access for the server installation you're performing.

## **Installing QuickBooks on the Network Client Computers**

When you're installing QuickBooks on a networked computer that won't hold data files (the user accesses data files on another computer on the network), choose the option One User in the installation window and proceed as described earlier in this document for standalone computers.

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### **Sidebar: Setting Up a Client/Server Network for a Single User**

If you have a network, you can create a datafile server and a client computer even if you have only one user running QuickBooks in your organization. Some companies store all user data files, for all software applications, on a single server to make it easier to back up all the documents created by users. The QuickBooks user opens the QuickBooks software on his/her own computer and accesses data files from the server. Since no user runs QuickBooks on the server, except to perform backups or perform other maintenance tasks as described earlier in this document, there isn't any instance of multiple users working in a company file simultaneously. Therefore, you don't need a separate license for the server installation. (The data file server/client user paradigm is not reserved exclusively for companies that have multiple users accessing QuickBooks files simultaneously from multiple computers.)

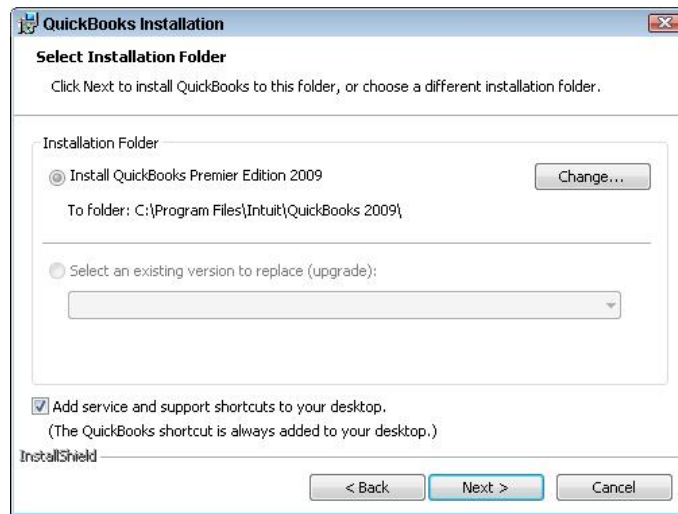
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### ***Entering the License and Product Codes***

Click Next to reveal the License Number and Product Number window. Enter the License Number and Product Number for your QuickBooks software. These numbers are available in the QuickBooks software package (a sticker on the CD sleeve). If you purchased QuickBooks directly from Intuit and downloaded the installation file, these numbers are available in the confirmation e-mail you received after your purchase was completed.

### ***Choosing the QuickBooks Installation Folder***

Click Next to select a folder for installing QuickBooks. By default, the install program selects a subfolder under the Program Files folder. It's better to create a discrete folder (such as C:\QB2009), as explained earlier in this article. To install QuickBooks into its own folder, click Change to open the Change Installation Folder dialog and select the folder you created for QuickBooks.



## Upgrading an Older Version of QuickBooks

If you have an earlier version of QuickBooks installed on the computer, the install program finds it and makes the option labeled Select An Existing Version To Replace (Upgrade) accessible. It's never a good idea to select that option.

If you're installing QuickBooks in an accounting firm or a bookkeeping service, you can't replace the earlier version because you're going to need to continue to support clients using that version.

However, all users should avoid this option. It's better to install QuickBooks in its own folder, leaving the older version intact. Then, if something goes amiss with the QuickBooks 2009 installation, you can continue to work in the older version until you fix the problem.

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**WARNING:** Be sure to copy your QuickBooks data files (those with the extension .QBW and .TLG), to a folder you create to hold QuickBooks 2009 data files. Alternatively, you can create a backup in your old version of QuickBooks and save the backup file to the new folder for QuickBooks 2009 data files. When you first use QuickBooks 2009, QuickBooks finds your old data folder and wants to update the company file to the new version. You must redirect QuickBooks 2009 to your new data folder so you open the copies or restore the backup instead of using the files saved in the older version.

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If you opt to install QuickBooks 2009 separately, and you have an older version of QuickBooks installed on the computer, the install program asks if you want to transfer settings from the old version of QuickBooks (such as Printer setup data). It's fine to accept that offer.

## Choosing Desktop Shortcuts

This window also has an option to place shortcuts for Intuit service and support features on your desktop. These shortcuts are for buying supplies and services from Intuit, and you can reach the appropriate web pages from within the software, so it's not necessary to clutter your desktop with additional icons.

## Google Desktop Software

Click Next to see the next installation window, which asks if you want to install Google Desktop software. The text on the installation window intimates that the Google Desktop software is for searching QuickBooks files. That's true — this is a special version of Google Desktop that will

search QuickBooks company files for data.

What isn't clear from the text in the QuickBooks installation window is the fact that the entire Google Desktop software program will be installed. The Google Desktop software program indexes everything it finds on your hard drive, and updates that index constantly as you create and change documents and make other file changes on your computer. The index takes up a great deal of disk space (depending on the number of files on your drive).

But it's not the disk space that creates problems (today's hard drives are so large that you probably won't notice the loss of a couple of gigabytes). The problem with the Google Desktop software is the overhead on your computer. The software uses processor resources, and is almost constantly performing file reads and writes. When you first install the software it begins indexing your drive and that can bring your computer to its knees — performing any task can take a very long time.

After the drive is indexed for the first time (and, depending on the number of files on the drive, that can take several hours, a day, or even more than a day), the ongoing indexing actions continue to affect the computer's performance. Combined with the slower performance of QuickBooks 2009 when compared with QuickBooks 2005 and earlier, before the structure of the software was changed to include the new database, the productivity levels you achieve when using QuickBooks will be disappointing.

Unless you have some very arcane and urgent search needs that can't be filled with the Find feature in QuickBooks, or the Windows Search feature for all the other files on your drive, select NO on the installation window that offers to install Google Desktop.

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**WARNING:** Accounting firms should **never** install the Google Desktop software, because the QuickBooks data indexing functions within the Google software start every time a QuickBooks data file is opened. On a server in which multiple users are opening multiple files for multiple clients, the effect on performance can be disastrous.

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## Checking Your Configuration Options

Click Next to see an installation summary window, which displays the folder you chose for installing QuickBooks, as well as your license number and product code. If anything is amiss, click the Back button to return to the appropriate window and make corrections. Otherwise, click Install.

QuickBooks begins the installation process, which can take a few moments or a lot of moments, depending on the speed of your computer. When installation is complete, the last window opens to announce the fact that QuickBooks has been installed on your computer. Click Finish. You can open QuickBooks and begin working.

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**NOTE:** If you purchased a Premier edition, don't take the CD out of its drive, and don't log off or restart Windows. Launch QuickBooks, and you may be asked which Premier edition you're choosing to install. Make your selection so the files for the edition you select are transferred to your computer from the CD. When QuickBooks finishes configuring your computer for the correct Premier edition, you can start working in the software.

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