

QuickBooks Unable to Connect to Remote Server

Posted by quickbookscustomerservice - 2019/07/04 02:09

Many times the user's complaint that they are unable to connect the QuickBooks software to the remote server. There can be different reasons behind this error, and one can rectify the issue either by executing the troubleshooting steps that are given below or take help from the certified experts by dialing quickbooks technical support number.

- First of all, update the QuickBooks software to its latest version
- Now login to the QuickBooks administrative ID and click on QuickBooks Edit Menu, to set the Webmail Preferences
- Once done, reset the Internet Explorer settings to default
- Now create a network data file at the end.

Read More:- quickbooks helpline number

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Re:QuickBooks Unable to Connect to Remote Server

Posted by AdrianG001 - 2019/12/10 10:14

Possible Resolutions:

1. Configuring Windows for the third party firewall

The firewall set-up in the windows might interfere with the connections to the remote server. To remove or deactivate:

Check the firewall and internet settings and read the detailed instructions provided.

In the firewall settings, remove or 'Exempt' QuickBooks from the firewall interference, to connect to the remote server

2. Update QuickBooks

QuickBooks sends constant updates for the software installed. Each time an update is sent, ensure that you download and update the software to get 100% usage of the product.

On QuickBooks page, go to 'UPDATES' and select the product you want to update

Click 'DOWNLOAD UPDATES' and install the latest updates.

This will allow you to connect to the remote server

3. Change Webmail Preferences

Go to QuickBooks 'EDIT MENU'

Click on 'SEND FORMS' on the left-hand side and select the 'EMAIL ACCOUNT' under 'MY PREFERENCES' and click 'EDIT'

Now, go to SMTP SERVER DETAILS section. On the 'EDIT EMAIL INFO' screen, you need to set the 'SERVER NAME' and 'PORT' to the preferred email provider settings.

4. Change Internet Explorer to Default settings

Click open the 'Internet Explorer' and select 'TOOLS' menu or click 'ALT + T'
On the 'INTERNET OPTIONS', select the 'ADVANCED' tab, and click 'RESTORE ADVANCED SETTINGS'
Click 'OK' and check if the error is resolved.

5. Network Data file or ND file options

A .nd file or the Network data file of QuickBooks software has all information regarding the computer that hosts the company file. The file is automatically created, when a scanning is done to the folder or a company file is opened.

Press the 'WINDOWS' key on the keyboard and key in the words 'QuickBooks Database Server Manager'.
Click 'ADD FOLDER' in the QuickBooks Database server manager, and browse through to find the location of 'Company file' folder.

Click 'SCAN', once all folders are added. Once scanning is complete, you will find 'QUICKBOOKS COMPANY FILES FOUND' section.

Now, verify the .nd files for every file, by clicking on the location of company file.

Regards,
Adrian
System Admin
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