QuickBooks - User Guide

How to Fix QuickBooks Database Server Manager Network Diagnostics Failed

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Fix 1: Verify the Version of QuickBooks Database Server Manager

- Press Windows + R keys together and type Services.msc in the text box of the Run window.
- Press Enter to open the list of installed services.
- Locate QuickBooksDBXX service and check if the last two digits in the name of the process matched your QuickBooks Desktop version.
- QuickBooksDB26 is for QuickBooks 2016 version, QuickBooksDB27 for 2017, 28 for 2018 version and QuickBooksDB29 for 2019 version of QuickBooks.
- If you are having a different versions of QuickBooks Database Server Manager, then install the appropriate version of the component to resolve the error.

Fix 2: Run QB File Doctor to Repair Network Connection Issues

- For detailed instruction on how to utilize QuickBooks file doctor follow our article How to Fix Damaged Company file or Network using QuickBooks File Doctor?
- If QuickBooks Desktop File Doctor didn’t find anything wrong and gives a different error QBDBMgrN not running on this computer, then follow the article [SOLVED] QBDBMgrN Not Running on This Computer Error for a detailed solution.

Fix 3: Update QuickBooks Database Server Manager

- Click the Windows Start button on your computer's Desktop and search QuickBooks from the search bar.
- Select QuickBooks Database Server Manager and click Updates.
- Follow the instructions displayed on the screen to install the latest updates of QuickBooks Database Server Manager.
- After the update make sure to restart the server and when you access the company file on your workstation QuickBooks will prompt you to update the company file.
- After taking a backup of the company file, update the company file to the new version.
- Now try to open the company file again and if you get the same QuickBooks database server manager server diagnostics failed error then follow the next troubleshooting step.

Fix 4: Set up QuickBooks Database Service (QBDBXX)

- Type Services in the Search Programs and Files search box and click Services option from the list.
- Scroll down and right-click QuickBooksDBXX service and select Stop if the service is running.
- Right-click the service again and select Properties.
- Go to the General tab and change the Start-up type to Automatic from Manual.
- Now move on to the Log on tab and switch Local Account to Local System Account.
- Under the Recovery tab select, Restart the Service option from the drop down list for First Failure, Second Failure, and Subsequent Failures.
- Now close the window and select Start from the left side of the services window.

Fix 5: Configure Windows Firewall

- Go to the Control Panel on your system through the Start menu or Desktop.
- Here, begin by changing your view of icons to ‘Large icons’ in the drop-down menu.
- Next, select the Windows Firewall and further move to Advanced settings.
- Right-click the Inbound rules option. Follow it up by choosing “New Rule.”
- Select Port > Next and ensure to select the TCP.
- Based on your QuickBooks version, choose the specific port section and then click Next:
- QB Desktop 2017- 8019, 56727, 55373-55377

- QB Desktop 2018: 8019, 56728, 55378-55382
- QB Desktop 2019: 8019, XXXXX
- QB Desktop 2020: 8019, XXXXX
- Further, hit the Allow the connection button and press Next.
- Give a new name to the new rule and end by clicking Finish.
- Follow the same steps for the outbound rules option.

Fix 6: Terminate all the QuickBooks Processes

- Launch the Task Manager (Ctrl + Shift + Esc) after logging into the system as an Admin.
- Right-click each active process you see and tap the End Processes button to shut them off.
- Now, restart QuickBooks, and attempt accessing the file again.
- You can also try opening the file locally from the workstation.

Fix 7: Start the QuickBooks Database Server Manager again

- Visit the Control Panel on your system from the Desktop or Start menu.
- In this window, find and double-click the Administrative Tools option.
- Next, double-click the Services option.
- Now, based on the version you're using, choose the database server manager accordingly:
- QuickBooks Database 28 (QuickBooks 2018)
- QuickBooks Database 29 (QuickBooks 2019)
- QuickBooks Database 30 (QuickBooks 2020)
- QuickBooks Database 31 (QuickBooks 2021)
- After doing so, you need to restart the system.

Fix 8: Turn On the Network Discovery Option from the Start Menu

- Open the Windows Start menu and type Network into the search bar to open the Network and Sharing Center.
- Select Change advanced sharing settings and go to the Network Discovery and File and Printer Sharing sections.
- Ensure that the Turn on Network Discovery option is selected and check if the error code is rectified.

Fix 9: Perform an IP Configuration from the Run Window

- Open the Windows Start menu and type Run in the search bar to get the Run window.
- Type cmd in the Run window to access the cmd window and type ipconfig/all.
- Search the Host Name in the Windows IP Configuration section and enter your server name on the right.
- Write down the host name and copy it to a word document, followed by accessing QuickBooks Desktop again.

Hopefully, this article covered the major information regarding the QuickBooks database server manager network diagnostics failed error. To know more about accounting software & the best resolution of QuickBooks errors or any other functional glitches, you can visit our www.Bigxperts.com. Meanwhile, you can use the CALL NOW option to chat with experts to get better assistance for your queries with less delay.

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