

## QuickBooks Desktop Error H505 – Causes and Solutions

QuickBooks Error H505 is a common issue in multi-user mode 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 It appears when QuickBooks Desktop cannot access a company file stored on another computer (the server) 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 This usually happens when switching to multi-user mode or opening a file over the network 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

The error message often reads: “You are trying to work with a company file that is located on another computer, but that computer needs additional installation and setup (H505) 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 ”

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In simple terms, the connection between QuickBooks and the server hosting the file is blocked 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Error H505, along with similar codes (H101, H202, H303), points to network or hosting setup problems that stop QuickBooks from communicating with the server 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

This guide explains the main causes of Error H505 and walks you through practical steps to fix it in QuickBooks Desktop for Windows 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

### Causes of QuickBooks Error H505

QuickBooks Error H505 occurs when workstations can't connect to the server hosting the company file 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Common causes include:

**Incorrect Hosting Setup** – Workstations are mistakenly set to host the file 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Only the server should host multi-user access, while all workstations must have hosting turned off 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

**Database Server Manager Not Running** – The server may not have QuickBooks Database Server Manager installed or active, preventing access to the company file 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

**Firewall or Security Blocking Connection** – Firewalls or antivirus software can block the ports QuickBooks needs (such as 8019), stopping multi-user communication 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

**Corrupt or Missing ND File** – This small network configuration file may be damaged or absent, preventing QuickBooks from locating the server 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

**DNS or IP Issues** – Incorrect DNS settings or changed IP addresses can keep workstations from resolving the server's location 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

QuickBooks Services Stopped –Required services, such as QuickBooksDBXX and QBFCMonitorService, may not be running or set to auto-start 1-888-493-2290 or 1 888 493 2290

Other Factors – Outdated QuickBooks versions, corrupted system files, or an unavailable server can also trigger the error 1-888-493-2290 or 1 888 493 2290

Important: Make sure QuickBooks and the Database Server Manager are installed on the server before attempting any fixes 1-888-493-2290 or 1 888 493 2290 Without them, multi-user mode won't work 1-888-493-2290 or 1 888 493 2290

### Solutions to Fix QuickBooks Error H505

There are several ways to fix Error H505 1-888-493-2290 or 1 888 493 2290 You don't need to try them all—start with Method 1 and move down the list until QuickBooks opens without errors 1-888-493-2290 or 1 888 493 2290 After completing each step, restart QuickBooks to check if the issue is resolved 1-888-493-2290 or 1 888 493 2290

#### Method 1: Repair Network Issues with QuickBooks Tool Hub

QuickBooks Tool Hub is a free utility that includes troubleshooting tools, such as Database Server Manager and File Doctor 1-888-493-2290 or 1 888 493 2290 It's often the simplest first step to fix Error H505 1-888-493-2290 or 1 888 493 2290

QuickBooks Tool Hub is Intuit's official troubleshooting utility 1-888-493-2290 or 1 888 493 2290 It includes tools like Database Server Manager and File Doctor, which automatically detect and fix common network and company file issues that trigger Error H505 1-888-493-2290 or 1 888 493 2290 This is the quickest and safest place to start 1-888-493-2290 or 1 888 493 2290

#### Step 1: Download and Install QuickBooks Tool Hub

Close QuickBooks on all computers 1-888-493-2290 or 1 888 493 2290

Download the latest version of QuickBooks Tool Hub from Intuit's official website 1-888-493-2290 or 1 888 493 2290

Open the downloaded file (QuickBooksToolHub 1-888-493-2290 or 1 888 493 2290 exe) and follow the on-screen prompts to install it 1-888-493-2290 or 1 888 493 2290

Download the latest version of QuickBooks Tool Hub from Intuit's official website 1-888-493-2290 or 1 888 493 2290

Once the installation finishes, double-click the Tool Hub icon on your desktop to open it 1-888-493-2290 or 1 888 493 2290

#### Step 2: Run QuickBooks Database Server Manager

In Tool Hub, select Network Issues 1-888-493-2290 or 1 888 493 2290

Click QuickBooks Database Server Manager 1-888-493-2290 or 1 888 493 2290 If prompted, install it 1-888-493-2290 or 1 888 493 2290

In the window, locate your company file folder 1-888-493-2290 or 1 888 493 2290 If it's not listed, click Browse to find it 1-888-493-2290 or 1 888 493 2290

Click Start Scan 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

The tool will automatically configure firewall settings and network permissions for QuickBooks  
1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

When the scan is complete, close Database Server Manager 1-888-493-2290 or 1 ☒ 888 ☒ 493  
☒ 2290

Step 3: Run QuickBooks File Doctor (If Needed)

In Tool Hub, select Company File Issues 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

Click Run QuickBooks File Doctor 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290 (It may take a  
minute to open 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290 )

From the dropdown, select your company file or browse to locate it 1-888-493-2290 or 1 ☒ 888  
☒ 493 ☒ 2290

Choose Check your file and network, then click Continue 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒  
2290

Enter the QuickBooks Admin password if prompted, then click Next 1-888-493-2290 or 1 ☒ 888  
☒ 493 ☒ 2290

Allow the scan to complete 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290 File Doctor will repair  
any file or network issues it detects 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

Step 4: Test Multi-User Mode on All Systems

Open QuickBooks on each workstation where you see Error H505 1-888-493-2290 or 1 ☒ 888  
☒ 493 ☒ 2290

Go to File > Switch to Multi-User Mode 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

If you use your server computer as a workstation, make sure to test it as well 1-888-493-2290  
or 1 ☒ 888 ☒ 493 ☒ 2290

If the company file opens without error on all machines, the issue is resolved 1-888-493-2290  
or 1 ☒ 888 ☒ 493 ☒ 2290

Method 2: Verify the Hosting Settings on All Computers

Error H505 often occurs when more than one computer is set to host the company file  
1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290 In a proper multi-user setup, only the server should  
host, and all workstations must have hosting turned off 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒  
2290

Steps:

On Each Workstation:

Open QuickBooks (without opening the company file) 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒  
2290

Go to File > Utilities 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

If you see Stop Hosting Multi-User Access, select it to disable hosting 1-888-493-2290 or 1 ☒  
888 ☒ 493 ☒ 2290

If you see Host Multi-User Access, leave it as is 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

Repeat this on every workstation 1-888-493-2290 or 1 ☒ 888 ☒ 493 ☒ 2290

On the Server:

Open QuickBooks on the server computer 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Go to File > Utilities 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
If you see Host Multi-User Access, click it to enable hosting 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
If you see Stop Hosting Multi-User Access, leave it as is (the server is already hosting) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
If you see Stop Hosting Multi-User Access, leave it as is the server is already hosting  
Test Multi-User Mode:  
Restart QuickBooks on each workstation 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Open the company file in multi-user mode 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
With only the server hosting, conflicts are eliminated, and Error H505 should clear if the hosting misconfiguration was the cause 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Method 3: Ensure QuickBooks Services Are Running on the Server

For multi-user mode to work, two Windows services must be running on the server:  
QuickBooksDBXX (where XX depends on your version) and QBCFMonitorService  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 If either is stopped, workstations won't connect  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

#### Steps:

On the server, press Windows + R, type services 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
msc, and press Enter 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
In the Services window, find QuickBooksDBXX 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Example: QuickBooks 2023 uses QuickBooksDB33, QuickBooks 2024 uses QuickBooksDB34  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
ensure QuickBooks services are running on the server  
If you have multiple versions, you may see several DB services 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Double-click the service 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Set Startup Type to Automatic 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
If the status is not Running, click Start 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Go to the Recovery tab 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 For First failure, Second failure, and Subsequent failures, choose Restart the Service 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Click Apply and OK 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
restart QuickBooks service  
Repeat these steps for QBCFMonitorService 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Close the Services console, then restart QuickBooks on the server and each workstation  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Switch to multi-user mode to check if Error H505 is resolved 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290  
Making sure these services are active ensures the server can handle multi-user connections  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

#### Method 4: Configure Windows Firewall and Security Settings for QuickBooks

Firewall or security software can block QuickBooks from communicating over the network, which often leads to Error H505 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Setting up proper firewall rules ensures QuickBooks can connect freely between the server and workstations

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

#### Step 1: Run QuickBooks File Doctor First

Before manual configuration, try the automated fix:

Open QuickBooks Tool Hub on the server 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Go to Company File Issues and run QuickBooks File Doctor 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Select Check your file and network, then click Continue 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Allow the tool to scan and apply necessary firewall changes 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If the issue persists after running File Doctor, continue with the manual steps below

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

#### Step 2: Add Firewall Port Exceptions (Inbound and Outbound)

QuickBooks Desktop uses specific ports depending on the version 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 You'll create inbound and outbound rules for these ports 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Open the Start menu and search for Windows Defender Firewall with Advanced Security, then press Enter 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

add firewall port exceptions

Select Inbound Rules → New Rule 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Choose Port, then click Next 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Select TCP and enter the port numbers for your QuickBooks version:

QuickBooks Desktop 2020 and later: 8019, XXXXX 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

QuickBooks Desktop 2019: 8019, XXXXX 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

QuickBooks Desktop 2018: 8019, 56728, 55378–55382 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

QuickBooks Desktop 2017: 8019, 56727, 55373–55377 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Note: XXXXX is the dynamic port number assigned to your QuickBooks version

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 You can find this in the Port Monitor tab of

QuickBooks Database Server Manager on the server 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Click Next, choose Allow the connection, then click Next again 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

allow connection QuickBooks service windows firewall

If prompted, make sure all profiles (Domain, Private, and Public) are checked 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Click Next 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Create a rule name like QBPorts(2024) or QBPorts(Year) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Click Finish 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Repeat the same steps under Outbound Rules to create a matching outbound rule

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Step 3: Add Exceptions for QuickBooks Executable Files

Next, allow QuickBooks program files through the firewall:

In Windows Defender Firewall with Advanced Security, go to Inbound Rules → New Rule 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Select Program, then click Next 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Browse and select each QuickBooks executable file one by one 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Common files include:

QBW32 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

QBDBMgrN 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

QBCFMonitorService 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

QBServerUtilityMgr 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

FileManagement 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

Dbmlsync 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

AutoBackupExe 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe

IntuitSyncManager 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe (if applicable)

Choose Allow the connection, click Next, ensure all profiles are marked, then click Next

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Give each rule a descriptive name (e 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 g

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 , QBProgram\_QBW32) and click Finish

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Repeat the same process under Outbound Rules 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Step 4: Update Antivirus or Third-Party Firewall Settings

If you use antivirus or third-party security software, make sure:

The same ports are open 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

The same executables are added to the trusted/exclusions list 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If QuickBooks works only when the software is disabled, update its settings to permanently allow QuickBooks 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Step 5: Restart and Test Multi-User Mode

Restart the server and all workstations to apply the firewall changes 1-888-493-2290 or 1 888 493 2290

Open QuickBooks on a workstation and go to File > Switch to Multi-User Mode 1-888-493-2290 or 1 888 493 2290

If the firewall settings were the issue, Error H505 should now be resolved 1-888-493-2290 or 1 888 493 2290

Method 5: Repair or Recreate the Damaged Network Data ( 1-888-493-2290 or 1 888 493 2290 ND) File

The Network Data ( 1-888-493-2290 or 1 888 493 2290 ND) file allows QuickBooks to access company files in multi-user mode 1-888-493-2290 or 1 888 493 2290 If it's damaged or missing, Error H505 can occur 1-888-493-2290 or 1 888 493 2290

Recreating this file often fixes the issue 1-888-493-2290 or 1 888 493 2290

Steps:

Locate the 1-888-493-2290 or 1 888 493 2290 ND File

On the server, go to the folder where your company file ( 1-888-493-2290 or 1 888 493 2290 QBW) is stored 1-888-493-2290 or 1 888 493 2290

Look for a file with the same name as your company file, but ending in 1-888-493-2290 or 1 888 493 2290 ND (e 1-888-493-2290 or 1 888 493 2290 g 1-888-493-2290 or 1 888 493 2290 , CompanyFile 1-888-493-2290 or 1 888 493 2290 QBW 1-888-493-2290 or 1 888 493 2290 ND) 1-888-493-2290 or 1 888 493 2290

Rename the 1-888-493-2290 or 1 888 493 2290 ND File

Right-click the file and select Rename 1-888-493-2290 or 1 888 493 2290

Add 1-888-493-2290 or 1 888 493 2290 old or 1-888-493-2290 or 1 888 493 2290 bak to the end (e 1-888-493-2290 or 1 888 493 2290 g 1-888-493-2290 or 1 888 493 2290 , CompanyFile 1-888-493-2290 or 1 888 493 2290 QBW 1-888-493-2290 or 1 888 493 2290 ND 1-888-493-2290 or 1 888 493 2290 old) 1-888-493-2290 or 1 888 493 2290

Recreate the File

Option A: Open QuickBooks Database Server Manager and rescan the folder with your company file 1-888-493-2290 or 1 888 493 2290 This will generate a new 1-888-493-2290 or 1 888 493 2290 ND file 1-888-493-2290 or 1 888 493 2290

Option B: On the server, open QuickBooks and go to File > Utilities > Host Multi-User Access 1-888-493-2290 or 1 888 493 2290 Toggling hosting or opening the company file in multi-user mode can also create a new 1-888-493-2290 or 1 888 493 2290 ND file 1-888-493-2290 or 1 888 493 2290

Test Multi-User Mode

From a workstation, open the company file again 1-888-493-2290 or 1 888 493 2290

If the 1-888-493-2290 or 1 888 493 2290 ND file was the problem, Error H505 should no longer appear 1-888-493-2290 or 1 888 493 2290

Refreshing the 1-888-493-2290 or 1 888 493 2290 ND file clears out old or corrupted data and gives QuickBooks a clean configuration for network access 1-888-493-2290 or 1 888 493 2290

#### Method 6: Check Folder Permissions and Sharing Settings on the Server

Error H505 can occur if the folder containing your company file doesn't have the right permissions 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 The QuickBooks Database Server user (QBDataServiceUserXX) and all workstations must have read/write access to this folder 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 1: Open Folder Properties → Security → Advanced

Right-click the folder storing your company file → Properties → Security → Advanced

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Select QBDataServiceUserXX and click Edit 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Ensure these permissions are set to Allowed:

Traverse Folder / Execute File 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

List Folder / Read Data 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Read Attributes 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Read Extended Attributes 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Create Files / Write Data 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Create Folders / Append Data 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Write Attributes 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Write Extended Attributes 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Read Permissions 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 2: Grant Full Control if needed

If those permissions are missing or incorrect:

In Properties → Security → Edit, select QBDataServiceUserXX → check Full Control, then click

Apply → OK 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Make sure these settings are applied to subfolders and all files 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 3: Adjust Permissions in Intuit / QuickBooks Supporting Folders

Repeat Steps 1 & 2 for these folders (if present on the server):

C:\ProgramData\Intuit\Entitlement Client\vx 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

C:\ProgramData\Intuit\QuickBooks <version> 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

C:\ProgramData\Common Files\Intuit 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

C:\Users\Public\Public Documents\Intuit\QuickBooks\Company Files 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

\Sample Company Files etc 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 4: Set Windows Sharing Permissions

Go to the folder's Properties → Sharing → Share → Add 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Add QBDataServiceUserXX, set Permission Level = Full Control, then click Share, OK  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Step 5: (If the Security Tab is hidden on Windows Home)

Boot into Safe Mode 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Repeat Steps 1 through 4 in Safe Mode, because the Security tab may not show in normal mode 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Step 6: (Optional fallback) Add “Everyone” with Full Control for testing

If “Everyone” is not in the user list, click Add, type Everyone, grant Full Control, then Apply → OK 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

This is a temporary test; remove “Everyone” after confirming this solves the issue if needed  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Step 7: Restart Services & Test Multi-User Mode

Restart QuickBooksDBXX and QBCFMonitorService so permission changes take effect

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

On a workstation, open QuickBooks → File > Switch to Multi-User Mode 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If permission settings were the cause, the company file should now open without Error H505

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Best Practices to Prevent Multi-User Errors (H505)

Staying updated, maintaining a clean network setup, and ensuring QuickBooks has proper access will help prevent H505 and other multi-user errors 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Follow these guidelines to reduce the chances of it coming back:

Use Only One Host – Ensure only the server computer hosts the company file 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 All workstations must have hosting turned off 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Check the hosting status if you make changes to your setup  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Keep QuickBooks Updated – Always install the latest updates and releases 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Updates often include fixes for stability and network issues  
1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Maintain Network Health – Use a stable, wired connection for the server whenever possible 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Avoid hosting QuickBooks on a NAS device; always use a Windows-based server or computer 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Configure Security Software – Add firewall and antivirus exceptions for QuickBooks programs and ports 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Re-check rules after updates or new installations 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Run Database Server Manager for New Files – When you add or move company files, rescan them with QuickBooks Database Server Manager to generate proper 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 ND files 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Perform Periodic Maintenance – Occasionally restart the server or QuickBooks Database Server service to clear stale connections 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Ensure

QuickBooksDBXX and QBCFMonitorService are set to restart automatically if they fail  
1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Check User Account Permissions – Confirm that QBDataServiceUser and other QuickBooks service accounts have the correct permissions and aren't restricted by Windows password or policy changes 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Back Up Regularly – Maintain consistent backups of your company file to ensure quick recovery in the event of errors or data loss 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Need Help?

Need expert help with QuickBooks setup, troubleshooting, or hosting? Contact Ace Cloud Hosting for 24/7 support and secure cloud hosting solutions that keep your QuickBooks running smoothly, without the errors 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Host QuickBooks in the cloud to gain not only uninterrupted access to your accounting data but also unlock dedicated support designed to keep your business moving forward without errors or downtime 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290