

# This application has not accessed this QuickBooks company data file before

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## Symptoms

When you open NumberCruncher either for the first time or after an software update, you may get the following error:

Open QB: This application has not accessed this QuickBooks company data file before. The QuickBooks administrator must grant an application permission to access a QuickBooks company data file for the first time.

## Resolution:

- 1) Log into Quickbooks as the admin user.
  - 2) Switch to single user mode.
  - 3) Go to the Edit menu and click Preferences.
  - 4) Highlight the Integrated Applications preferences and make sure the Company Preferences tab is selected.
  - 5) Highlight any listings for All Orders and remove them from the list.
  - 6) Click OK to close out of and save the preferences.
  - 7) Open All Orders and attempt to sync with Quickbooks.
  - 8) A screen should be showing in Quickbooks asking you to grant All Orders permission to access your data. Select 'Yes, whenever this Quickbooks file is open'.
  - 9) Click continue to finish the process. Once complete All Orders should be able to sync with Quickbooks again.
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