

# Error: User X is currently syncing. Please try again when that user has completed syncing.

Last Modified on 03/31/2021 3:29 pm EDT

When attempting to sync with QuickBooks, you may receive Error: User X is currently syncing. Please try again when that user has completed syncing.

Solution:

1. Login to All Orders as Admin
2. In All Orders do File - Maintain
3. Click the 'Advanced' Tab
4. Press the 'Run DB Command' button
5. Cut and paste the following into the box

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```
update [user] set issyncing=0 where username='X'
```

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6. Press the 'Run' button
7. You will get a message 'Command completed successfully'
8. X out of the window
9. Close file Maintenance window

Should you get a message other than 'Command completed successfully' please report it to us.

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