

There has been an internal error when processing this request when syncing or sending a transaction to Quickbooks

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

If the Quickbooks data file being used once had the Advanced Inventory feature turned on but has since been turned off you might get this error due to a bug in Quickbooks. To resolve this, please first make sure you are running version 6.1.66 or later of All Orders then follow these steps:

-Log into All Orders as the admin

-From the File menu, select Maintain, Advanced Tab, and then click the Run DB Command button. Paste the following database command into the box on the screen that pops up:

```
delete from CompanyPreference where PreferenceName ='InventorySiteQBBugBill';
delete from CompanyPreference where PreferenceName ='InventorySiteQBBugInvoice';
delete from CompanyPreference where PreferenceName ='InventorySiteQBBugAdjustment';
insert into CompanyPreference (PreferenceName,PreferenceValue) values
('InventorySiteQBBugBill','InventorySiteHere');
insert into CompanyPreference (PreferenceName,PreferenceValue) values
('InventorySiteQBBugInvoice','InventorySiteHere');
insert into CompanyPreference (PreferenceName,PreferenceValue) values
('InventorySiteQBBugAdjustment','InventorySiteHere');
```

Before running the above, first edit it and change everywhere that it says InventorySiteHere to the name of the main inventory site that was used when Advanced Inventory was turned on in Quickbooks. The single quotes should remain around the name of the site entered. Once you are done editing click the Run button to run it.

-Close and reopen All Orders and the internal error should no longer appear.
