

Sync errors W/ QuickBooks Online (QBO)

Last Modified on 03/31/2021 3:30 pm EDT

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----- You should get a message that the command
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4. Step 3a: go to FILE-->MAINTAIN-->ADVANCED-->RUN DB COMMAND Copy and Paste the below command
into the box and click Run. (this script will stop any active syncing) -----
----- update [user] set issyncing=0 -----
----- Now run the sync tool again. Step 4: Once the sync has completed its run and you again see
the message that there are errors, returnto the log file that you created at the below location
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command has completed successfully. A Member of the support team will be in touch shortly to assist you.\"}\" data-
sheets-userformat='{\"2\":1,\"3\":[null,0]}'>If you are having trouble with your QB Online sync tool and you are getting
an error, Please follow the below steps to send the errors into support for troubleshooting. Perform all steps on the
machine where the sync tool is installed!

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----- You should receive a message that the command has completed successfully. A Member of the support team will be in touch shortly to assist you."} data-sheets-userformat={'"2":1,"3":[null,0]}>Step 1: Using Windows explorer (folder) , navigate to the following location C:\Users\Public and create a folder there in this location called " IdsLogs" Be sure to name it exactly as above.

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