

Quickbooks On-Premise Integration

What's on this page:

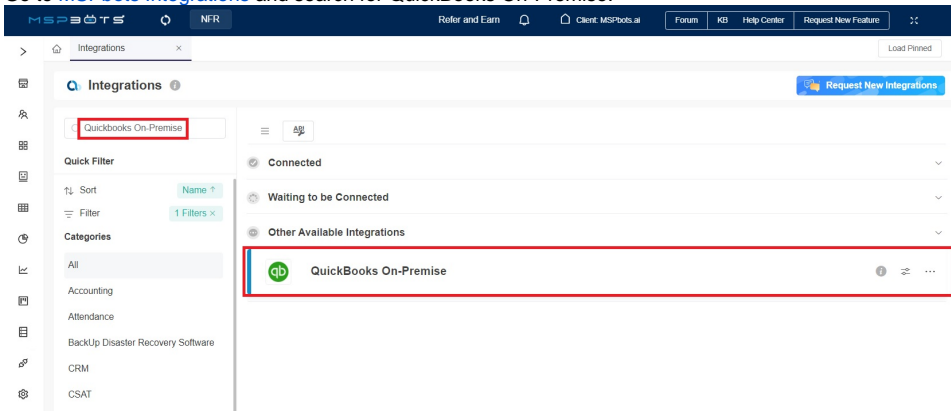
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Required Permissions

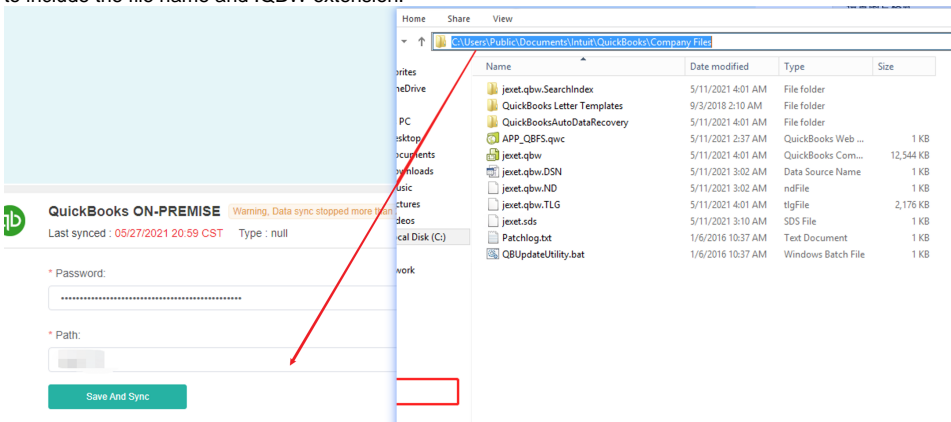
- This article is applicable to users who need to connect Quickbooks On-Premise to MSPbots.
- Only users with **admin** roles can configure the steps in this guide, including accessing the necessary API endpoints. The reason for restricting configuration to users with admin roles is that these operations require administrative permissions to be carried out.

How to Connect Quickbooks On-Premise to MSPbots

1. Open the Company QuickBooks file and keep it open. You cannot link the Web Connector if you are not logged in and when the QuickBooks file is closed.
2. Go to [MSPbots Integrations](#) and search for QuickBooks On-Premise.

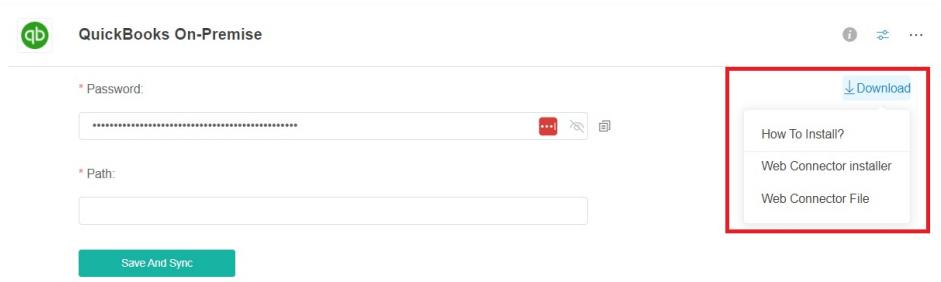


3. Copy the **password**, update the **path**, then save it. The path of the platform comes from the file path of QuickBooks on the server. The path has to include the file name and .QBW extension.



4. Download **Web Connector Installer** and **Web Connector File**.
 - a. Quickbooks Web Connector Installer: [QBWebConnector2_3R0_00215.zip](#).

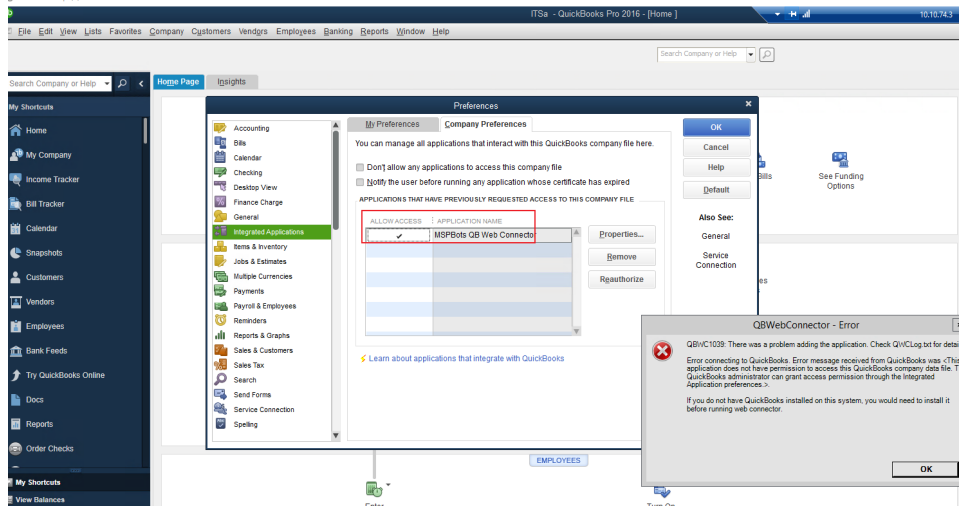
b. Install QuickBooks Web Connector if you don't have it yet.



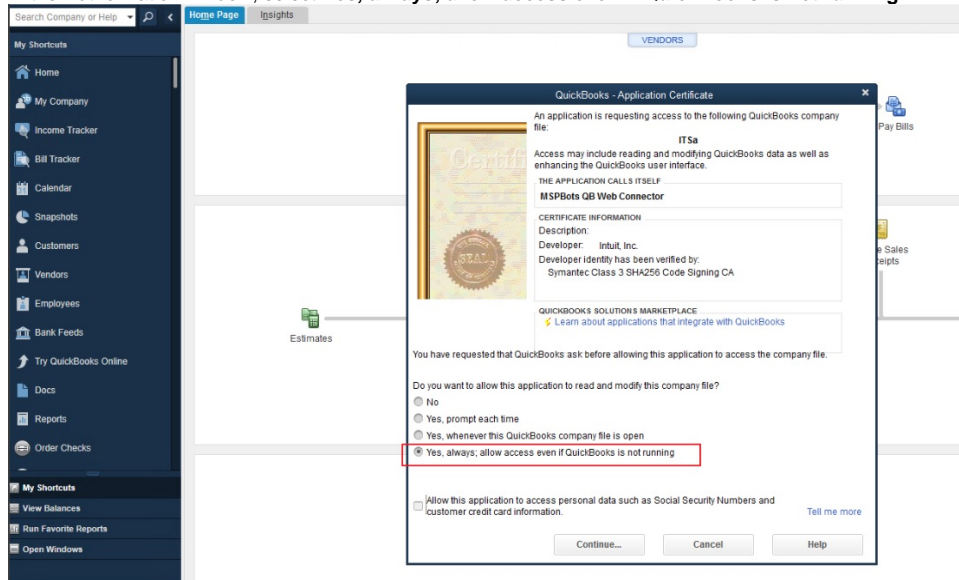
5. Download Quickbooks Desktop Web connector file: [APP_QBFS.qwc](#).

6. Then double-click the "Web Connector Files" QWC file to open the QuickBooks Web Connector Application.
If you haven't configured Web Connector to run when QuickBooks is closed yet, do the following steps:

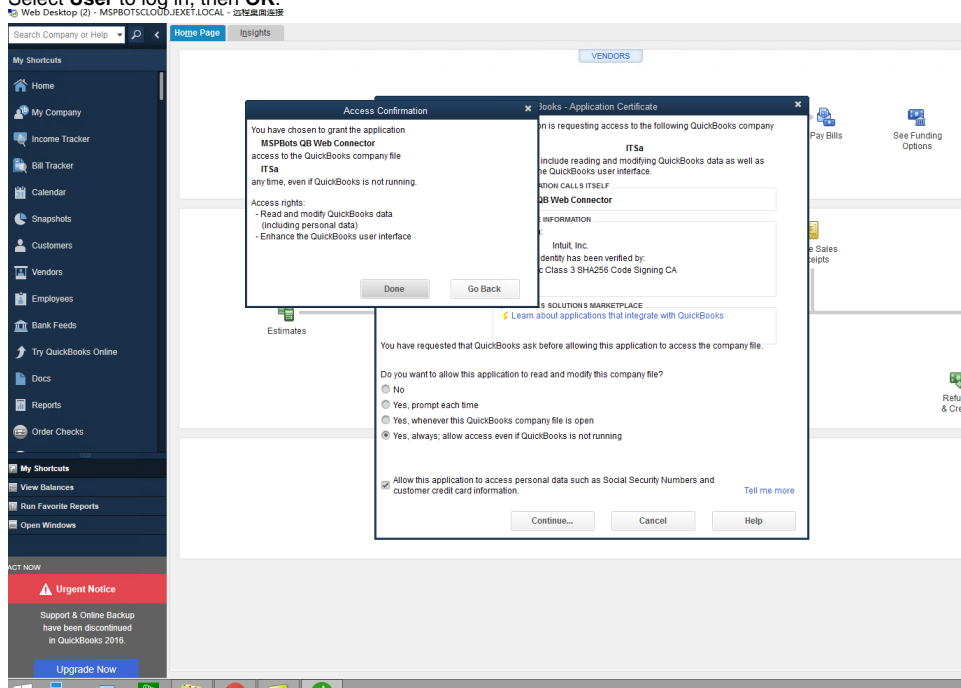
- Sign in to QuickBooks as the Admin user.
- If QuickBooks is on Multi-user mode, go to the **File** menu, then select **Switch to Single-user Mode**.
- From the **Edit** menu, select **Preferences**.
- Select **Integrated Applications** and then select the **Company Preferences** tab.



- Select the third-party app.
- Select **Properties**.
- Check **Allow this application to log in automatically**.
- In the Authorization window, select **Yes, always; allow access even if QuickBooks is not running**.



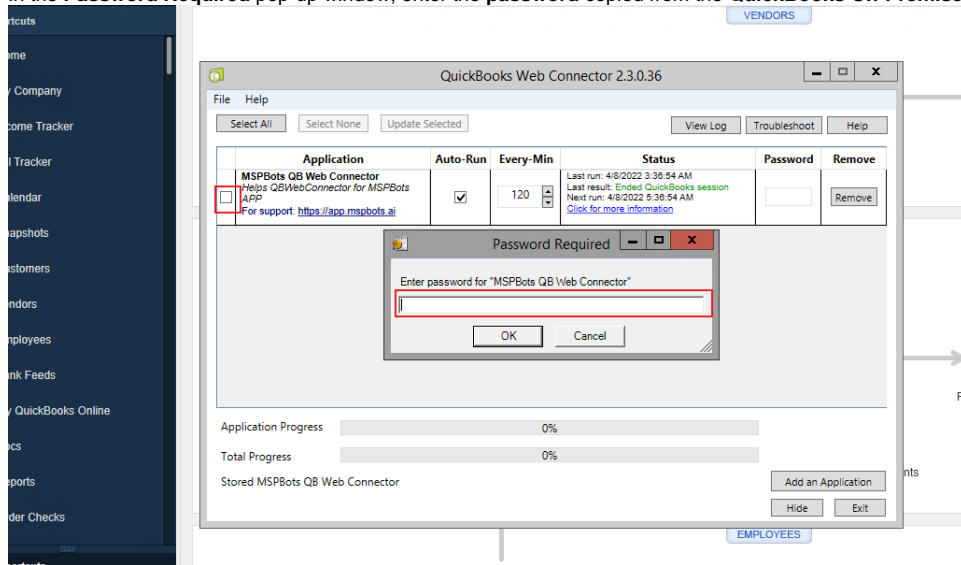
i. Select **User** to log in, then **OK**.



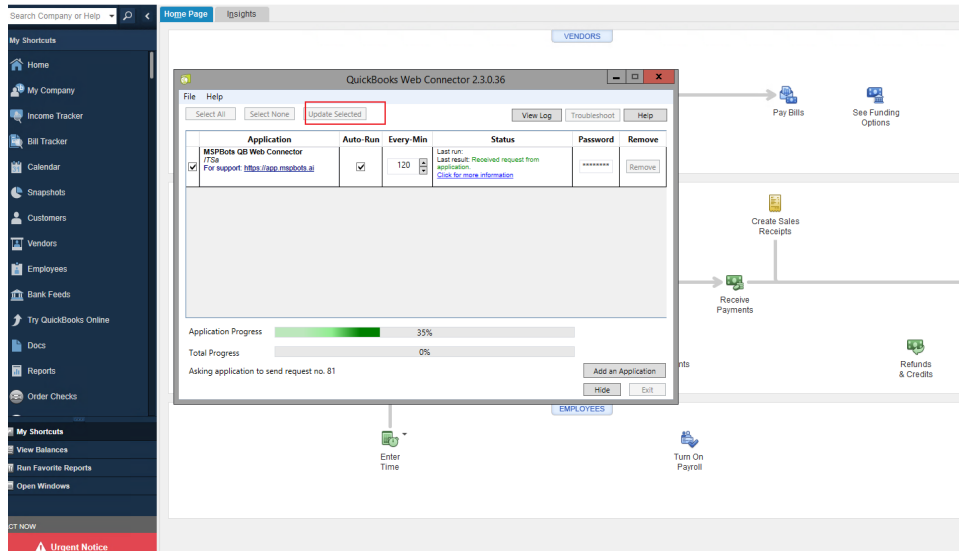
j. Start the QuickBooks Web Connector.

k. Authorize access by clicking **Add an Application** and choosing the QWC file. Click **OK**.

l. In the **Password Required** pop-up window, enter the **password** copied from the **QuickBooks On-Premise Integration** in MSPbots.



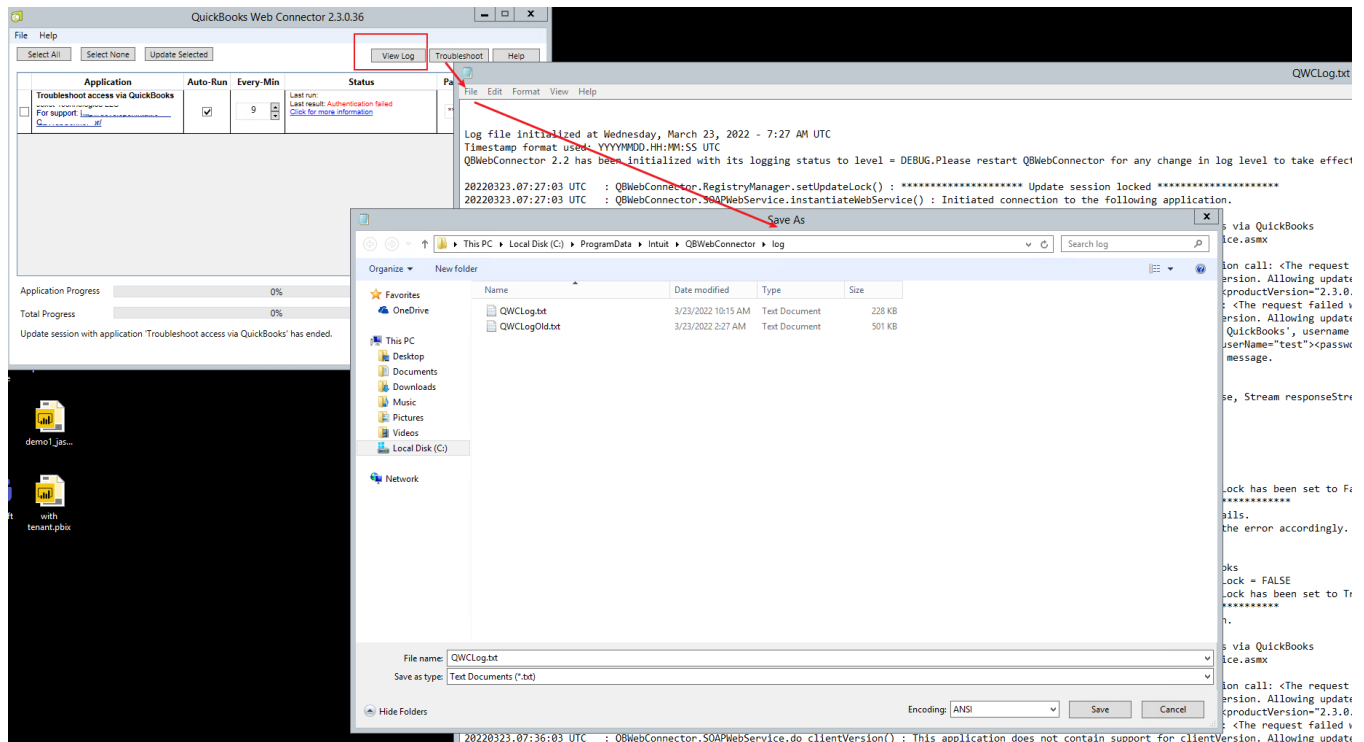
- m. Synchronous Data. Click the **Update Selected** button and check the progress bar to 100%. If you encounter failure, please send us the log. Refer to the section on Submitting Logs for Troubleshooting below.



7. Sync the data to MSPBots:
- Click the checkbox of the application added, and click **Update Selected** to do a manual sync.
 - Check **autorun** and set the autorun interval at Every **720 Min**.
It takes about 10-15 minutes to sync up the data. You can close the windows once the progress bar reaches 100%.

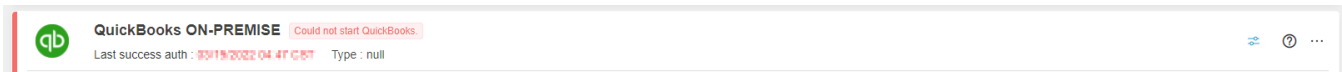
Submitting Logs for Troubleshooting

If the connection fails, please save the log information as shown below. Send the log file to support@mspbots.ai and we will help you resolve the problem.



Status: Could not start QuickBooks

Quickbooks Web Connector relies on the QuickBooks program to be able to synchronize properly. When the integration shows this message, it indicates that the customer has not opened the QuickBooks program.



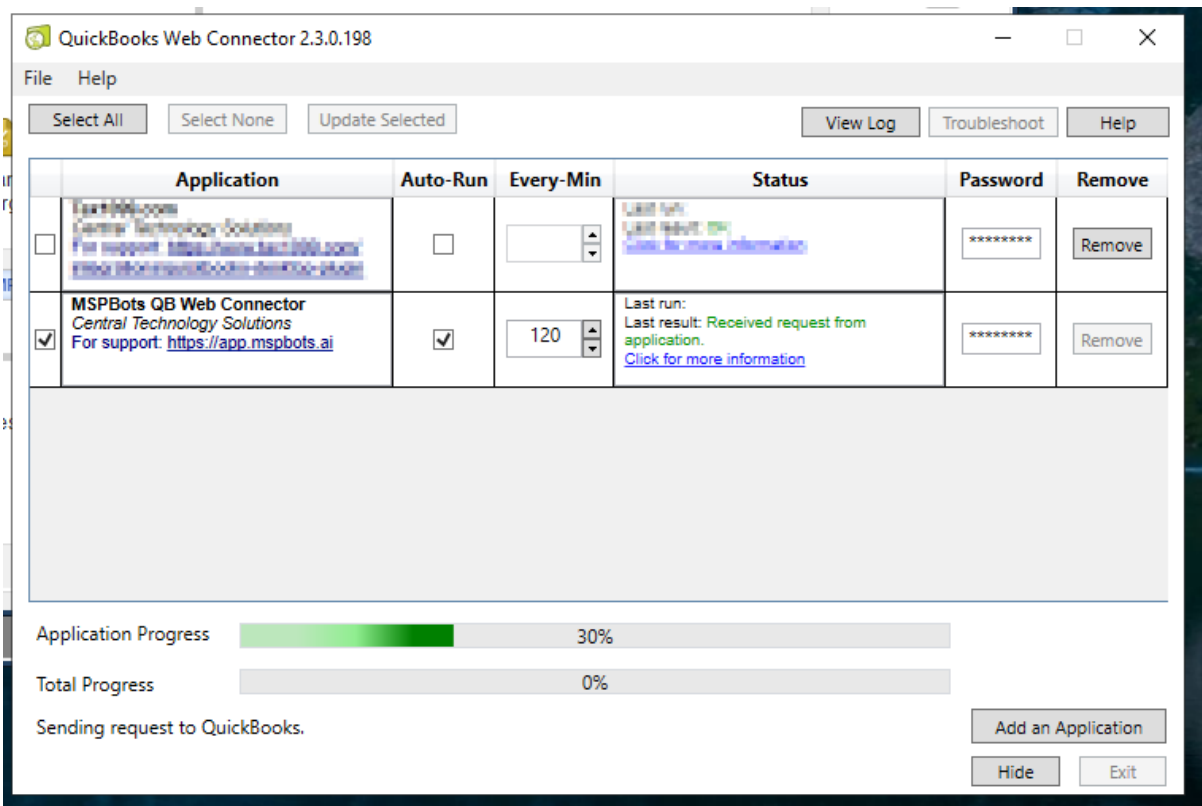
How to View Errors in Log Files

Open the synchronization view log file and scroll to the end of the log to view the error message during the synchronization of data. The sample log is shown below.

Important: The QuickBooks program should always be open and running normally.

```
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.do_connectionError() : *** Calling connectionError() with following parameters:(wcTicket="42d9d46-ba7b-4bf4-892e-a16e3ab730ba")>Qresult="0x8004008"><message="Could not start QuickBooks.">
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.do_connectionError() : Received from connectionError() following parameters:(tryAgain="")
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.OpenConnection() : Connection retry #10
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.OpenConnection() : Received another company file from application to try again. Company file name received = <">
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.OpenConnection() : Connecting to QuickBooks...
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.handleAllOtherError() : QBWC1013: Error connecting to QuickBooks. Returning error message to application.
Could not start QuickBooks.
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.do_connectionError() : *** Calling connectionError() with following parameters:(wcTicket="42d9d46-ba7b-4bf4-892e-a16e3ab730ba")>Qresult="0x8004008"><message="Could not start QuickBooks.">
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.do_connectionError() : Received from connectionError() following parameters:(tryAgain="")
20220328.09:01:04 UTC : QBWebConnector.SOAWebService.OpenConnection() : Error connecting to QuickBooks. Maximum connection retries exceeded. Update aborted.
20220328.09:01:04 UTC : QBWebConnector.RegistryManager.setUpdateLock() : HKEY_CURRENT_USER\Software\Intuit\QBWebConnector\UpdateLock has been set to False
20220328.09:01:04 UTC : QBWebConnector.RegistryManager.setUpdateLock() : ***** Update session unlocked *****
20220328.09:01:04 UTC : QBWebConnector.WebServiceManager.DoUpdate() : Update completed with errors. See log (QWClog.txt) for details.
20220328.09:01:04 UTC : UpdateThisScheduledApp() : QBWC1031: Update completed with some error. Application has been notified of the error accordingly. See QWClog for further information.
```

If the synchronization does not progress at a certain moment (for example, at 30%), please check the log file for an error. If there is an error, please restart the QuickBooks program and initiate a new synchronization.



Fixing error QBWC1039

Learn how to fix error QBWC1039 in QuickBooks Desktop.

You might see this error when you connect an app to QuickBooks Desktop using Web Connector. This happens for varied reasons, but don't worry. We'll help you fix it. Visit the links below and follow the applicable steps based on the error message you encountered.

[Error QBWC1039 when connecting the QuickBooks Web Connector to MSPbots](#)

[Fix error QBWC1039](#)

Fix error QBWC1039

SOLVED • by QuickBooks • QuickBooks Enterprise Suite • 3 • Updated July 16, 2021



Learn how to fix error QBWC1039 in QuickBooks Desktop.

You might see this error when you connect an app to QuickBooks Desktop using Web Connector. This happens for varied reasons. But don't worry, we'll help you fix it. Follow the steps based on the specific error message you see.

- ▶ [QBWC1039: If the QuickBooks company data file is not open...](#)
- ▶ [QBWC1039: This application does not have permission to access the QuickBooks company data file...](#)
- ▶ [QBWC1039: Unique OwnerID/FileID pair value required](#)
- ▶ [QBWC1039: Unable to add FileID to company file for this Application](#)
- ▶ [QBWC1039: There was a problem adding the application. Check QBWCLog.txt for details](#)

Quickbooks On-Premise API documentation

If you can't find the data that you need in our prebuilt datasets, please review the following documentation, then send an email to support@mspbots.ai with the business use case for each dataset. Our development team will review it and let you know the ETA of the dataset.

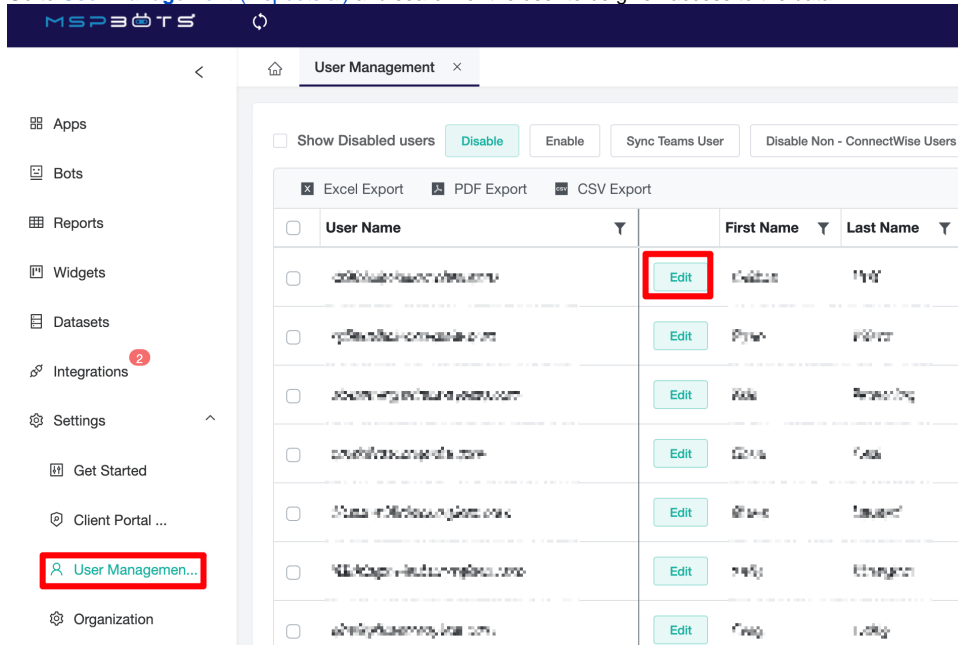
<https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop>

How to Give Financial Access to Other Users

Important: Only the user who linked the Quickbooks API has access to datasets, widgets, and dashboards related to Quickbooks. This user is also the only person who can give other users access to Quickbooks-related assets. Even the admin cannot see the financial data.

Do the following procedure to give other users access to financial data:

1. Go to **User Management (mspbots.ai)** and search for the user to be given access to the data.



2. Click the **Edit** button beside the user's name.
3. Go to **Teams User Mapping** on the Edit window and select **Financial**.

The screenshot shows the 'Edit' user window. The 'Teams User Mapping' section is expanded, showing a list of roles: Admin, User, and Financial. The 'Financial' role is highlighted with a red box.

User Name: greg@mspbots.ai
Email: greg@mspbots.ai
First Name: Greg
Last Name: Healy
Display Name: Greg Healy
Mobile: Mobile
Manager: Manager
Department: greg@mspbots.ai
Status: ☒ Enabled
Message Switch: ☒
Role Config: Admin +2
CW User Mapping: greg@mspbots.ai
Home Channel: Home Channel
Teams User Mapping: Admin, User, Financial (highlighted)
Buttons: Cancel, Confirm

4. Click **Confirm**.

QuickBooks Desktop API Sync List

| | |
|---------------------------|---|
| AccountQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/accountquery |
| CustomerQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/customerquery |
| InvoiceQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/invoicequery |
| JournalEntryQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/journalentryquery |
| BillQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/billquery |
| GeneralSummaryReportQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/generalsummaryreportquery |
| GeneralDetailReportQuery | https://developer.intuit.com/app/developer/qbdesktop/docs/api-reference/qbdesktop/generaldetailreportquery |

FAQ

I get QBWC1039 Error

Please see the MSPbots Help article [Error QBWC1039 when connecting the QuickBooks Web Connector to MSPbots](#) for steps on how to resolve this error.

You may also view other resolutions here: <https://quickbooks.intuit.com/learn-support/en-us/your-books-or-my-company/fix-error-qbwc1039/00/294400#>