

# Troubleshooting QuickBooks Online Sync Errors - Max Character Length

Last Modified on 04/16/2024 10:28 am EDT

From time to time there may be some Sync errors. These are usually east to resolve.

In order to determine if there are any sync errors, navigate to the [Sync Jobs](#) list and click the hyperlink within the Errors column.

ID	DATE	IS FINISHED	ERRORS	CREATED DATE/TIME
118	3/3/2018	☑	<a href="#">4</a>	3/3/2018 02:32 AM
117	3/2/2018	☑	4	3/2/2018 02:34 AM
116	3/1/2018	☑	4	3/1/2018 02:33 AM
115	2/28/2018	☑	4	2/28/2018 02:32 AM
114	2/27/2018	☑	3	2/27/2018 02:32 AM
113	2/26/2018	☑	3	2/26/2018 02:31 AM
112	2/25/2018	☑	3	2/25/2018 02:30 AM
111	2/24/2018	☑	3	2/24/2018 02:35 AM
110	2/23/2018	☑	2	2/23/2018 02:34 AM
109	2/22/2018	☑	2	2/22/2018 02:34 AM

After you click the link you will see a list of errors.

SYNCDetailsID	RECORDTYPE	RECORDTEXT	ERRORMESSAGE
710	Customer	Intuit ID 497	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 507	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 534	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 559	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 594	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID <b>1280</b>	The record cannot be saved as certain fields exceed the maximum character length.

The error is self explanatory but how do you fix it within QuickBooks. Notice the Intuit Id of 1280 is a reference to the customer. Follow these steps.

- Navigate to QuickBooks and open up any customer.
- Change the number in the url (e.g. `nameId = 1280`) and press return. You should not be on the customer.
- Click edit and shorten the Display Name. Use the address or notes fields for extended names.

All Orders Demo

Advance Design & Tooling

Advance Design & Tooling

Edit

### Customer information

Title	First name	Middle name	Last name	Suffix	Email		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Separate multiple emails with commas"/>		
Company					Phone	Mobile	Fax
<input type="text" value="Advance Design &amp; Tooling"/>					<input type="text"/>	<input type="text"/>	<input type="text"/>
*Display name as					Other	Website	
<input type="text" value="Advance Design &amp; Tooling dba Stony Hill &amp; Mountain Access"/>					<input type="text"/>	<input type="text"/>	
Print on check as <input checked="" type="checkbox"/> Use display name					<input type="checkbox"/> Is sub-customer		
<input type="text" value="Advance Design &amp; Tooling dba Stony Hill &amp; Mountain Accessories"/>					<input type="text" value="Enter parent customer"/> <input type="text" value="Bill with parent"/>		

Address | Notes | Tax info | Payment and billing | Attachments

Billing address <a href="#">map</a>				Shipping address <a href="#">map</a> <input type="checkbox"/> Same as billing address			
<input type="text" value="Street"/>				<input type="text" value="Street"/>			
<input type="text" value="City/Town"/>		<input type="text" value="State/Province"/>		<input type="text" value="City/Town"/>		<input type="text" value="State/Province"/>	
<input type="text" value="ZIP code"/>		<input type="text" value="Country"/>		<input type="text" value="ZIP code"/>		<input type="text" value="Country"/>	

Cancel   Make inactive   Privacy   Save

The Order Time accounting integration with QuickBooks Online only supports PLUS & ADVANCED plans at this time.

It **DOES NOT** support Simple Start or Essentials.