

Attention: QuickBooks Desktop Update Issue

Last Modified on 12/05/2022 11:34 am EST

Overview

It has come to our attention that a recent update/patch for QuickBooks Desktop users may break the ability of many apps, such as Order Time, to communicate with QuickBooks.

This issue does not affect users who are connected to QuickBooks Online (QBO)

There is no ETA from Intuit at this time on when a fix is expected to be available.

Due to this we are currently recommending our user base to **NOT** update to the latest patch being offered and to turn off automatic updates within QuickBooks Desktop temporarily.

If you have already updated and are currently experiencing issues with the Order Time Sync Tool being unable to communicate with QuickBooks or crashing you may need to uninstall your current version of QuickBooks and then reinstall it, which in effect will roll back any patches applied since the initial installation.

As this situation has just come to light please check back periodically on this article for updates as it unfolds.

Version Affected

We have located the version which is being affected by this issue. It is **R11_10** as shown below. It is the update from 11/21/2022.

This does not affect all workstations, so some users may be in the clear and not need to make any changes.

Product Information

Product Intuit QuickBooks Enterprise Solutions: Manufacturing and Wholesale 21.0 Release R11P

License number [REDACTED] **ACTIVATED**

Product number **R11_10**

User Licenses [REDACTED]

Installed [REDACTED]

Payroll Service (D) [REDACTED]

SERVICES INFORMATION

AuthID [REDACTED]

Online Billing Token [REDACTED]

Shopping Source Token [REDACTED]

INTUIT ACCOUNT INFORMATION

[REDACTED]

USAGE INFORMATION

[REDACTED]

FILE INFORMATION

[REDACTED]

File Size 1302396 K

Page Size 4096

Total Transactions 184110

Total Targets 1275112

Total Links 603497

Dictionary Entries 199

DB File Fragments 8

Schema version 133.27

Server Port [REDACTED]

Server IP [REDACTED]

Server Name [REDACTED]

of Users Logged In 3

Current Cache Size 1353

Max Cache Size 3421

VERSIONS USED ON FILE

- RB 03/04/2021
- RB 03/24/2021
- V31.0D R6 05/31/2021
- V31.0D R8 11/02/2021
- V31.0D R9 05/04/2022
- V31.0D R10 06/08/2022
- V31.0D R11 11/21/2022**

SERVICES INFORMATION

AuthID [REDACTED]

Online Billing Token [REDACTED]

Shopping Source Token [REDACTED]

INTUIT ACCOUNT INFORMATION

[REDACTED]

INTEGRATED APPLICATION INFORMATION

of apps 6

Last accessed [REDACTED]

CONDENSE INFORMATION

Last run None

Last as of date None

Last payroll deleted None

Last inventory deleted None

List Information

[REDACTED]

Free Memory 4194303 K

LOCAL SERVER INFORMATION

Hosting: Off [REDACTED]

Initial Cache 514 [REDACTED]

Cache 1028 [REDACTED]

DB Engine version 17.0.4.2182

Buttons: OK, Review last Verify / Rebuild

This issue does not affect users who are connected to QuickBooks Online (QBO)

If you are currently experiencing this issue and cannot sync, please don't hesitate to reach out to support@ordertime.com.

We apologize for any inconvenience caused by this issue.