

QuickBooks Desktop Sync Issue - Connector is Stuck

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Overview:

The customer is having an issue with Quickbooks Desktop appearing to be slow / sluggish in its response to sync'ing data between OrderTime and Quickbooks Desktop.

Issue:

The Sync Job seems to be taking too long.

Solution:

Customer needs to open up the OrderTime Quickbooks Desktop Configuration settings and follow the instructions below to reset the status and restart the sync job.

- Open the Connector
- Click Edit Settings
- Click Reset Status
- Click Yes to confirm
- X out of the form
- You should see you Sync Job start, if not click Start Now.

Order Time - QuickBooks Connector

Progress

Status: Waiting for valid configuration...

Next Sync: Not Configured

Start Now

Order Time QuickBooks Request Processor
1.0.0.21

View Log **Edit Settings** **Quit**

Connection Setting

Enter your OrderTime API Key

Enter your OrderTime Email

Select your QuickBooks File **Browse**

Test Connection **Connection must be tested** **Save**

Reset Status