

Troubleshooting Integrator Problems

[Quickbooks Desktop](#)

[Quickbooks Online](#)

Quickbooks Desktop

Error Messages

Problem:

There is no Quickbooks item associated with the following Sales Group: xxxxx

Solution:

- You need to go to the Line Items tab of the [Integrator Setup](#) and make sure that the Sales Groups from FastManager are all linked to existing Quickbooks Line Item codes

Problem:

There is no valid tax type associated with the tax code: xxxxx

Solution:

- You need to go to the Sales Tax tab of the [Integrator Setup](#) and make sure that the Tax Codes from FastManager are correctly linked to the corresponding Tax Items from Quickbooks.

Remember that the percentage must be the same for the corresponding tax codes!

Other Errors and Problems

Problem:

After upgrading Quickbooks or otherwise changing the installed version of quickbooks, you get an error that the Integrator cannot connect to Quickbooks

- for example: 'Error 20607'

Solution:

Force a “reconnect” between the 2 programs by following these steps:

- In Quickbooks, go to 'Edit → Preferences → Integrated Applications'

- Remove the 2 entries called 'Unnamed Application' and 'FastManager'
 - Close Quickbooks
- Check the lower-left corner of the FastManager program window for the location of your company database. Make a note of that path.
 - Close the Integrator and close FastManager
 - In the FastManager data folder (the path that you noted down before), there is a file called 'QBSetup.xml'
 - DELETE this file
- Now open Quickbooks and login with the "Admin" account, in single-user mode
 - Open FastManager and login with a user that is a member of the "Owner" group
 - Open the Integrator
 - You should get a prompt from Quickbooks asking for permission to connect.
 - Select: 'Yes, whenever this company file is open' (and confirm again in the following 2 prompts)
- You may need to go through the Integrator 'Setup' and 'Preferences' to verify that all your settings are still there, or enter them again if they are not.

Frequently Asked Questions

Can I re-export an Invoice that no longer shows up on the list of Invoices to be exported?

- (for example: if the Invoice was accidentally marked as *SENT*, but was never actually exported to Quickbooks)?

Answer:

- Yes.
 - Use the Filter button to select Show if exported (DESELECT: Show if not exported) to display a list of all the Invoices that have already been exported
 - Then from the Select button choose: Deselect all
 - Now check the box next to the Invoice/s you want to re-export
 - Click on Run -> Mark as NOT sent
 - Set the Filter back to Show if not exported
 - click on Refresh Grid
- Your Invoice is back on the list and ready to be exported again!

What if the detail on the Invoice in FastManager has changed, AFTER the Invoice has already been exported to Quickbooks?

- In this case, you will have to manually edit the Invoice in Quickbooks.

Quickbooks Online



INCOMPLETE

Error Message: 'A Business Validation Error Occurred'

Cause:

Solution:

From:

<https://docs.fastmanager.com/> - **FastManager Help Manual**

Permanent link:

<https://docs.fastmanager.com/troubleshooting/integrator>

Last update: **2020/11/09 09:03**

