

Unable to connect to QuickBooks

There are 3 main reasons the Trxlink Agent cannot connect to your QuickBooks.

Is the Trxlink Agent (sync tool) installed on a computer?

If no, please continue to the next slide

My Agent is installed on a COMPUTER

1. Is the computer **ON** and **connected** to the internet?

- a. If the computer isn't running then the Trxlink Agent application cannot sync.

2. Is QuickBooks in **multi-user mode**?

1. If QuickBooks is logged in **single user mode** then QuickBooks will block any syncing from 3rd party applications. For the Trxlink Agent to sync your QuickBooks must be in multi-user mode.

3. Are there any **dialog boxes** open in QuickBooks?

1. If there are any dialog boxes open in QuickBooks then QuickBooks will block any syncing from 3rd part applications.
2. Examples: **QuickBooks Error messages**, **Bank feeds**, **Upgrade pop-ups**, **Pop-ups requesting backup your QuickBooks file**, etc.

Is the Trxlink Agent (sync tool) installed on a server?

My Agent is installed on a SERVER

1. Is the server **ON** and **connected** to the internet?
2. Is the server user profile "**locked**" or "**logged out**"?
 1. If the Agent is on a server, the profile needs to be **locked** so that the application will still run. Due to the Trxlink being an application if the profile is **logged out** then the will not be able to run (sync).
3. Is QuickBooks in **multi-user mode**?
 1. If QuickBooks is logged in **single user mode** then QuickBooks will block any syncing from 3rd party applications. For the Trxlink Agent to sync your QuickBooks must be in **multi-user mode**.
4. Are there any **dialog boxes** open in QuickBooks?
 1. If there are any dialog boxes open in QuickBooks then QuickBooks will block any syncing from 3rd part applications.
 2. Examples: **QuickBooks Error messages, Bank feeds, Upgrade pop-ups, Pop-ups requesting backup of your QuickBooks file**, etc.

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Do More With QuickBooks

- Get Free Workers Comp Quote
- Order Labor Law Posters
- Order Checks & Supplies
- Promote Your Business
- See Funding Options

VENDORS

Purchase Orders

Receive Inventory

Enter Bills Against Inventory

See Funding Options

Enter Bills

Sales Orders

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Enter Time

Turn On Payroll

COMPANY

Manage Sales

Chart of Accounts

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BANKING

Record Deposits


Reconcile

Refunds & Credits

Write Checks

Check Register

Print Checks



Tip: In order for the Trxlink Agent to sync automatically the computer/server where the Agent is installed **MUST** remain logged in and running in order for the application to sync.

Instructions: Once the Agent is up and running again on the computer/server. You may run the sync manually to make sure that it syncs properly.

Trxlink Agent (V-2.7.0...)

Restart Setup

Service Status

Autosync

Run Pause

Sync Now

Synced 3/29/2018 at 2:59 PM

Thank you!

If you have any questions please contact us:
support@trxlink.com