QuickBooks Desktop Errors

CLIENT & SITE SYNC ERRORS		
Error	**Cause**	**Fix**
There are no records in QuickBooks with the Customer Name <<WORK Client Name>>.	No match in WORK Client Name to QuickBooks Customer Name	Please change the name in WORK or QuickBooks records to ensure there is a unique match and synchronize again.
There are multiple records in QuickBooks with the Company Name <<WORK Client Name>>.	1 WORK Client Name matches Multiple QuickBooks Customer Names	
Cannot create more than one record in QuickBooks with the same Customer Name <<WORK Client Name>>.	In WORK Duplicate Client setting is currently enabled. Two client records exist in WORK with the same name.	Please change the name in WORK to ensure there is a unique name for each and synchronize again.
The Client record has an unknown State <<QuickBooks State Value>> for Country <<QuickBooks Country Value>> OR <<WORK Company Details Country>>	<<WORK Company Details Country>> is used if the QuickBooks Customer record has a missing or Invalid Country value and a default has been applied from the WORK Company Details.	Please add a State to the QuickBooks record or enable the 'Use default State' in the WORK Sync settings and synchronize again.
This entry can only contain 41 characters. Please rename the Site in WORK	WORK Site Exceeds QBD Character Limit	Rename the Site in WORK to be under 41 characters.
Multiple Sites have the same name "<site name>" for the WORK Client "<client name>". Please rename the affected Site(s) in WORK	Duplicate Sites exist in WORK	Rename the Site Names in WORK to be unique.
Cannot find information in QuickBooks Job "<job name>" for State or Country (or both). Please enter this information in QuickBooks.	Country/State fields are mandatory in WORK. These are not mandatory for QBD.	Please add a State/Country to the QuickBooks Job record or enable the 'Use Client state/country when creating Clients Sites in Fleetmatics WORK' in the WORK Sync settings and synchronize again.
The QuickBooks Job record has an unknown State <state> for Country <country>. Please enter a valid State in QuickBooks	QuickBooks Desktop allows a mismatch of State vs Country in a Job record.	Enter a valid State for the QuickBooks Desktop Job in QuickBooks.
INVOICE SYNC ERRORS		
Error	**Cause**	**Fix**
Invoice <<WORK Invoice No>> for <<WORK Client Name>> matches multiple Invoices in	1 WORK Client Name & WORK Invoice Number Match One or Multiple QuickBooks Customer	Please change the Invoice number on this record or delete the duplicate records in

QuickBooks with the same Invoice Number and Client Name.	Names & Multiple QuickBooks Invoice Numbers	QuickBooks and synchronize again.
There are multiple tax rates linked to this Invoice. Only one tax rate can be assigned to an Invoice in QuickBooks.	In QuickBooks, an Invoice can only have one Tax Rate.	Please change the tax rates on the Invoice in WORK to ensure all tax rates are the same and synchronize again.
The 'Do you charge sales tax?' setting has been set to "No" in QuickBooks but there are tax rates linked to this Invoice record in WORK.	The Sales Tax setting has been disabled in QuickBooks.	Please change the 'Do you charge sales tax?' setting in QuickBooks to "Yes" to sync the Invoice with tax rates to QuickBooks. Or, turn off the 'Using Sales Tax' setting in the WORK Sync settings to sync the Invoice without tax rates to QuickBooks.
There was a problem synchronizing this Invoice to QuickBooks. The Books have been Closed in QuickBooks for this period	An Invoice is being synced to QuickBooks. The Invoice date falls within a period that is closed in QuickBooks and updates cannot be made within that period without a password.	Please Reopen the Books for this period or manually update the Invoice information in QuickBooks.
Error: The Client for this Invoice failed to Sync.	Invoice sync failure due to an issue with the linked Client Record	Please review any additional errors related to the Client of this Invoice. When the Client issue is resolved to try to Sync again.
PAYMENT SYNC ERRORS		
Error	**Cause**	**Fix**
Error: The Invoice for this Payment failed to Sync.	Invoice sync failure due to an issue with the linked Client Record	Please review any additional errors related to the Invoice of this Payment. When the Client issue is resolved to try to Sync again
There was a problem synchronizing this Payment to QuickBooks. The Books have been Closed in QuickBooks for this period.	A Payment is being synced to QuickBooks. The Payment date falls within a period that is closed in QuickBooks and updates cannot be made within that period without a password.	Please Reopen the Books for this period in QuickBooks and Sync again or manually update the Payment information in QuickBooks.
GENERAL SYNC ERRORS		
Error	**Cause**	**Fix**
Exceed Client/Site Records	Unable to sync existing Clients and Sites (if enabled) between QuickBooks and Work if the	The integration is still enabled at this point and will facilitate a

	number of Clients and Sites exceeds the maximum of 10,000 records.	"Continuous Sync" of the following: • 2-way sync of Clients between WORK and QuickBooks. • 1-way push of Invoices and/or Payments from WORK to QuickBooks. Any records that are newly created/updated will be included in the Continuous Sync.
Error Code: <<Error Code>> Error: <<Error Message>>	Various causes. Refer to the error code and error message for an explanation.	See QuickBooks Error Codes*(link below) for a full list of errors.
Network Issue	QuickBooks Sync has been disabled due to a network connection issue.	Please check your network connection. For further assistance with this error please contact Customer Support**(link below).
Error: Unable to authenticate with WORK.	There was a problem connecting to WORK. Please check your WORK login is valid and try to synchronize again.	Check the QuickBooks Sync application and re-enter a username and password if prompted. or Restart the QuickBooks sync application.
QuickBooks Sync has been disconnected	Access has been revoked in QuickBooks. Access to the QuickBooks Desktop Integration has been revoked in WORK. The QuickBooks subscription has expired. The QuickBooks company file has been disabled.	For further assistance with this error please contact Customer Support*(link below).

There was a problem syncing existing Clients and Sites (if enabled) between QuickBooks and WORK.	The QuickBooks Sync application was closed before the setup process could be successfully completed.	You will need to re-run the setup process again. Click Continue to re-run setup. For further assistance with this error please contact Customer Support*(link below).
Error: Unknown Error	General Error/ general database error. To catch unhandled scenarios. If examples occur will need to be investigated on a case by case basis.	For further assistance with this error please contact Customer Support*(link below).

*QuickBooks Error Codes

*Customer Support