QuickBooks Online Errors

CLIENT & SITE SYNC ERRORS		
Error Message	**Cause**	**Fix**
There are multiple records in QuickBooks with the Company Name <<WORK Client Name>> and Email <<WORK Email>>.	One or many Client Names & Emails in Work matches one or many Company Names & Emails in QuickBooks	Please change the name and/or email on the 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>>.	One or many Client Name(s) in Work matches Many Company Names in QuickBooks	Please change the name on the Work or QuickBooks records to ensure there is a unique match and synchronize again.
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	Please rename the affected Site(s) in Work.
Error: State is missing or has an Invalid value.	Unable to sync a client record to Work if the State field is missing or invalid value.	Please enter a valid State in QuickBooks.
Cannot find information in QuickBooks Sub-Customer "<sub-customer name>" for State or Country (or both). Please enter this information in QuickBooks.	Sub-Customer is missing State, Country or Both in QuickBooks Online.	Fill in State, Country or Both in QuickBooks Online.
The QuickBooks Sub-Customer record has an unknown State <state> for Country <country>. Please enter a valid State in QuickBooks.	QuickBooks Online allows a mismatch of State vs Country in a Sub-Customer record.	Please enter a valid State in QuickBooks.
Invalid String Length	Your Company Name exceeds the character limit supported by the integration.	Please edit Company Name and limit to 50 characters including spaces.
This entry can only contain 100 characters. Please rename the Site in WORK.	Work Site Exceeds QuickBooks Online Character Limit	Please rename the Site in Work.
Invalid Email Address Format	The Email Address for the record does not conform to the syntax rules supported by the integration.	Please ensure Client/Customer emails adhere to a standard text@example.com format.
Error: Creation/Update for matches between Work and QuickBooks failed.	The integration process fails at the point of creating/updating records in QuickBooks/WORK.	Try to connect again and synchronize manually.

		For further assistance with this error please contact Customer Support**(link below).
Error: Generic Database Error	Nonspecific database errors when reading or writing data.	Please check to ensure that WORK-required fields "Company Name" and "Street 1" are filled-out in QuickBooks. For further assistance with this error please contact Customer Support**(link below).
OnboardingStatus.Failed (QBO revoked or unknown error)	There was a problem syncing your existing Clients and Sites (if enabled) between QuickBooks and Work. The QuickBooks Sync cannot proceed.	The integration is still enabled at this point and will facilitate a "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 For further assistance with this error please contact Customer Support**(link below).
INVOICE SYNC ERRORS		
Error Message	**Cause**	**Fix**
Invoice <<WORK Invoice No>> for <<WORK Client Name>> matches multiple Invoices in QuickBooks with the same Invoice Number and Client Name.	One Work Client Name & Work Invoice Number Match One or Multiple QuickBooks Customer Names & Multiple QuickBooks Invoice Numbers	Please change the Invoice number on this record or delete the duplicate records in QuickBooks and synchronize again.
Error: The Client for this Invoice failed to Sync.	Invoice synchronization failed due to the sync of the Client associated with the Invoice failing with an error.	Check the Client name that is linked to this Invoice and look for an associated error in the Error Log for this Client. Resolve the issue with the Client record then synchronize again.
Error: The Invoice for this Payment failed to Sync.	Payment synchronization failed due to the sync of the Invoice associated with the Payment failing with an error	Check the Invoice that is linked to this Payment and look for an associated error in the Error Log for this Invoice.

		Resolve the issue with the Invoice record then synchronize again.
Error: Searching for matches between WORK and QuickBooks failed.	The integration process fails at the point of matching updated items to items in QuickBooks/Work.	Try to connect again and synchronize manually. For further assistance with this error please contact Customer Support**(link below).
PAYMENT SYNC ERRORS		
Error Message	**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
GENERAL SYNC ERRORS		
Error Message	**Cause**	**Fix**
Exceed Client/Site Records	Unable to sync existing Clients and Sites (if enabled) between QuickBooks and Work if the number of Clients and Sites exceeds the maximum of 10,000 records.	The integration is still enabled at this point and will facilitate a "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: Unable to Authenticate with QuickBooks	Unable to sync due to an Authentication issue with your QuickBooks Online account.	Please make sure you're using the correct Username and Password for QuickBooks. You can verify you are using the correct credentials by logging onto your QuickBooks Online account.
Error: Failed to find the list of recently updated records.	The integration process fails at the point of getting a list of all updated items.	Try to connect again and synchronize manually. Contact QuickBooks for updates and resolution

Error: Unknown Error	A handled error but does not match specific error message.	Try to connect again and synchronize manually. For further assistance with this error please contact Customer Support**(link below).
Error: QuickBooks is currently offline due to maintenance	Unable to sync as QuickBooks online is currently down for maintenance.	Try to connect again and synchronize manually. Contact QuickBooks for updates and resolution.
QuickBooks Sync has been disabled due to a network connection issue.	Unable to connect to QuickBooks due to no network connection.	Please check your network connection. QuickBooks Sync will be automatically re-enabled once the issue has been resolved. For further assistance with this error please contact Customer Support**(link below).
QuickBooks Online Integration has been disconnected	Possible causes of this issue include: • There has been an authentication issue with QuickBooks • Access has been revoked by QuickBooks • The QuickBooks subscription has expired • The QuickBooks company file has been disabled	You can try to reconnect to your QuickBooks account to check if issue is resolved. For further assistance with this error please contact Customer Support**(link below). Please note: This integration supports QuickBooks Online' s U.S. version only. Learn more about our QuickBooks integrations, including QuickBooks Desktop, here."

*QuickBooks Error Codes

*Customer Support