

# PivotNexus for QuickBooks Desktop

# Connecting PivotNexus to the QB Web Connector

## Introduction

PivotNexus, like other cloud applications, connect to QuickBooks Desktop using the QuickBooks Web Connector. This document describes how to connect PivotNexus to the Web Connector.

#### **Preconditions**

Before proceeding the following must be in place.

- 1. You have Installed the QuickBooks Web Connector program.
- 2. You have the login credentials for an Integration Administrator user for your PivotNexus entity.
- 3. You can log into QuickBooks as an Administrator in Single-User Mode.

## Downloading the QWC File from PivotNexus

The process begins by downloading the QuickBooks Web Connector or "QWC" file from PivotNexus. This file provides the Web Connector detail about how to connect with PivotNexus including authentication to access PivotNexus. Part of this authentication is creating a password. Later, you will upload this QWC file into the Web Connector, and then enter this password to complete the authentication between the Web Connector and PivotNexus.

Here are the steps.

- 1. Open Google Chrome.
- 2. Log into PivotNexus as a Company Integration Administrator.
- 3. Navigate to App Connection.



<b>pivot</b>		👤 🦉 Welcome Samantha Stender 🚽 Switch 📲 Looput Get H
App Connection		
Dashboard	Application Connection	
Job List	Click Connect to Connect to Dynamics 365 Business Central	Click Connect to Connect to QuickBooks Desktop
Manage Transactions		
App Connection	Business	
C Manage Lookups	Central	
Manage Validation Table		
Q Manage Account Lookup Tables	Connect to Connect to QuickBooks Online	Connect
Q Manage List Items		
o		
	Connect	

- 4. Click Connect to QuickBooks Desktop.
- 5. This opens the **Conect to QuickBooks Desktop** company dialog.

Ledger ID	Company File Full Path	Download
North Bend Cons	Download	
North Bend Cons	Download	
Monroe Group		Download
Kent Managemer	1'	Download

Download a QWC file for each company file.



- 6. You will need to retrieve the exact Company File Name in QuickBooks.
  - 1. Press the Function and F2 keys to display the Product Information dialog.
  - 2. Highlight your Company File name, not including the ".QBW" and copy to your clipboard

		P	roduct Information		×
Product QuickBook	s Desktop Pro 2018	Release R17P			
License number Product number User Licenses Installed	Sample License Nu 578-418 1 07/02/2018	umber A	ACTIVATED R17_19	SERVICES INFORMATION AuthID Company Realm ID Online Billing Token Shopping Source Token INTEGRATED APPLICATION	INFORMATION
USAGE INFORMATION Date First Used 0	7/02/2018	Number of Uses	5 710	# of apps Last accessed 07/2	3 29/2022 07:32:00
FILE INFORMATION Location C:\Users\P Do Not Copy	ublic\Documents\In any File Name .qb Copy Do	tuit\QuickBooks\ W <b>o Not Copy</b>	Company Files	CONDENSE INFORMATION Last run Last as of date Last payroll deleted	None None None
File Size Page Size Total Transactions Total Targets Total Links Dictionary Entries DB File Fragments Schema version Server Port	19344 K 4096 198 472 15 0 6 121.35 55378	V28.0D R6 07/0 V28.0D R12 09, V28.0D R17 04,	05/2018 /18/2019 /05/2021	List Information Total Accounts: 63 Total Names: 59 Customers: 33 Vendors: 26 Employees: 0 Other Names: 0	
Server IP Server Name # of Users Logged In Current Cache Size Max Cache Size	10.0.0.172 QB_DENISE-PC_ 1 513 1024	_28		Free Memory	4194303 K
LOCAL SERVER INFOR	MATION				
Hosting: Initial Cache Cache	local files only 512 1024	Server IP Server Port Server Name	10.0.0.172 55378 QB_DENISE-P0	DB Engine version	17.0.4.2182
			ок	Review last Verify / Re	ebuild



- 7. In PivotNexus, paste the Company File name into the "Add LedgerID to the List" field and click Add.
- 8. For each company file, do the following:
  - Click the <u>Download</u> link.
  - Leave the "QBW Full Path" field blank.
  - Enter "Welcome123" as the password and confirm

ckBooks Desktop		Click Connec	t to Connect	
Elite Infrastru	cture LLC	×		
QBW Full Path				
Password	•••••	×		
Confirm Password	•••••	ż		
Download				
-				

- Click the **Download** button.
- Store the PivotNexus, QWC file to your computer.

You are now ready to set up the QuickBooks Web Connector.



# Setting Up the QuickBooks Web Connector

Now that you have downloaded the QuickBooks Web Connector or "QWC" file, the next step is setting up the QuickBooks Connector to connect and synchronize with PivotNexus. You do this from QuickBooks.

# Upload the PivotNexus QWC File

First, you will upload the PivotNexus, QWC file, and authorize it to access your QuickBooks company file.

Here are the steps.

- 1. Start **QuickBooks** on your computer.
- 2. Log in as <u>Administrator</u>.
- Open the company file you want to connect in Single User Mode.
  ! NOTE ! Be sure this is the ONLY company file open.
- 4. Launch the Web Connector by selecting from the File menu the Update Web Services item.
  - If on the latest version of QuickBooks, you may need to select **File**, **App Management** and then **Update Web Services**.



- This launches the Web Connector application.
- 5. In the Web Connector window, click the Add Application button in the lower right-hand corner.





- This opens the **Select a .QWC file** dialog.
- 6. Browse your computer to find the QWC file you downloaded earlier <u>that is associated to the</u> <u>QuickBooks company file currently open</u> in Single-User Mode.
- 7. Select this file and click Open.
  - This opens the Authorize New Web Service dialog.

👩 Auth	orize New Web Servi	ce			-		×
		A web-based through the G	l applicatio JuickBook	n is requesting acc s Web Connector.	cess to Quickl	Books data	3
	90-ti	Application Ir Nar Service Ho Descripti	nformation me: <b>Consu</b> ost: pivota on: Synch Consu	nexus I o quicka altinn oplications.com ronize Mercer Holo lting	fings-North Be	up-nunun nd	DETILI
100		Support UF	RL: <u>https:/</u>	/pivotapplications.	com/nexusqbo	dsupport	
		Web Security Name: Expires: Issuer:	v Certificat <b>pivotaj</b> 9/29/20 Let's En	e Information oplications.com 18 12:30:14 AM crypt Authority X3			
	[	QuickBooks Search for in	Solutions M formation a	farketplace about this applicati	on on the		
		QuickBooks	Solutions N	farketplace			
	Access to QuickB	ooks may ir	clude rea	ading and modify	ing sensitive	QuickBool	ks data
	Be sure that you int trust the provider. A file on behalf of this Set permissions can beyond the permissi	ended to gran When the Wo application g efully, Intuit c ons granted i	nt this web eb Connec you will be annot con in that dial	application acces for first accesses prompted for perr trol the data excha 29.	is to QuickBoo your QuickBoo nission again anged with Qu	oks and th oks Compa by QuickB uickBooks	at you any ooks.
	Make sure Quick	3ooks is run	ning and	has the correct o	company file o	pen, then	
	Click OK to grant th	is web servic	e access	o QuickBooks, oth	herwise click C	Cancel	
	-	OK		Cancel			

- 8. Click **OK** to grant **PivotNexus** access to the QuickBooks company file.
  - This opens the QuickBooks Application Certificate dialog.
- 9. Here, you will select what type of access to the indicated company file you want to grant PivotNexus. Select the third option, **Yes, whenever this QuickBooks company file is open**.





10. Click **Done** on the **Access Confirmation** dialog.

This completes authorizing PivotNexus to access for this company file.



# Synching the Web Connector with PivotNexus

Lastly, you will authenticate the Web Connector to access PivotNexus, and then synchronize PivotNexus with the company file. You will do this individually with each company file.

Here are the steps,

1. After completing the Access Confirmation, the **PivotNexus** application will appear in the list of authorized applications in the Web Connector.



- 2. In the **Password** field, enter Welcome123 and press Enter on your keyboard.
- 3. Click Yes, to confirm saving the password.
- 4. Uncheck the **Auto-Run** checkbox.
- 5. Select the checkbox for **PivotNexus** (If you have multiple company files, be sure to check the correct company file you have open).
- 6. Click Update Selected.



7. This will initiate the synchronization between PivotNexus and the company file.

This completes the setup of the Web Connector for PivotNexus.

#### Repeat all steps for each QWC and associated company file.

**! NOTE !** Be certain to close the previous company file and open the company file you want to connect to a QWC file. Always double check the company file open in Single-User Mode is the correct company file associated to the QWC file you are adding to the Web Connector

## Running the QuickBooks Web Connector – Company File Must Be Open

You must run the Web Connector individually for each company file with that company file open.



# How to Add the Web Connector Sync to an Additional QuickBooks User

Proceed with Downloading the QWC file steps 1-8 on Pages 1-3 above

Once the Download steps are complete, the QuickBooks Web Connector will need a unique combination of Owner ID and File ID on the downloaded file. To update this, follow the steps below.

- In your Documents Folder, locate the correct .QWC file
- Right-click the file and **Open** the file in Notepad or similar text-editor
  - Note If unable to right click on the file, please click on the line once to highlight. Then click on Home and the arrow next to the Open. Click Choose another app, then select Notepad.

	🦊   🗹 📜 🖛   Do	wnloads	5												
	File Home	Share	View												
	Pin to Quick Copy Pa access	aste	Cut Copy path Paste shortcut	Move to *	Copy to •	Delete Rename	New folder	唱 New 한 Easy	item ' a)	Notepac	he Microsoft St	en 🕶	Seli Seli	ect all ect none ert selectior	1
	Clipb	oard			Orga	anize		New		<u>C</u> hoose	another app		5	elect	
	← → • ↑ ◀	> Thi	s PC > Downlo	bads							~	Ü	۶,	Search	Downloa
	🖈 Quick access	^	Name				Dat	e modifie	éd		Туре		Siz	.e	
	E. Desktop	*	V Yesterday (2	)											
~	Downloads	*	Pivoti	er Holdin Nexus fo	igs-Nor r QuickE	th Bend Consulti. Books Desktop A.	. 8/3/ 8/3/	2022 10: 2022 10:	12 AI 04 AI	M	QWC File Microsoft W	ord [	)	1 KB 1,212 KB	
0	Documents														

- **Change the last character** of the "OwnerID" line (for example, if the last character is "B", change it to "C")
- **Change the last character** of the "FileID" line (for example, if the last character is "8", change it to "9")
- Save the file

Proceed with uploading the QWC file in QuickBooks following the steps on Pages 3-6.

Ensure the QuickBooks Web Connector sync password matches on all users – original and newly connected.



# **OwnerID/FileID Error**

You may receive an error relating to the "OwnerID/FileID" values when installing the Web Connector.

## Resolution

To resolve the "OwnerID/FileID" error, follow the steps below.

- 1. Close the error dialogue box
- 2. Open your file explorer and navigate to where the QWC file is located (usually your Downloads folder)
- 3. Right-click the file and Open in Notepad or a similar text editor
- 4. Change the last digit of the string in the OwnerID and FileID rows
  - For example, update "B" character to "C" or "8" to "9"
  - Do not change the text in the carrots at the end (</OwnerID>)
  - Note the error relates to the requirement that the OwnerID/FileID values must be unique - this is why we can get past the error by simply changing a character in each string
- 5. Save the file
- 6. Continue reinstalling the application, starting at the "Upload PivotNexus QWC File" section above

# **Parsing Error**

In some cases when installing the Web Connector application, you may receive an error relating to the character values of the Company File Name. In most cases, this is related to an & (ampersand) character in the Company File Name.

## Resolution

Open the QWC file in a text editor such as Notepad. Replaced the references to "&" to "&".

Example below:

Original Reference:	<appname>PivotNexus – Sales &amp; Marketing, LLC</appname>
Replaced with:	<appname>PivotNexus - Sales &amp; amp; Marketing, LLC</appname>

#### Characters that need to be escaped (to obtain a well-formed XML document):

- The < must be escaped with a &lt; entity, since it is assumed to be the beginning of a tag.
- The & must be escaped with a & entity, since it is assumed to be the beginning a entity reference
- The > should be escaped with > entity. It is not mandatory -- it depends on the context -- but it is strongly advised to escape it.
- The ' should be escaped with a ' entity -- mandatory in attributes defined within single quotes but it is strongly advised to always escape it.
- The " should be escaped with a " entity -- mandatory in attributes defined within double quotes but it is strongly advised to always escape it.



# Removing PivotNexus from the QB Web Connector

# **Before Proceeding**

This section explains how to disconnect PivotNexus from the Web Connector.

The following must be in place before continuing.

- 1. You have the machine the Web Connector is installed on (ideally).
- 2. You can log into QuickBooks as an administrator in single-user mode.

## **Unsyncing PivotNexus**

**Remove Application:** 

- 1. Start **QuickBooks** on your computer.
- 2. Open the company file you want to disconnect and log in as an Administrator.
- 3. Switch to Single User Mode.
- 4. Click Edit.
- 5. Click Preferences.
- 6. Click Integrated Applications.
- 7. Click **Company Preferences**.
- 8. Select the PivotNexus application you wish to disconnect.
- 9. Click Remove.
- 10. Click Yes.
- 11. (Repeat this process for all web connector applications you need to remove. Be sure to only have open the single company file associated to the application you wish to remove.)

oppartment 🔗 Home	Policece		
Accounting Ses Calender Checking Dealtop View France Charge	the Preferences  Compares Pro-  Transactions that any  You can manage all applications that  Gord allow any applications to any  Gord allow any applications  Gord allow an	gléaton nut - JAIB Group H112FJ (34 112° ben "SPIKEFLIGHT VICRUS NJ28PK (34	
Servers Inserver & Expension Inserver & Expension Inter & Expension Payments Payments Reports & Engelsy Reports & Engelsy Inservers Reports & Engelsy Inter & Conformers Inter & Conformers	Andrews Lancescow (1973)   Previous  Previous 24804 (1973)   Previous  Previous 24804 (1974)   Previous  Previou	Ganarat Barkis Connection	
lates Tex Isarch and Forms arvice Connectory culture	Clasm shout applications that integrate with Galcobiose		