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## Construction Application for Payment Solution - QuickBooks Connection Errors

Below are common errors that you could encounter when Construction Application for Payment Solution attempts to connect to your QuickBooks file. These messages would occur during installation, when the program prompts you to open the QuickBooks file, OR after you have installed the program, and from the File menu -> Application for Payment, entered dates or invoice numbers to retrieve, and then clicked on the OK button.

Unsupported version of QuickBooks detected - program ending, OR 6 is an unsupported version of QuickBooks, OR 7, 8, 9, 10, etc. is an unsupported version of QuickBooks. Program Ending.

You have updated to a new version of QuickBooks without installing the "compatibility" update. We do notify our customers via email, when such an update is available. You may obtain this update from the Web Service Center, which is accessed within, from the CAPS Help Menu, and choosing, Check for Updates. The Web Service Center contains complete step-by-step instructions for updating your current program.

**QuickBooks 200? file could not be opened. QuickBooks Error Code: 80000????.** QuickBooks Error Description: ??????????. Please correct the problem and try again.

???s will contain specific data and error codes. To locate a resolution to the specific error you are encountering, type the error code number into the *Search* box of the support site.

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Currently, there is a problem in the conversion of older QuickBooks files to QuickBooks 2006-2011 Pro and Premier, as well as, Enterprise 6.0-11.0, regarding integrated application permissions. The problem is that QuickBooks does not allow the *"Integrated Application"* to login automatically to the QuickBooks file when QuickBooks is closed, even though the proper permission settings are setup in the QuickBooks->Preferences->Integrated Application section. There are 3 solutions to deal with this problem.

**Before converting your file to a new version of QuickBooks**, you should remove all Integrated Applications from the QuickBooks Integrated Applications Preferences. To do this, login to QuickBooks as the Administrator in Single User Mode, and then choose Edit->Preferences->Integrated Applications->Company Preferences tab. Highlight and remove each and every application. *Remember to be logged in as the Administrator when integrated applications first connects to your QuickBooks file, after you have upgraded your data file to the new QuickBooks version, in order to grant the application permission to access the file.*

**If your QuickBooks file has already been converted**, there are 2 procedures that should solve this problem.

1. Logged into QuickBooks, as the Administrator (Admin) in single user mode:  
Choose Edit->Preferences->Integrated Applications->Company Preferences Tab,  
Highlight "Construction Application for Payment Solution", and click "Properties"  
Uncheck the box to "Allow this application to login automatically"  
Click "OK", then "OK" again.
2. Now, we can return and reset the properties, and it should work.  
Choose Edit->Preferences->Integrated Applications->Company Preferences Tab  
Highlight "Construction Application for Payment Solution", and click "Properties"  
Check the box to "Allow this application to login automatically"  
Select a user with sufficient privileges, if you have setup users  
Click "OK", then "OK" again.

**If the above two procedures do not work:**

1. Backup your QuickBooks data file
2. Determine the name and folder that your QuickBooks file is in. This can be determined by pressing CTRL-1 (NOT the numeric keypad 1) in QuickBooks
3. Close QuickBooks

4. Open "My Computer" *or* "Windows Explorer", and browse to the folder where the QuickBooks file (???.QBW) file is located
5. Create a folder named "Backup" (File Menu->New->Folder)
6. Select all files, **EXCEPT** the .QBW file and those that have the same name as the .QBW file (i.e. if the file is foo.QBW, then select foo.QBW.TLG, foo.lgb, ect.). To select a file, hold down the Control (CTRL) key, and click each of the files with your mouse
7. **MOVE** the selected files to the "backup" folder you created in Step 5. To move the files, click on a highlighted file, and drag it to the "backup" folder
8. Start QuickBooks
9. Open the company file
10. Choose Edit->Preferences->Integrated Applications->Company Preferences Tab
11. Remove the application or applications
12. Close the Preferences dialog boxes
13. Connect with your 3rd party application; **DO NOT** specify that QuickBooks should allow the program to login automatically as a specific user, at this time
14. Close the integrated application
15. Start QuickBooks, login as the Administrator, and switch to Single User Mode, then choose Edit->Preferences->Integrated Applications->Company Preferences Tab
16. Find your application, choose Properties.....and check "Allow this application to login automatically", Close Preferences
17. Close QuickBooks
18. Start the application and attempt the connection again

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### Windows Vista, 7, and 8 Users ONLY

In addition to the above resolutions, please verify the following.

1. The User Account must have its **User Account Control (UAC)** set to "On" (as recommended by Microsoft). This setting is found in the Vista Control Panel-->User Account Section. **Failure to set the UAC to "On" will result in Error Code 80040408 - Could not start QuickBooks.**
2. Both QuickBooks and CAPS should be run with Standard User Permissions (**NOT** elevated to run as Administrator).
3. The QuickBooks data file must be located in the **PUBLIC** or a properly shared network folder for networked environments, **OR** the **PRIVATE** (Home) folder, for a single user environment.