



The InterWeave Solutions Portal - Aria Help & Training Guide

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InterWeave Solutions Portal

Aria Help & Training Guide

by Integration Technologies, Inc. and Aria Systems, Inc.

Welcome to the InterWeave Solutions Portal - Help & Training Manual for Aria Systems. This manual was designed to provide customers clear, concise document for Solution registration, configuration and instructions for the management and monitoring of Solutions.

The InterWeave Solutions Portal - Aria Help & Training Guide

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Foreword

We look forward to your
comments and critique of this
document. Please send all
comments to
document@interweave.biz

Section

I

1 Introduction to The InterWeave Solutions Portal - Aria Help & Training Guide

Better billing for your business.

Let's face it. Businesses are really no different than people. Every business has a unique personality, unique business rules and unique processes that combine to create that organization's competitive advantage. So when it comes to billing and customer management solutions it just doesn't make sense to assume that "one size fits all." The Aria A+ Billing Platform enables any business - regardless of size, revenue, or target market - to take advantage of world-class billing and customer management functionality to automate operations, accelerate revenue capture, and drive profitability.

Solutions for your Industry:

SaaS

The on-demand delivery of software transforms the customer relationship into a series of ongoing interactions related to billing, subscription licenses, and general customer management. Therefore, it is vital that SaaS companies optimize and streamline their back-office to accelerate the receipt of recurring revenue while building long-term client relationships.

Gaming

The most successful game developers understand that impressive graphics and technology can only take you so far if you can't support players from a customer management and billing standpoint. It is critical that gaming companies employ sophisticated back-office software to accelerate cash flow and build long-term relationships with users.

Telecommunications

Aria offers telecommunications providers a customer-centric solution that integrates billing, customer management, and marketing tools into a single, on-demand application.

Telecommunications companies that optimize their back-office functionality will benefit from higher customer satisfaction ratings, lower operating costs, and a clear competitive advantage in terms of pricing and packaging.

The Aria Solution includes the following components:

Since 2003, Aria has provided the most sophisticated on-demand subscription billing platform available to business of any size. Having managed over a million accounts in more than 195 countries, Aria is the market leader in subscription and recurring billing solutions.

Aria's platform was designed utilizing our experience as operators of one of the largest Internet based services in the U.S. Through this experience billing billions of dollars on behalf of some of the largest corporations in America, we realized that billing, possibly more than any other application, required experience to set up correctly.

Aria's on-demand system is like an in-house team of billing experts and with Aria's cost-effective pricing model you pay only for the services you need and maintain affordability as your customer base grows. You can accelerate time-to-market with implementations that can be complete in days to weeks rather than months or years for traditional billing software.

Aria's A+ Billing Platform remains the most proven and tested on-demand billing platform in the market today. As the industry standard for cloud-based monetization, Aria is revolutionizing how businesses manage billing, go-to-market, interact with customers, and increase profitability.

Control billing costs and increase profitability

- Accelerate the capture of earned revenue and improve cash flow
- Address complex billing scenarios and shifting price structures with flexible configuration tools

Drive market demand and go-to-market activity

- Optimize product/service delivery based upon customer preferences, market needs, or your business rules
- Close the loop for inbound demand generation activity by offering instant web-based registrations and account activation
- Integrate your brand with customer-facing components of the service

Optimize customer interactions

- Improve every customer interaction with rule driven business logic that triggers workflow events and automated communications
- Manage all logical interactions throughout the customer lifecycle

Quickbooks - full-featured financial, ERP, eCommerce and inventory software—all in a single on-demand system.

With more than 6,500 customers, Quickbooks is the #1 web-based business software suite available today, delivering exceptional financial, accounting, ERP, CRM and ecommerce capabilities in a single powerful business management software solution.

Financials and ERP

Quickbooks Financials software takes the complexity out of managing all of your back-office operations with seamless business processes. Accounting, financial management, inventory control, order processing, service delivery, billing and employee management—do it all in a single, easily accessed ERP system of record.

CRM+

Quickbooks CRM+ software goes far beyond prospect management to let you efficiently manage real customers with real orders and real service delivery. Your sales, marketing, service and accounting teams get a true 360-degree view of every customer, with rich customer **intelligence at their fingertips**.

eCommerce

Powerful website and web store capabilities are essential for the success of any company doing business today. Quickbooks eCommerce software platform provides a dynamic, database-driven website and web store that help you sell as easily online as you do through other more traditional

channels. With built-in CRM, order management, inventory, and accounting software, Quickbooks gives your customers a rich and personalized online experience—and gives you better control over and greater visibility into your overall eCommerce operations.

Business Intelligence/SuiteAnalytics

SuiteAnalytics software delivers built-in, real-time business intelligence so you can easily course-correct as needed and measure your success with just a few simple clicks! No complicated data warehouse. No costly business analysts. No delays in giving you the pulse of your business, even before you know you need it.

Intuit: Going Beyond Innovation

Innovation is nothing new at Intuit. It's been our heartbeat for nearly a quarter century.

As the world evolves, so do we. Yet we remain driven by our passion for inventing solutions to solve important problems, perfecting those solutions and delighting our customers. We started small in 1983 with Quicken personal finance software, simplifying a common household dilemma: balancing the family checkbook. Little more than two decades later, our revenue tops \$3 billion, we're publicly traded on the Nasdaq Stock Market, and recognized as America's most-admired software company and one of the country's best places to work.

Our traditional flagship products – Quicken, QuickBooks and TurboTax – stand as testament to our commitment to revolutionize the way people manage their small businesses and personal finances. Our lineup of tax preparation products helps individuals and small business owners easily and accurately do their own taxes with confidence. And working with accountants, we've become a staple of American small business, with a widespread and deep-rooted presence that's second to none.

With the acquisition of Digital Insight in 2007, we began creating the next generation of online banking. By combining our unique blend of customer-driven innovation and emerging technology, we're developing new ways to help banks and credit unions offer easier and simpler online financial services to their consumer and small business customers.

The innovation and customer-driven focus that inspired these breakthroughs and alliances leads us to expand further, solve larger problems, and bring new products and services to more people and businesses.

Now in our third decade, we're creating a greater array of "Right for Me" customer-driven products and services to help manage a broader array of small businesses. We're on construction sites and in retail stores, helping manage projects and books, track sales and monitor inventories. We're in real estate, at Fortune 500 companies and in accounting offices, assisting property managers, corporate workgroups and accountants in serving their clients. And we provide the most popular do-it-yourself payroll service in the United States.

Most recently, we're working with leading health care companies to simplify the way millions of Americans manage their health and medical expenses. And of course, we're still at the side of millions, helping balance that checkbook on a Saturday afternoon or complete that tax return as April 15 looms.

No matter where you find us, we remain committed to creating new and easier ways for consumers and businesses to tackle life's financial chores, giving them more time to live their lives and run their

businesses. As our business and product lines grow beyond accounting and into new areas, we will build on our heritage of innovation. That's not just our history. It's our future.

Intuit products and services assist customers in North America, Asia, Europe and Australia, with offices in the United States, Canada, the United Kingdom and other locations. You'll find more information about us at www.intuit.com.

1.1 Using the Aria Help & Training Guide

All information in the online help applies to All Editions, unless otherwise noted.

The Aria Help & Training window offers the resources you need to be successful. You can:

- Find Answers to Your Questions
- Consult, Print, or Email Online Help Topics
- Download Tip Sheets and Best Practice Guides
- Review Documentation for Aria Developers
- Take Free Training
- Contact Customer Support

Find Answers to Your Questions

Click Help & Training at the top of any page. Enter your keywords in the Search box and click Go!. The search returns online help topics, knowledge base solutions, and recommended training classes that match the keywords you entered.

Tips for searching within the Help & Training window: Consider these tips when searching:

- Search returns online help topics, knowledge base solutions, and recommended training classes that include all or any of your keywords. For example, searching for data loader may return results with just data, just loader, or both keywords in any order. Items that include more of your keywords are listed higher in results, and items that contain your keywords as a phrase or near each other are also listed higher.
- Use multiple keywords to narrow your search results. For example, create lead assignment rules returns more specific results than just assignment rules.
- Search is not case-sensitive. Mail Merge is the same as mail merge.
- Search finds variants of your keywords, for example, searching for creating finds items containing create, creation, or creating.
- Commonly used words such as the, about, and, and not are ignored.
- Search wildcards, such as * and ?, and operators, such as AND, OR, and AND NOT, are treated like any other keyword. For example, searching for outlook AND cases is treated exactly the same as outlook cases.

After you find the answer you need, you can click the Email Page link at the top of the window to send a URL for the help topic or knowledge base solution to yourself or anyone else.

Download Tip Sheets and Best Practice Guides

Select the Help tab of the Help & Training window and click Tips & User Guides in the taskbar to view and download tip sheets, implementation guides, and best practices for specific features.

Visit www.ariasystems.com/community to browse and access more tips, best practices, and tools for success with Aria.

Review Documentation for Aria Developers

If you are building a Solution on the Aria platform, see Documentation Resources for Aria Developers for more information.

Take Free Training

Select the Training tab of the Help & Training window, choose your role and geographic location, and click View Classes! to find free, online training classes to help you learn how to use Aria.

Contact Customer Support

Select the My Cases tab of the Help & Training window to access customer support options. Click Log a Case to submit your question or issue directly to Aria Customer Support. Click View Cases to see your previously submitted cases.

To contact Aria Customer Support directly, use the following numbers depending on your location:

* Americas: (484) 235-8000

For more information about the most efficient ways to receive the customer support assistance you need, see the Contacting Customer Support tip sheet or email support@ariasystems.com.

1.2 Contact Information

Business Offices

Aria Systems, Inc. serves our global clients from our primary North American location. If you have any questions, or require additional information regarding our products, we would be pleased to answer them for you. We may be reached through our office locations and contact information provided below.

Corporate Headquarters

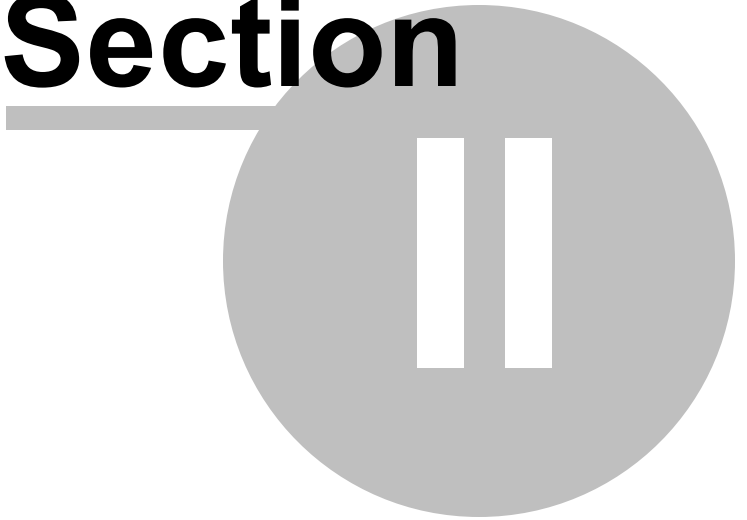
1400 N. Providence Road, Suite. 210
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General Information: info@ariasystems.com
Sales: sales@ariasystems.com
Partners: partners@ariasystems.com
Support: support@ariasystems.com

Website: webmaster@ariasystems.com

Section



2 Welcome to The InterWeave Solutions Portal - Aria Help and Training Guide

Welcome to the InterWeave Solutions - Aria Help and Training Guide

Customers today are looking for Solutions that meet their specific requirements and provide them unlimited flexibility. At Aria Systems, Inc, we have embraced the concept of "Cloud Computing", with an appropriate Solution for every type of customer.

Small Biz or Startup

Small Businesses and Startups face an operating environment where "cash is king" and any process that doesn't affect core business activity is labeled a distraction. Ironically, many business overlook the critical nature of billing and consider it a "back office distraction" despite the fact that it is the fundamental means by which cash flows into the business.

Mid-Sized and Growing

The A+ Billing Platform is optimized to meet the needs of a growing and ever-changing business. With an enterprise grade infrastructure that assures availability and performance to meet the demands of large enterprise, Aria Systems is a good decision for the mid-sized business today, and an even better decision for the business it will grow to become in the future.

Large Enterprise

To prosper in today's dynamic marketplace, businesses need a billing solution that delivers sophisticated functionality, drives revenue, and optimizes each point of contact with customers. The A+ Billing Platform offers a highly customizable architecture upon which you can build the right monetization solution to enable your business. we have created the first and only Warehouse Management/Inventory Solution that is "Native" to the Salesforce.com platform, Aria.

In addition, we have created the Aria Portal, where customers may configure the relationship, mapping and process between Aria and Quickbooks. The Solution is a:

- Complete, pre-built integration Solutions - between Aria and Quickbooks
- All processes, workflow logic, mapping is ready for you to configure - with a mouse and the web
- The Solution is completely configurable by the customer with picklists, drop downs or custom fields
- Start-ups, SMB or Enterprise - select exactly the right configuration for you - modify any time
- Complete outsource packages available - no software, no hardware, no developers, no overhead - just sign and go
- Other application integrations available soon

Additionally, we continue to add more functionality to our Solutions. Please send any suggestions you have to support@ariasystems.com.

This chapter contains the following sections:

- Aria Portal Configuration Guide
- Aria Set-up & Process Guide

- Common Error Messages

2.1 Aria Featured Solutions

Aria Featured Solutions

The InterWeave Solutions Portal for Aria provides customers with complete integration Solutions between "Best of Breed" applications at Object level, uni or bi-directionally. Whether you looking to integrate Aria to Quickbooks, NetSuite; or new Solutions under development - SAP, ACCPAC, MS Great Plains, Oracle, MAS, or On-Demand Billing to Databases or Web Services - Aria has an integration Solution for you.

Aria to Financial

- Quickbooks
- NetSuite

Aria to ERP

- SAP

Don't see it here? Contact sales@ariasystems.com for your integration requirements. .

2.1.1 Aria_Quickbooks Solution

Aria Set Up and Testing

To invoke the Aria_Quickbooks Solution, see the registration process and steps 1 - 5 below.

2.1.1.1 Aria_Quickbooks Registration

Aria Set Up and Testing

To invoke the Aria_Quickbooks Solution, go to www.interweave.biz – select “**Secure Portal Login**” on the main title bar. Your InterWeave Technical Specialist will work with you to execute the steps below:

Step 1 – Create custom fields in Quickbooks

- Customize/update Quickbooks with custom fields as identified below
- Make a test copy of your Quickbooks Company File

Step 2 – Registration & Solution Configuration in the Aria Solution

- Select New Company? Please [Register Here](#)
- Enter your unique registration information (and remember it – it is case sensitive)
- Select your Solution and walk through the Configuration with your InterWeave Technical Specialist
 - This takes about 10 to 20 minutes

Step 3 – Connectivity Set Up

- Install connector, configure firewall

- Ensure QB connectivity with help of Support
- Make sure you have received the so-called "QODBC URI" string from Support by this point (it looks like this - "jdbc:odbc:CompanyName")
- Login to edit your company profile (EditCompanyProfile), verify that all your settings are properly filled in and on the last page of settings, put in the QODBC URI (in the correspondingly-named row)

Step 4 – Activation of Flows and Testing

- Log into the InterWeave Solutions Portal
- Log in and commence testing individual Flows (objects)

Aria Object Testing:

- Account/Contact Testing
- Invoice
- Dunning Charges
- Cash Credits
- External Refunds
- Write Offs

Step 5 – Production

- When your testing is complete, log into the InterWeave Solutions Portal, set your Flow timings – and your Solution is running.

2.1.1.1.1 Step 1 - Create custom fields in Quickbooks

Aria Custom Fields

(Aria Custom fields are only need if your require a custom Solution. The standard Solution does not require custom fields in Aria)

Quickbooks Custom Fields

1. Customer Object

- a. We always need a custom field named "**AccountID**"

Quickbooks Copy

To create a copy of the Quickbooks Company file for testing, simply make sure that no one else is using the company file, and then make a plain file copy in Windows Explorer, naming that copy into something descriptive, like "Test.qbw", etc.

Additionally, we need the path (server) documented so we may put this address in your Configuration.

2.1.1.1.2 Step 2 - Registration & Solution Configuration

Register

The first step is to Register and Configure yourself and your company in the InterWeave Solutions Portal

(ISP).

1. Go to the ISP home page, select *New Company? Please register here*
2. Enter your Company/Organization (exactly as you want it)
3. Enter your Administrator's E-Mail Address (this can be you also)
4. Enter Administrators First Name, Last Name, Password and Confirm Password
5. Select your Integration Solution (ex. Aria to Quickbooks)

With the assistance of your **InterWeave Solutions Specialist**, select the Configuration Options that invoke the object/field configuration you want. During this Configuration step, you may create/define as many custom fields in Aria as you wish – which correlate to Quickbooks fields – and enter then into your Configuration options.

Certain mandatory fields are required in Quickbooks to make your Solution operates smoothly (**see Create custom fields in Quickbooks**). Depending on your selections, certain optional fields are also mandatory fields required.

InterWeave Solutions Portal Profile - Aria_Quickbooks Solution

Some of the options you've specified for your Solution in the **InterWeave Solutions Portal (ISP)** configuration may require presence of specific custom fields in Aria and Quickbooks. The following documents those requirements; it may be helpful to login and have your profile information on-screen.

Edit Company Profile - You can review and change your company profile information in the ISP by clicking the "*Edit company profile*" link in the main login page. Enter the company name (exactly as it was specified in the initial setup), administrator email and the password. Then click "**Load Company Profile**". The rest can be navigated using the "**Next**" button. Click the "**Finish**" button on the very last page to commit configuration changes.

Make sure that the configuration information is correct, as the flows will not work otherwise. Also, make sure that the Salesforce login as well as the QODBC URI are specified (the latter should have been provided by support).

NOTE: if you have changed profile settings, you must log out and then log back in from the Transaction Flow Manager screen (use the log out link near the top of the page).

2.1.1.1.3 Step 3 - Quickbooks Connectivity Set Up

The Connector

The connector is a very small piece of software that allows **InterWeave** servers to connect to your Quickbooks installation. It runs automatically when you login and stays in the background. Note that integration can only work when the Windows user you install this under is logged in.

1. Installation is to be done on the same machine that has Quickbooks installed.
2. Download ZIPped package from http://interweave.biz/downloads/IW_QBConnector.zip
3. Open the provided ZIP file package (shown as "compressed folder" in some versions of Windows).
4. Right-click on the "IW_QBConnector" folder and click "Copy"
5. Navigate to the "C:\Program Files" directory in Windows Explorer, right-click and click

"Paste" (placing the above folder under "Program Files")

6. Navigate into the newly-created "IW_QBConnector" folder and double-click on "RunMe.reg" (may appear as simply "RunMe"); click "Yes" when prompted
7. Double-click on "connector.exe"; a white window may flash briefly, and a square tray icon with "IBiz Quickbooks" tooltip will appear

Note: If you have selected ITX Corp to install "Connection as a Service", please disregard above.

2.1.1.1.4 Step 4 - Activation of Flows and Testing

Receiving your Email

Upon completion of the step above, you will receive the following email from **InterWeave** Support personnel.

1. Your **InterWeave** company name is: [Company Name Here]
2. Your company token is: [Token issued by **InterWeave** here]
3. The QODBC software driver installation (Remote Connector or Connector as a Service) step needs to be complete (see above or if not sure what it is or the status – ask)
4. You may need to add a few custom fields to your Salesforce application and the Quickbooks company file. Use the guide above to make sure that your installation is correct; some of this has already been taken care of during the initial setup call.
 1. In some cases, a similar custom field may already exist, e.g. due to prior integration efforts; in that case, just modify existing field to match the expected API name.

Create an Administrative User

There can be multiple users per company profile in the **InterWeave** Solutions Portal (ISP). The administrator user is the user with the same email as the "administrator email" you have specified in the company profile.

Follow these steps to create it:

1. In the main login screen, click on the "*Register Here*" link right after "*New user?*" text
2. Most fields are self-explanatory; all need to be filled out
3. Copy the company name exactly as it is in the email (no spaces, etc.). Copy the Token into "QB Integration Password/Token" and confirm.
4. The e-mail is what is used to log in, and must be the same as the "administrator email" in the company profile
5. When done, click "*Register*"

Aria Object Testing

Aria objects (Accounts/Contacts, Invoice/Dunning Charges/Refunds/Cash Credits/External Charges/Write Offs, etc.) may now be tested one at a time; Salesforce to Quickbooks, then Quickbooks to Salesforce. All parameters need to be entered prior to starting the Flow.

Testing is done using special Single-Object Flows (or "Utility Flows", which always end in letter "N". Each of these has a required parameter that specifies that single object by name. This is done to limit the potential damage done by mis-configured Flows. Please refer to **InterWeave Solutions Portal** regarding details of specifying options to individual flows and running them.

Account Example

Aria -> Accounts flow (AriaAcct2QBCustN)

This Flow takes a new account in Aria that would be expected to generate a QB customer (e.g. set the appropriate entry). Plug in the name of that account into this flow's "AccountName" parameter and run it. This customer should appear in Quickbooks.

QB -> Aria flow (QBCust2AriaAcctN)

Edit the QB customer created in the last flow - e.g. change the "Phone" field. Then plug in the name of that customer into this flow's "CustomerName" parameter and run it. The changes should be propagated back into Aria.

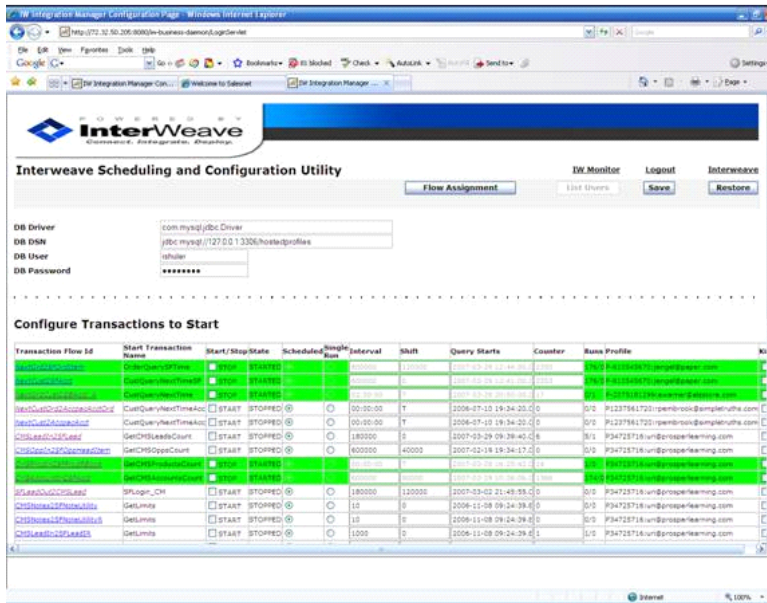
2.1.1.1.5 Step 5 - Production

Production

Next you will Log In you will be presented Scheduled Flows, where you set the scheduled intervals you want your flows to be firing on. Set you timings, start the Flows you're done. Your data is now moving back and forth automatically.

The Integration Manager Console

The Integration Manager Console



The customer-friendly console that allows customers to manage the transactions that compose their integration solution.

- Solutions are composed of scheduled run-time and utility transactions
 - The customer sets the timing intervals according to preference: ex. Accounts, every 3 minutes
 - Set it and forget it
- Transactions are shown based on your log-in profile
- Full detail of transaction flow dynamically shown
- Supported by on-demand error-reporting function
- **New features coming include:**
- Automatic Restart of Flows
- Thread Status
- Better Status Reporting
 - Connection status
 - % complete
 - Flow start & stop
 - Total Records
 - End of Day Summaries

2.1.1.1.6 Additional Notes

Additional Notes

1. Aria Dedicated License for Integration

- When configuring your Solution in the **InterWeave Solutions Portal**, the last page is where you enter your Aria User ID and Password and your Quickbooks User ID and Password.
 - Regarding Aria, we typically use a lightly used Aria license for the integration license – but, if all are actively used – purchase a separate Aria License and dedicate it to integration.

2. Salesforce change of Password

QB passwords are not used by us so you can change it any time. If you want to change Salesforce password then please:

- Stop the Flows.
- Change password in Salesforce.
- Open company configuration and at the last page of the wizard change Salesforce password correspondingly.
- Re-start your Flows.

3. Customer Logins in the ISP

- There can be two logins (administration if treated separately)
 - 1 will be for normal logging in to flows
 - 1 will be to edit and change company profile
 - Be sure to document both.

4. Quickbooks SDK

- a. Quickbooks may come with the Sometimes (actually often enough) Quickbooks is installed with the original version of SDK that may be several years older than the current one. You may try to use Quickbooks update feature for this or contact Intuit support – they will assist you with this.

5. Quickbooks Dialogue Boxes and Pop Ups

- a. Turn off any/all Quickbooks Dialogue Boxes or Pop Ups – this will disrupt your connection outbound and you will not receive any data.

6. Quickbooks Server Environment

- a. In our experience Quickbooks on Windows server 2003 is the most stable and reliable configuration.

7. Your Microsoft Environment and Quickbooks Connection Failures

These are possible reasons for Quickbooks connection failure

- Networking changes (external IP address, internal IP address of Quickbooks server, Router changes (Port forwarding etc.)).
- Quickbooks is locked by some pop-up (registration request, upgrade request, backup request, sometimes reminder etc.)
- Quickbooks is locked by some operation that requires exclusive access to a company file (on-line banking, back-up etc.)
- Quickbooks is locked by some other integration application operation that requires exclusive access to a company file.
- Quickbooks is running in single-user mode or under the same user that used for integration
- Connector is not running
- More than one connector is running
- Windows registry changes that affected connector settings
- Company file moved to other location.
- Company file configuration changed (some other application was registered, our permission to start Quickbooks were voided etc.); could also be possible as a result of restoration from back-up
- Other (Windows) issues:
- Windows can update and reboot but nobody is logged in so connector is not running. ITX "auto-user" approach fixes this but other Windows problems can lock the server

2.1.1.2 Aria_Quickbooks Configuration Details

Aria_Quickbooks - Configuration Guide Definitions.

The Aria detail below relates to the Aria_Quickbooks Solution, organized at the Object level. An "Object" in Aria would be an Account, Contact, Invoice, Dunning Charge, Refund, Cash Credit, External Charge or Write Off. An Object in Quickbooks would be a Journal. The detail below provides the field level definition

for fields in those objects.

2.1.1.2.1 Object Selection

Aria_Quickbooks Integration – Object Selection

Property Name	Property Value	Entry Description	Notes
Aria Account/Contact to QB Customer/Job	None Aria_QB Uni-directional QB_Aria Uni-directional Bi-directional	Select from pull-down menu the direction you wish to provide the objects integration. Uni, bi-directional or none.	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria Invoice to QB	None Post as QB Journal Entries	Select from pull-down menu the action to post Invoices QB as Journal Entries	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria Dunning Charges to QB	None Post as QB Journal Entries	Select from pull-down menu the action to post Dunning Charges QB as Journal Entries	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria Refund to QB	None Post as QB Journal Entries	Select from pull-down menu the action to post Refunds QB as Journal Entries	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria Cash Credit to QB	None Post as QB Journal Entries	Select from pull-down menu the action to post Cash Credits QB as Journal Entries	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria External Charges to QB	None Post as QB Journal Entries	Select from pull-down menu the action to post External Charges as Journal Entries	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria Item/Service to QB	None Post as QB Journal Entries	Select from pull-down menu the action to post Items/Services as Journal Entries	Primary Object selection to create flows from Aria that integrates with their QB counterpart.
Aria Write-Off to QB	None Post as QB	Select from pull-down menu the action to	Primary Object selection to create

	Journal Entries	post Write-Offs as Journal Entries	flows from Aria that integrates with their QB counterpart.
--	------------------------	------------------------------------	--

2.1.1.2.2 Aria Account/Contact to QB Customer/Job

Aria Account/Contact to QB Customer/Job

Property Name	Property Value	Entry Description	Notes
Permitted sync operations from Aria Accounts to QB Customers	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from Aria Account/Contact to QB Journals.	Depending if you're initializing either Aria or QB, or just one of them is new – you may decide on these functions.
Permitted sync operations from QB Customers to Aria Accounts	None Create and Update Create Only Update Only	Select from pull-down menu the synchronization operation you want performed from Aria Account/Contact to QB Journals.	Depending if you're initializing either Aria or QB, or just one of them is new – you may decide on these functions.
Aria Account to QB Customer custom mapping 1		Aria Custom field Name created/required to synchronize with QB Custom Field created/required.	Ex. Aria;QB – separate with a semi-colon “;”. You may enter as many as you wish – separate with a comma “,”.
Aria Account to QB Customer custom mapping 2 (more mappings)		Aria Custom field Name created/required to synchronize with QB Custom Field created/required.	Ex. Aria;QB – separate with a semi-colon “;”. You may enter as many as you wish – separate with a comma “,”.

2.1.1.2.3 Aria Invoice/Dunning/Refund/Cash Credit/Ext Charge/Writeoff

Aria Invoice to QB

Property Name	Property Value	Entry Description	Notes
Default QB Debit Account (Account Receivable)	Ask My Accountant		
To Group Entries by QB	Consulting		

Account Name	Income		
QB Field to display Aria Account Name	No Yes		
QB Field to display Aria Account Name	Do not Display Memo Name		

Aria Dunning Charges to QB

Property Name	Property Value	Entry Description	Notes
Default QB Debit Account (Account Receivable)	Ask My Accountant		
Default QB Credit Account used for Dunning Charges	Consulting Income		

Aria Refund to QB

Property Name	Property Value	Entry Description	Notes
Default QB Credit Account (Account Receivable)	Ask My Accountant		
Default QB Debit Account used for Refunds	Consulting Income		

Aria Cash Credit to QB

Property Name	Property Value	Entry Description	Notes
Default QB Credit Account (Account Receivable)	Ask My Accountant		
Default QB Debit Account used for Cash Credits	Consulting Income		

Aria External Charges to QB

Property Name	Property Value	Entry Description	Notes
Default QB Credit Account	Ask My		

(Account Receivable)	Accountant		
Default QB Debit Account used for External Charges	Consulting Income		

Aria Write Off to QB

Property Name	Property Value	Entry Description	Notes
Default QB Debit Account (Account Receivable)	Depreciation Expense		
Default QB Credit Account used for Write Offs	Depreciation Expense		

Common Transactions Properties

Property Name	Property Value	Entry Description	Notes
Merge all transactions for each QB Account into one GL record	No Yes		

2.1.1.2.4 Product Configuration Details

Multiple QB Company Files Supported

Property Name	Property Value	Entry Description	Notes
Number of QB Company Files		Enter number of QB Company Files Aria will be integrating with. The number entered will generate the User ID and Password entries on the next page.	

2.1.1.2.5 Aria / QB Credentials

Aria Credentials

Property Name	Property Value	Entry Description	Notes
Aria Integration User		Aria User Id – to allow	

		authorized connection with Salesforce.	
Aria Integration Password		Aria Password – to allow authorized connection with Aria.	
Confirm Aria Integration Password		Confirmed Aria Password – to allow authorized connection with Aria.	

QB Credentials

Property Name	Property Value	Entry Description	Notes
QB Integration URL	jdbc:odbc: ITX_AR	Aria Id – to allow authorized connection with Aria.	
QB Integration User		Aria Password – to allow authorized connection with Aria.	
QB Integration Password/ Token		Aria Password – to allow authorized connection with Aria.	
Confirm QB Integration Password/Token		Confirmed Aria Password – to allow authorized connection with Aria.	

Other Properties

Property Name	Property Value	Entry Description	Notes
QB Version/Local	USA Canada Australia New Zealand South East Asia	Select from pull-down menu the version of Quickbooks you will integrating with.	
Environment to connect	Production A Production B Production C Production D Development	Select from pull-down menu the Environment version of Quickbooks you will integrate with. Speak with an Aria Specialist before selecting or moving an environment.	

Multi-currency support	None Convert to Base currency Propagate transaction currency		
Extended Connection Timeout required	No Yes		
Email Notification Mode	None Connection Failures Only After Every Error Connection Failures and Full Daily Report Connection Failures and Error Daily Report Error Daily Report Only Full Daily Report Only	Select from pull-down menu the action you would like upon a data or connection error determined by Aria.	
Use Admin e-mail for Notification	No Yes	Select "Yes" if you to notify want to notify your admin in addition to your main User ID that you signed on with.	
CC Email Notification Addresses		Additional email notification to this address.	
BCC Email Notification Addresses		Blind additional email notification to this address.	
Hosting Provider Email Notification Addresses			
Stop Scheduled Transaction	Never After Every Connection Failure After Every Error	Select from pull-down menu the action you would like upon a data or connection error determined by Aria.	
Start time of sleep window		Start and Stop time Sleep Windows allow a customer to stop all flows to stop – and backups of Quickbooks to be executed. This is Start time in the following	

		format hh:mm:ss	
End time of sleep window		Start and Stop time Sleep Windows allow a customer to stop all flows to stop – and backups of Quickbooks to be executed. This is Stop time in the following format hh:mm:ss	
Time Zone Shift		If a customer is hosting Quickbooks, and it is in a different time zone – enter the time zone here. The format is: ex. Est, cst, mst or pst.	

Section



3 Common Error Messages

Aria Solutions allow customers to configure complete integration Solutions between "Best of Breed" applications at Object level, uni or bi-directionally. Whether you looking to integrate Salesforce.com to Quickbooks, ACCPAC, Oracle or MAS, or to Databases or Web Services - Aria has the configurable Solutions for you.

The very essence of integrating "Best of Breed" applications - creates the possibility of errors from multiple applications.

This chapter contains the following sections:

- Connection Errors - General
- Aria Issued Errors
- Quickbooks Issued Errors
- Quickbooks QODBC Issued Errors

3.1 Connection Errors

See Quickbook Connections errors below.

3.1.1 Quickbooks

Connection Failures in your Microsoft and Quickbooks Environment

These are multiple possible reasons for Quickbooks connection failures in your environment. Whereas excellent progress has been made in Quickbooks and Flex Quarter's QODBC software driver - there still are significant obstacles relating to integration. Possible reasons are:

Networking changes

If you have made changes to your external IP address, internal IP address of your QB server, Router changes (Port forwarding etc., these may effect your integration settings.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Quickbooks is locked by some pop-up

Pop up's will cause connection disruption, i.e., registration request, upgrade request, backup request, sometimes reminder etc.

Action: Suppress pop-ups in Quickbooks

Quickbooks is locked by some operation that requires exclusive access to a company file

If your running on-line banking, back-up's, etc., you need to stop your Transformation Flows when you do these types of activities.

Action: Restart your Transformation Flows when your done with other activities.

Quickbooks is locked by some other integration application operation that requires exclusive access to a company file

If your running other integration applications - this may cause a conflict.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Quickbooks is running in single-user mode or under the same user that used for integration

Correct setting for integration is multiple-user mode.

Action: Consider buying/assigning a separate Quickbooks Client License for integration only if problem persist.

Connector is not running

Check the IBizQ Remote Connector (icon typically at bottom right of your desktop)Select Logging tab to see if running.

Action: Start Connector, re-start flows.

More then one connector is running

Check the IBizQ Remote Connector (icon typically at bottom right of your desktop)Select Logging tab to see if running.

Action: Stop both connectors - start correct one.

Windows registry changes that affected connector settings

If changes have been done to your Windows Registry, this may effect your connection settings.

Action: Please contact support@interweave.biz to coordinate these types of activities.

Company file moved to other location.

If your Quickbooks Company file has been moved, you need to update the location of the file in the Integration Manager Configuration.

Action: Contact support@Aria.biz to setup a new file location.

Company file configuration changed

If your Quickbooks Company file has changed, this change has to be addressed in the Solution.

Action: Please contact support@intereave.biz to coordinate these types of activities.

Other (Windows) issues:

Windows XP, Service Pack 2 is recommended; it is a stable operating environment. Vista is not recommended and not supported. First choice must be Windows Server 2003 then Windows XP but Service Pack must be 3.

Windows can update and reboot but nobody is logged in so connector is not running. ITX auto-user approach fixes this but other Windows problems can lock the server

3.1.2 NetSuite

Enter topic text here.

3.1.3 SAP

Enter topic text here.

3.2 Processing Errors

See Aria and Quickbook Process errors below.

3.2.1 Aria Issued Errors**Aria Response/Error Codes**

Response/Error Code	Response/Error Type	Description
0	General	OK
1001	General	Unexpected error
1002	General	No data found
1003	General	Host not permitted
1004	General	Authentication error
1005	General	Client not configured for api access
1006	General	Source account does not exist
1007	General	Destination account does not exist
1008	General	No line items provided
1009	General	Account does not exist
1010	General	Missing required parameters
1011	Authentication	Invalid session
1012	General	Invalid input format
1013	General	Object does not exist
1014	General	Action not allowed
1015	General	Duplicate record found
1016	General	Invalid input

Response/Error Code	Response/Error Type	Description
1017	General	Invalid password
1018	General	Invalid rate
1019	General	File not found
1023	General	Account userid not allowed
1024	General	Invalid date format. One of the provided dates was invalid or was not in the YYYY-MM-DD format.
1026	Invoicing	Invoice: success - Collection: success - Email: failed
1027	Invoicing	Invoice: success - Collection: failed - Email: success
1028	Invoicing	Invoice: success - Collection: failed - Email: failed
1029	Invoicing	Invoice: success - Email: failed
2001	General	Transaction does not exist
2002	General	Transaction is a voiding transaction
2003	General	Transaction already voided
2004	General	Transaction already reinstated
3001	General	Unknown SKU
3002	General	Unable to bill order
3003	General	Could not create invoice
3008	General	Pending invoice was created, but auto accept failed
4001	General	Collection failed
4002	General	Could not create order
4003	General	Account balance is zero
4004	General	Source account balance is 0
4005	Collection	Is_electronic_pay_method
4006	Collection	Not_valid_pay_method
4007	Collection	Need_billing_contact
4008	Collection	Invalid_expiration_date
4009	Collection	Invalid_cc_number
4010	Collection	Invalid_bank_draft_info
4011	Collection	Cc authorization failed
5001	General	Duplicate entry
5002	Account	Invalid account status cd
5003	Account	Invalid notify method
5004	Account	Invalid responsibility level cd
5005	Account	Invalid parent account no

Response/Error Code	Response/Error Type	Description
5006	Account	Parent acct cannot assign child acct. The parent account's plan does not allow children to be assigned.
5007	Account	Invalid currency cd
5008	Account	Invalid userid length
5009	Account	Userid contains illegal characters
5010	Account	Userid is reserved
5011	Account	Userid is taken
5012	Account	Password is too short
5013	Account	Password is too long
5014	Account	Password contains invalid characters
5015	Account	Two passwords did not match
5016	Account	Password not strong
5017	Account	Invalid iso country code
5020	Account	Alternate billing day must be between 1 and 31
6001	General	Account creation failed
6002	General	Account already exists
6003	General	Could not validate billing information
6004	General	Validation not supported for this payment method
6005	Billing-info	Unknown_supplemental_field
6006	Billing-info	Value_not_allow
6007	Billing-info	CVV declined
6008	Billing-info	Address verification declined
6009	Billing-info	CVV timeout - retry
6010	Billing-info	Address verification timeout - retry
6011	Collection	AVS data is invalid
6012	Collection	CVV invalid
6013	Collection	CVV not matched
6014	Collection	CVV should be present
6015	Collection	Cardholder name, billing address and postal code are all incorrect
6016	Collection	No address
6017	Collection	Street address and postal code not verified.
6018	Collection	System unavailable or timed out
6019	Collection	Zip/Postal: No Match; Plus-4: Match; Locale: No Match
6020	Collection	Zip/Postal: No Match; Plus-4: No Match; Locale: No Match

Response/Error Code	Response/Error Type	Description
6021	Collection	Invalid state/prov entered
6022	Billing-info	Invalid supp field value
7001	Billability	Recurring billing not allowed because account is a TEST account.
7002	Billability	Recurring billing not allowed because account status prevents it.
7003	Billability	Recurring billing not allowed because account does not have a billable service plan.
7004	Billability	Recurring billing not allowed because account is a child account that does not pay for its own service.
7006	Billability	Recurring billing not allowed because account has one or more pending invoices on file and awaiting approval.
7007	Billability	Recurring billing not allowed because account's next anniversary billing date is in the future.
7008	Billability	Recurring billing not allowed on this account
7011	Billability	Single order billing not allowed because account is a TEST account.
7012	Billability	Single order billing not allowed because account status prevents it.
7021	Billability	Electronic collection not allowed because account is a TEST account.
7022	Billability	Electronic collection not allowed because account status prevents it.
7025	Billability	Electronic collection not allowed because account does not have a valid electronic form of payment on file.
8001	e-mail	PDF conversion error
8002	e-mail	Invalid or missing account reference
8003	e-mail	Invalid or missing invoice/statement reference
8004	e-mail	Child account, does not receive notices of its own charges
8005	e-mail	No email address on file
8006	e-mail	No message template found
9001	3rd Party Payments	Failed to post transaction
9002	3rd Party Payments	Failed to activate account
9003	3rd Party Payments	Failed to find account
9004	3rd Party Payments	Failed to find transaction
9005	3rd Party Payments	Currency not assigned

Response/Error Code	Response/Error Type	Description
9006	3rd Party Payments	Failed to deactivate account
9007	3rd Party Payments	Posting authorization failed
9008	3rd Party Payments	Duplicate transaction posted
10001	ARC	This client is not configured to use ARC.
10002	ARC	Could not find client authentication key.
10006	ARC	Unable to locate error values inside WDDX document.
10004	ARC	Error reading WDDX document: unable to determine array length.
10005	ARC	Error reading WDDX document.
12001	Account Groups	Account group does not exist
12002	Account Groups	Account group is collections based
12003	Account Groups	Account group is not collections based
12004	Account Groups	Account already assigned to this group
12005	Account Groups	Account belongs to collections based group using same payment method. An account cannot be assigned to two or more collections groups that are mapped to separate payment processors which share identical payment methods.
12006	Account Groups	Account is not assigned to this group
12007	Account Groups	Cannot assign collections group without billing info. Collections account groups were provided, but a pay_method was not provided.
13001	File transport	Invalid session
13002	File transport	Active session exists
13003	File transport	Session not allowed
13004	File transport	Cannot connect to server
13005	File transport	Cannot authenticate server
13006	File transport	Error writing to server
13007	File transport	Error reading from server
13008	File transport	Timeout writing to server
13009	File transport	Timeout reading from server
13010	File transport	Local directory not found

Response/Error Code	Response/Error Type	Description
13011	File transport	Remote directory not found
13012	File transport	Local file not found
13013	File transport	Remote file not found
13014	File transport	Cannot write local file
13015	File transport	Cannot write remote file
13016	File transport	File format error
13017	File transport	Data format error
13018	File transport	No valid data
13019	File transport	File too big
13020	File transport	File compression failed
13021	File transport	File decompression failed
13022	File transport	File rejected
13023	File transport	Cannot read local file
13024	File transport	Cannot write error file
13025	File transport	Cannot read error file
13026	File transport	Cannot write remote error file
13027	File transport	No data retrieved
13028	File transport	Some errors occurred
14001	Plans	Invalid master plan no
14002	Plans	Invalid supplemental plan no
14003	Plans	Error assigning supp plan

3.2.2 Quickbooks

See Quickbooks issued errors below.

3.2.2.1 QODBC Issued Errors

QODBC is the Software Connector / Software Driver that **InterWeave** connects to - and that Quickbooks connects to.

QODBC is OEM'd by Quickbooks - it is part of your Quickbooks installation if you have version 2006 and up.

Aria Error Code	QODBC Error Code	Explanation
--------------------	------------------------	-------------

- 80040400** Quickbooks found an error when parsing the provided XML text stream.
Action: Contact QODBC support with a description of what was happening when you got this error
- 80040401** Could not access Quickbooks.
Action: Perhaps the Quickbooks installation is not complete.
- 80040402** Unexpected error. Check the qbSDKlog.txt file for possible, additional information.
Action: Check the log specified for details.
- 80040403** Could not open the specified Quickbooks company data file.
Action: Check that the Quickbooks version matches the version of the company data file.
- 80040404** The version of Quickbooks currently running does not support qbXML.
Action: Check your Quickbooks version. All of our products support Quickbooks USA versions 2009-2002, UK or Canadian 2009-2003. Quickbooks Pro, Premiere, Enterprise and Simple Start editions are supported. Quickbooks Online edition is supported.
- 80040405** qbXML components have not been installed.
Action: Perhaps the Quickbooks installation is not complete.
- 80040406** Could not determine the version of the Quickbooks company data file, or the data file has been modified and requires a newer version of Quickbooks.
Action: Perhaps the Quickbooks installation is not complete.
- 80040407** The installation of Quickbooks appears to be incomplete. Please reinstall Quickbooks.
Action: Perhaps the Quickbooks installation is not complete.
- 80040408** Could not start Quickbooks.
Action: Perhaps the Quickbooks installation is not complete.
- 80040409** The current version of Quickbooks cannot work with the specified company data file.
Action: Check that the Quickbooks version matches the version of the company data file.
- 8004040A** Quickbooks company data file is already open and it is different from the one requested.
Explanation: The QODBC Driver uses the Quickbooks SDK, which is limited to the features of the standard Quickbooks desktop product, which cannot open multiple company files. You must only open one company file at a time on a single machine.
- 8004040B** Could not get the name of the current Quickbooks company data file.
Action: Check that the Quickbooks version matches the version of the company data file.
- 8004040C** BeginSession method has not been called or it did not succeed.
Action: Contact QODBC support with a description of what was happening when you got this error
- 8004040D** The ticket parameter is invalid.
Action: Contact QODBC support with a description of what was happening when you got this error.

8004040E There is not enough memory to complete the request.

Explanation: Check that your machine meets the memory requirements of Quickbooks.
on:

8004040F The OpenConnection method has not been called.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040410 The Quickbooks company data file is currently open in a mode other than the one specified by your application.

Explanation: The QODBC Driver uses the Quickbooks SDK, which is limited to the features of the standard Quickbooks desktop product, which cannot open multiple company files. You must only open one company file at once.
on:

80040411 Before calling the BeginSession method, you must call the End session method to terminate the current session.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040412 You cannot make multiple successive calls to the OpenConnection method. Call CloseConnection before calling OpenConnection again.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040413 Quickbooks does not support the rollbackOnError value of the onError attribute.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040414 A modal dialog box is showing in the Quickbooks user interface. Your application cannot access Quickbooks until the user dismisses the dialog box.

Action: Check the Quickbooks desktop application for the described condition.

80040415 A call to the OpenConnection method must include the name of your application.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040416 If Quickbooks is not running, a call to the BeginSession method must include the name of the Quickbooks company data file.

Explanation: Make sure the DSN you are using includes the path to the company file you require, and that you have followed the security setup steps in our users manual.
on:

80040417 If the Quickbooks company data file is not open, a call to the BeginSession method must include the name of the data file.

Explanation: Make sure the DSN you are using includes the path to the company file you require, and that you have followed the security setup steps in our users manual.
on:

80040418 This application has not accessed this Quickbooks company data file before. Only the Quickbooks administrator can grant an application permission to access a Quickbooks company data file for the first time.

Explanation: Make sure that you have followed the security setup steps in our users manual.
on:

80040419 This application's certificate is invalid. An application must have a valid certificate to access Quickbooks company data files.

Action: Contact QODBC support with a description of what was happening when you got this error.

8004041A This application does not have permission to access this Quickbooks company data file. The Quickbooks administrator can grant access permission through the Integrated Application preferences.

Explanation: Make sure that you have followed the security setup steps in our users manual.

8004041B Unable to lock the necessary information to allow this application to access this company data file. Try again later.

Explanation: A Quickbooks error, contact us if this happens frequently.

8004041C An internal Quickbooks error occurred while trying to access the Quickbooks company data file.

Explanation: A Quickbooks error, contact us if this happens frequently.

8004041D This application is not allowed to log into this Quickbooks company data file automatically. The Quickbooks administrator can grant permission for automatic login through the Integrated Application preferences.

Explanation: Make sure that you have followed the security setup steps in our users manual.

8004041E This application's certificate is expired. If you want to allow the application to log into Quickbooks automatically, log into Quickbooks and try again. Then click Allow Always when you are notified that the certificate has expired.

Explanation: Make sure that you have followed the security setup steps in our users manual.

8004041F Quickbooks Basic cannot accept XML requests. Another product in the Quickbooks line, such as Quickbooks Pro or Premiere, 2002 or later, is required.

Explanation: Check your Quickbooks version. All of our products support Quickbooks USA versions 2009-2002, UK or Canadian 2009-2003. Quickbooks Pro, Premiere, Enterprise and Simple Start editions are supported. Quickbooks Online edition is supported

80040420 The Quickbooks user has denied access.

Explanation: Check the security settings for the user in Quickbooks.

80040421 The returned text is passed via the qbXML COM Request Processor directly from Quickbooks to your application and is not issued by the qbXML COM Request Processor itself. You may find it useful to copy the text verbatim to your message window.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040422 This application requires Single User file access mode and there is already another application sharing data with this Quickbooks company data file.

Explanation: A company file can only be open in one mode at a time. Certain operations require exclusive (single-user) mode, and can only be run when there are no other users of Quickbooks.

80040423 The version of qbXML that was requested is not supported or is unknown.

Explanation: Check your Quickbooks version. All of our products support Quickbooks USA versions 2009-2002, UK or Canadian 2009-2003. Quickbooks Pro, Premiere, Enterprise and Simple Start editions are supported. Quickbooks Online edition is supported.

80040424 Quickbooks did not finish its initialization. Please try again later.

Explanation: A Quickbooks warning, contact us if this happens frequently.

80040425 Invalid parameter.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040426 Scripts are not allowed to call QBXMLRP.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040427 Unregistered Quickbooks.

Action: Check your Quickbooks version. All of our products support Quickbooks USA versions 2009-2002, UK or Canadian 2009-2003. Quickbooks Pro, Premiere, Enterprise and Simple Start editions are supported. Quickbooks Online edition is supported.

80040428 The current request processor does not support the request.

Action: Contact QODBC support with a description of what was happening when you got this error.

80040429 The current message set is not supported.

Action: Contact QODBC support with a description of what was happening when you got this error.

8004042A Remote access is not allowed.

Action: Contact QODBC support with a description of what was happening when you got this error.

8004042B Unsupported interface.

Action: Contact QODBC support with a description of what was happening when you got this error.

8004042C Certificate has been revoked.

Action: Contact QODBC support with a description of what was happening when you got this error.

RDS Client Errors:

80040402 Remote Quickbooks access failed unexpectedly.

Explanation: Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.

80040407 Error retrieving the Quickbooks remote server name and port.

Explanation: Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.

8004040D Remote Quickbooks access failed because the remote server name and/or port have changed.

Explanation: Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.

80040414 A modal dialog box is showing in the Quickbooks Remote Data Sharing Client user interface. The application cannot access Quickbooks until the dialog is dismissed.

Explanation: A Quickbooks error, contact us if this happens frequently.

8004041A Remote Quickbooks access failed because login and/or password do not match those on the server.

Explanation: Check the security settings in the QODBC setup screen.

RDS Server Errors:

80040420 The user has denied remote access to Quickbooks.

Explanation: Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.

80040421 Unable to establish a remote connection to Quickbooks.

Explanation: Make sure you are using the web or remote version of QODBC, and contact QODBC support with a description of what was happening when you got this error.

3.2.2.2 Quickbooks Errors

The following are Quickbooks Errors - generated by Quickbooks.

QB Error Code	Description	OB Internet Address to Locate QB Errors
----------------------	--------------------	--

h200 Series Error

Errors: "H101," "H202," "H303," and "H505" When opening a company file in multi-user mode, an error occurs indicating one of the following: <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1005295>

6000 Series Errors with Text

Error -6190, -83 "Quickbooks was unable to open the company file." <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1007857>

Error 6189 "Quickbooks is unable to determine the cause of the error on the local file" when opening the company file <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1003293>

Error -6177, 0 "Quickbooks is attempting to open this Company file." <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/192a1556>

Error -6190, -82 "Quickbooks was unable to open the file [path\filename] on the host" when opening a file on a Windows Server <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1008500>

Error -6000, -301 "An error occurred when Quickbooks tried to access the company file" <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1000464>

Error -6000, -83 "An error occurred when Quickbooks tried to access the company file" <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1001970>

Error -6123, 0 "Connection to the Quickbooks company file has been lost" when opening a company file stored on another computer <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1000677>

6000 Errors with no text

Errors: "-6189, -82" and "-6000, -301" when opening company file on network attached storage (NAS) or USB drive <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1009399>

Error [-6123, 0] occurs when opening Quickbooks in multi-user mode <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1002928>

Error: "-6189, -82" when opening Quickbooks <http://support.Quickbooks.intuit.com/support/pages//KnowledgeBaseArticles/1002590>

**1000 Series
Errors**

Error 1335	"The cabinet file [data1.cab] required for this installation is corrupt and cannot be used" or "The cabinet file [2] required for this installation cannot be used."	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/373510
Error 1328	"1328" sometimes followed by Error: "1603" when installing an update	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1009215
Error 1327	"The drive [drive letter] is invalid"	http://support.Quickbooks.intuit.com/ support/pages//KnowledgeBaseArticles/ ca9a9910
Error 1334	"The file [filename] cannot be installed because it cannot be found in the cabinet file [filename]."	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/8eed39d4
Error 1321	"The Installer has insufficient privileges to modify the file [2]"	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1000286
Error 1311	"Source file not found (filename). Verify that the file exists and that you can access it."	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1000285
Error 1303	"Installer has insufficient privileges to access this directory. [path to directory]"	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1003307
Error 1328	"Error when applying patch to file"	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1000665

**Error numbers
greater than
10,000**

Error 15240	"HRESULT XXXX The payroll update did not complete successfully" or "HRESULT XXXX The Quickbooks update did not complete successfully"	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/68a2e94e
Error 15270	"The update did not complete successfully. The update is missing a file."	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/69a5663a
Errors: "15103, 15104, 15105,	"15103, 15104, 15105, 15106, and 15107" when installing an update	http://support.Quickbooks.intuit.com/ support/pages//

15106, and 15107"		KnowledgeBaseArticles/76c0a48f
Error 99937	"Connection Lost" when opening a company file stored on a Novell Netware Server	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/56343a2b
Error: 80070057	"80070057 the parameter is incorrect" and "You do not have sufficient permissions to delete files..."	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1004251
Error 16026	when downloading an update	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1005703
Errors: 12002, 12007, 12009, 12029, or 12031	when updating Quickbooks	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/202736
Data Integrity		
Error C=342	When attempting to open a company file	http://support.Quickbooks.intuit.com/ support/pages// KnowledgeBaseArticles/1005549

Section

IV

4 Aria Process Maps

Below is the mapping from Aria systems objects and data fields to the Quickbooks Journals; by record type.

4.1 Aria Process Maps detail

The Aria Object Integration Query Interface (AriaQuery) provides a standardized input interface for retrieving objects. To obtain the complete document, please contact Aria Systems directly.

The detail below is directly from that document highlighting the data fields selected from the Aria record (s) and their corresponding field(s) in the Quickbooks Journals and other record types. See the highlighted entry in the Comments field showing the corresponding QB record.

get_invoice_details (works with invoices)

Gets invoice details for all accounts matching specified query.

get_invoice_details(username, password, limit, offset, query_string)

For input parameters, refer to section API Calls – API input parameters above.

Returns:

Field Name	Field Type	Length	Nullabl e	Format/ Values	Comments
error_code	long		N		Note: A successful request always returns 0 in this field.
error_msg	string		N		
starting_rec ord	long		N		This indicates the number of objects that were (or would be) skipped before beginning output.
total_record s	long		N		This is the total number of objects that matched the provided criteria.
Array of objects					
invoice_no	long		N	*Query	The Aria assigned ID of the invoice. (memo of GL debit record)
acct_no	long		N	*Query	The Aria assigned ID of the account. (memo of GL debit record)
user_id	string	100	N	*Query	The client defined user_id for the account.
debit	string		N		
credit	string		N		
bill_date	string		N		
due_date	string		N		
paid_date	string		Y	*Query	

notify_date	string		Y		
from_date	string		Y		
to_date	string		Y		
currency_cd	string		N		
balance_forward	double		N	*Query	
total_due	double		N	*Query	
comments	string		Y		(goes to QB debit line memo area)
additional_comments	string		Y		
transaction_type	string		N		
last_updated	string		Y	*Query	
Array of invoice_line objects within the invoice_details object					
line_item_no	long		N		
amount	double		N		(goes to QB credit line amount)
comments	string		Y		
service_name	string		Y		(goes to QB credit line memo)
service_no	long		Y		
ledger_code	string		Y		(goes to QB credit GL account number)
usage_units	double		N		
usage_rate	double		N		
Array of invoice_line_tax objects within the invoice_line object					
tax_id	long		N		
amount	double		N		
before_credit_amount	double		N		
jurisdiction	string		Y		
description	string		Y		
is_excluded	long		N	0 or 1	

get_transaction_information

(used for dunning charges, external charges, refunds)
 (has related transaction information per invoice header)

Gets transactional details for all accounts matching specified query.

get_transaction_information(username, password, limit, offset, query_string)

For input parameters, refer to section API Calls – API input parameters above.

Returns:

Field Name	Field Type	Length	Nullable	Format/Values	Comments
aria_event_no	long		N	*Query	The Aria assigned ID for the event. (reference number if QB journal entry)
transaction_date	string		N	*Query	
transaction_type	string		N	*Query	(selector)
transaction_type_no	long		N	*Query	(selector)
is_charge_type	long		N	0 or 1, *Query	
type_specific_id	long		N		e.g. payment_id for electronic payments, invoice_no for invoices, etc (goes to the memo area – depends on credit or debit) (external charges, dunning goes to write off, etc. depends on transaction type.)
acct_no	long		N	*Query	The Aria assigned ID of the account. (goes to the memo area)
user_id	string	100	N	*Query	The client defined user_id for the account.
client_acct_id	string		Y		The client defined account ID for the account.
amount	double		N	*Query	
currency_cd	string		N		
aria_statement_no	long		Y	*Query	Aria assigned ID of the statement related to this transaction (goes to memo area)
total_amount_applied	double		Y		Total amount applied to any transactions. Does not apply to all transaction types. (goes to credit or debit line amount)
related_amount_applied	double		Y		Always null. Placeholder for related_transaction objects below. (goes to credit or debit line amount)

Array of related_transaction objects within the transaction_information object					
aria_event_no	long		N		The Aria assigned ID for the event.
transaction_date	string		N		
transaction_type	string		N		
transaction_type_no	long		N		
type_specific_id	long		N		e.g. payment_id for electronic payments, invoice_no for invoices, etc
acct_no	long		N		The Aria assigned ID of the account.
amount	double		N		(used for debit/credit line amounts)
currency_cd	string		N		
aria_statement_no	long		Y		Aria assigned ID of the statement related to this transaction
total_amount_applied	double		Y		Total amount applied to any other transactions
related_amount_applied	double		Y		Amount applied to this transaction

Thank you for being our Customer.

Integration Technologies, Inc.
Aria Systems, Inc.

Questions? Comments?

Please send to
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