

# Wasp

## BARCODE TECHNOLOGIES

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### Labeler v7: Cannot connect to QuickBooks running on the same machine

Jason Whitmer - 2017-04-10 - in Version 7

#### Symptoms

With Labeler and QuickBooks both running on the same machine, Labeler is unable to connect to the QuickBooks data. The message from Labeler is: "Could not connect to QuickBooks. The QuickBooks application is not running or there is no company file open in the QuickBooks application."

#### Resolution

First, make sure QuickBooks does have the correct company file open. For the initial connection, you will need to have QuickBooks in Single User mode, and be logged in to the Administrator account. After the initial connection is made, you can switch back to

Multi-User.

If the above does not allow the connection, check Labeler's log files. If there is no error indicated in Labeler's log files, do the following to set QuickBooks to verbose logging:

**For Windows 7/8** go to C:\ProgramData\Intuit\QuickBooks and edit the qbsdk.ini file.

**For Windows XP and Vista** go to C:\Documents and Settings\All Users\Application Data\Intuit\QuickBooks and edit the qbsdk.ini file.

Add/Edit the following lines:

```
[Log]
Level=verbose
UnlimitedSize=Y
[Parser]
DumpRequestData=Y
```

Look in the same directory for a qbsdklog.txt file. If it is present, rename it to qbsdklogold.txt.

Restart QuickBooks, then have Labeler attempt to connect again.

Check the new qbsdklog.txt file for an error reported at the end of the log file. If it reports that only the admin account can grant rights to an external program, then you will need to log in to QuickBooks with a different user account. It would be best to then use the one with the account that is actually named Admin, rather than another username that has admin rights.

### Additional Information

Intuit's KB article "Turn User Account Control (UAC) on and off in Windows 8, 7 or Vista" states QB 2007 & later are designed to run with UAC on. We have observed that if UAC prompts are turned off, QuickBooks will not prompt the user whether to allow QuickBooks access to Labeler.

<http://support.quickbooks.intuit.com/support/articles/HOW12301>

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### Related Pages

- [CountIt with QuickBooks 2018: Failed to connect to QuickBooks. Please make sure QuickBooks connects to your company data](#)
- [Multiple products: QuickBooks Connection - Could not connect to QuickBooks. QB does not prompt to grant permission to the Wasp software.](#)
- [Labeler integration with QuickBooks on Right Networks' cloud computing servers](#)

- [Labeler - I can not see any of my QuickBooks custom fields](#)