



# WASP PROTECT

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## CountIt with QuickBooks 2018: Failed to connect to QuickBooks. Please make sure QuickBooks connects to your company data

Scott Barnett - 2018-12-28 - in Count It

### Situation

CountIt v2.4.0 has been in use for several years with a QuickBooks version older than 2018.

After QuickBooks is updated to version 2018, CountIt is able to retrieve inventory from QuickBooks, but when clicking View/Reconcile there is a message "Failed to connect to QuickBooks. Please make sure QuickBooks connects to your company data."

CountIt's log file reports this error:

```
2018-12-28 11:22:39.694      1 INFORMATION | The highest version of XML that the  
currently connected QuickBooks running is 13
```

```
2018-12-28 11:22:39.694      1 ERROR      |  
System.Runtime.InteropServices.COMException (0x8004030A): Unsupported qbXML  
version.
```

Wasp CountIt shows in QuickBooks as an integrated application. The connector was repaired.

### Resolution

Update CountIt to v2.4.1:

[http://dl.waspbarcode.com/wasp/WaspCountIt\\_Installer\\_2\\_4\\_1.exe](http://dl.waspbarcode.com/wasp/WaspCountIt_Installer_2_4_1.exe)

## Related Pages

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- [Multiple products: QuickBooks Connection - Could not connect to QuickBooks. QB does not prompt to grant permission to the Wasp software.](#)
- [Labeler v7: Cannot connect to QuickBooks running on the same machine](#)