

## CartGenie QBi: FAQs

### **Applies To:**

CartGenie QBi

### **Summary:**

#### **Q:**

I cannot connect to Quickbooks using QBi. How do I connect?

#### **A:**

There are several factors that can be blocking your machine from successfully connecting to Quickbooks when using QBi. Here are the most commonly overlooked setting issues that can occur:

1. Verify that you have correctly installed the QBi installer.
2. Verify that you have correctly navigated to your Quickbooks file and that you have permission to access Quickbooks.
3. Verify that you have properly configured the Application certificate for Quickbooks (see the QBi User's Guide for complete details).
4. For Vista users, you may need to Turn Off the UAC (User Access Control), reboot your machine, then enable the UAC and reboot your machine again.

J Street Technology: Support Knowledge Base

<http://kb.jstreettech.com/KnowledgebaseArticle50220.aspx>