

Sunlight Supply

QuickBooks POS Bridge

Keep your QuickBooks POS Company File Updated...

Luke Jenkins
11/21/2013

Table of Contents

Table of Contents	1
Key Information.....	4
QuickBooks Related	4
Sunlight Supply Dealer Login.....	4
General Overview.....	5
Support	5
Recommended Version.....	5
Turn off Firewalls & Anti-Virus Software	5
Backup Your Company File!!!.....	5
Setup Company File.....	6
Overview	6
Instructions	6
Complete the Setup Interview	9
Switch to Multi-User Mode.....	13
Overview	13
Not Sure Which Mode You Are Using?	13
Instructions.....	14
Create a Sunlight Supply Vendor.....	17
Create a Default Department.....	18
Pre-Bridge Setup	21
Computer Name	21
Install the QuickBooks POS Interop File.....	22
Overview	22

Instructions.....	22
Bridge Installation	27
Overview	27
Installation	27
Starting the Sunlight Supply QuickBooks Bridge Application	34
Bridge Application Configuration	34
Overview	34
Instructions	35
Help	40
Help Document	40
Application Tooltips.....	41
Running the “Part Update” Process	42
Overview.....	42
NEW Part – Fields Updated	42
NEW Part - Department	42
EXISTING Part – Fields Updated	43
Setup.....	44
Part Fields to Update	45
Create Sunlight Supply Departments.....	46
Update Primary Vendor	46
Instructions	47
Inventory.....	56
Overview.....	56
Automatic Updates.....	56
Overview.....	56

Purchase Order Upload	57
Overview	57
Instructions	57
Option - Upload to Cart?	58
Selecting a Purchase Order	59
Troubleshooting	63
Error when using bridge with Trial Version of QuickBooks POS	63
0 of 0 records processed	64
Keep Seeing the Allow Access Prompt	66
Internal Error 160002	66
The Program can't start because MSVCR71.dll is missing from your computer	67
Questions or Suggestions	68

Key Information

QuickBooks Related

Computer Name _____

Company Name _____

Sunlight Supply Vendor Name _____

Default Category Name _____

Sunlight Supply Dealer Login

Email Address _____

Password _____

General Overview

The Sunlight Supply, Inc. QuickBooks Point of Sale bridge application allows you to keep your QuickBooks POS Company file up to date and accurate.

Support

Keep in mind that this application is a service that we provide to our dealers. Unfortunately, we cannot guarantee full support. We will do our best to help you get the application up and running. We ARE NOT QuickBooks Point of Sale experts, and it is your responsibility to decide how you setup your QuickBooks Point of Sale system.

Recommended Version

We recommend the latest Pro version of QuickBooks POS on a Windows 7 machine. There are some features we are working on that will only be available if you have the PRO version. We recommend using the latest version of QuickBooks POS, and versions before 9.0 do not work with the bridge application.

- *Windows 7 Operating System*
- *Latest PRO Version of QuickBooks POS (minimum version 9.0)*

Turn off Firewalls & Anti-Virus Software

It is necessary to turn off any firewalls and anti-virus software before proceeding with the installation process. Once the installation process is completed you may need to add exceptions, allowing communication between QuickBooks POS and our bridge application.

Backup Your Company File!!!

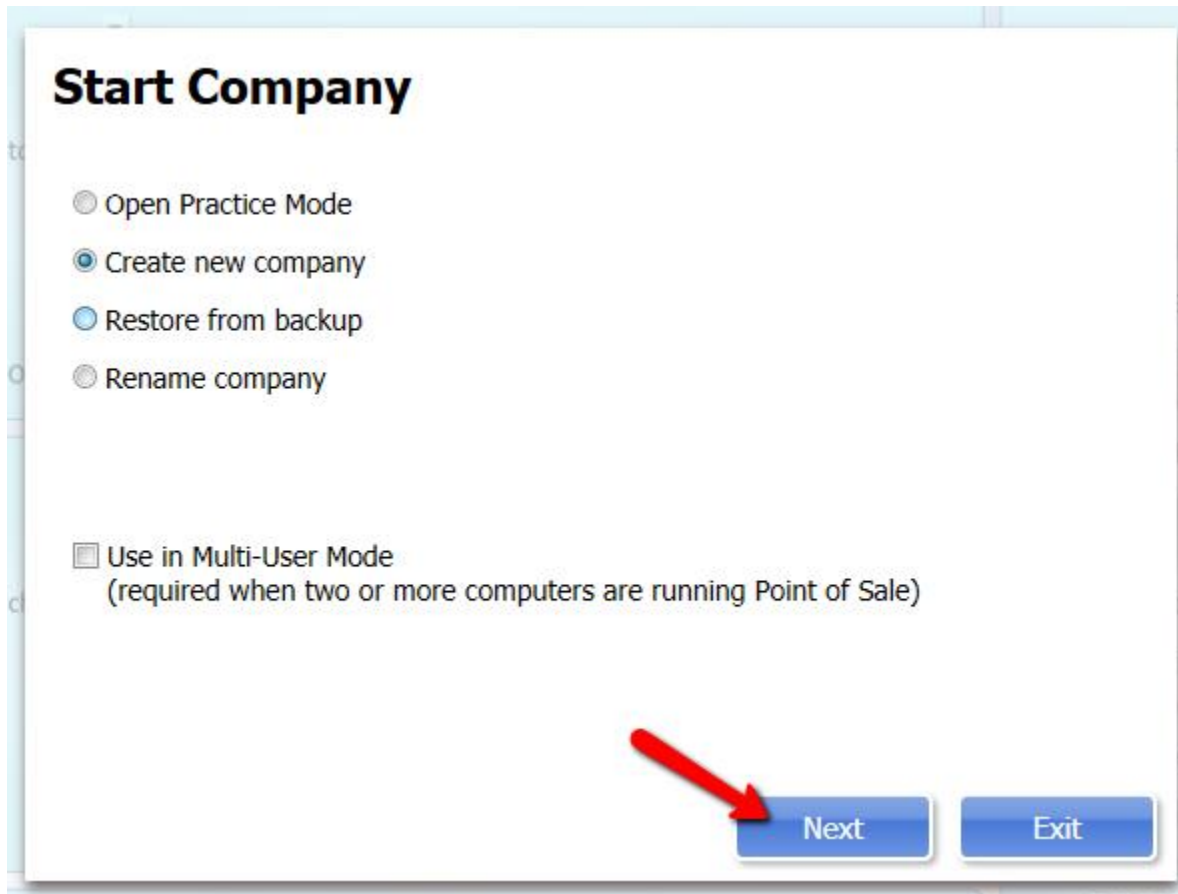
It is HIGHLY recommended that you backup your Company File before installing and using our bridge application. This will also allow you to test out the application without accidentally

Setup Company File

Overview

If this is a brand new installation, when you start the program for the first time you can create a new company file. If you already have a company file setup, you can skip this step.

Instructions



Create New Company

Company Name

Previous

Create

Exit

NOTE: Record your Company Name in the "Key Information" section of this document.

Create New Company



Activating new company data...

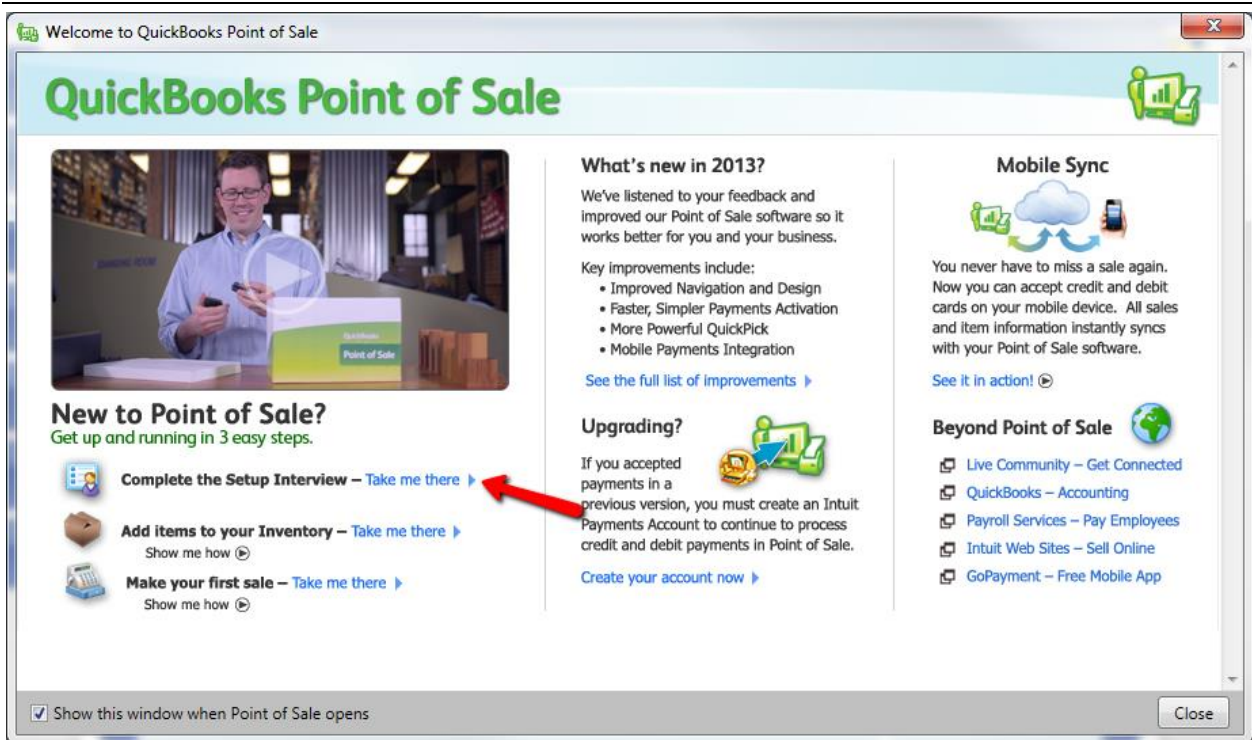
Previous

Next

Exit

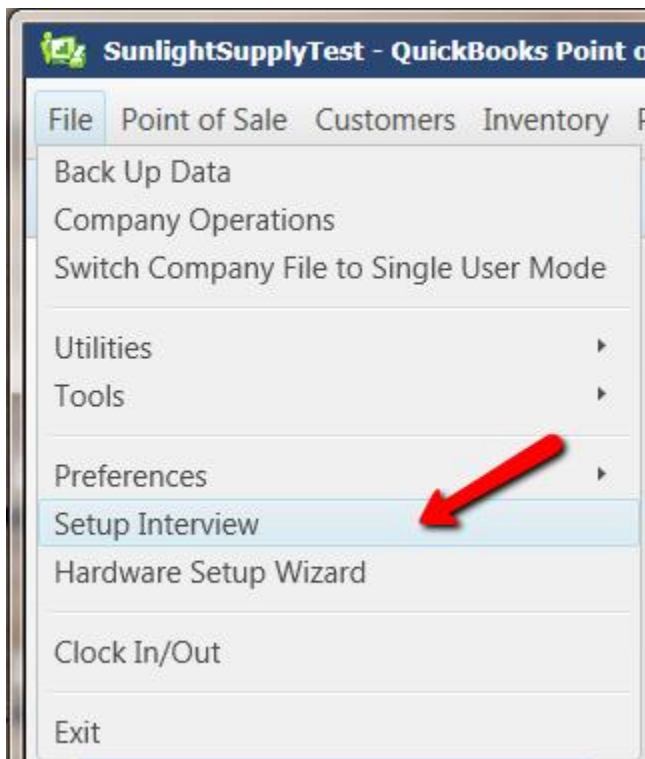
The company data file will be generated.

Complete the Setup Interview



Click the “Take me there” link next to “Complete the Setup Interview”.

OR



Go to "File" -> "Setup Interview"

Receipt Sales Tax Payments Gift Cards Hardware Complete

Set up your receipt

Store Name

Address

City, State, ZIP

Other Info 1

Other Info 2

Other Info 3

Receipt Message

Your receipt will look like this:

Store Name
Address
City, State, ZIP
Other Info 1
Other Info 2
Other Info 3

Customer Name

Desc	Qty	Price
Item 1	1	10.00
Item 1	1	10.00
Item 1	1	10.00

	Total	30.00
	Payment	30.00

Receipt message

Previous **Next** Done

Update your receipt information, then click the "Next" button.

Receipt Sales Tax Payments Gift Cards Hardware Complete

Set up your sales tax

Do you collect sales tax? Yes No

Enter your sales tax rate as a percentage ("8.25%") %

What is the name of your tax agency?

For example, in CA, collected sales tax is paid to "Board of Equalization"

If you need to set up more complex taxes, such as separate city/state agencies or special merchandise rates, go to Company Preferences from the file menu and choose Sales Tax.

Previous **Next** Done

Enter your tax information if applicable, then click the "Next" button.

Receipt Sales Tax Payments Gift Cards Hardware Complete

Would you like to accept credit and debit cards?

Yes No

Intuit Payments Account

Account Status: Not Linked Sign In

Account Details:

Payments Preferences

[Edit settings](#) (recommended)

Intuit Payments Account
with Mobile Sync

- Start accepting credit cards in minutes
- Payments recorded automatically
- Accept credit cards on your mobile device.

Activate Now

Previous Next Done

Enter your Payments information and click the "Next" button.

Receipt Sales Tax Payments Gift Cards Hardware Complete

Would you like to accept gift cards?

Yes No

Intuit Gift Card Service*

Gift Card account number:

Verify

*Intuit Payments Account required

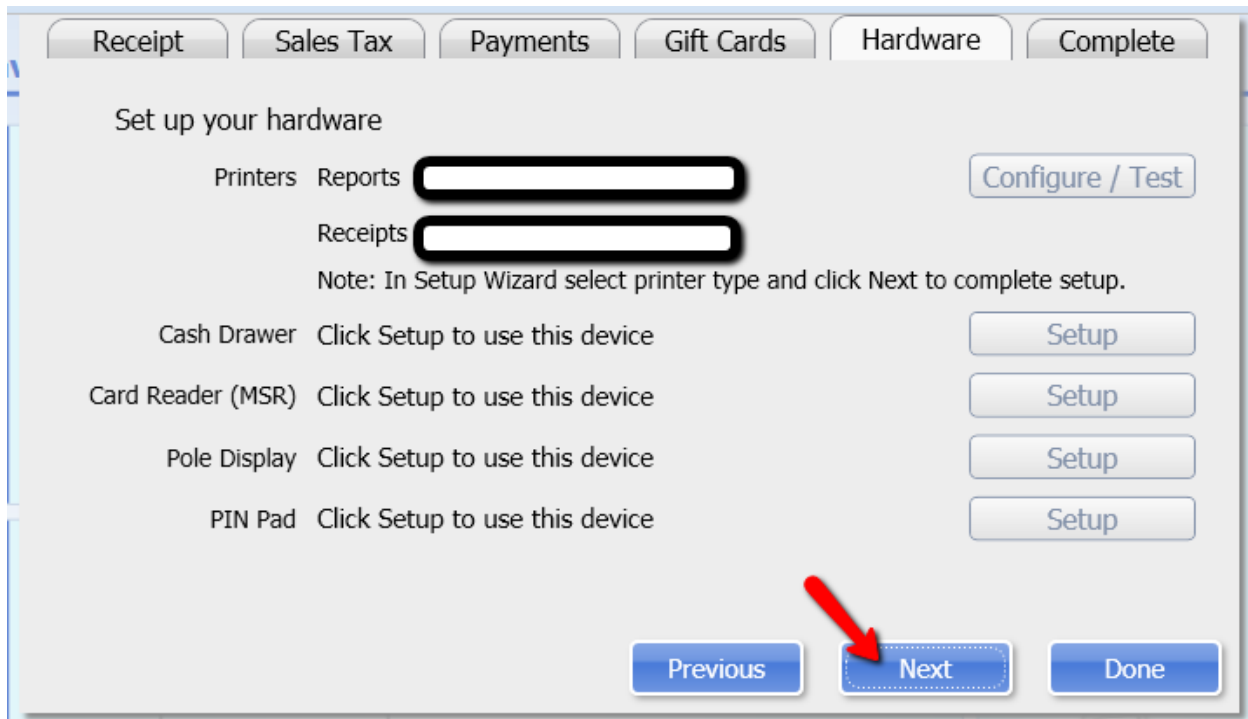
QuickBooks Point of Sale
Gift Card Service

- Offer gift cards - keep your customers coming back
- No equipment needed, no contracts and no cancellation fees
- Fully integrated with your QuickBooks Point of Sale

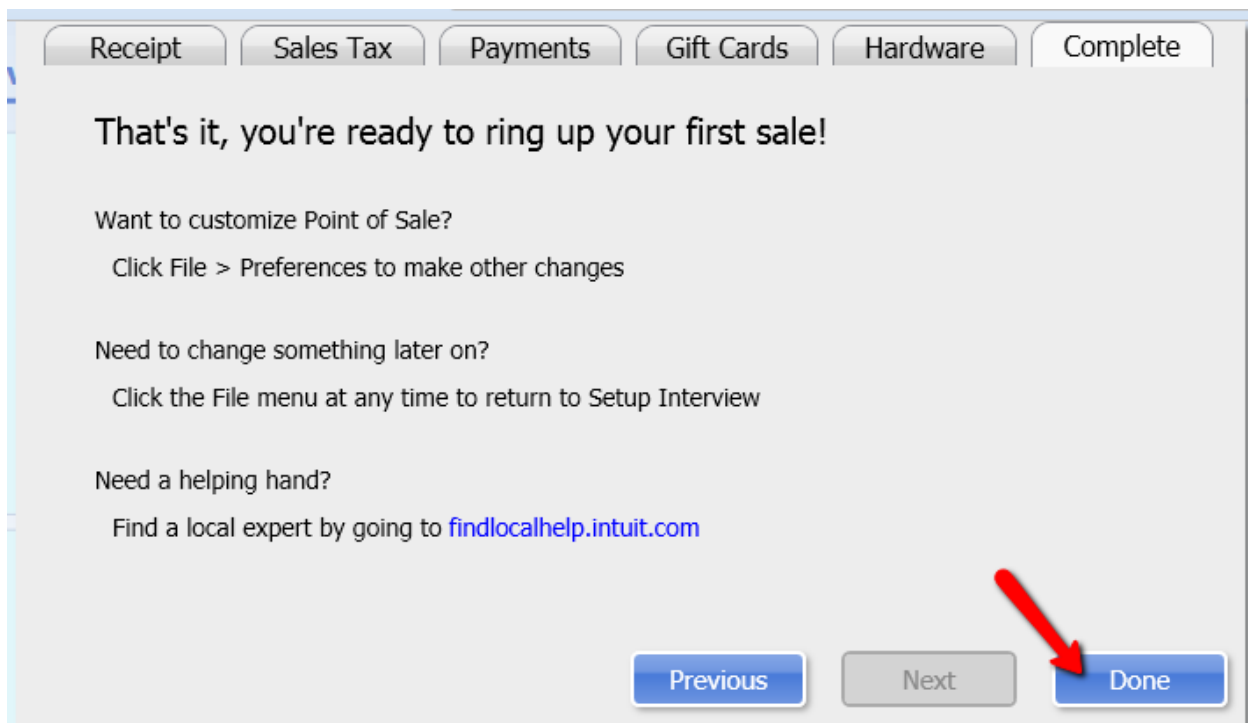
Apply Now! Apply online or call 1.888.623.0387

Previous Next Done

Enter your Gift Cards information and click the "Next" button.



Setup your hardware and click the "Next" button.



Click the "Done" button to complete the process.

NOTE: You can always go to File -> Preferences to make other changes at any time.

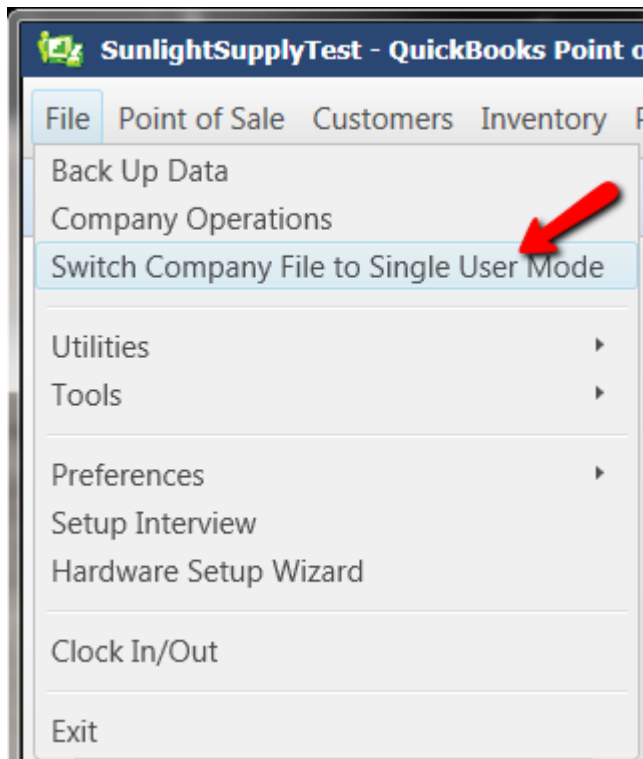
Switch to Multi-User Mode

Overview

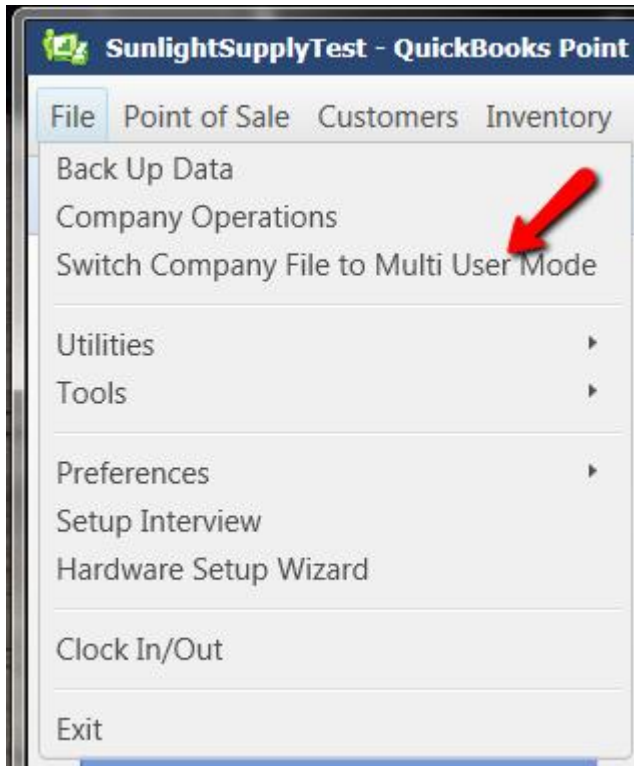
Don't be fooled by the name, even if you only have QuickBooks POS setup on 1 computer and used by 1 person, in order to use the Sunlight Supply bridge application you MUST switch to multi-user mode. Basically you are allowing other users to connect to the QuickBooks POS

Not Sure Which Mode You Are Using?

You can verify which mode you are currently using. Just go to "File" and look the line item that mentions "Switch Company File...".



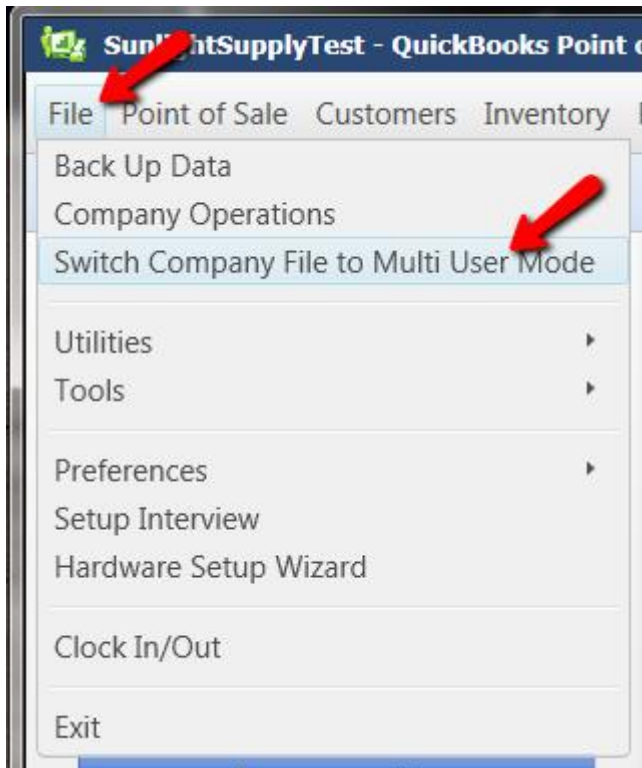
This Installation is in Multi User Mode.



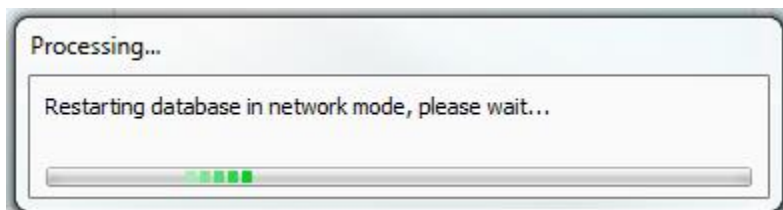
This installation is in Single User Mode.

Instructions

The follow instructions will show how to switch to Multi User Mode.



Go to "File" -> and click on "Switch Company File to Multi User Mode"



Your database will be restarted.

Logging in...



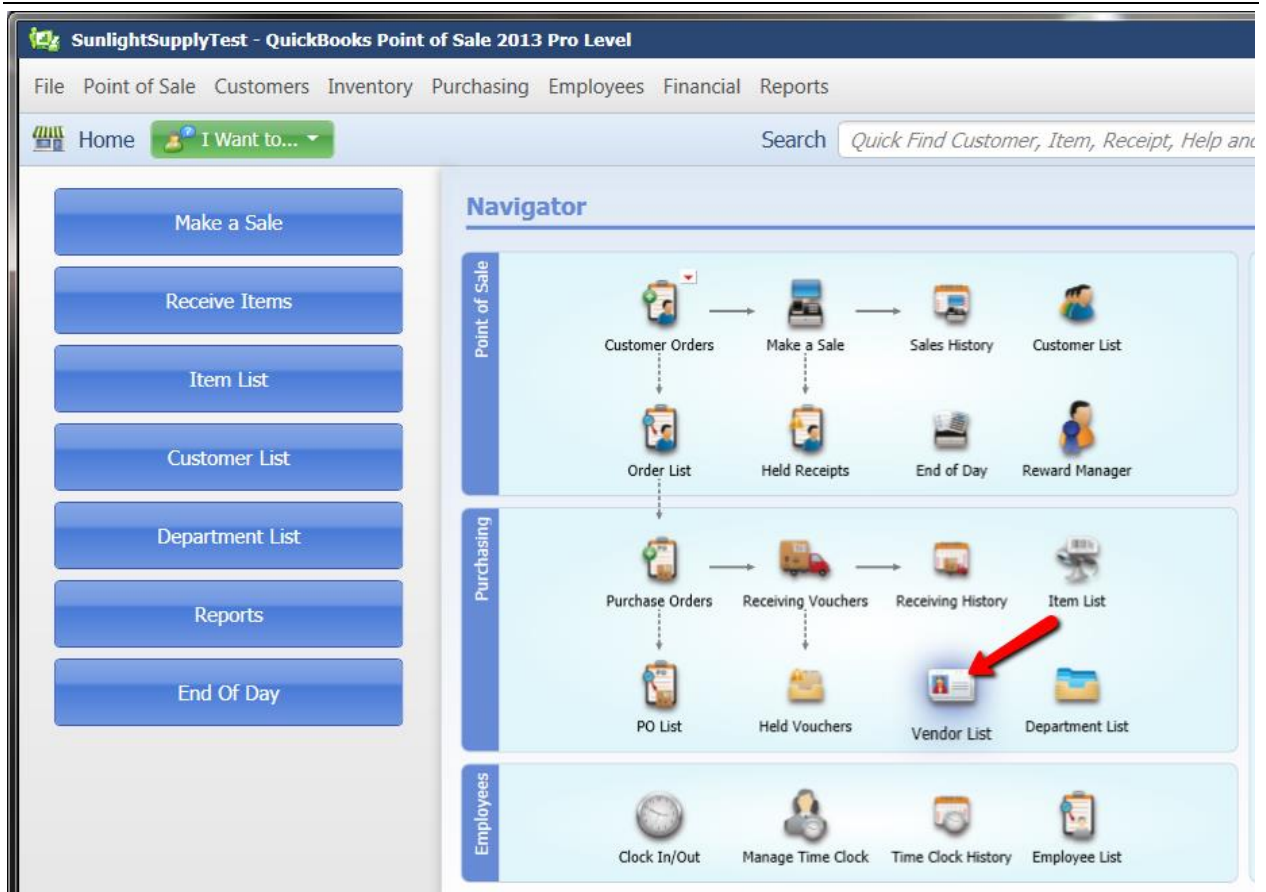
Loading configuration ...

Log In

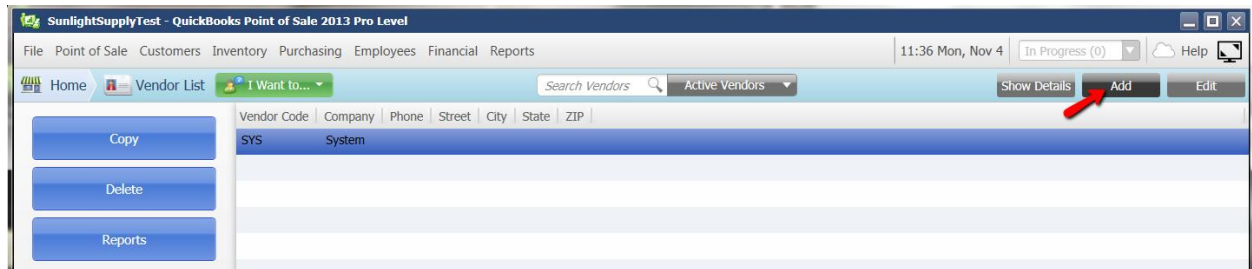
Exit

And your configuration will be reloaded.

Create a Sunlight Supply Vendor



From the "Home" screen click the "Vendor List" icon in the "Purchasing" area.



Click the "Add" button.

Add Vendor

Sunlight Supply, Inc. *

Enter Vendor Code

Contact Info

Title

First

Last

E-Mail

Vendor Web Site

Street

Street 2

City

State

ZIP

Phone

Mobile

Vendor Settings

Net due in days

Discount percentage is

Discount if paid within days

Account #

Alt. Phone

Alt. Contact

Inactive

Vendor Notes

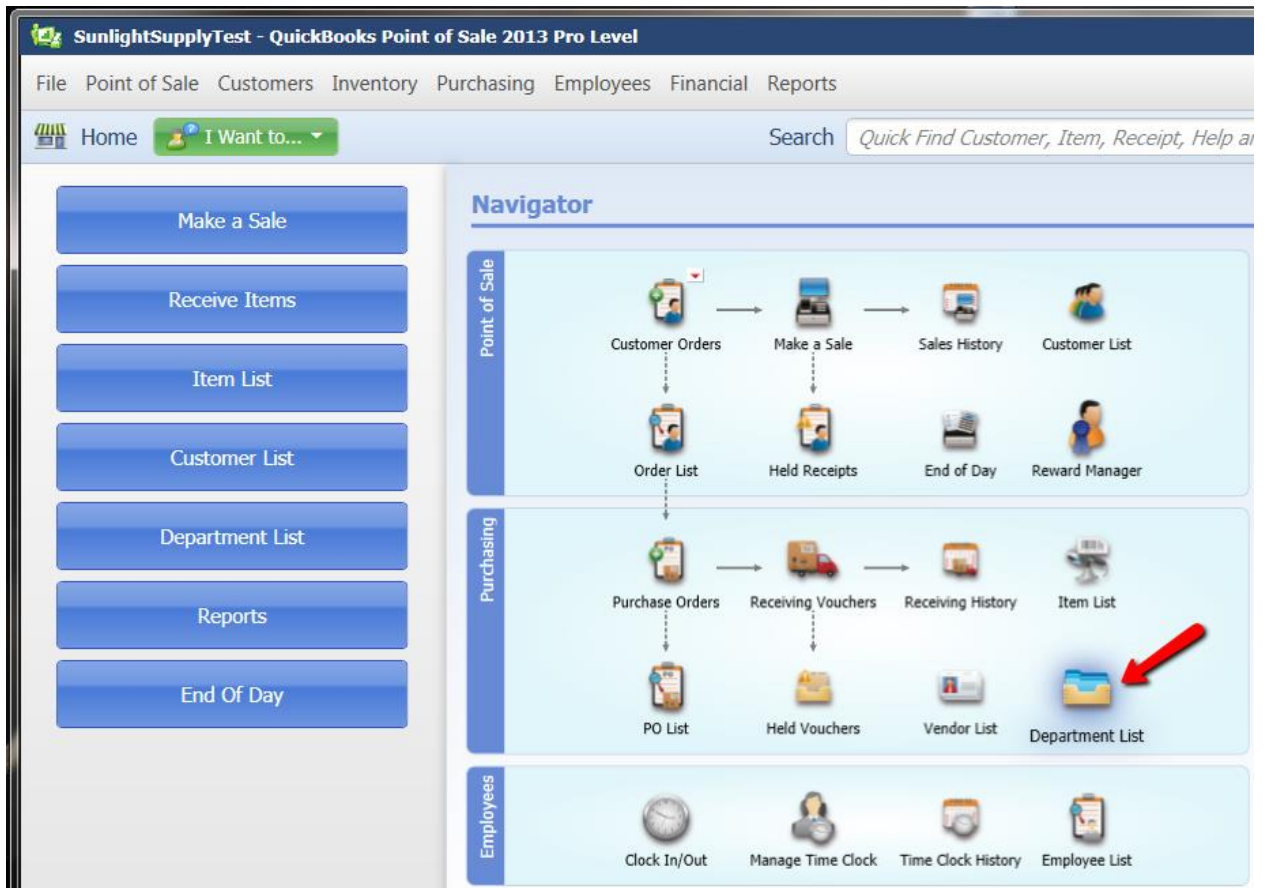
History

Save & New Save Cancel

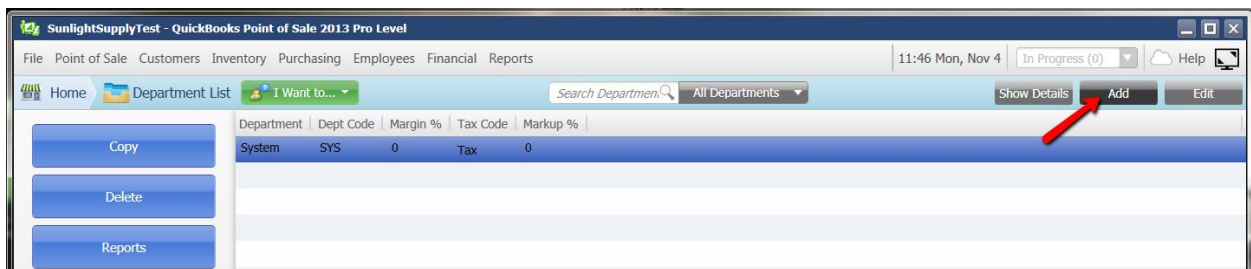
Add a Vendor name for Sunlight Supply along with any other details and then click the “Save” button.

Create a Default Department

Normally, the bridge application will create new departments as needed. The default department will be a backup in case the bridge application isn’t sure where to put the part. Please note that if you already have a default department you do not need to make a new one.



From the “Home” screen click the “Department List” icon.



Click the “Add” button.

Department Info

Dept Code

Department *

Tax Code

Margin %

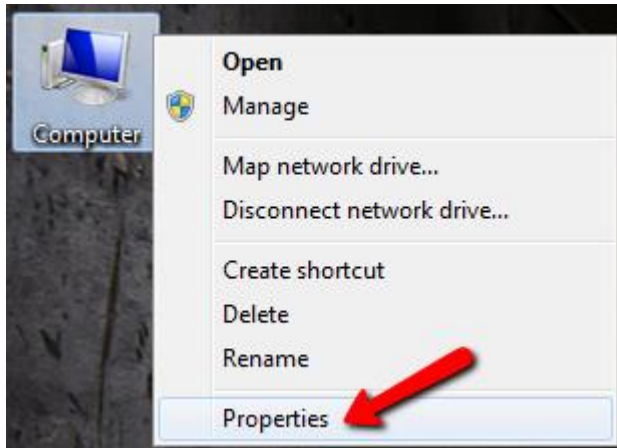
Markup %

Enter a Department name into the "Department" field and click the "Save" button.

Pre-Bridge Setup

Computer Name

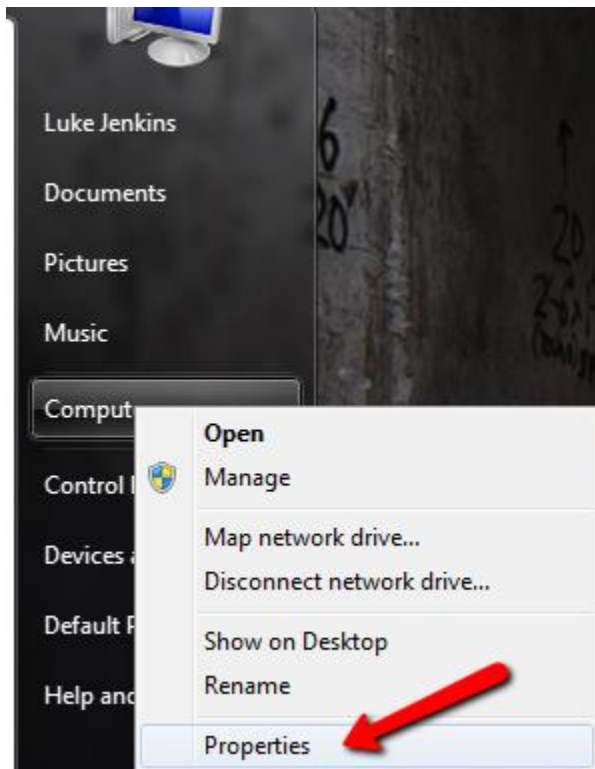
If you have a “Computer” icon on your desktop.



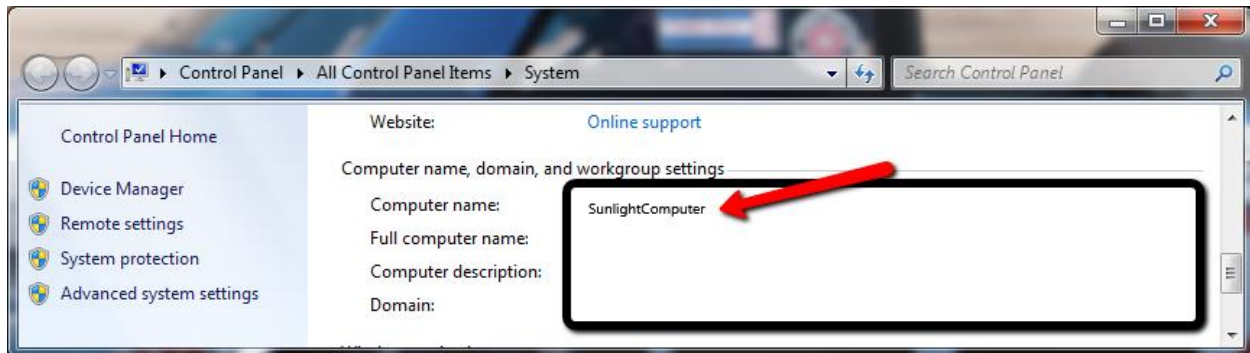
Right click the “Computer” icon and click “Properties”.

OR if you do NOT have a “Computer” icon on your desktop

Go to Start -> Computer (or “My Computer”)



Right Click “Properties”



The Computer Name will appear in the Computer name, domain, and workgroup settings section.

NOTE: Record this information on the “Key Information” page.

Install the QuickBooks POS Interop File.

Overview

This file installs the

Instructions

This install file is located on the Dealer -> Downloads page after logging in under the “Sunlight Supply QBPOS Bridge” heading.

Sunlight Supply QBPOS Bridge

NOTE: We recommend buying the Pro version of QuickBooks POS for the best integration experience. Pro versions include variable UOM, custom fields, and images.


Use this application to synch our Part data to your local QuickBooks POS installation. New features include:

- Customer and regional-specific pricing
- Purchase Order upload
- Pro and Multi-store: UOM for Case and Ea, Stock quantity at primary DC
- Auto-updates: program prompts to update on new feature releases
- *Upcoming features:* Integrated images, Multiple PO upload at once.

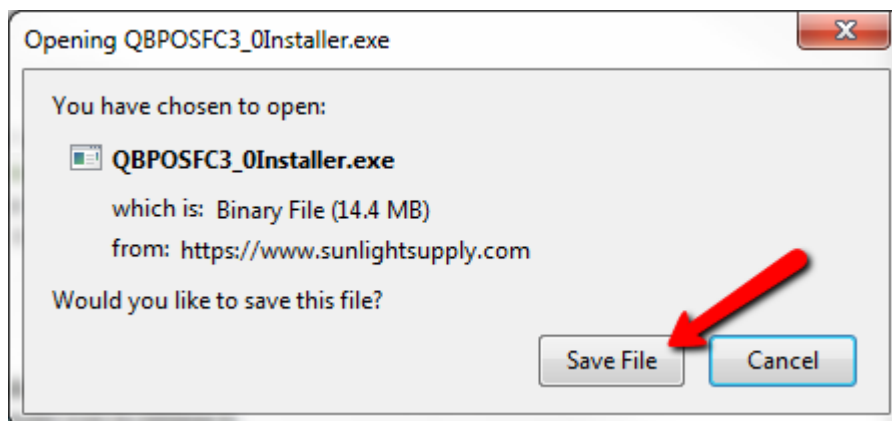
Installation Support: Due to the volume of issues involved with Windows applications, we cannot reasonably support each installation of this program. Please read the [PDF guide](#) below and make sure your internal IT support has set up QuickBooks POS correctly. Most problems arise surrounding connectivity to the QBPOS database, all of which happens within QuickBooks closed-source components and not within our custom program.

Most common connection issues:

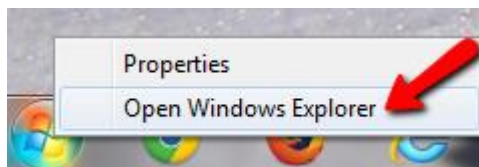
- Company Name: This the name you gave to QBPOS when setting up the installation. You can find it under File-> Company Operations.
- Computer Name: This is the name of your Computer. Right-click on your computer icon to retrieve it.

New QuickBooks POS Interop	Please run this installer first to be sure all QuickBooks Interop binaries are up to date (only do this once!)
Sunlight Supply QBPOS Bridge	Run new Sunlight Supply Installer.
Setup Guide	 (896K)

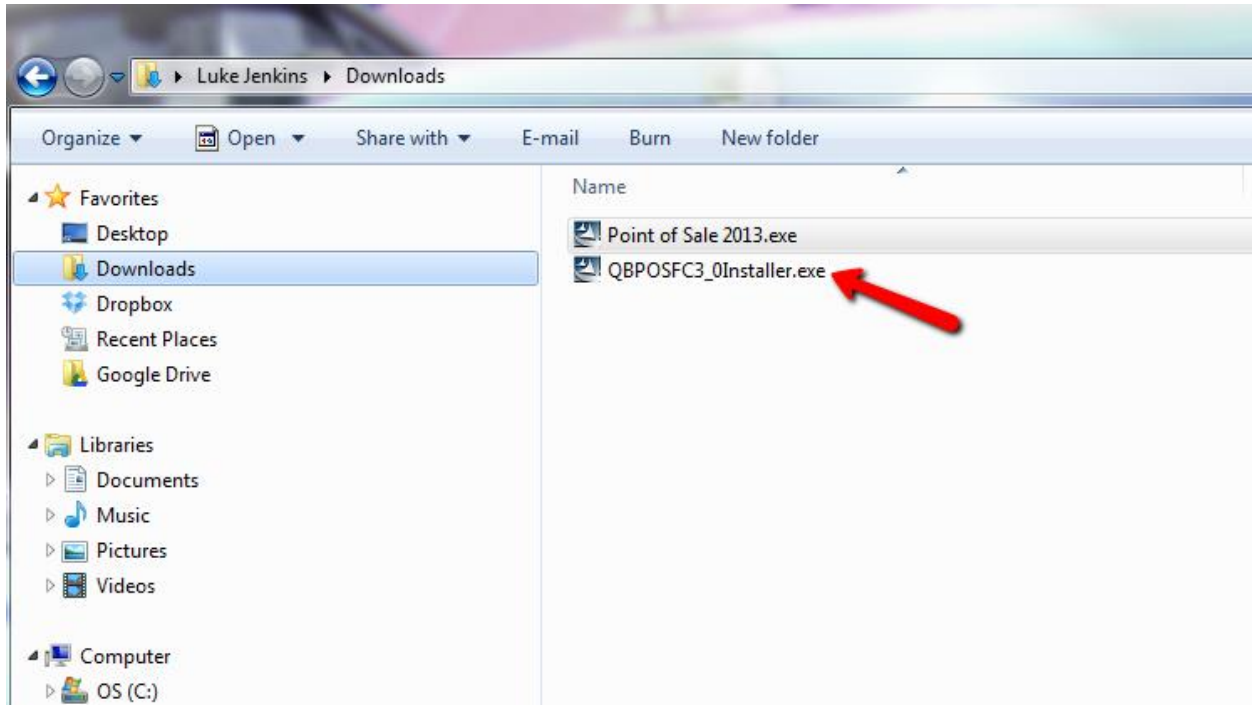
Click the “New QuickBooks POS Interop” link to begin the installation.



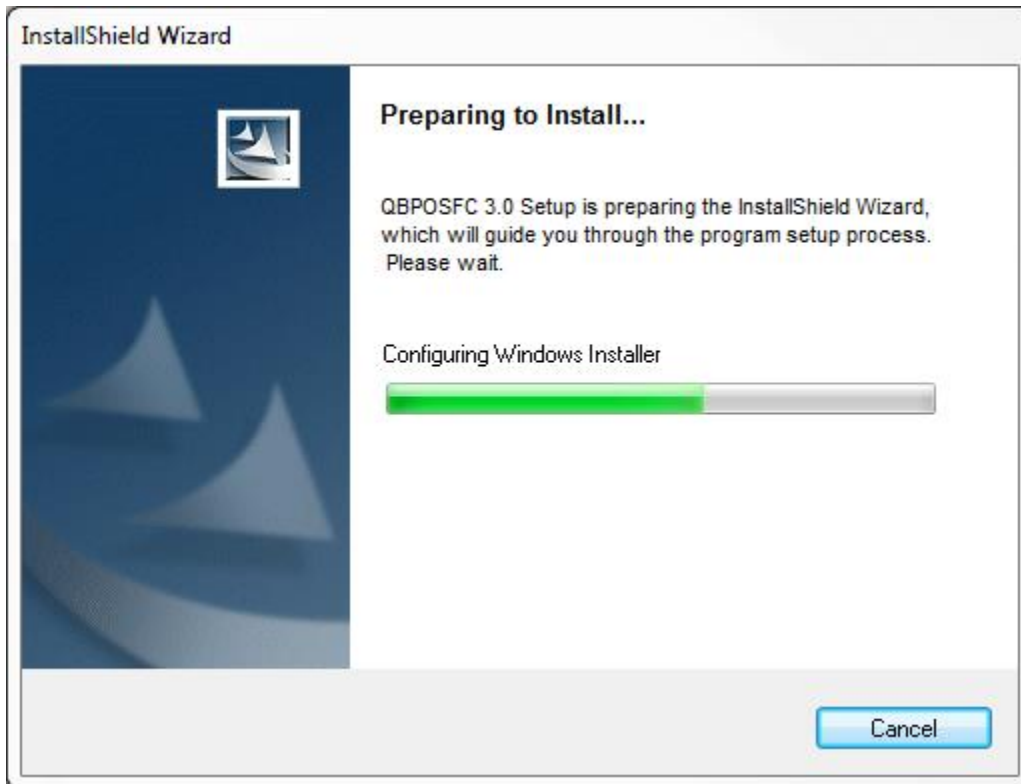
Click the “Save File” button. The file will be downloaded into your “Downloads” folder.



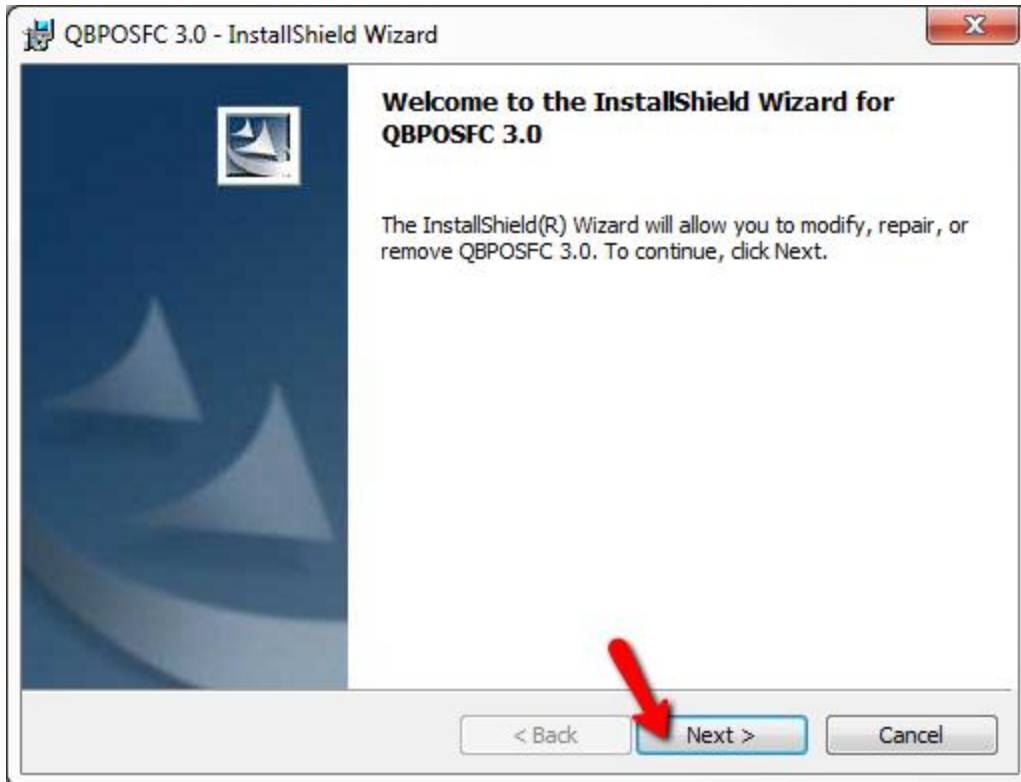
Right click the start button, click on “Open Windows Explorer”, then click on the “Downloads” folder.



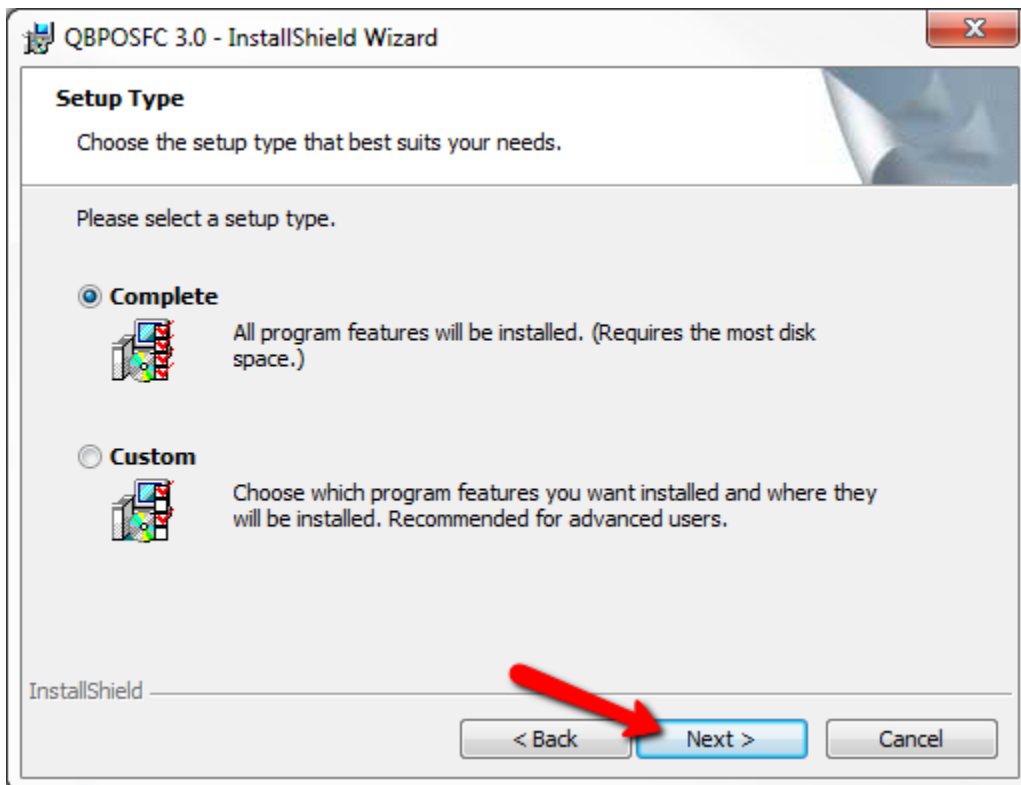
Double Click the “QBPOSFC3_0Installer.exe” file to launch the installer.



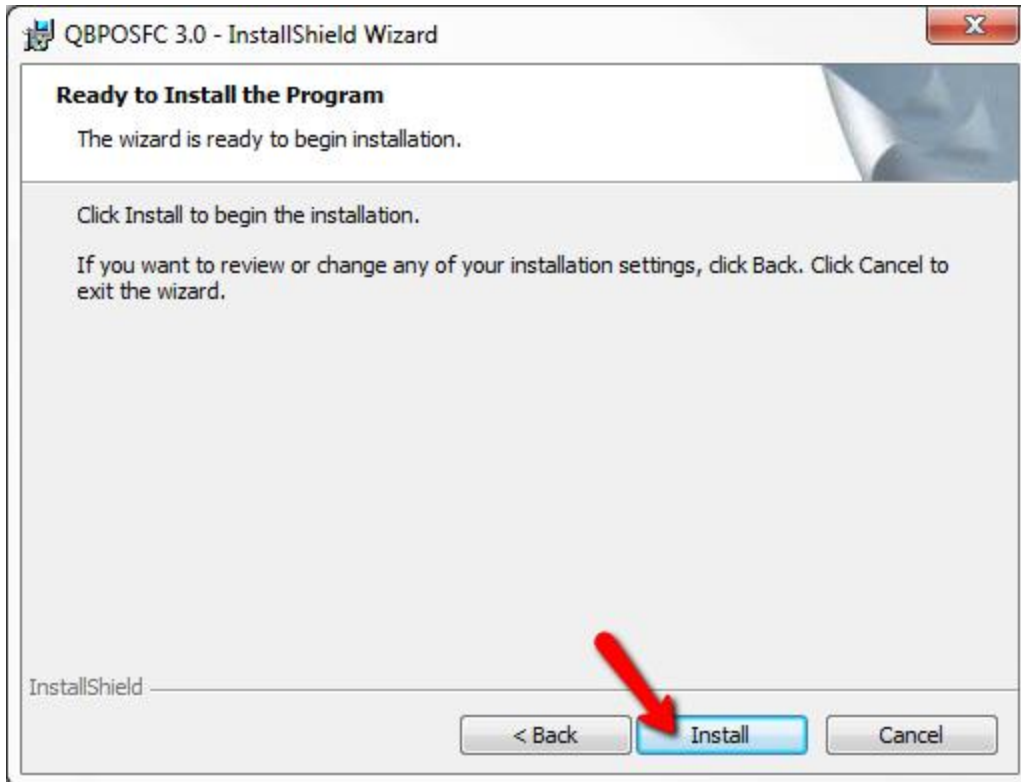
Space requirements are calculated – you don't have to do anything.



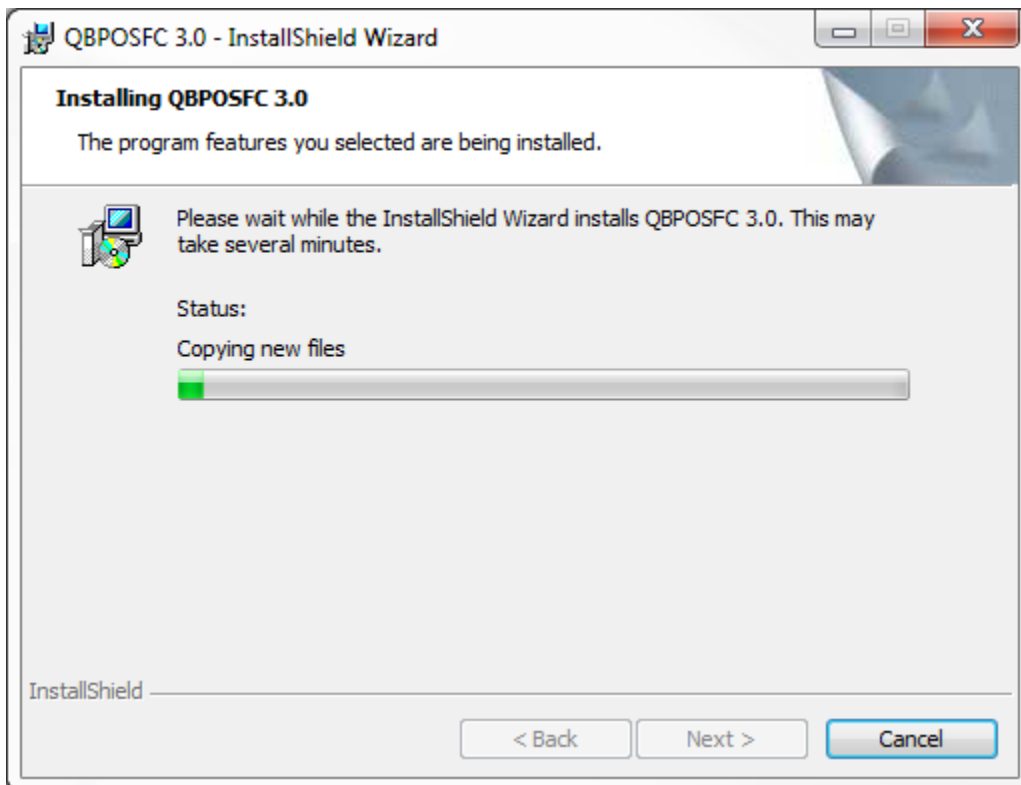
Click the "Next" button to continue.



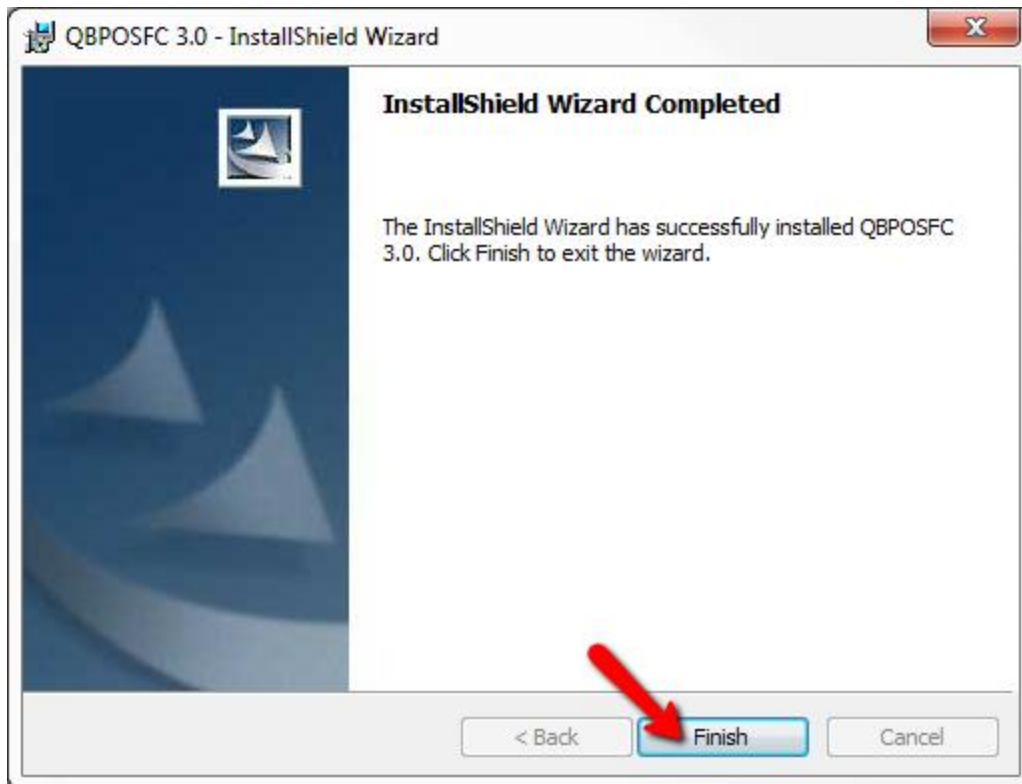
Make sure "Complete" is selected and then click the "Next" button.



Click the "Install" button to start the installation.



The progress bar will show the current status.



Once complete, click the "Finish" button.

Bridge Installation

Overview

The bridge application acts as a link between your QuickBooks POS data and the Sunlight Supply part data. The bridge application will allow you to keep your inventory and pricing

Installation

The Sunlight Supply QuickBooks POS bridge application is available from the Dealers -> Downloads page under the "Sunlight Supply QBPOS Bridge" section.

Sunlight Supply QBPOS Bridge

NOTE: We recommend buying the Pro version of QuickBooks POS for the best integration experience. Pro versions include variable UOM, custom fields, and images.


Use this application to synch our Part data to your local QuickBooks POS installation. New features include:

- Customer and regional-specific pricing
- Purchase Order upload
- Pro and Multi-store: UOM for Case and Ea, Stock quantity at primary DC
- Auto-updates: program prompts to update on new feature releases
- *Upcoming features:* Integrated images, Multiple PO upload at once.

Installation Support: Due to the volume of issues involved with Windows applications, we cannot reasonably support each installation of this program. Please read the [PDF guide](#) below and make sure your internal IT support has set up QuickBooks POS correctly. Most problems arise surrounding connectivity to the QBPOS database, all of which happens within QuickBooks closed-source components and not within our custom program.

Most common connection issues:

- Company Name: This the name you gave to QBPOS when setting up the installation. You can find it under File-> Company Operations.
- Computer Name: This is the name of your Computer. Right-click on your computer icon to retrieve it.

New QuickBooks POS Interop	Please run this installer first to be sure all QuickBooks Interop binaries are up to date (only do this once!)
Sunlight Supply QBPOS Bridge	Run new Sunlight Supply Installer.
Setup Guide	 (896K)

Click the “Sunlight Supply QBPOS Bridge” link.

Sunlight Supply, Inc Sunlight Supply QBPOS Bridge v2

Name: Sunlight Supply QBPOS Bridge v2

Version: 1.0.0.27

Publisher: Sunlight Supply, Inc

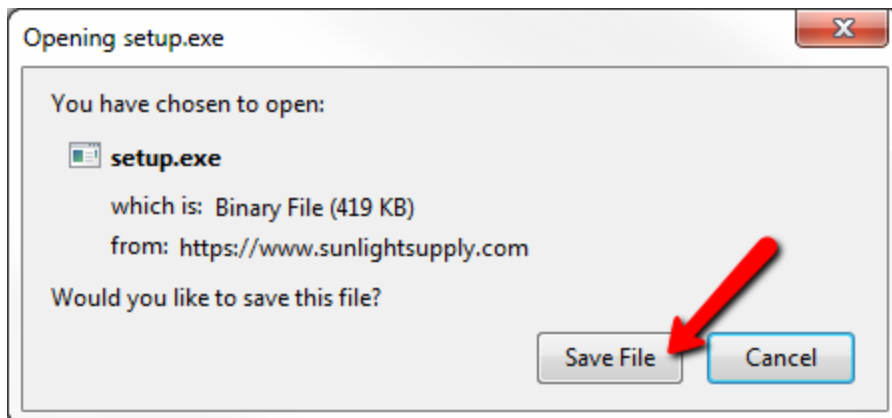
The following prerequisites are required:

- Windows Installer 3.1
- Microsoft .NET Framework 4 (x86 and x64)

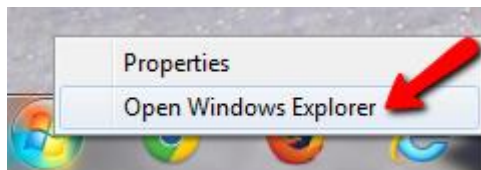
If these components are already installed, you can [launch](#) the application now. Otherwise, click the button below to install the prerequisites and run the application.



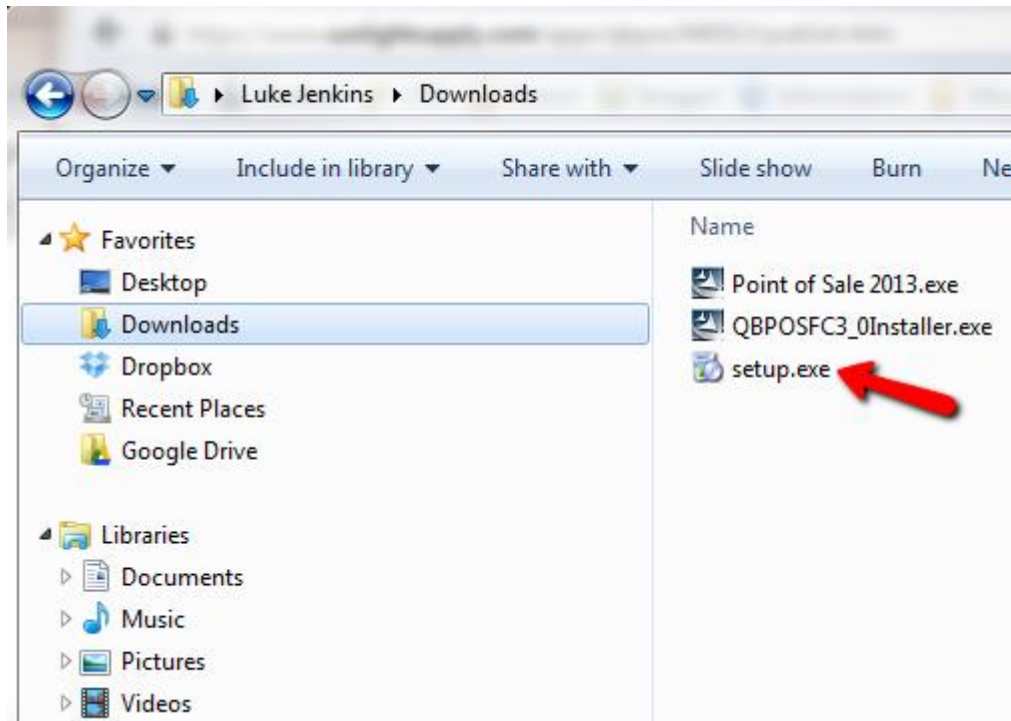
Click the "Install" button



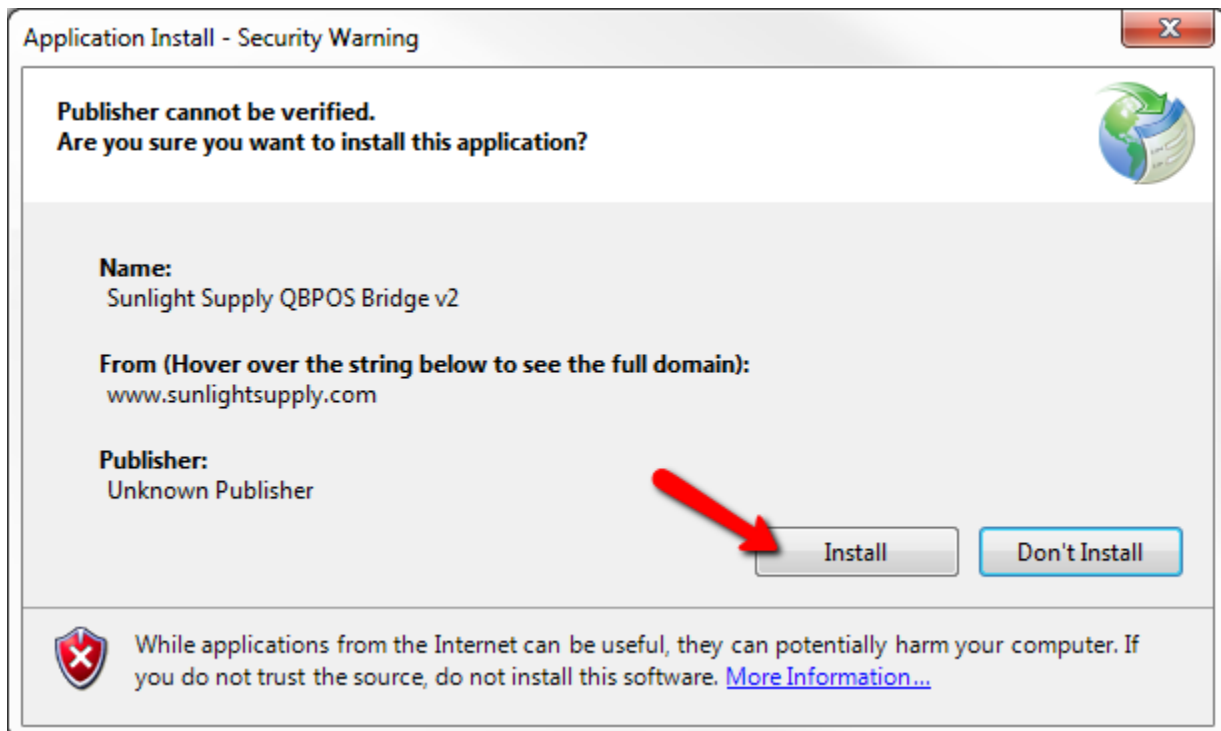
Click the "Save File" button and the installer will be saved to your "Downloads" folder.



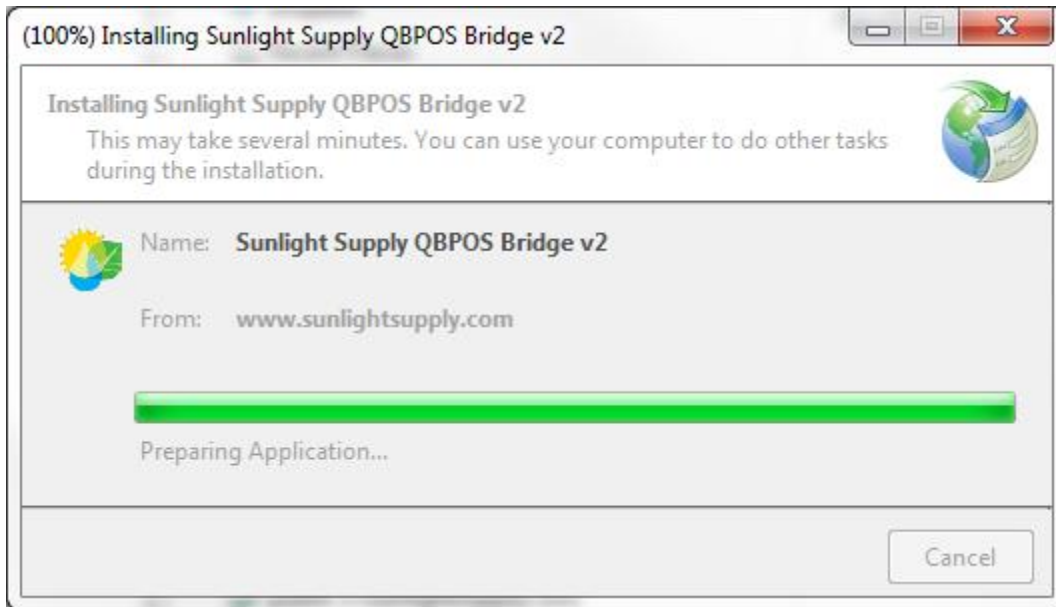
Right click the start button, click on "Open Windows Explorer", then click on the "Downloads" folder.



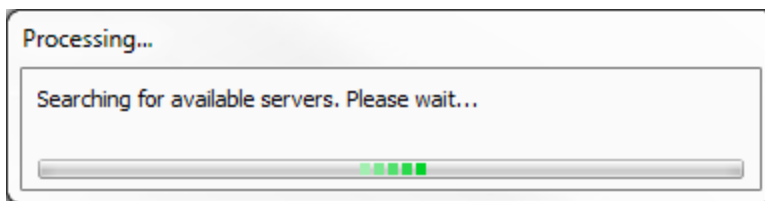
Double Click the “setup.exe” file to launch the installer.



Click the “Install” button to continue.

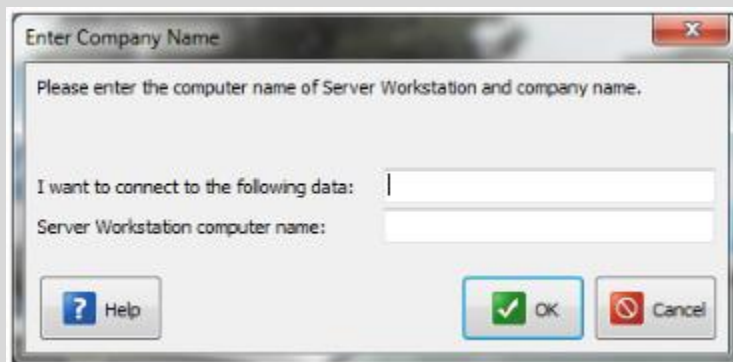


The application installation will begin.



Once installed the bridge will try and connect to your QuickBooks server.

If you see the following screen...

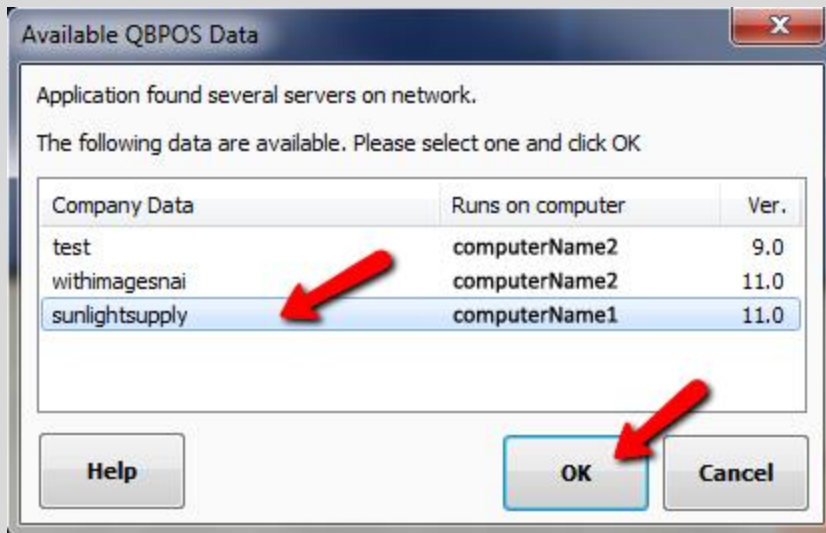


Depending on your installation you may need to enter the connection information for your QuickBooks POS system.

I want to connect to the following data: Enter the Company Data File name that you want to connect to & update. The example used in this document is "SunlightSupplyTest".

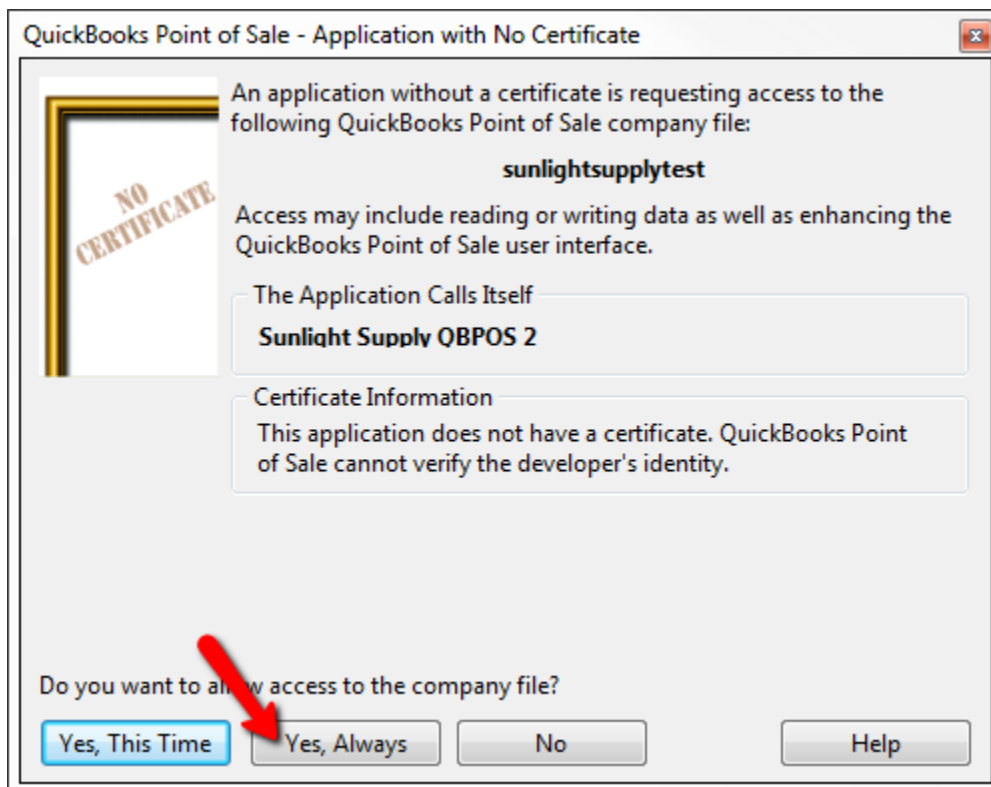
Server Workstation computer name: Enter your computer name here.

If you see the following screen...



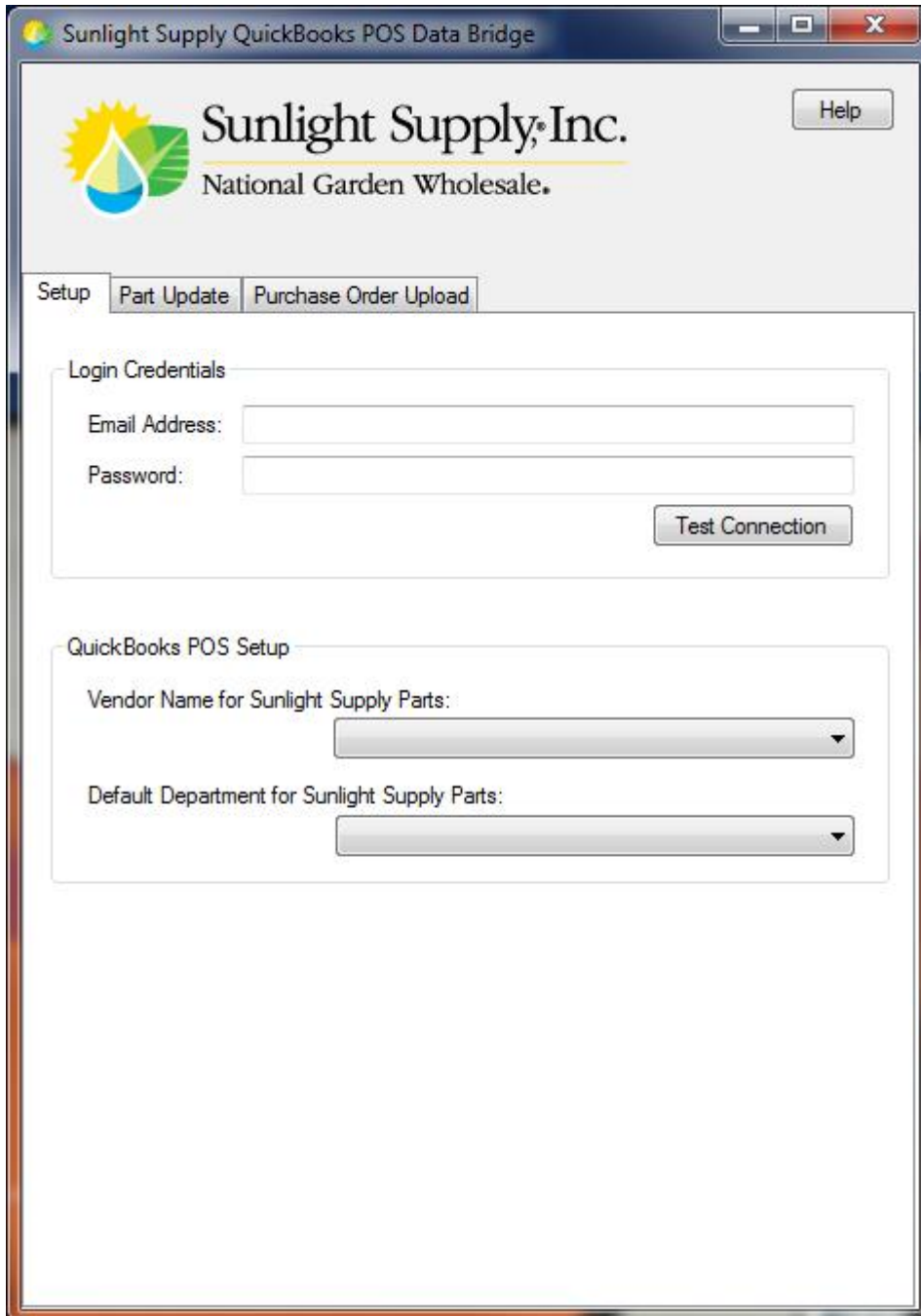
Depending on your installation you may need to select which company data file you want to connect to. In the above example there are 3 company files available from 2 different computers on the network.

Select the company data file you want to use and click the 'OK' button.

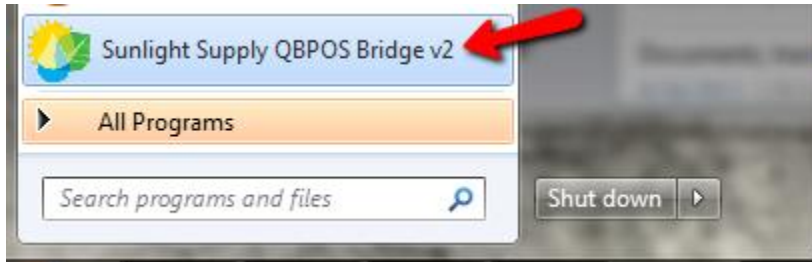


Click “Yes, Always” to allow the bridge application to connect with your QuickBooks POS installation. If you select “Yes, This Time” then this prompt will appear every time you run the bridge application.

Once installed, the bridge application will open for the first time.

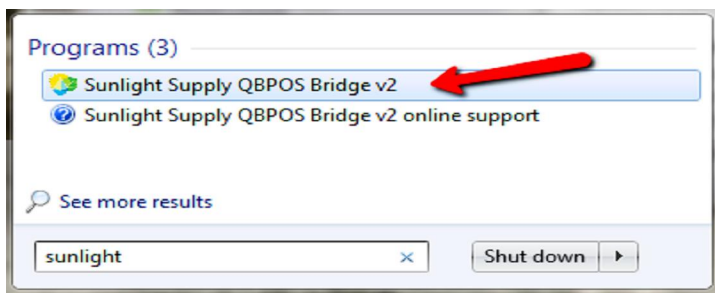


Starting the Sunlight Supply QuickBooks Bridge Application



The bridge application can be started from the Start menu. You should see the Sunlight Supply logo and the name “Sunlight Supply QBPOS Bridge v2”.

OR



In Windows 7 it should appear by typing “Sunlight” in the “Search programs and files” input.

Bridge Application Configuration

Overview

There are a few additional steps that you must do to configure the bridge application to run for the first time.

Instructions

Sunlight Supply QuickBooks POS Data Bridge

Sunlight Supply, Inc.
National Garden Wholesale.

Help

Setup Part Update Purchase Order Upload

Login Credentials

Email Address: dealerlogin@gmail.com

Password: ●●●●●●●

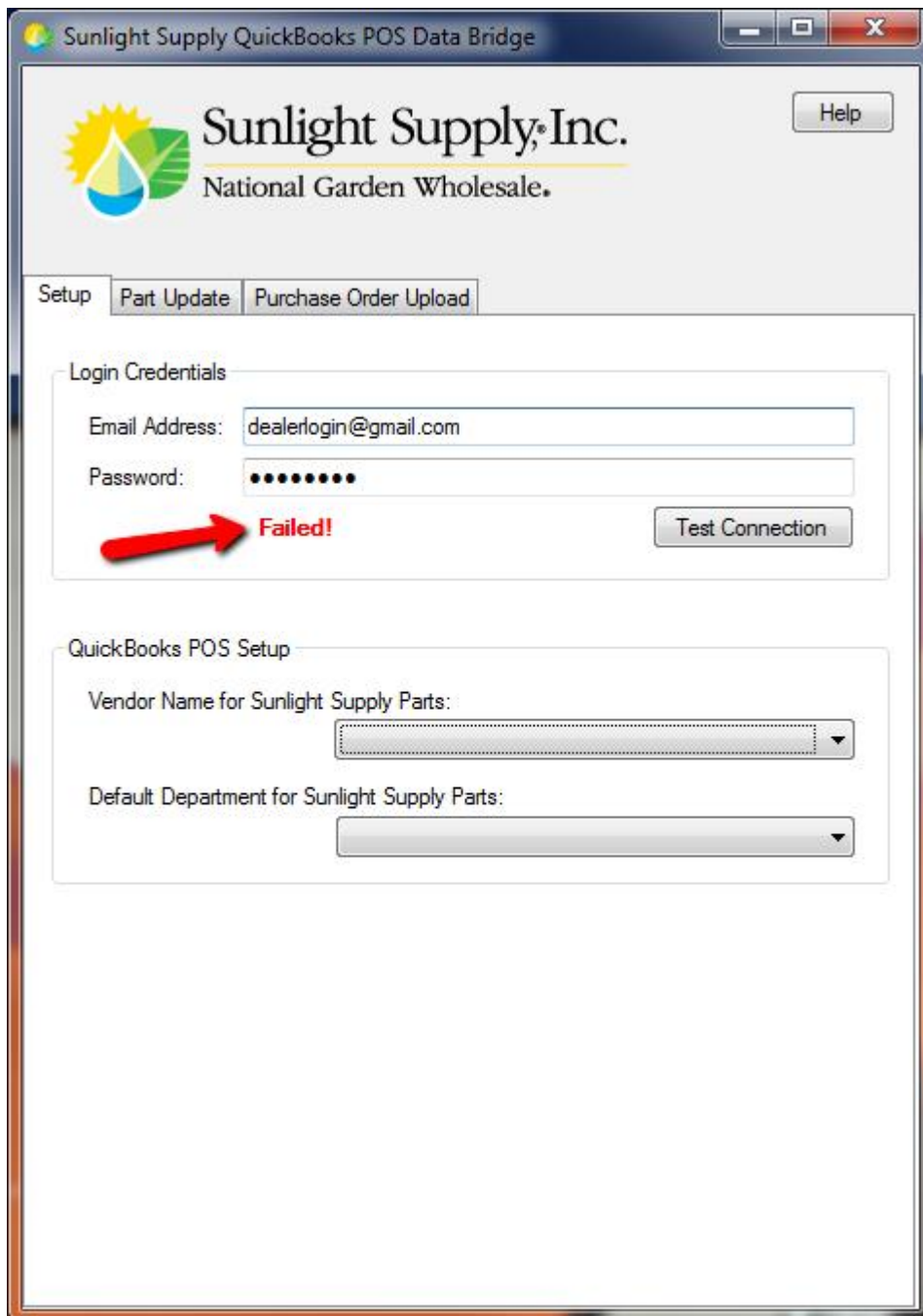
Test Connection

QuickBooks POS Setup

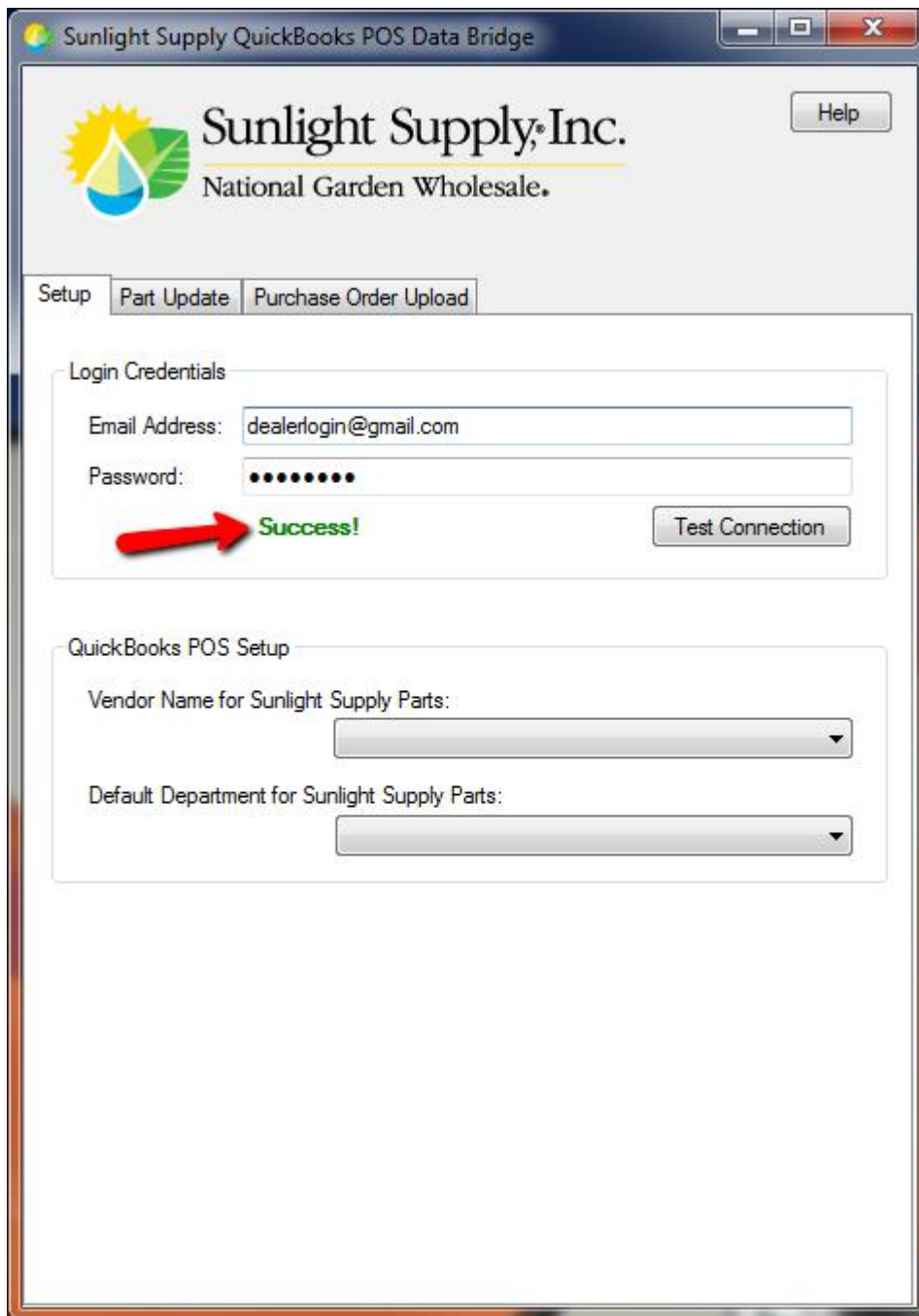
Vendor Name for Sunlight Supply Parts:

Default Department for Sunlight Supply Parts:

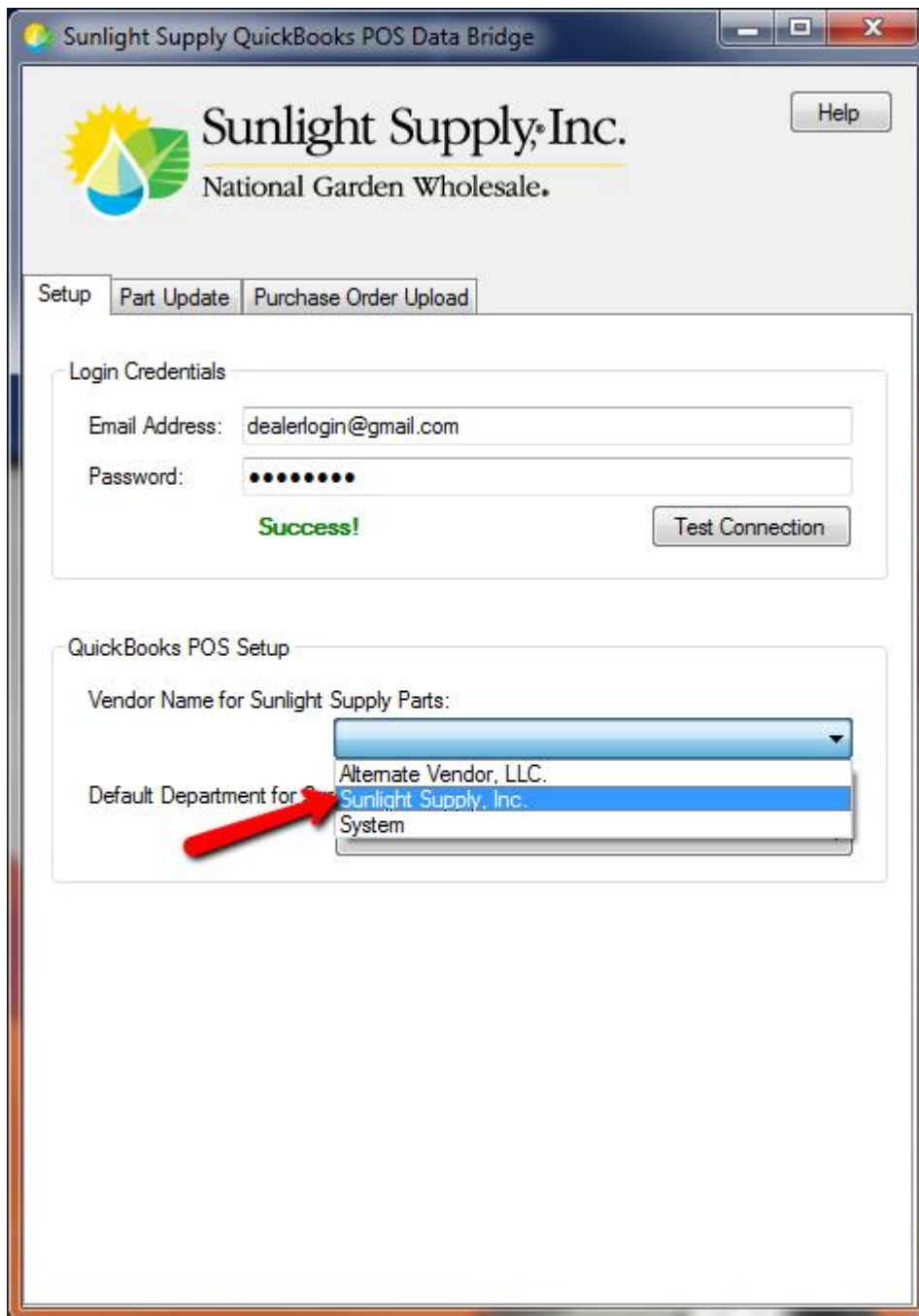
Enter your Email Address & Password. These **MUST** be the same credentials that you use to login to our website. Click the “Test Connection” button to test your credentials.



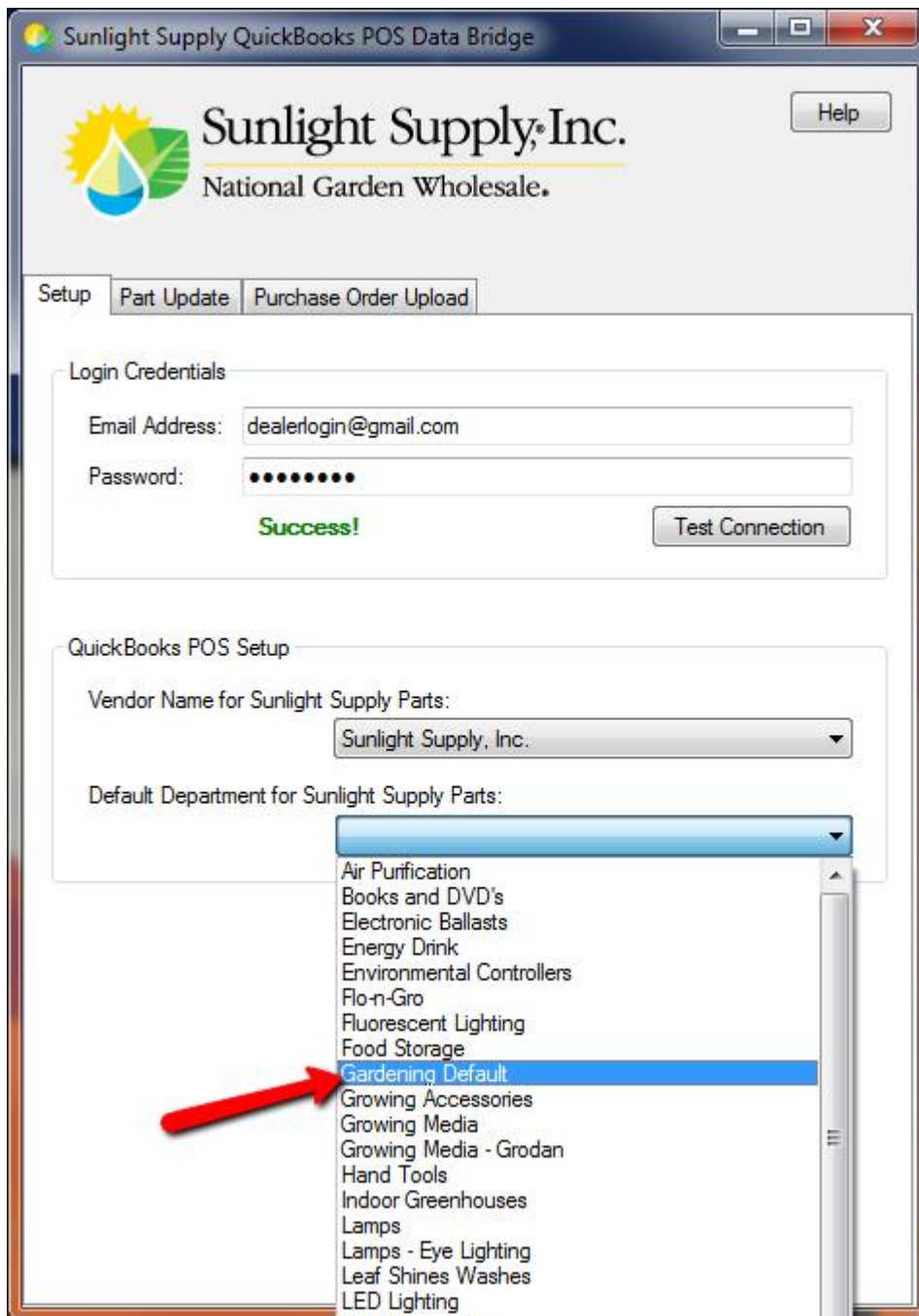
If you did not successfully connect you will see a red “Failed!” message next to the “Test Connection” button. Verify that you are using the same email address and password that you use to login to our website. If you have confirmed that you can successfully login to our website with the email address and password you used on the bridge email websupport@sunlightsupply.com and let us know that you are able to login to the website but not connect from the QuickBooks POS bridge application. Please provide us with the email address you are trying to use.



If you successfully connected you will see a green “Success!” next to the “Test Connection” button.



Select the Vendor Name that you added for Sunlight Supply.

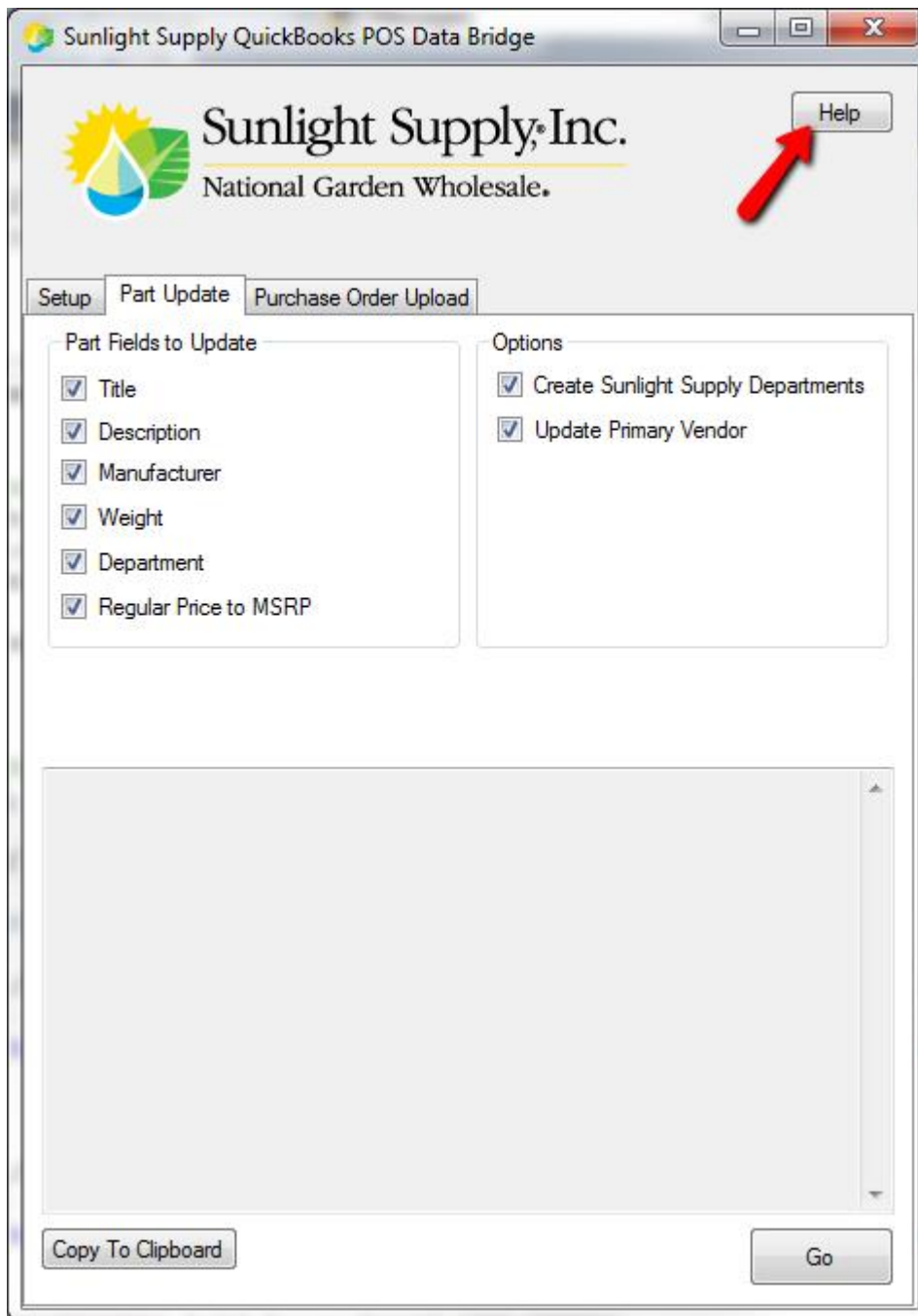


Select the Default Department that you want to use from the drop down.

Help

Help Document

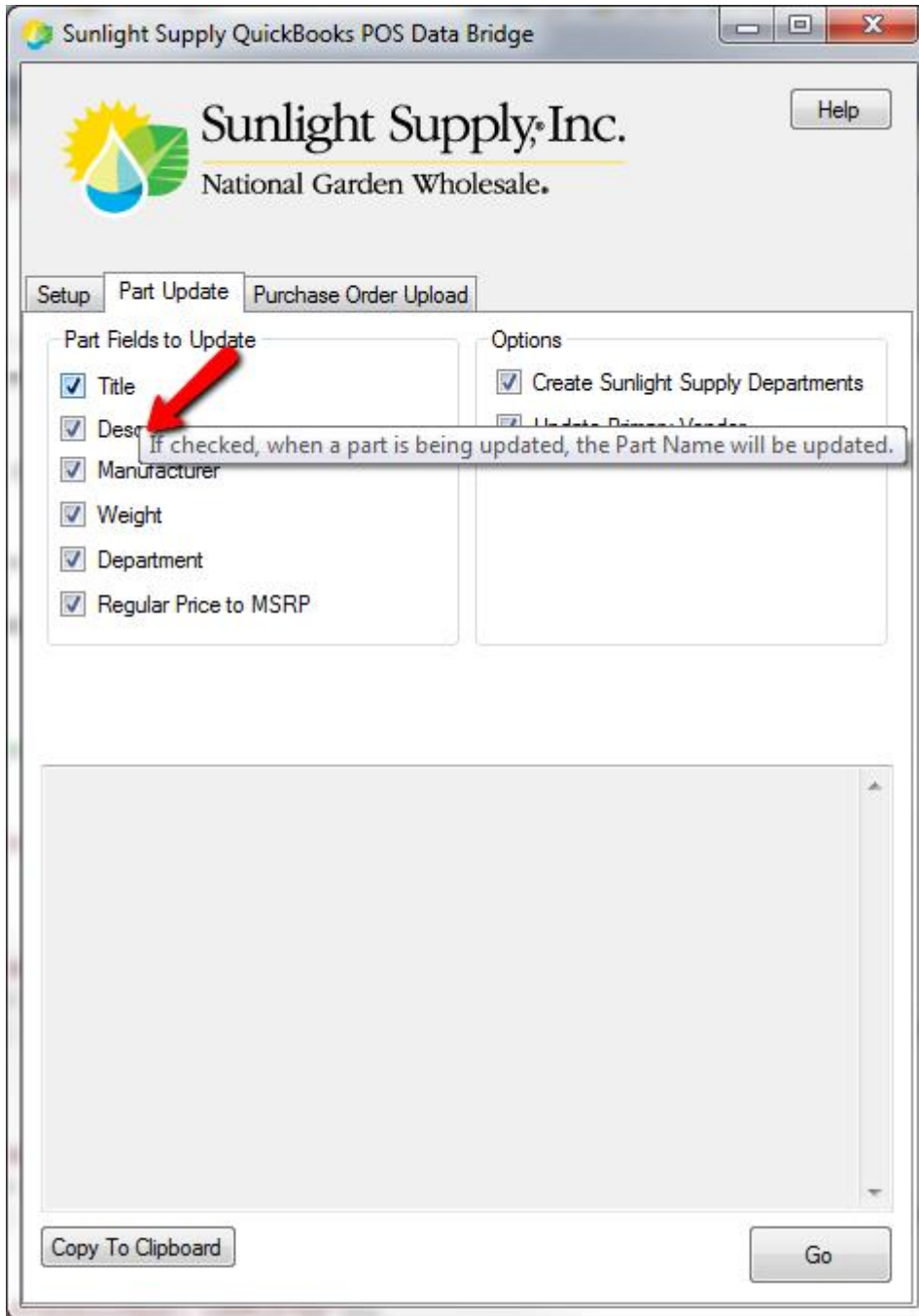
The first place you can get help is by clicking on the “Help” button in the bridge application. This will open the latest version of the help document. This is the same document that is available in the QuickBooks section of the Dealers -> Downloads page.



Click the “Help” button to open the latest version of the help document.

Application Tooltips

If you just want a quick way to see what a feature does without opening the help document, you can roll over an item and a tooltip should appear with a brief description.



Roll over a checkbox or button to get a description of what that feature does.

Running the “Part Update” Process

Overview

You can run the “Part Update” any time in order to update your Sunlight Supply data. This process will keep the following QuickBooks Point of Sale data current:

Part Data	QuickBooks Field Updated	Optional
Part Vendor	Vendor	No
Part Number (SKU)	ALU	No
Part UPC	UPC	No
Part Dealer Cost	Order Cost	No
Part MSRP	Pricing -> MSRP	No
Part Unit of Measure	Unit of Measure	No
Part Stock (default warehouse)	SunlightQty	No
Part Title	Item Name	Yes
Part Description	Item Description	Yes
Part Manufacturer	Manufacturer	Yes
Part Weight	Shipping Weight	Yes
Part Department	Department	Yes
Part MSRP	Reg Price	Yes

NEW Part – Fields Updated

All of the QuickBooks POS fields are set initially regardless of what you have set in the ‘Part Fields to Update’ area - this provides you with default data to start from.

NEW Part - Department

If the department already exists, regardless of how the ‘Create Sunlight Supply Departments’ is set, the existing department is used for this part.

If the ‘Create Sunlight Supply Departments’ option is checked, and the department does NOT exist, the

new department will automatically created for this part.

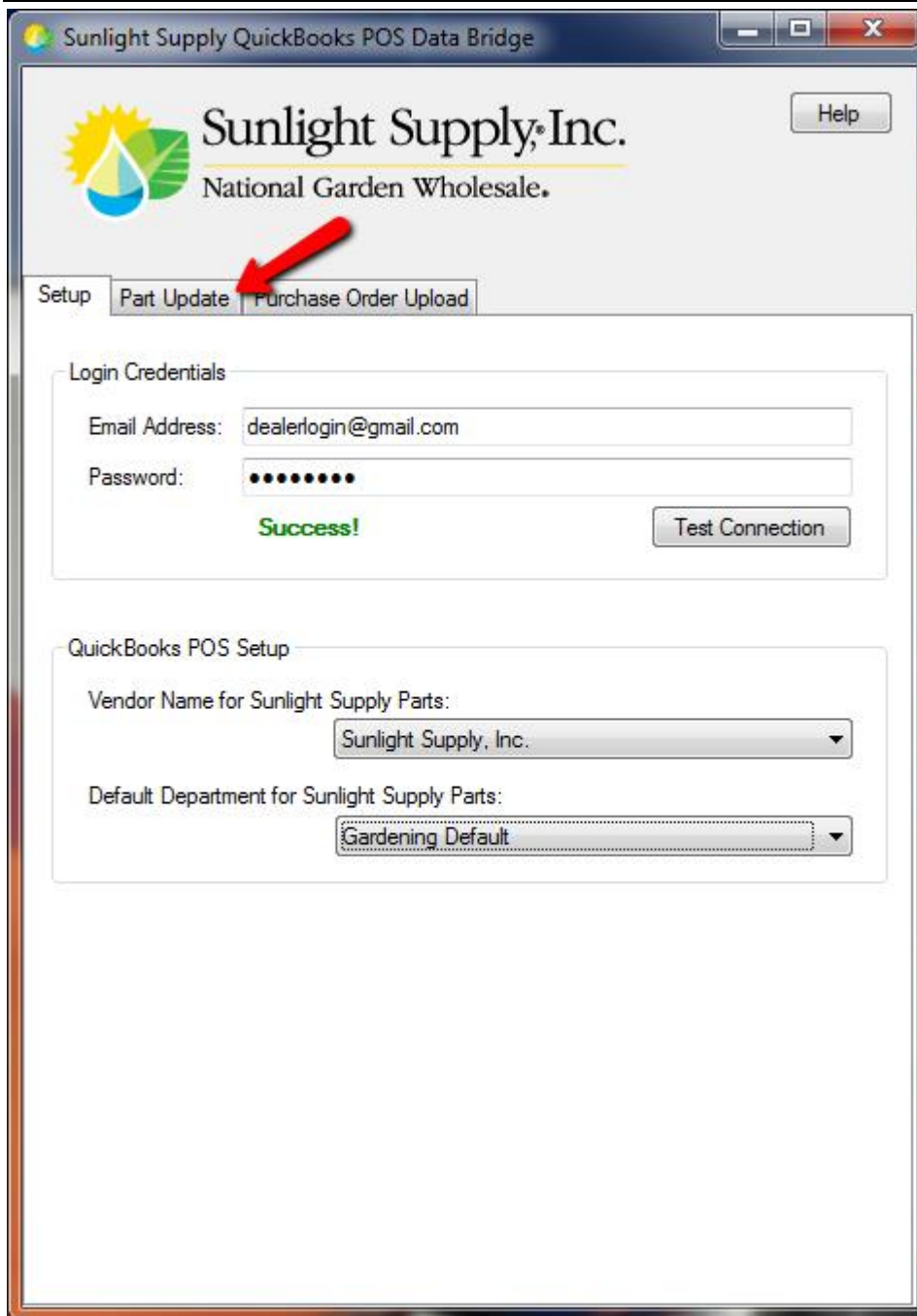
If the 'Create Sunlight Supply Departments' option is unchecked, and the department does NOT exist, the part is placed in the 'Default Department for Sunlight Supply Parts' department you have set.

EXISTING Part – Fields Updated

Every time the bridge application is run, the non-optional fields in the table above are always validated and updated when changed.

EXISTING Part - Department

Setup



Sunlight Supply QuickBooks POS Data Bridge

Sunlight Supply, Inc.
National Garden Wholesale.

Help

Setup Part Update Purchase Order Upload

Login Credentials

Email Address: dealerlogin@gmail.com

Password: ●●●●●●

Success!

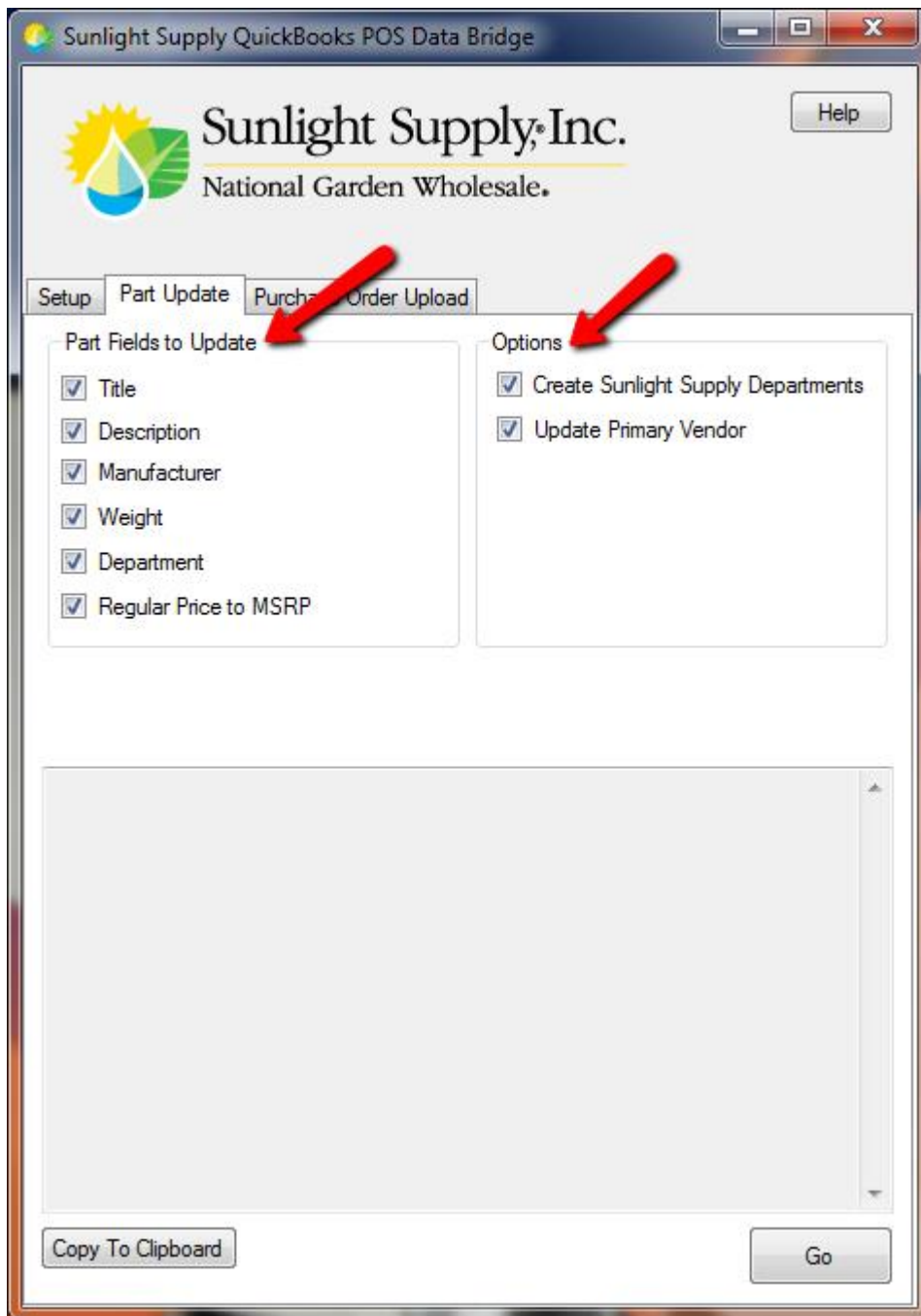
Test Connection

QuickBooks POS Setup

Vendor Name for Sunlight Supply Parts:
Sunlight Supply, Inc.

Default Department for Sunlight Supply Parts:
Gardening Default

Click the "Part Update" tab.



Setup the options based on your preferences. Keep reading for information on each option.

Part Fields to Update

The Part Fields to Update only applies to the update of an existing part. If this is a brand new part that is being added all fields are set. For any updates to existing parts the corresponding checkbox **MUST** be set to update each field. Checking or unchecking a checkbox applies to **ALL** parts being updated.

When Checked – the corresponding value will be updated in QuickBooks POS.

When Unchecked – the corresponding value will NOT be updated in QuickBooks POS.

For example, if you want to keep the part name updated, you must have the 'Title' checkbox checked in order to update that field.

Likewise, if you like to manually update your part descriptions and do NOT want to have those descriptions overwritten, you would want to uncheck the 'Description' checkbox.

Create Sunlight Supply Departments

This option either allows you to use or part categorization, or you can put all of our parts into one category (department).

When Checked – any missing Sunlight Supply departments will automatically be created.

When Unchecked – no new Sunlight Supply departments will be created. If the department already exists in your department list, it will be used. If not, parts will be placed in the 'Default Department for Sunlight Supply Parts' you have selected.

Update Primary Vendor

In QuickBooks POS you can have multiple vendors for one part. The first vendor is referred to as the 'Primary Vendor' will the other vendors are referred to as 'Alternate Vendors'.

When Checked – if Sunlight Supply is NOT the primary vendor for a part, that part will be updated so that we are the primary vendor. The previous primary vendor will be updated as the first alternate vendor, and all other alternate vendors will continue to be alternate vendors.

When Unchecked – All vendors will remain as they are. If Sunlight Supply is the primary vendor for some parts it will remain the primary vendor for those parts. If Sunlight Supply is setup as an alternate for some parts, it will remain an alternate vendor for those parts.

Instructions

Sunlight Supply QuickBooks POS Data Bridge

Sunlight Supply, Inc.
National Garden Wholesale.

Help

Setup Part Update Purchase Order Upload

Login Credentials

Email Address: dealerlogin@gmail.com

Password: ●●●●●●

Success!

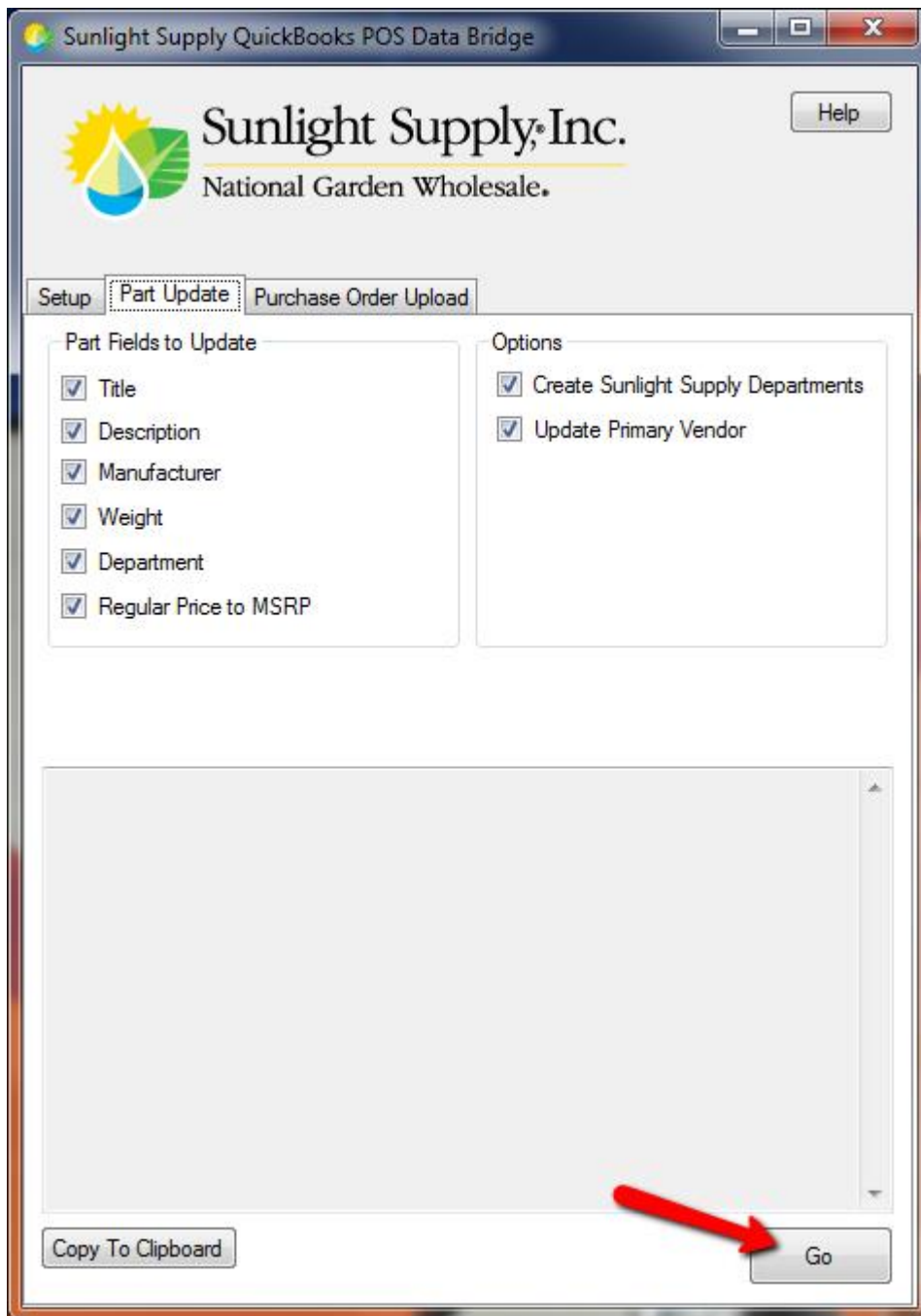
Test Connection

QuickBooks POS Setup

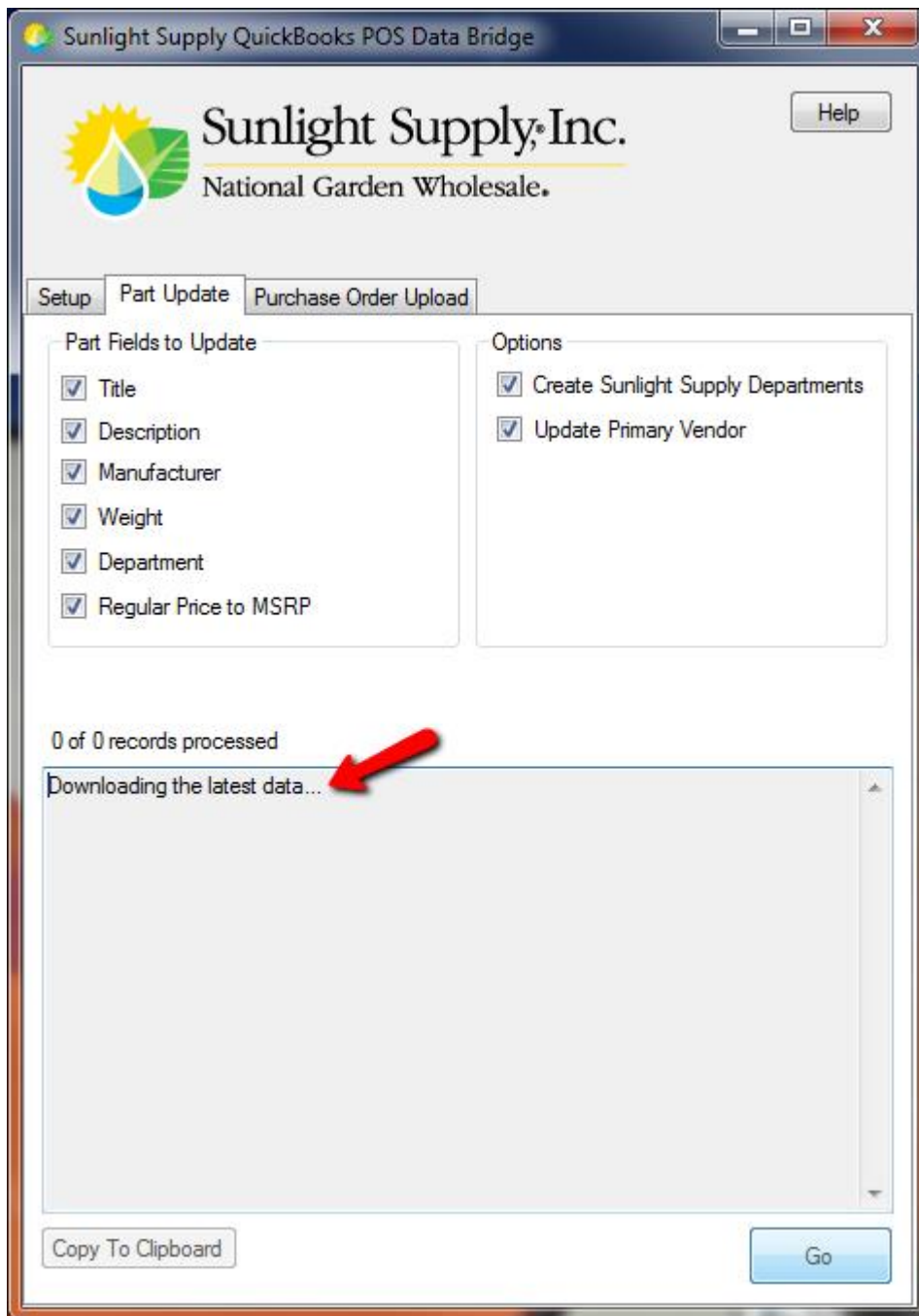
Vendor Name for Sunlight Supply Parts:
Sunlight Supply, Inc.

Default Department for Sunlight Supply Parts:
Gardening Default

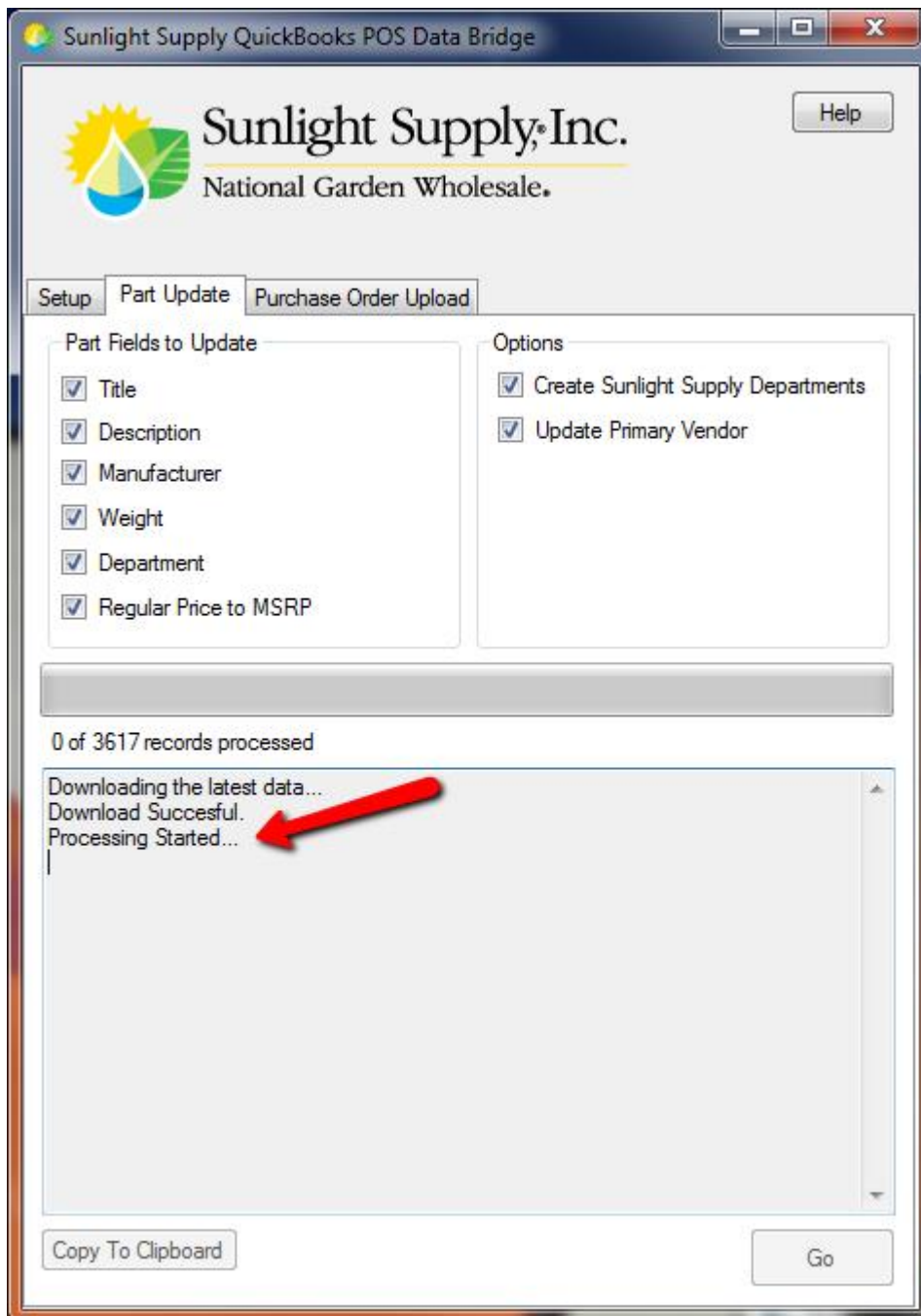
Click the “Part Update” tab.



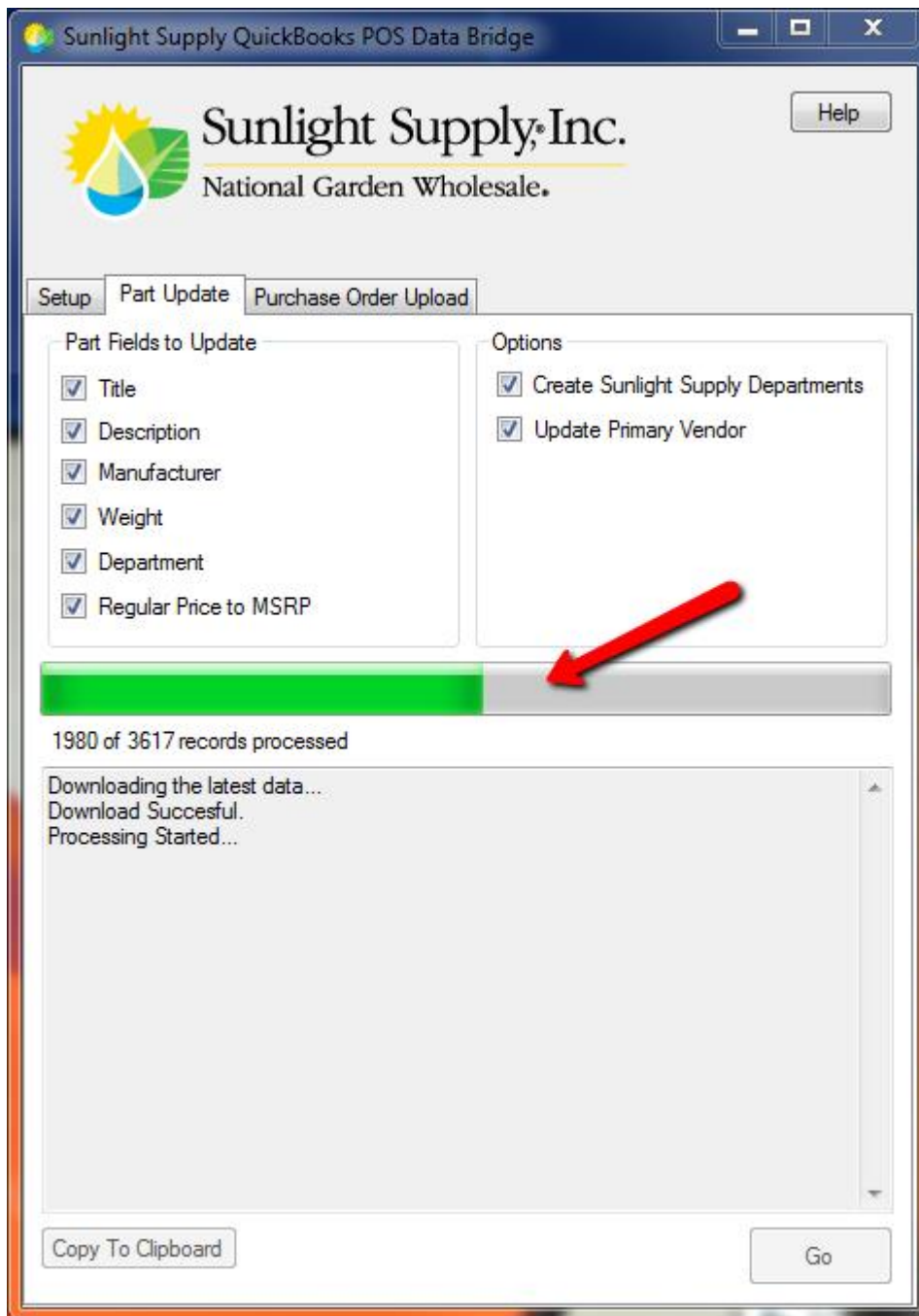
Verify all of the options are set the way you want and then click the "Go" button.



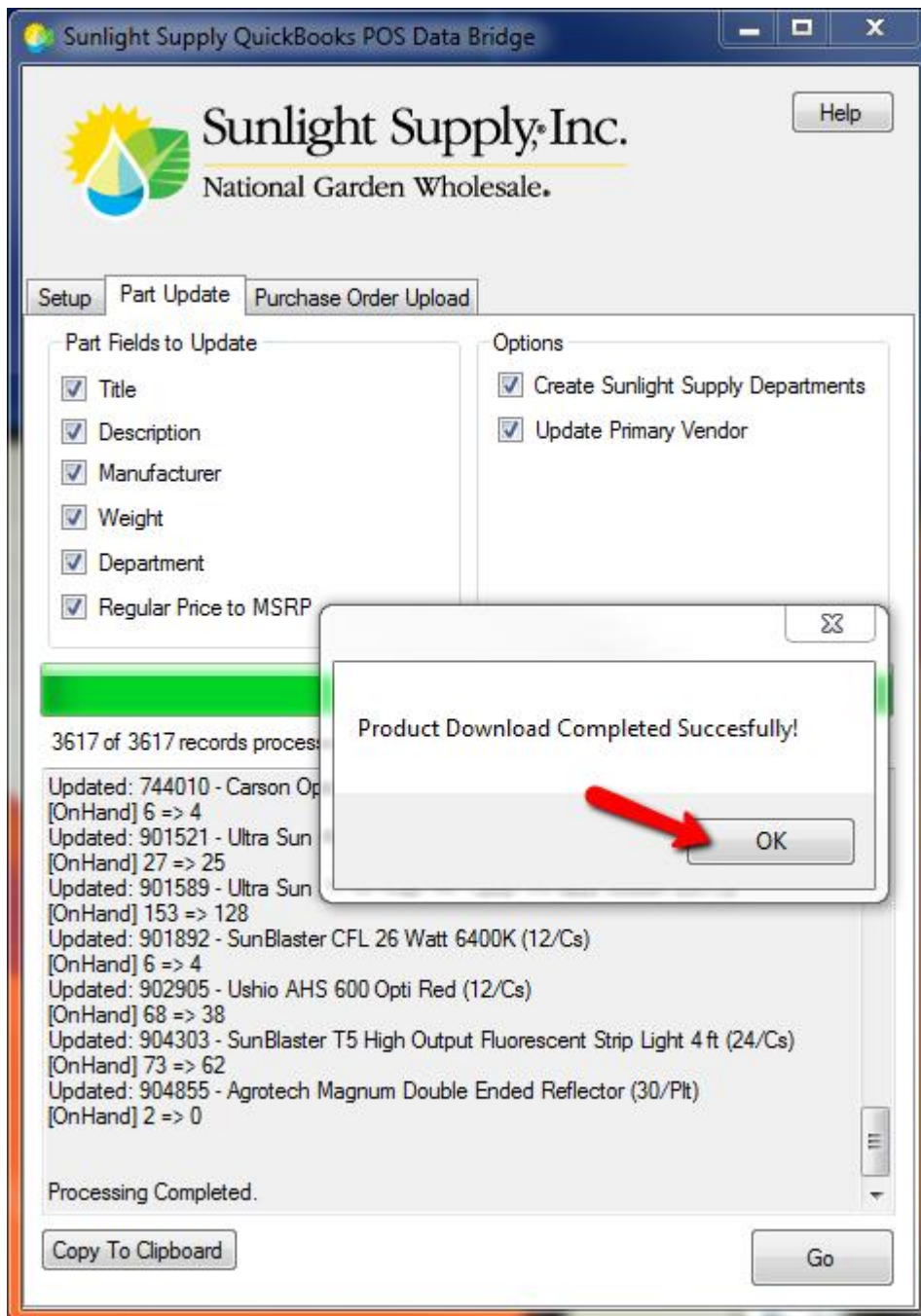
The download will begin. The first step is to get the latest part data from Sunlight Supply.



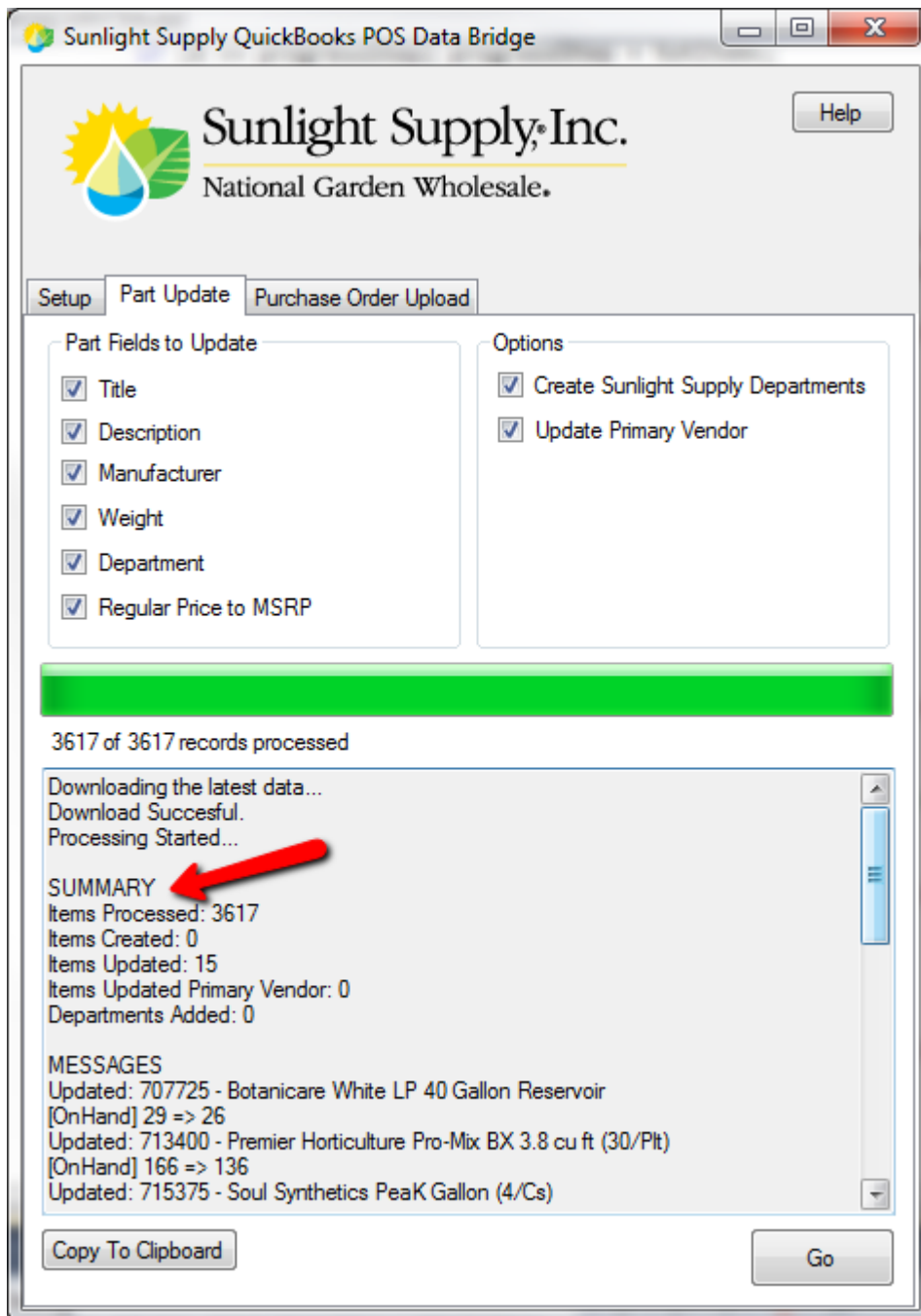
Once the data has been downloaded successfully, the application will start processing all of the data.



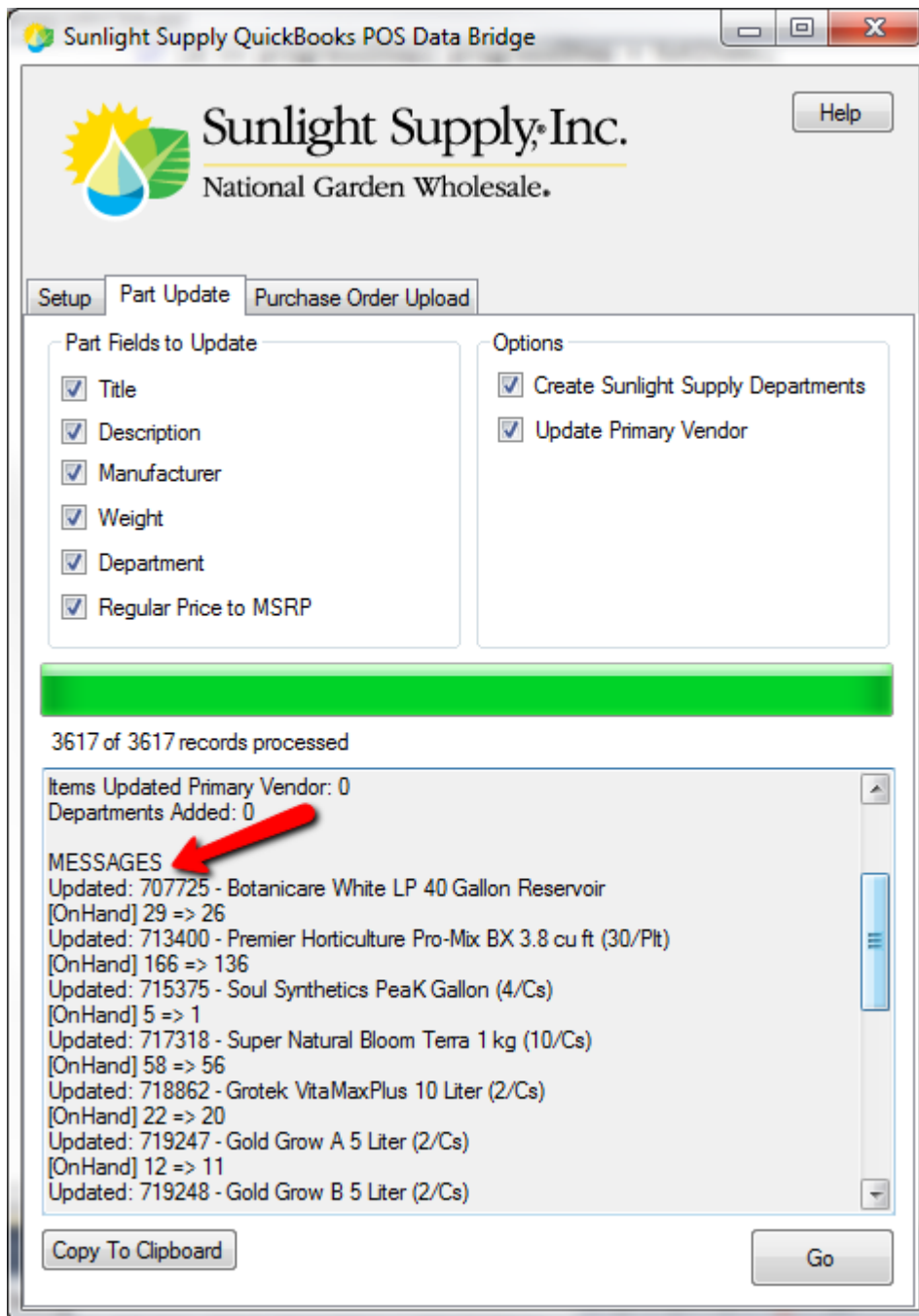
The progress bar and the number of records processed will be update as the data is processed.



Once the import is completed, a popup will appear. Click "OK" to dismiss it.



At the top of the output window, the SUMMARY area will show an overview of the updates.

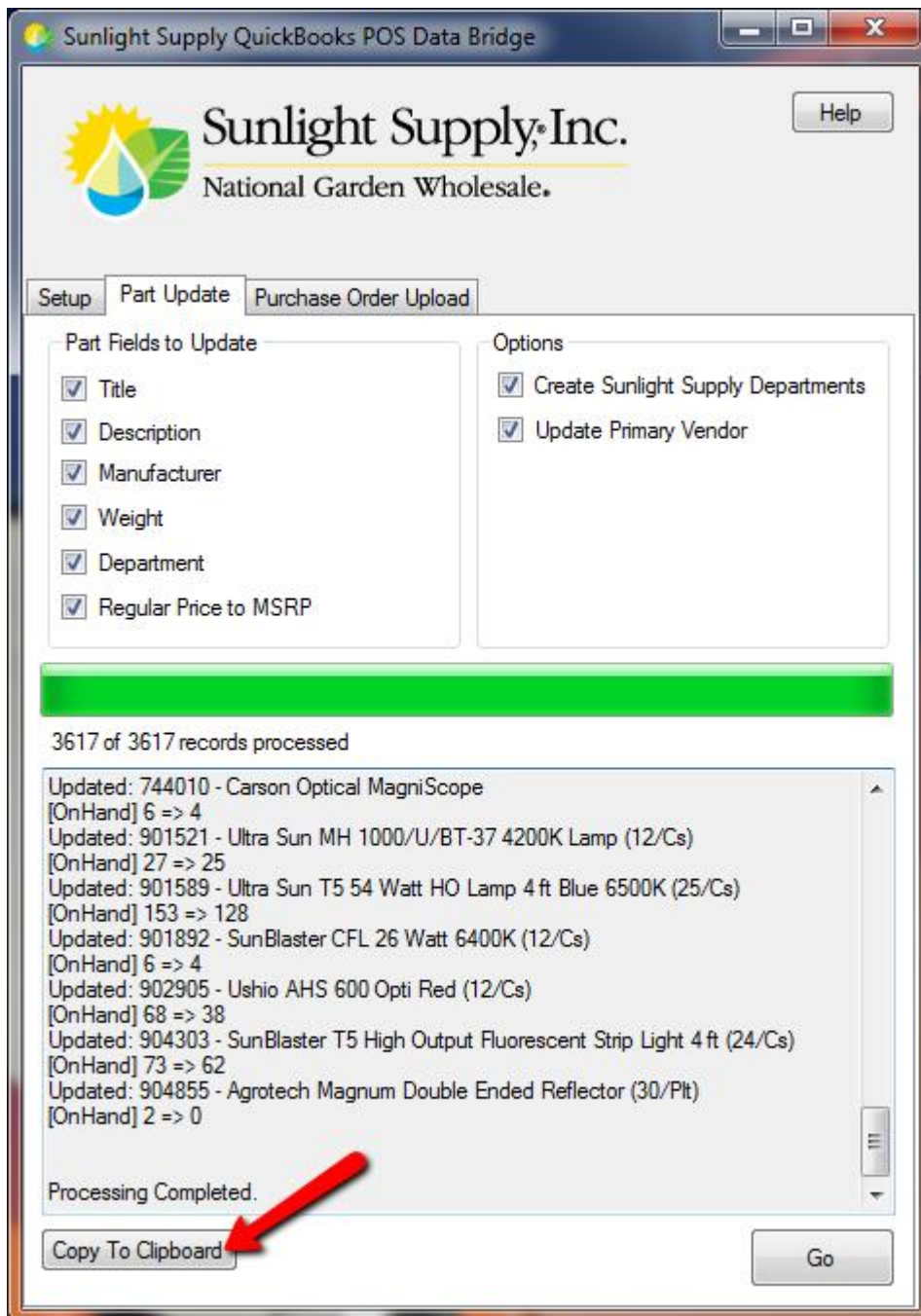


Below the SUMMARY, the MESSAGES area will provide details on what has been updated. The basic format is:

Created: [Part Number] - [Part Title]

Updated: [Part Number] - [Part Title]

[Field Updated] from => to, [Field 2 Updated] from => to, etc.



NOTE: You can easily copy the contents of the output window by clicking on the 'Copy To Clipboard' button. Then you can paste the result into a document, email, etc.

Inventory

Overview

The bridge application also includes stock quantities for your primary warehouse. This allows you to see the stock without going out to our website. The quantity value is written to the SunlightQty field with each Item detail screen.

NOTE: This data is updated whenever you run the “Product Download”.

Edit Inventory Item

Hortilux MT1000D/HOR/HTL (6/Cs) *

Basic Info

Type: Inventory

Department: Lamps - Eye Lighting *

Item Description: Hortilux MT1000D/HOR/HTL (6/Cs)

Size: []

Attribute: [] **Style**

Reg Price: 239.95 **Pricing**

Avg. Unit Cost: 0.00

On-Hand Qty: 0 **Available**

Tax: Tax

UPC: 0639125579452

Quick Pick Group: []

More Info

Vendor: Sunlight Supply, Inc. **Alt.Vend**

Order Cost: 125.00

Reorder Point: []

Item No.: 4389

ALU: 901796

Unit of Measure: Each

Manufacturer: Eye Hortilux

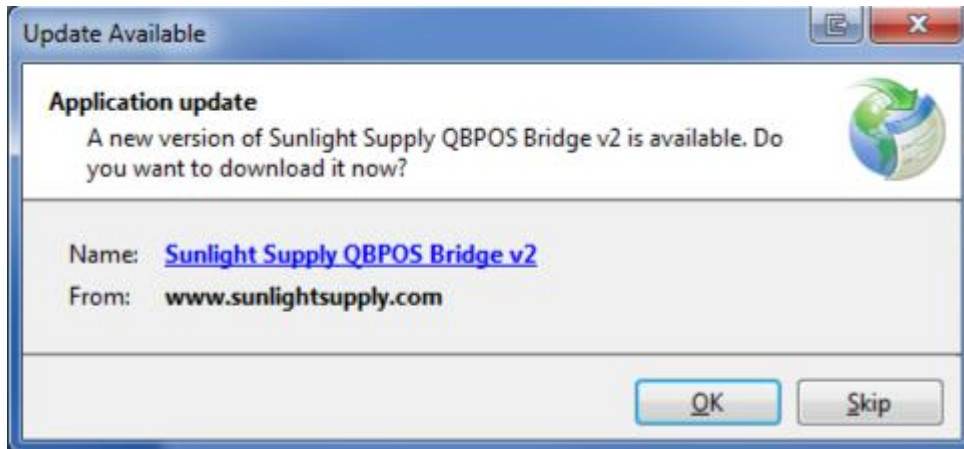
SunlightQty: 25

Sync to Mobile:

Automatic Updates

Overview

Each time you start the bridge application, it checks our server to see if any updates have been made for the program. When an update is available, you will be prompted to update.



We recommend always updating the application when prompted.

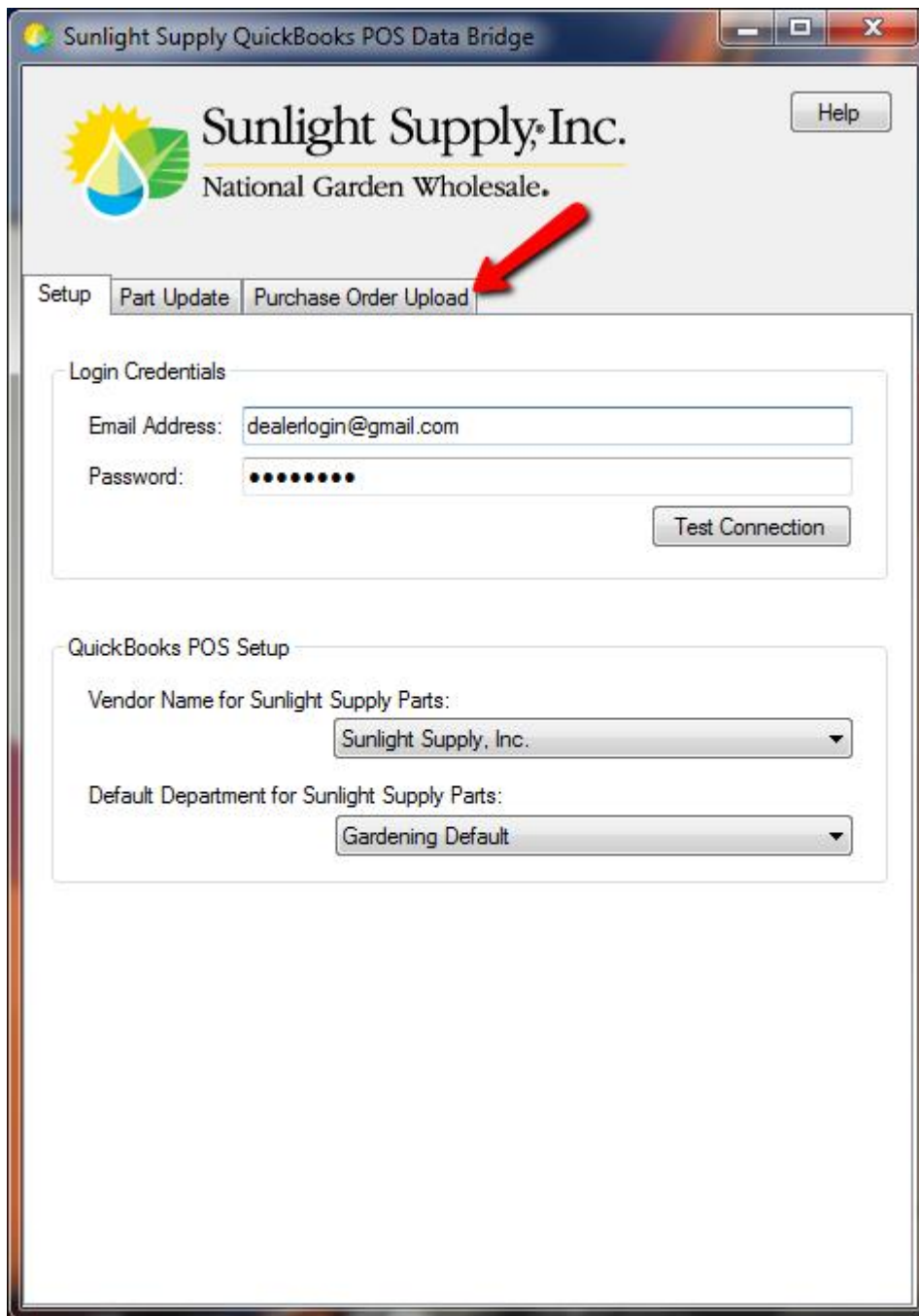
Purchase Order Upload

Overview

The bridge application will allow you to send already created Purchase Orders to us as an order.

Instructions

Open the application.



Click the “Purchase Order Upload” tab.

Option - Upload to Cart?

If you check the “Upload to Cart?” checkbox, the purchase order will be used to populate the customer’s shopping cart (in addition to any items already in the cart). This will allow you to review the cart before completing the checkout through the normal process on our website. If this checkbox is not selected, the order will be placed upon upload and a confirmation email will be sent to the login email address.

Selecting a Purchase Order

In order to select your PO to upload you need to either:

Sunlight Supply QuickBooks POS Data Bridge

Sunlight Supply, Inc.
National Garden Wholesale.

Help

Setup Part Update Purchase Order Upload

Upload To Cart? Check this to upload to your cart for review. Otherwise, the order is placed in one click.

Enter PO#: 123456 Upload PO

OR

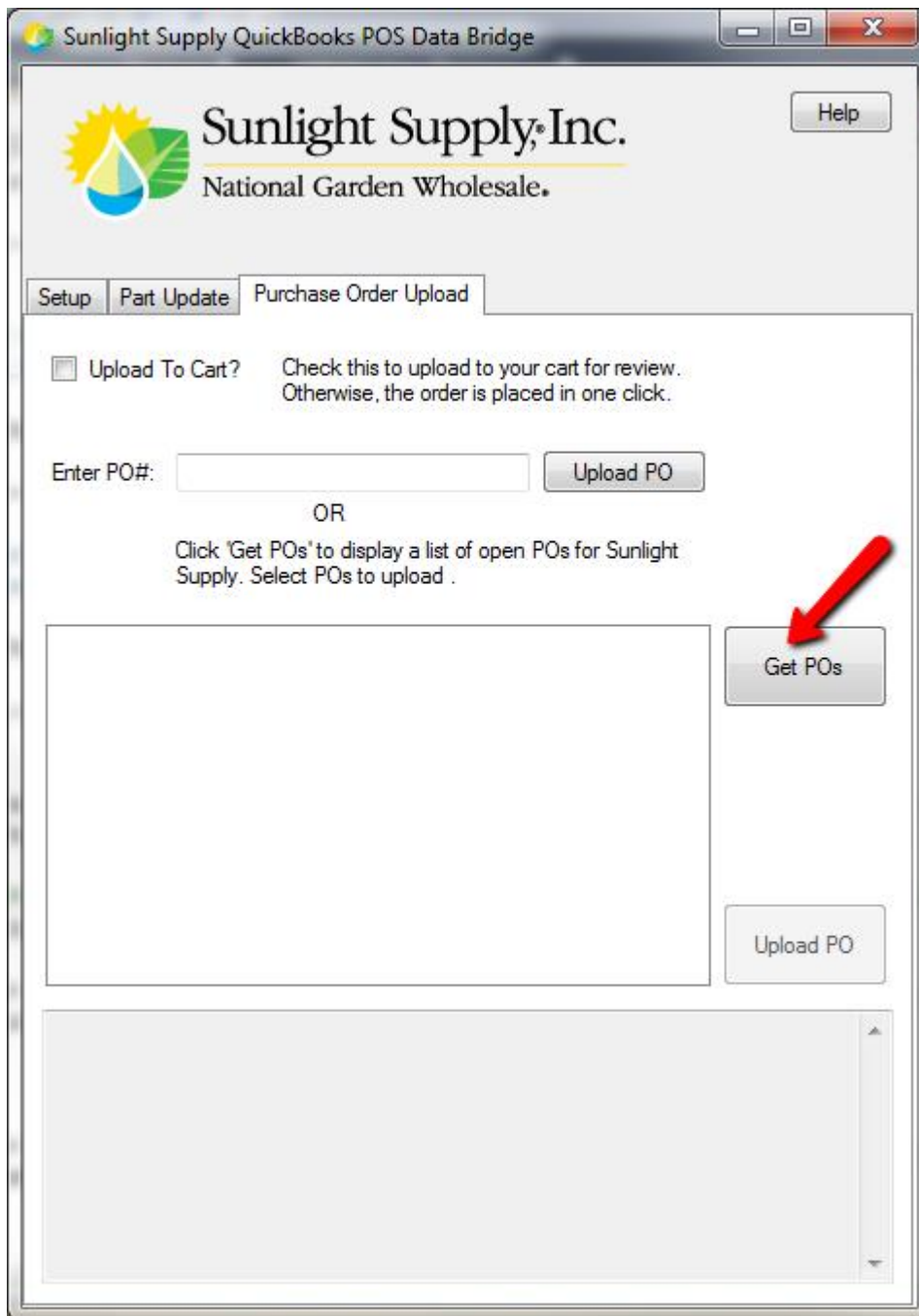
Click 'Get POs' to display a list of open POs for Sunlight Supply. Select POs to upload .

Get POs

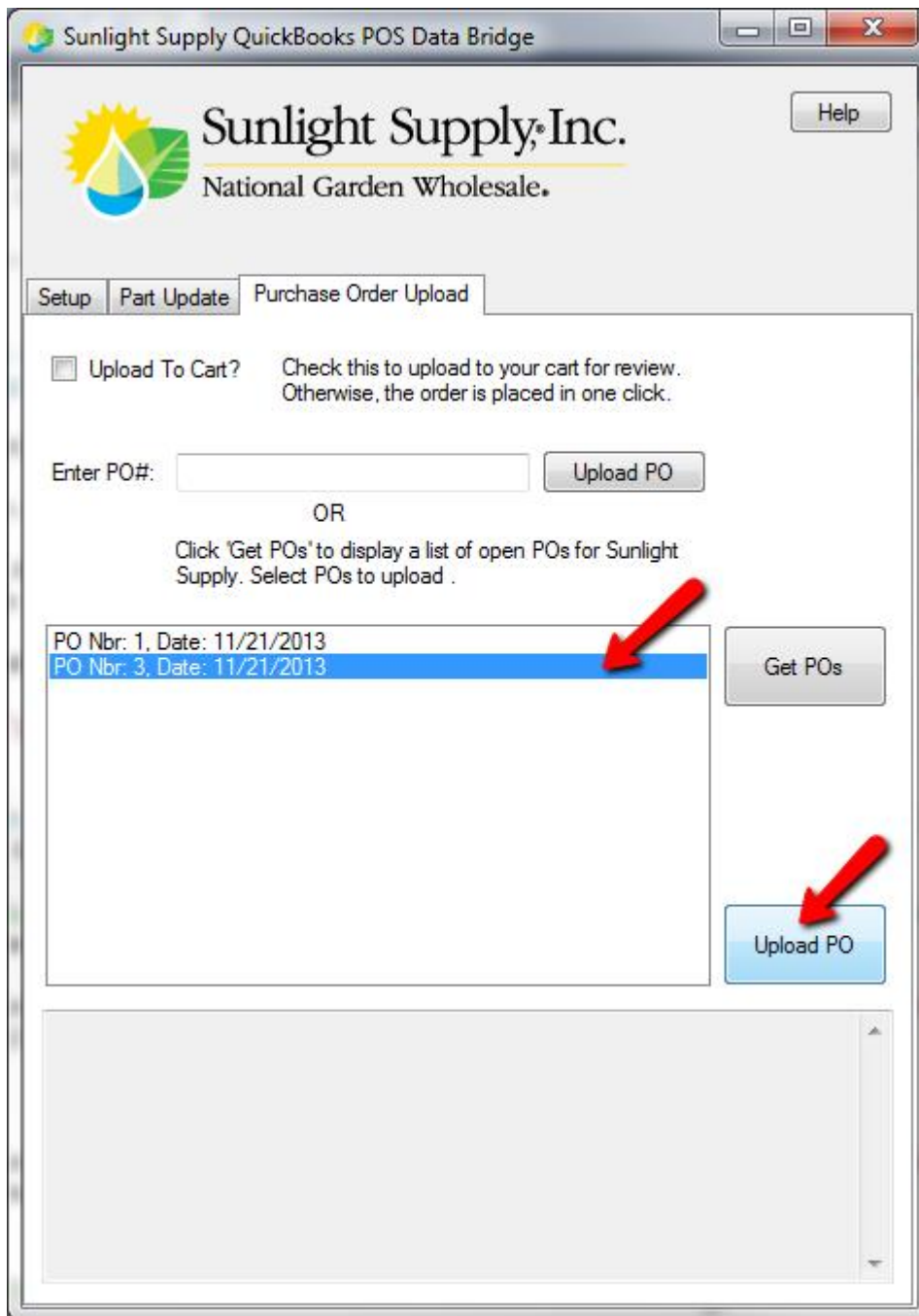
Upload PO

Add the PO Number to the "Enter PO#" field and click the "Upload PO" button.

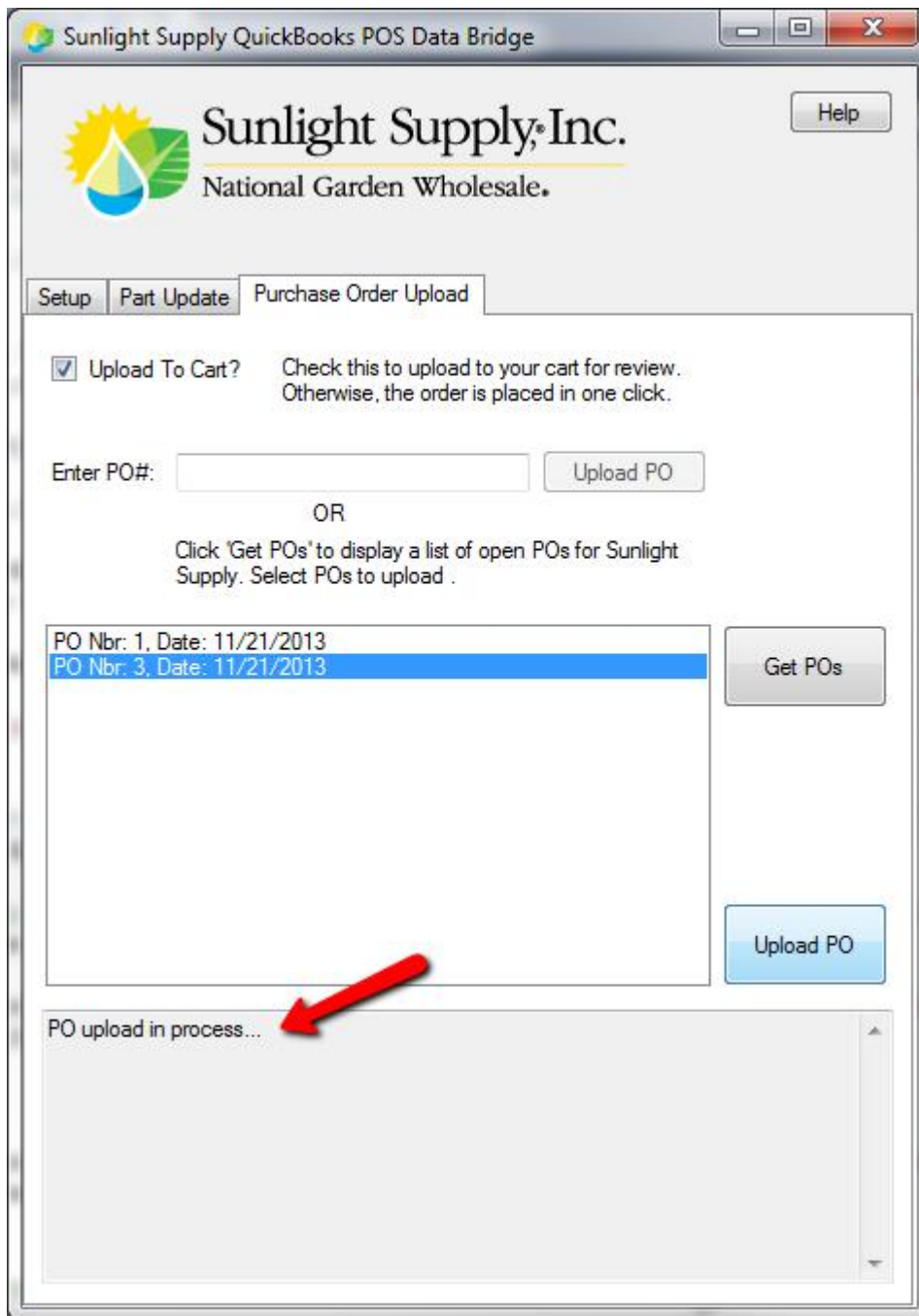
OR



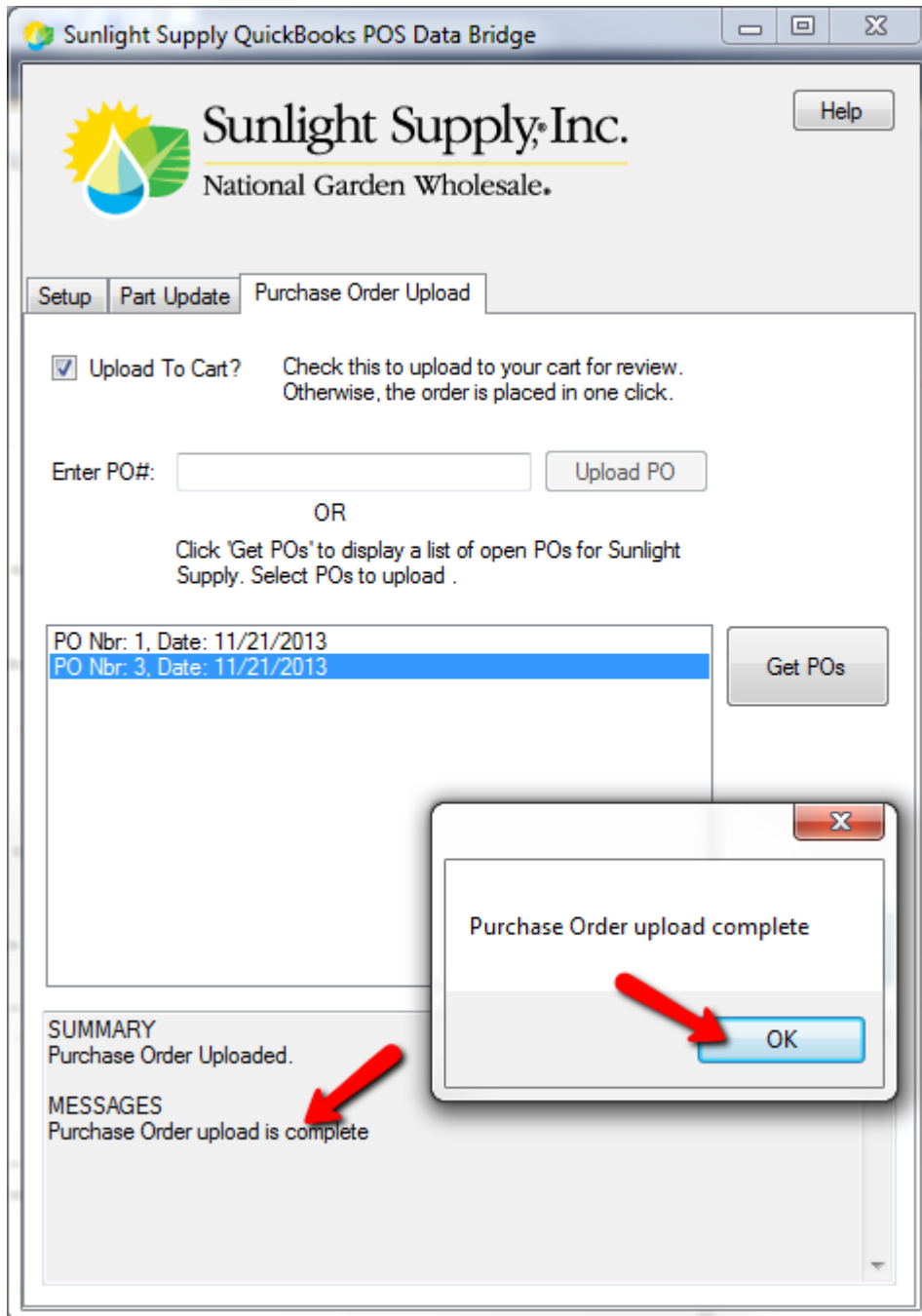
Click the “Get POs” button. A list of Purchase Orders for the Sunlight Supply vendor will be created.



Select the PO to upload and then click the large “Upload PO” button.



The output window will be updated.



When the purchase order upload completes, you will see a message box, click 'OK' to dismiss. The MESSAGES area in the output window will also let you know that the upload has completed.

Troubleshooting

Error when using bridge with Trial Version of QuickBooks POS

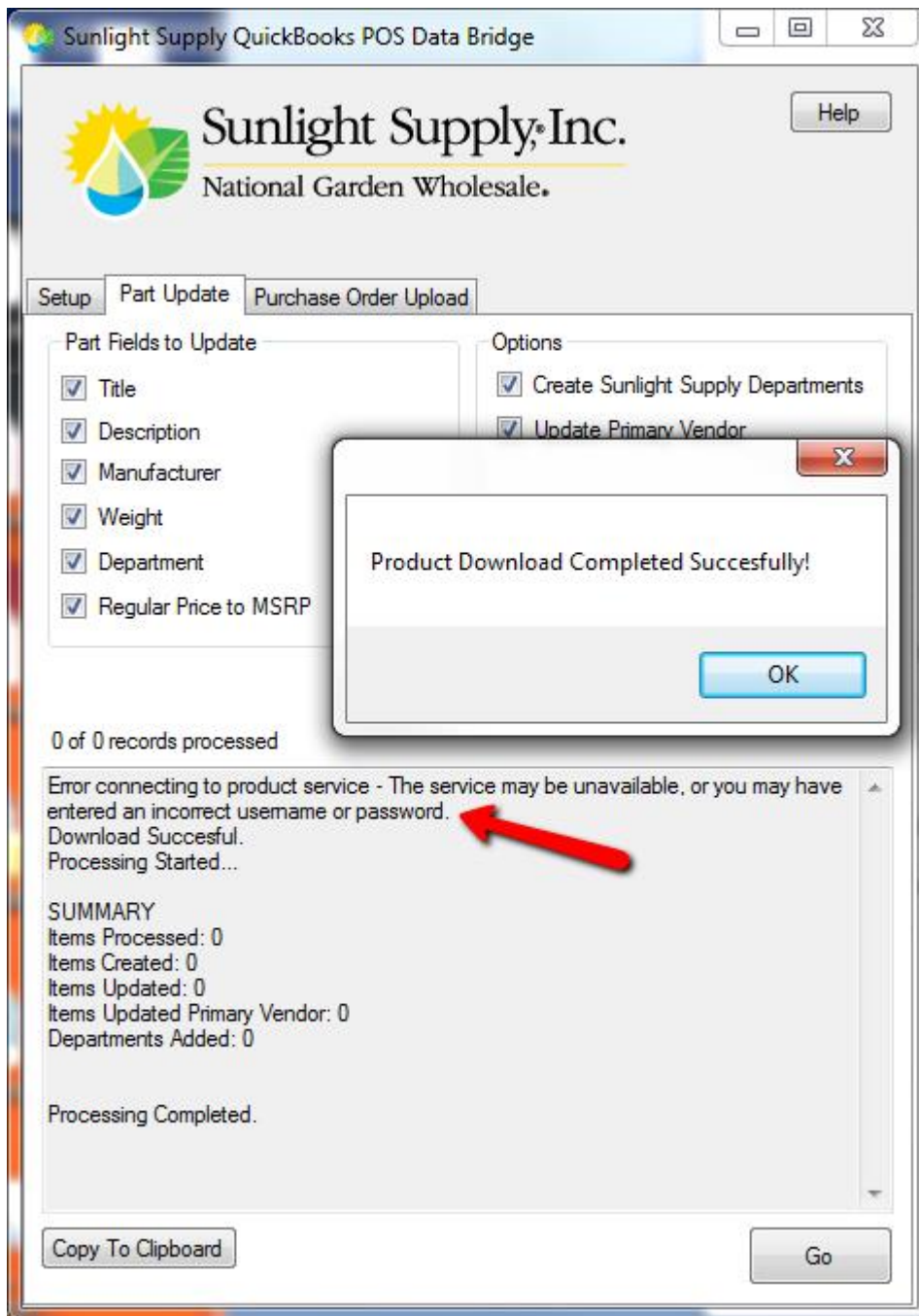
Problem: You are receiving an error using our bridge application with a trial version of QuickBooks POS

software.

Solution: The trial version has a limitation that DOES NOT allow it to work with our bridge application. You will need to purchase a license.

0 of 0 records processed

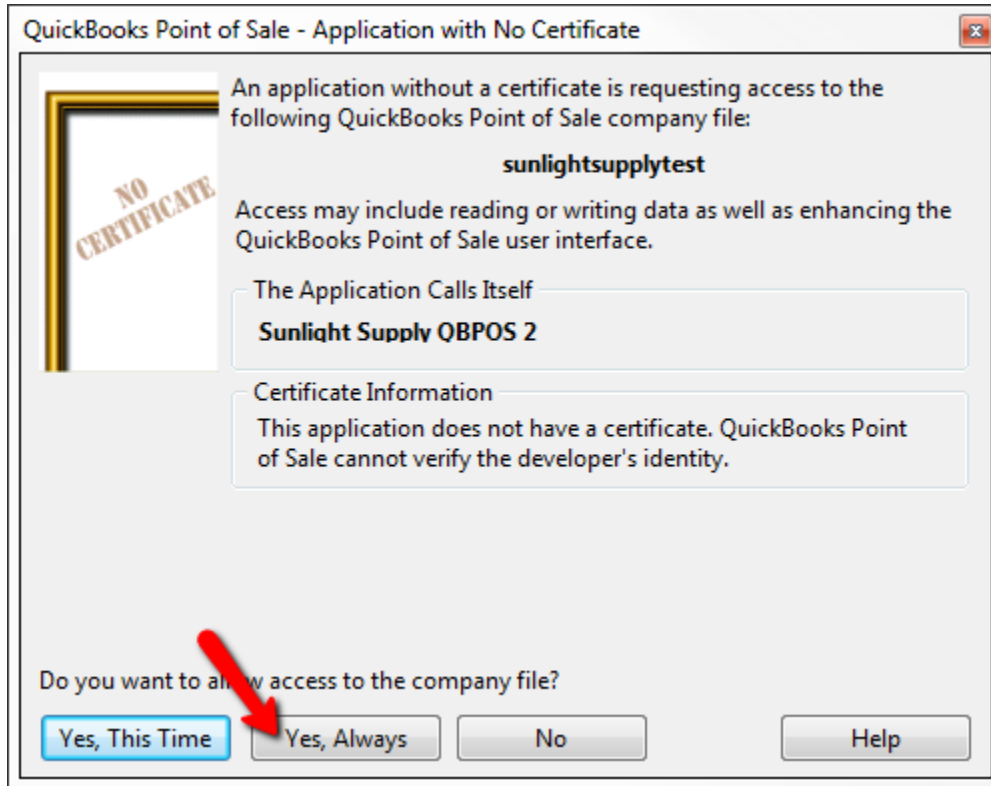
Problem: When you run the “Product Download” function of the bridge and it ***quickly*** returns back a summary indicating that no records have been updated.



Solution: Your login credentials are not working. Use the “Test Connection” on the “Setup” tab to make sure your credentials work. If not, first make sure you are using the same email address and password you use to login to our website – test those credentials on the website. If they work on the website, but not from the bridge email websupport@sunlightsupply.com and we will look into it – make sure and include the email address you are using.

Keep Seeing the Allow Access Prompt

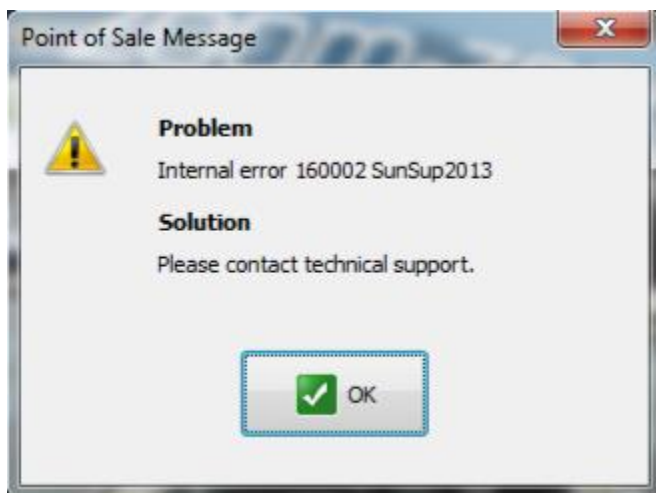
Problem: Every time you launch the bridge you see the window asking permission to connect with your company file.



Solution: Click the “Yes, Always” button and you shouldn’t see the prompt again.

Internal Error 160002

Problem: When running the bridge application you get an “Internal error 160002....”



Cause: This related to either permissions or connectivity with the QuickBooks Company File/Database. Basically, the bridge application is not allowed access to the Company File.

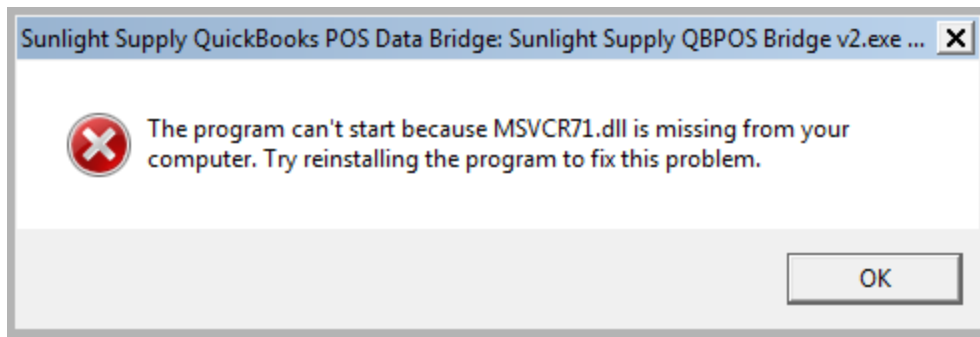
Solution:

- Make sure your Company File is on the same machine or on a network drive that has correct permissions.
- Make sure you are in Multi User Mode.
- If you have QuickBooks Financials, make sure that QBPOS and QB Financials can talk to each other over the network.
- Temporarily disable any anti-virus and Firewall applications that may be blocking access.
- Likewise, create exceptions in these programs for QuickBooks POS and our bridge application, if needed.

Please note that the ‘technical support’ in this message refers to QuickBooks/Intuit technical support, not Sunlight Supply.

The Program can't start because MSVCR71.dll is missing from your computer.

Problem: When opening the bridge, the following error appears.



Cause: This error is caused by a missing library file and on some newer operating systems this library is no longer used.

Solution: To resolve this issue, follow below steps:

- If opened, close bridge application.
- Download the following you're your computer:
 - o <https://sunlightsupply.s3.amazonaws.com/documents/msvcr71.zip>
- open the downloaded zip and extract contents to the following folder:
 - o c:\windows\syswow64\
- If above folder doesn't exist, copy the file to following folder:
 - o c:\windows\system32

- NOTE: If you are unable to access either of these folders, try logging in with an account that has administrative privileges.
- Once copied to one of above folders, open bridge application. Application should open with no errors.
 - NOTE: If you still receive an error, please make sure the attached/extracted file is directly in syswow64 or system folder and not in a subfolder such as “msvcr71”.

Questions or Suggestions

Please send any feature requests or technical suggestions to websupport@sunlightsupply.com or contact our offices.