

# Root Element Missing Error In Web Connector

Issue: QBWebConnector.WebServiceManager.ReadQWC(string fileName) : Root element is missing." QBWC1051: The new application was not added.

Description : During the Web Connector configuration - either at a remote server or on a local machine - if we are configuring Web Connector at the location where **Master QuickBooks Desktop file** is *not installed* then we receive the above error.

Resolution : We need to configure Web Connector in the **same location** where Master Quickbooks Desktop file is installed. Let's say for instance if QuickBooks Master file is on Swizznet Server, then configure Web-Connector on Swizznet server by following the steps below:

1. Open [www.mydbsync.com](http://www.mydbsync.com) and click on **Customer Login**.
2. Enter your DBSync Username and Password and click on **Sign in**.
3. Once logged in, click on **Development Studio** to navigate to DBSync console page.
4. Select the appropriate **Project** and, click on **Connectors** on the left side panel.
5. You will see connectors for **Salesforce** and **QuickBooks**.
6. Click on Salesforce Connector. Select appropriate **End Point** under **Quick Setup** tab. Click on **Connect to Salesforce**. This will take you to Salesforce login page. Enter your Username and Password to login to Salesforce. Once you login to Salesforce, your Salesforce connector is connected to your Salesforce instance. If you want to connect using different Salesforce instance, click on **Disconnect** in **Quick Setup** tab. Then, connect using the required Salesforce credentials.
7. You can also use **Advanced Properties** tab to connect to your Salesforce instance. Go to **Advanced Properties**, fill in the Salesforce Username, Password and Security Token for your Salesforce Instance. Select the appropriate End Point. Once you enter all the required details, click on **Validate Connection**. If the validation is successful, click on **Save** to Save the Salesforce details. If the validation fails, you will see **Validation Errors** on the top right corner. Review **Validation Errors** section and make the necessary changes in Advanced Properties and click on Validate Connection again.
8. Click on **QuickBooks connector**. Enter full path to your QuickBooks file on your desktop into **QuickBooks File**. Select the appropriate **QuickBooks Version** and enter the required **Process Name**. Click on **Save**.
9. **Note:** QuickBooks must be accessed as an Admin and should be in single user mode. You can retrieve full path/location of your QuickBooks file by pressing 'F2' key on your keyboard when on QuickBooks 'Home' page.
10. Click on **Download Web Connector** to download .qwc file. Open this downloaded file with QuickBooks Web Connector.
11. Click OK on the Authorization screen.
12. Select the option 'Yes, always; allow access even if QuickBooks is not running'. Then, click on Continue.
13. Click on **Done** to confirm Access.
14. DBSync integration profile will be added to your Quickbooks Web-Connector. Once the profile is added to the Web-Connector, add the DBSync Account password in the highlighted section of the Web-Connector.
15. This completes the process of configuring DBSync for integration with your Quickbooks company file.