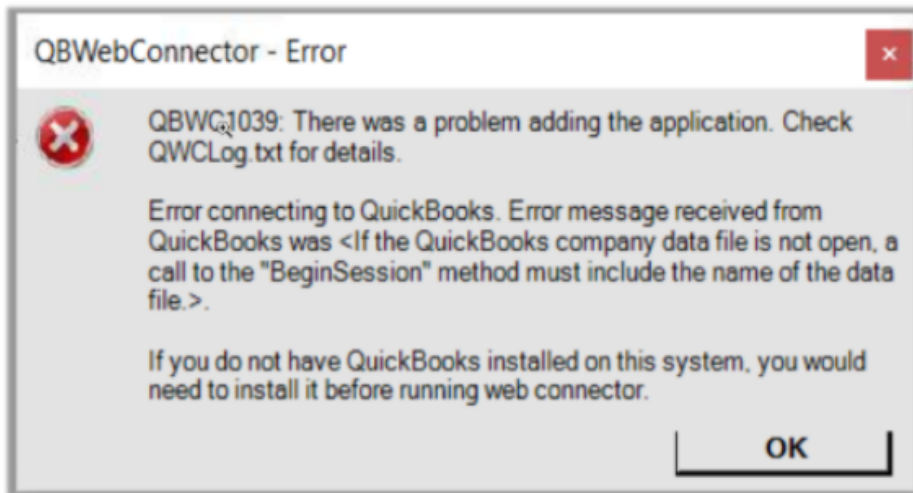# Web Connector Error: QBWC1039: If the QuickBooks company data file is not open

Issue:

This happens when:

- You renamed your company file, moved it to a different location, or it doesn't work with the third-party app.
- QuickBooks Web Connector isn't configured to run when QuickBooks is closed.

Solution:

If you renamed or moved your company file

- Rename your company file to the previous file name.
- If you moved your company file, create a backup and then restore it back to the previous location.

After you're done, you may need to contact your app's support team and ask them to update their file location to match yours.

If you haven't already, configure Web Connector to run when QuickBooks is closed

1. Sign in to QuickBooks as the Admin user.
2. If QuickBooks is on Multi-user mode, go to the File menu, then select Switch to Single-user Mode.
3. From the Edit menu, select Preferences.
4. Select Integrated Applications, and then select the Company Preferences tab.
5. Select the third-party app.
6. Select Properties.
7. Check Allow this application to log in automatically.
8. In the Authorization window, select YES.
9. Select User to log in, then OK.

Even after following the above steps still, you get the same error then uninstall the present version of Web Connector and download the latest version.

To download the latest version of Web Connector please find the below link.

https://developer.intuit.com/app/developer/qbdesktop/docs/get-started/get-started-with-quickbooks-web-connector#download-and-install-the-quickbooks-web-connector