## Steps to Resolve Quickbooks Error QWC 1039

Issue:

Error QBWC1039: There was a problem adding the application. Check the QBWCLog.txt for details.

Description:

QBWebConnector - Error	
8	QBNC1039 There was a problem adding the application. Check QI/ICLog bit for details.
	Unique Owner/D/File/D pair value required
	OK

Cause- It can be caused due to:

1-The company file has been moved from its original location; or,

2-The third-party application or Warehouse Manager was incorrectly removed from the QuickBooks Web Connector.

Solution:

Reinstall the .qwc file to Web Connector.

Download the QBWC CP3Tool. (Note: This download requires Internet Explorer 10, Chrome, or Firefox browsers.)

- 1. Double-click the QBWC\_CP3Tool\_Installer.exe file to install the tool.
- 2. After the installation completes, select Launch the QBWC CP3Tool.
- 3. Minimize the tool.
- 4. If you haven't done so already, download the .qwc file for your application.
- 5. Open QuickBooks Desktop and select the company file you are having trouble with.
- 6. Make a backup copy of this company file. (The tool asks you to do this, so it is easier to do it first.)
- 7. Bring the QBWC CP3Tool back up on the screen by clicking it in the Taskbar.
- 8. Click Select File and locate the .qwc file.
- 9. Click Remove Stamp.
- 10. When the Application Certificate appears, select the third option, Yes, whenever this QuickBooks company file is open. Then, click C ontinue.
- 11. In the Application Access Request window click Yes.
- 12. On the access confirmation message, click **Done**.
- 13. Click OK on the message asking you to make a backup you already did this in step 6!
- 14. The QBWC CP3Tool displays a confirmation message if the Owner ID was successfully removed.
- 15. Close the QBWC CP3Tool.
- 1. Install the .qwc file to the Web Connector:

Open Web Connector and click Add Application.

- Go to the .qwc file for your third-party application and open it.
- Enter your third-party Password in the Web Connector. Then, click Yes on the message to save the Password.

The Web Connector is now ready to sync.