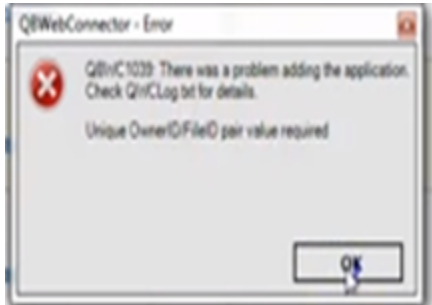


# Steps to Resolve Quickbooks Error QWC 1039

Issue:

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

Description:



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 **Continue**.
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.