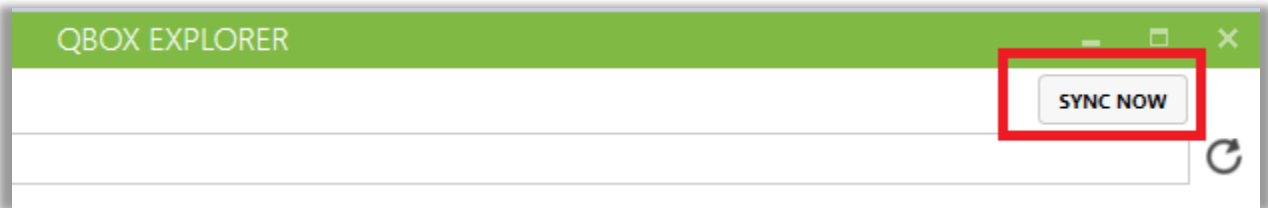


## Sync Not Occurring

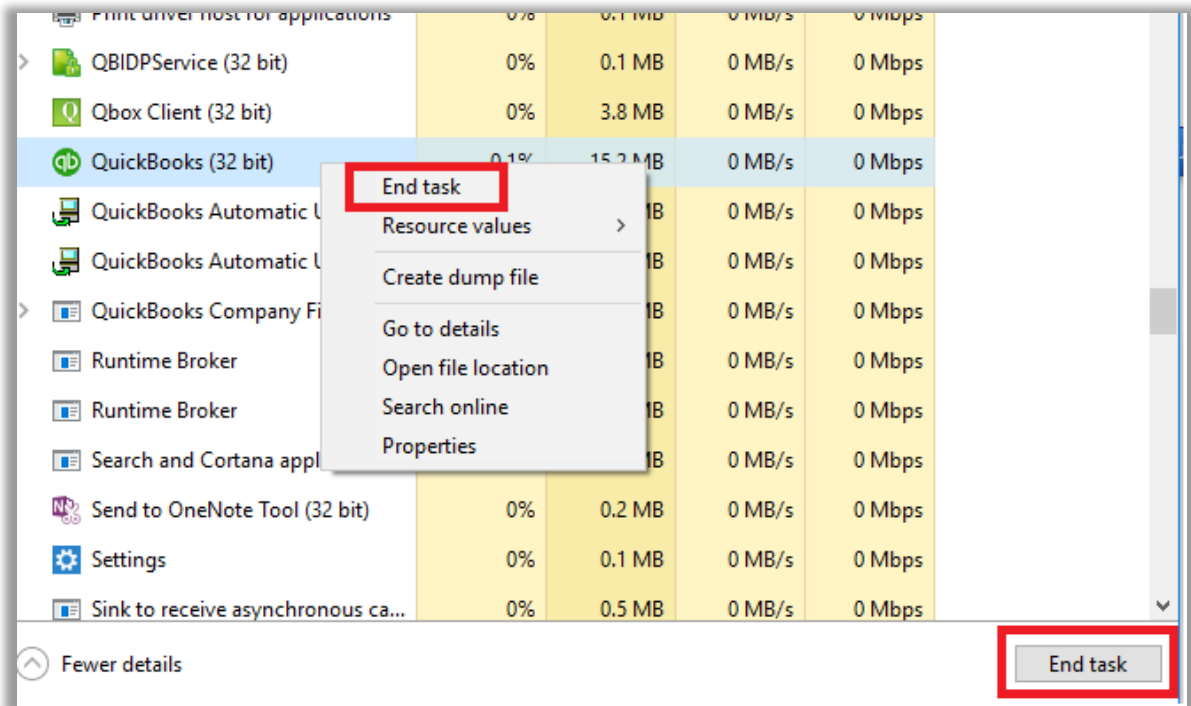
If the file was locked and syncing did not start after the file is closed, please check the following:

1. If your Sync mode is set to Manual, you need to click the 'Sync Now' button to initiate sync.



2. Completely exit the QuickBooks application. If the file still hasn't started to sync, the file could be still open by the QuickBooks process running in the background. You can use the Windows task manager (CTRL+ALT+DELETE) to end the process (QBW32 or QuickBooks32) or simply restart your computer.

If this is happening frequently, try disabling the QuickBooks quick start mode, which keeps it running even after the file is closed. This option is provided under the Edit / Preferences / General section in QuickBooks.



3. If the file is located on a server, it could be open by a process running on the server. In this case, the server may have to be restarted to close and sync the file.