

GoldMine Plus Accounting

FOR USE WITH QUICKBOOKS

Version 4.0

SKU# QBPMN0001

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(Feb. 2006)/(GMPQB.30.072705)



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Introduction

Welcome to GoldMine Plus Accounting for use with QuickBooks

GoldMine Plus Accounting for use with QuickBooks (hereafter GoldMine Plus Accounting) allows GoldMine users to *integrate with* QuickBooks to share data, eliminating the need for tedious duplicate entries.

Use GoldMine Plus Accounting to integrate your accounting data into GoldMine and provide a single, unified record for all transactions related to a customer. You can access a contact's account information that exists in QuickBooks without having to use QuickBooks.

CAUTION: Consult the System Requirements and ReadMe for additional compatibility information. GoldMine Plus Accounting works with GoldMine Corporate or Standard Edition 6.7 or higher; and QuickBooks Pro/Premier 2003, QuickBooks 2006 Smart Start (US only), Canadian Pro/Premier/Industry Verticals/Enterprise 2004-2006, UK Pro/Accountant 2005 and 2006, or Enterprise Edition version 4.0. GoldMine Plus Accounting **does not work** with QuickBooks or QuickBooks Basic.

How It Works

GoldMine Plus Accounting is a data-sharing service that integrates your QuickBooks accounting data with GoldMine customer relationship data to increase your organization's overall efficiency.

Using GoldMine Plus Accounting, you can maintain QuickBooks and GoldMine data integrity by eliminating double-entry and minimize conflicting updates using the link between GoldMine address fields and QuickBooks Customer and Vendor fields. Information can then be updated using manually executed updates (administration-based synchronization) or automatic synchronization.

Components

GoldMine Plus Accounting contains these components:

- **Synchronization Administration Interface (server):** Configures and synchronizes linked GoldMine and QuickBooks field data. Although these settings are initially defined using the Setup wizard, the Synchronization Administration window enables management of the settings. Use Synchronization Administration to perform an administration-based synchronization.
- **GM+QB Service Monitor, and GoldMine and QuickBooks Synchronization Service (server):** Synchronizes linked GoldMine and QuickBooks field data. Use the GM+QB Service Monitor to start and stop the GoldMine and QuickBooks Synchronization Service so you can perform administration-based synchronization via a Microsoft Windows service. The QuickBooks Synchronization Service is designed for use with the GM+QB Service Monitor.
- **Quick Link Interface (client):** Based on settings defined by the administrator in the Synchronization Administration, this interface synchronizes linked GoldMine and QuickBooks field data from the client machine.

About this Guide

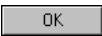

This *GoldMine Plus Accounting Getting Started Guide* helps you install, configure, and begin using GoldMine Plus Accounting for use with QuickBooks.

Audience and Expertise

The installation, setup, and configuration material in this guide is written for GoldMine administrators. The usability information is written for the users of GoldMine Plus Accounting.

The material assumes the user is familiar with QuickBooks Pro/Premier/Enterprise and GoldMine. Additionally, it assumes the user has a basic understanding of databases and the Microsoft Windows operating system.

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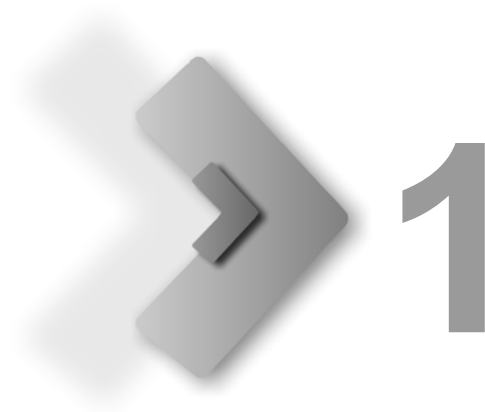
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Offices are also located in United Kingdom, Germany, South Africa, Australia, Singapore and China. For international locale information, refer to the Global Sites area of the FrontRange Solutions Web site.



Installing GoldMine Plus Accounting

Overview

Installation of GoldMine Plus Accounting for QuickBooks consists of preparing GoldMine for integration with QuickBooks, running the server installation wizard, and then running the client installation wizard.

Before you install GoldMine Plus Accounting, it is important to understand the basic requirements and components of the installation. Be sure to carefully read the system requirements and installation overview before installing GoldMine Plus Accounting.

CAUTION: GoldMine Plus Accounting works with GoldMine Corporate or Standard Edition 6.7 or higher; and QuickBooks Pro/Premier 2003, QuickBooks 2006 Smart Start (US only), Canadian Pro/Premier/Industry Verticals/Enterprise 2004-2006, UK Pro/Accountant 2005 and 2006, or Enterprise Edition version 4.0. GoldMine Plus Accounting does not work with QuickBooks or QuickBooks Basic.

System Requirements

To use GoldMine Plus Accounting you must meet the following hardware and software requirements.

IMPORTANT: In addition to your system meeting these standard requirements, your QuickBooks database should not have more than 15000 contact records (including vendors, customers, and external contacts). More than 15000 records causes extremely slow performance times for synchronized records in GoldMine Plus Accounting.

Software Requirements

Microsoft .NET Framework version 2.0.50727.42 or higher. To learn more about the .NET Framework or to download the latest version, go to <http://msdn.microsoft.com/netframework/>.

QuickLink Requirements

Note: These requirements are for the client machine running the QuickLink application. System requirements for the Synchronization Administration application that runs on the GoldMine Plus Accounting server are more flexible.

- **Operating System:** Windows 2000 Server or Windows 2003 Server (recommended). Microsoft Windows 2000 Professional and Windows XP Professional are also supported.
- **Application RAM:** 128 MB on the server
- **System RAM:** 512 MB and higher (recommended). 256 MB is supported.
- **QuickBooks Application:** QuickBooks Pro/Premier 2003, QuickBooks 2006 Smart Start (US only), Canadian Pro/Premier/Industry Verticals/Enterprise 2004-2006, UK Pro/Accountant 2005 and 2006, or Enterprise Edition version 4.0. GoldMine Plus Accounting does not work with QuickBooks or QuickBooks Basic.
- **GoldMine Application:** GoldMine Corporate or Standard Edition 6.7 and higher. QuickLink requires a locally installed version of GoldMine. COM errors and program exceptions may result from using QuickLink with a remotely installed version of GoldMine. For more information on installing GoldMine locally, see the GoldMine product documentation.

CAUTION: GoldMine Plus Accounting works with GoldMine Corporate or Standard Edition 6.7 or higher; and QuickBooks Pro/Premier 2003, QuickBooks 2006 Smart Start (US only), Canadian Pro/Premier/Industry Verticals/Enterprise 2004-2006, UK Pro/Accountant 2005 and 2006, or Enterprise Edition version 4.0. GoldMine Plus Accounting does not work with QuickBooks or QuickBooks Basic.

GoldMine Requirements

Network Operating Systems

- Microsoft Windows 2000 Server/Advanced Server or Windows 2003 Server
- Microsoft Windows XP
- Novell Netware 5.0 and 6.0 (only with Microsoft Client for Netware, *not* Novell Intranetware Client/Client 32)

Network Protocols

- TCP/IP

GoldMine Server System Requirements

- **Operating System:** Microsoft Windows 2000 Server/Advanced Server; Windows 2003 Server
- **Hard Drive:** SCSI or Ultra DMA Enhanced IDE hard drives (RAID Array or mirrored recommended)
- **Network Connection:** 100 MBps network connection (recommended)

Server Memory Requirements	
Database Size	Minimum RAM Allocation
Less than 500 MB	256 MB RAM
500 MB - 2 GB	512 MB RAM
2 - 5 GB	1 GB RAM
5 - 12 GB	2 GB RAM
12+ GB	3 GB RAM

Server CPU Requirements		
Users	Minimum	Recommended
1-10	Pentium III 300 MHZ	Pentium III 700 MHz
10-50	Pentium III 300 MHz dual processor	Pentium III 700 MHz dual processor or P4 1 GHz or 2 GHz
51-149	Pentium III 700 MHz dual processor	Pentium III 700 MHz quad processor or P4 1 GHz or 2 GHz

QuickBooks System Requirements

CAUTION: GoldMine Plus Accounting works with QuickBooks Pro/Premier 2003, QuickBooks 2006 Smart Start (US only), Canadian Pro/Premier/Industry Verticals/Enterprise 2004-2006, UK Pro/Accountant 2005 and 2006, or Enterprise Edition version 4.0. GoldMine Plus Accounting does not work with QuickBooks or QuickBooks Basic.

- **Operating Systems:** Microsoft Windows 98 (SE), 2000, and XP
- **Software Requirements (QuickBooks 2006):** .NET 1.1 Framework.
Note that you may need to have both the 1.1 and 2.0 .NET Frameworks installed.
- **Internet:** Internet Explorer 6.0
- **Video:** 256 color SVGA video
- **Resolution:** 800x600 resolution with small fonts
- **Online Speed:** All online features/services require Internet access with at least a 56 Kbps connection speed

Workstation Requirements		
System	Minimum	Recommended
CPU	350 MHz Pentium	500 MHz Pentium II
HDD	250 MB	250 MB or more
RAM	96 MB	256 MB or more

Hard Drive Space	
Version	Minimum
QuickBooks Pro 2003	175 MB
QuickBooks Premier 2003	250 MB
QuickBooks Premier 2004	400 MB
QuickBooks Pro 2005	400 MB

Hard Drive Space	
QuickBooks Premier 2005	450 MB



For exact specifications of QuickBooks system requirements, refer to your QuickBooks documentation.

Before You Install

For best installation results, read this section completely before installing GoldMine Plus Accounting. *Failure to consider this information may cause installation problems.*

Before installing GoldMine Plus Accounting, ensure GoldMine and QuickBooks are fully installed and running. You must have a company database created in QuickBooks that you are linking with the open GoldMine database.

IMPORTANT: Perform a full backup of your accounting data and your GoldMine data before installing GoldMine Plus Accounting. FrontRange Solutions cannot be responsible for any damage to your accounting system or GoldMine databases.

If You Are Upgrading

If you are currently running a previous version of GoldMine Plus Accounting, you must uninstall it before installing this version 4.0. Consult the ReadMe file for additional information.

Users and Seats

GoldMine Plus Accounting can be run as either an administration-based application or service sync installed with a dedicated GoldMine server so that an administrator can run an application or windows service synchronization. A client application called QuickLink can be installed on each user's workstation as well.

At least 1 seat of QuickBooks and 1 seat of GoldMine must be installed on the server. You can only have 5 simultaneous users for a QuickBooks Pro/Premier network installation and 10 simultaneous users for a QuickBooks Enterprise network installation.

All users must have the same version of QuickBooks installed. If you have a 5-user license of QuickBooks, remember that GoldMine Plus Accounting uses one of these licenses. This means you will only be able to log in 4 users when using GoldMine Plus Accounting. If there are already 5 users, they cannot all open QuickBooks simultaneously, and an additional sixth seat of QuickBooks would be needed to run GoldMine Plus Accounting.

Installation Checklist

The first three items of this checklist are detailed later in this chapter.

- ☐ Check the location of GoldMine's files, contact files, system files, and the GoldMine executable (gmw6x.exe or gmw7.exe).
- ☐ Designate at least 2 GoldMine fields to link to QuickBooks customer and vendor reference numbers. You can use 2 key fields or 2 user-defined fields.
- ☐ Run the GoldMine Plus QuickBooks Installation wizard and install GoldMine Plus Accounting.
- ☐ Set up user access rights in QuickBooks. The user must have Create rights in Sales and Accounts Receivable, Purchase and Accounts Receivable, and Sensitive Financial Reporting.
- ☐ Follow the steps for setting up the GoldMine Plus Accounting integration. These steps are detailed in Chapter 2, "Configuring and Administrating."
- ☐ Ensure you have installed the .NET framework 2.0.
- ☐ Ensure you have your license number.
- ☐ Make sure GoldMine is installed locally on any server or client for optimal synchronization results.

Checking File Locations in GoldMine

To verify setup accuracy, check your GoldMine system for the location of the GoldMine files (GoldDir), contact files (CommonDir), system files (SysDir), and the GoldMine executable file (gmw6x.exe or gmw7.exe).

During the setup process, GoldMine Plus Accounting automatically finds this GoldMine database information; however, knowing this information ensures accuracy and guarantees a smooth integration. Two methods are available for checking this information:

- **Check in GoldMine Help:** To use this method, launch GoldMine, select **Help>>About**, and click the **System** button. The locations of the contact files and the GoldMine files are indicated by a drive or UNC path if you are using dBASE, or the BDE alias for a SQL database. The system files and the GoldMine executable file are always found on a drive or UNC path.



- **Check in the GM.ini file:** To use this method, open the GM.ini file located in the GoldMine root directory. Ensure the path names for SysDir, GoldDir, and CommonDir match the following samples, for either dBASE or SQL (whichever your GoldMine database resides).

dBASE:

```
[GoldMine]
SysDir=<DriveLetter>:\program files\ goldmine\
GoldDir=<DriveLetter>:\program files\ GoldMine\gmbase\
CommonDir=<DriveLetter>:\program files\ GoldMine\Common\
```

where **<DriveLetter>** is the mapped name of your server directory or your local C: drive.

SQL:

```
[GoldMine]
SysDir=<DriveLetter>:\program files\ goldmine\
GoldDir=MSSQL: Alias_Name: dbo:
CommonDir=MSSQL: Alias_Name: dbo:
```

where **<DriveLetter>** is the mapped name of your server directory or your local C: drive, and **Alias_Name** is the name used by the BDE to connect to the SQL database.

If you are using GoldMine 7.0 or above with a SQL or FireBird database, your GM.ini file may look like the following example:

FireBird or SQL with GoldMine 7.0:

```
[GoldMine]
SysDir=<DriveLetter>:\program files\ goldmine\
GoldDir=Alias_Name:
CommonDir=Alias_Name:
```

where **<DriveLetter>** is the mapped name of your server directory or your local C: drive.

Also locate the GoldMine executable (gmw6x.exe or gmw7.exe). Find the path to the GoldMine executable by selecting **Help>>About** and then clicking the **System** button in GoldMine. The description is GoldMine EXE, followed by a drive path. Note these locations for verification during the GoldMine Plus Accounting setup process.

Designating Reference Fields in GoldMine

In GoldMine, a minimum of two fields (20 characters in length) need to be allocated in order to link with QuickBooks. You can select fields from Contact1 key fields or Contact2 user-defined fields to identify the following:

- **Customer Key:** The customer key links QuickBooks customers to GoldMine contacts if applicable. Do not use the same field in GoldMine for both customer and vendor.
- **Vendor Key:** The vendor key links QuickBooks vendors to GoldMine contacts if applicable. Do not use the same field in GoldMine for both customer and vendor.

See the following screen example for both a Contact2 user-defined fields sample configuration and a Contact1 Key1 and Key2 fields sample configuration. Use one example or the other. You do not need both.

Note: Using two of the Key fields improves performance in a large database.

The screenshot shows the GoldMine software interface for a contact named 'Adelaide Prentice'. The window is titled 'Adelaide Prentice'. It contains several sections for contact information:

- Contact Information:** Company: Prentice, Adelaide; Contact: Adelaide Prentice; Dept: ; Last: Prentice; Title: ; Dear: ; Source: ; Asst: ;
- Address:** Address: Adelaide Prentice; : 1800 Appleseed Court; : ; City: Bayshore; State: CA; Zip: 94326; Country: ; Merge: ;
- Phone/Fax/Email:** Phone1: (415)555-1813 Ext: ; Phone2: Ext: ; Phone3: Ext: ; FAX: Ext: ; E-mail: adelaide@samplename.com; Web Site: ;
- QuickBooks Integration:** QB Cust. Acct.: ; QB Vend. Acct.: ; Interest: ; Acct Mngr: ; Open: ;

At the bottom, there is a tabbed interface with tabs for Summary, Fields, Notes, Contacts, Details, Referrals, Pending, History, and Links. The 'Fields' tab is selected, showing a section titled '*** QuickBooks Pro Data ***' with the following fields:

- QB Customer Acc: 420000-1071522044
- QB Vendor Acc:



For details on creating Contact1 key fields and Contact2 user-defined fields, see the GoldMine online Help.

Additional Reference Fields

You can map additional GoldMine reference fields to the following fields in QuickBooks: First Name, Type, Terms, Balance, and Credit Limit. Your user-defined GoldMine fields must conform to these length requirements:

Field	Maximum Length
First Name	20 characters
Type	31 characters
Terms	31 characters
Balance	8 characters
Credit Limit	8 characters

Note: You must define the Balance and Credit Limit fields as character fields rather than numeric fields.

Designating the ListName Field

The QuickBooks database contains a List Name field that is useful for uniquely identifying customers. Thus, you can have a Customer Name and Vendor Name for any given Customer or Vendor types in QuickBooks in addition to the Contact field and Company Name field.

GoldMine Find or Search Center functionality is similar to QuickBooks Lists. GoldMine Indexed searches are much faster for identifying and finding data. It is recommended you chose one of the indexed fields as the ListName or go with one of the top 4 generated values. But you can also choose a user defined field, too, which is not indexed as the field.

Field Name in QuickBooks	Field Name in GoldMine
Customer/Vendor Name (List Name) or custom lists	No corresponding GoldMine field. But GM+QB allows you to assign a GoldMine field to be the List Name in QuickBooks
Company Name	Company
Contact	Contact
Business Phone	Phone1

The QB List Name is populated as a GoldMine Plus Accounting generated value or a GoldMine field value when you create a QuickBooks' contact from GoldMine data. To do this, populate the field you have chosen as Vendor Key or Customer Key in GoldMine. Then synchronize with GoldMine Plus Accounting Admin module or QuickLink. The contact in GoldMine will then be created in QuickBooks.

You have a choice between a generated or non-generated value for the QB List Name field has some trade-offs.

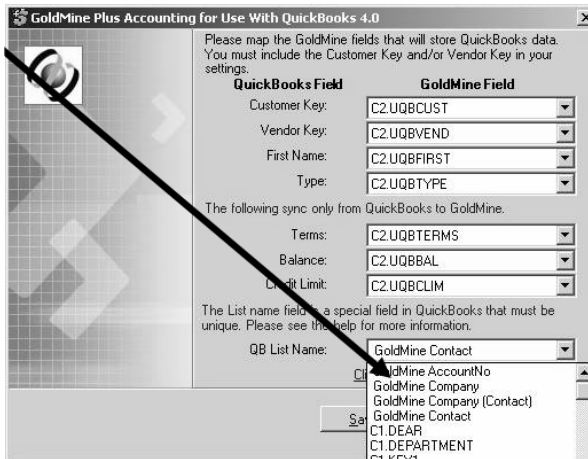
- GoldMine Generated values sync only from GoldMine to QuickBooks.
- GoldMine Plus Accounting generated values (or non-GoldMine Generated fields) sync both directions.
- GoldMine Generated values are what you would expect to see in a customer name or vendor name field.
- GoldMine Plus Accounting generated values can be proprietary terms or keys to your database and can contain a particular smart key or some other technical jargon that is valuable to your industry. Since this affects the Customer and Vendor lists in QuickBooks, it is recommended you use caution when using the non-generated values. Always back up your data first.

The choices are described below.

GoldMine-Generated Values for QB List Name

If you choose the first 4 types of generated values:

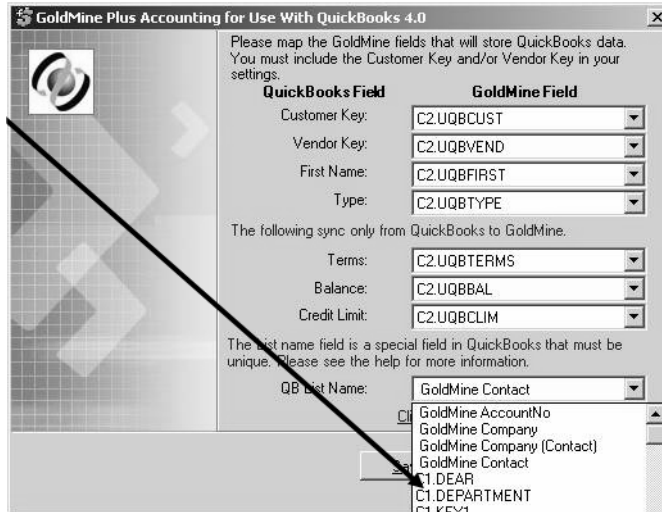
- GoldMine AccountNo
- GoldMine Company
- GoldMine Company(Contact)
- GoldMine Contact



GoldMine Plus Accounting Generated (Non-GoldMine Generated Values) for QB List Name

The other fields listed in this dropdown contain GoldMine Contact1 and Contact2 data. GoldMine Contact1 data is data that is specific to every GoldMine database. Contact2 data is user-defined data that you create and add to your database.

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When you select the non-generated field, they will be able to synchronize bi-directionally.

For example, on the initial synchronization, any unmatched QB contacts automatically go over to GoldMine if you have chosen in the sync rules to sync new records. So if you have selected one of the non-GoldMine-generated values as the QB List Name, then the data contained for Customer Name or Vendor Name data should synchronize to the GoldMine field you have chosen as the QB List Name field. If the GoldMine field value you have chosen is empty, then GoldMine Plus Accounting will generate a key to place in this field.

Conversely, if you create a contact in GoldMine and have one of the non-GoldMine-generated fields chosen as the QB List Name, then the contact created in QuickBooks for the field Customer Name or Vendor Name will contain whatever field value you have in the GoldMine contact record for that field. If you do not have a value, then one will be assigned via a randomly-generated key.

Installing GoldMine Plus Accounting

Download GoldMine Plus Accounting from www.frontrange.com.

GoldMine Plus Accounting contains three installations:

- **Client Installation:** Installs the GoldMine Plus Accounting Synchronization Windows Service and the Quick Link that enables the GoldMine and QuickBooks integration on the client computers.
- **Server Installation:** Installs the GoldMine Plus Accounting Synchronization Windows Service and the Synchronization Administration interface.
- **Client and Server Installation:** Installs the GoldMine Plus Accounting Synchronization Windows Service, Synchronization Administration interface, and Quick Link.

After installation, run the Setup wizard (detailed in the next chapter) to integrate the programs.

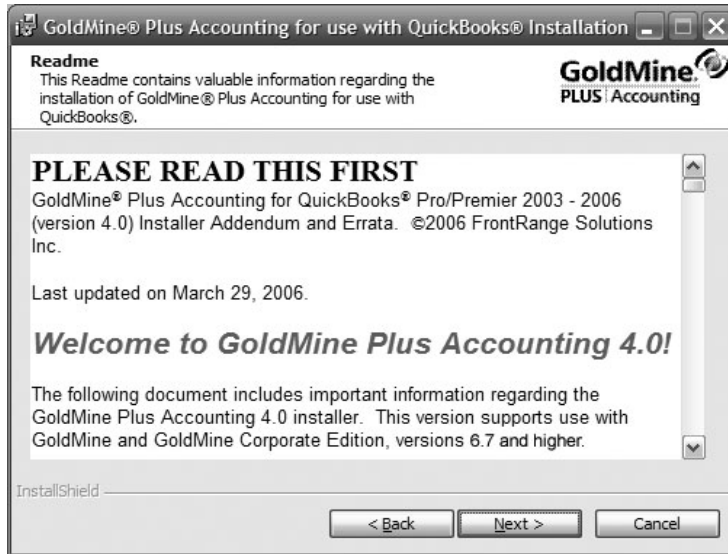
Installation

1. Go to <https://store.frontrange.com/registration/gmplusfulfillment.asp> or the URL indicated on your license. The **GoldMine Plus Accounting Fulfillment** screen appears. Type your GoldMine Plus Accounting for use with QuickBooks serial number and click **Submit**.

The Installation Wizard **Welcome** page appears.



2. Review the information, and click **Next** to proceed with the installation. The **Readme** page appears.



3. After reviewing the Readme, click **Next**. The **License Agreement** page appears.



4. Review the license information carefully, and if you agree to the terms, select **I accept the terms in the license agreement**.

Note: If you do not agree to the terms of the license agreement, select **I do not accept the terms in the license agreement**. Click **Cancel** to terminate the installation.

5. Accepting the terms of the agreement activates two additional check boxes. Select both check boxes if you are **an authorized agent and/or representative of the customer/end-user** and you **have read the terms and conditions stated above** in the license agreement. Click **Next**. The **Destination Folder** page appears.



IMPORTANT: The drive letter for the GoldMine Installed Folder must be a local drive and not a mapped drive.

6. Accept the default folder locations or click **Change** to install to a different folder. Click **Next**.

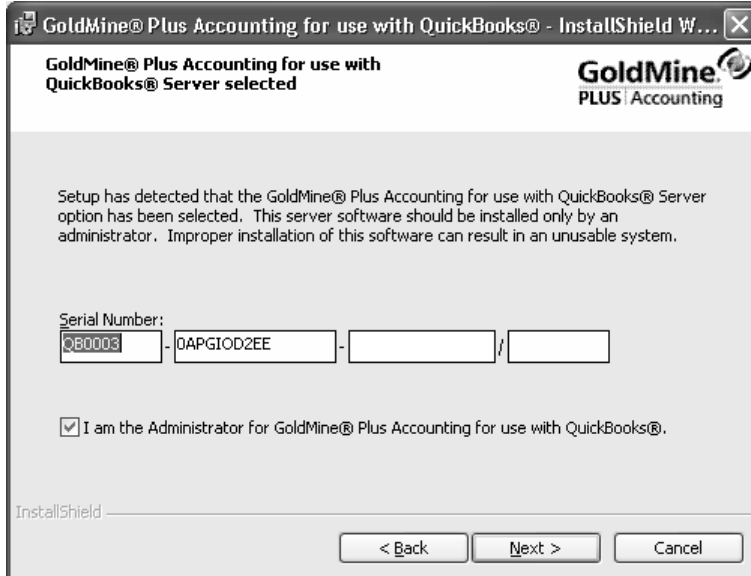
The **Select Install Type** page appears.



7. Choose to install the the GoldMine Plus AccountingQuickLink Client only, server only, or both the server and client. Click **Next**.

Note: We recommend that you install the GoldMine Plus Accounting Server on a dedicated server machine.

If you chose to install the server, The **Administrator Verification** page appears.

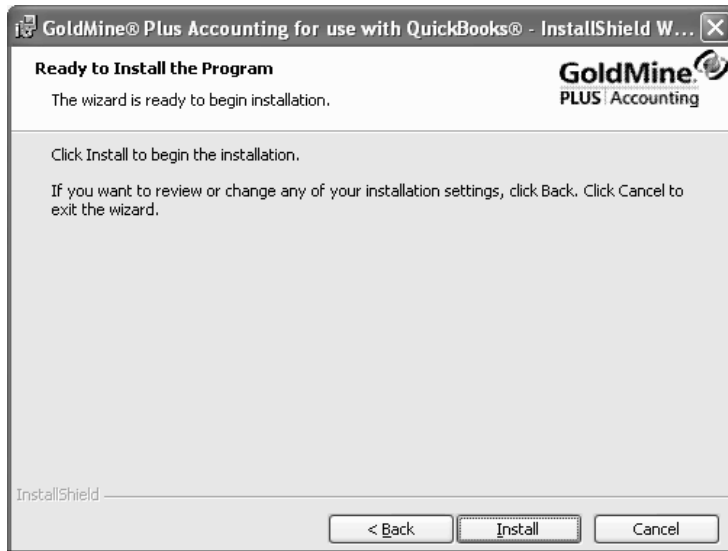


The screenshot shows the 'Administrator Verification' window of the GoldMine Plus Accounting for use with QuickBooks installer. The window title is 'GoldMine® Plus Accounting for use with QuickBooks® - InstallShield W...'. The main heading is 'GoldMine® Plus Accounting for use with QuickBooks® Server selected'. A message states: 'Setup has detected that the GoldMine® Plus Accounting for use with QuickBooks® Server option has been selected. This server software should be installed only by an administrator. Improper installation of this software can result in an unusable system.' Below this is a 'Serial Number:' section with four input fields: the first contains 'QB0003', the second contains 'DAPGIOD2EE', the third is empty, and the fourth is empty, separated by hyphens and a slash. A checkbox is checked, with the text 'I am the Administrator for GoldMine® Plus Accounting for use with QuickBooks®.' Below the checkbox is the 'InstallShield' logo. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

If you are the GoldMine Plus Accounting administrator, fill in the serial number field, check the box, and click **Next**.

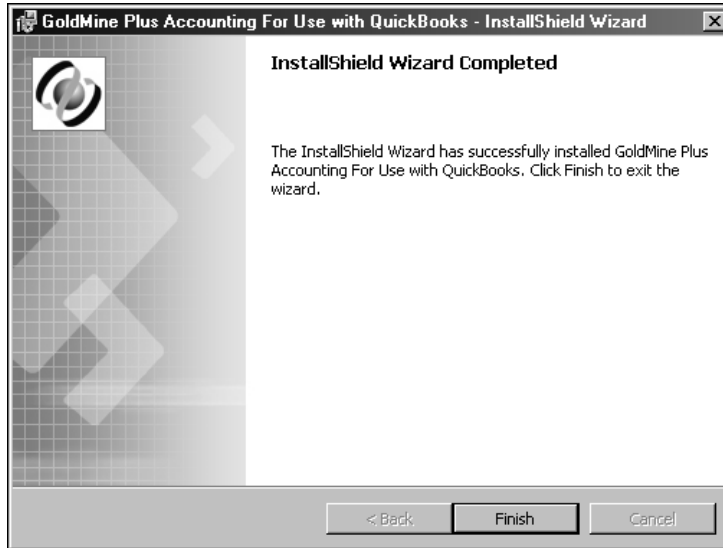
IMPORTANT: All letters in the serial number must be upper-case.

The **Ready to Install the Program** page appears.



8. Click **Back** to review any of the Installation wizard dialog boxes, or click **Install** to begin installing files. After you click **Install**, the **Installing GoldMine Plus QuickBooks For Use with QuickBooks** dialog box appears indicating the progress of the file installation.

9. If you chose to install the QuickLink client only, the following **InstallShield Wizard Completed** page appears when installation is complete:



If you chose to install the server, the following **InstallShield Wizard Completed** page appears when installation is complete:



10. Click **Finish** to finalize the GoldMine Plus Accounting installation.
Restart your computer to enable the new settings and application.

Installed Files and Registry Entries

Installing GoldMine Plus Accounting adds the following important files and registry entries to your computer. Understanding the functions of these files and entries can help you avoid or correct common mistakes.

Files

- **gmdata.dat:** This server file contains the settings for GoldMine Plus Accounting. It must be installed in a single networked location, with read/write access for all users.
- **histlookup.dat:** This file contains the GoldMine Plus Accounting history and QuickBooks transaction key data. If you delete this file you will lose your synchronization history, and GoldMine will treat all QuickBooks data as new. This may lead to extensive data duplication in the GoldMine history. Deleting this file may be useful if you want to re-synchronize your QuickBooks and GoldMine data from scratch.

Registry Entries

The following section lists registry entries for GoldMine Plus Accounting located in HKEY_LOCAL_MACHINE\SOFTWARE\GoldMine\Plus\QB. You should not modify these entries unless you are an experienced Windows user or administrator. Modification of these entries may result in system instability or failure.

Depending on your installation (server, client, or both), you may not have all of these entries in your registry. Registry keys should be implemented as string values.

For the Boolean values listed below, 1 = true, all other values = false.

- **QBCompanyFile:** Specifies the name and location of the QBW file. This entry is set during installation.
- **GMPDataLocation:** Specifies the location of the GoldMine Plus Accounting settings data. This entry is set during installation.
- **BeginSessionTries:** Specifies the number of attempts GoldMine Plus Accounting will make to begin a QuickBooks session. The default value is 10.

- **OpenMode:** Specifies your preference for the QuickBooks SDK QBW open mode. 0 = Multi, 1 = single, all other values = Don't Care. The default value is Don't Care.
- **ServiceWait:** Specifies time in minutes before restart of service. This value is set during the Synchronization Administration configuration process. The default value is 0.
- **SynckeyWord:** If set, this value must appear in the **Customer Key** or **Vendor Key** field to synchronize data from the Synchronization Administration program or through the Synchronization Service.
- **QBMaxRequests:** Specifies the maximum number of requests GoldMine Plus Accounting sends to QuickBooks at one time from the Synchronization Administration program or through the Synchronization Service. The default value is 50. You may want to modify this setting to improve performance on systems with low memory or a slow network.
- **TCPHostName:** Specifies the IP address or DNS machine name. The default IP address is 127.0.0.1.
- **TCPPort:** Specifies the TCP port number for the QBServer Host. Can be any unused port number between 0 and 16000. The default TCP port is 9079.
- **DEBUG:** Boolean value. If true, GoldMine Plus Accounting outputs more debug information to the logs. The default value is false (0).

Note: If you set Debug to true, the Synchronization Service Manager will quit after 127 events. This is a Windows limitation for which there is no workaround.

- **AllowMismatchedDatasets:** Boolean value. If true, it allows QuickLink functionality when GoldDir and ComDir do not match the values specified during installation and configuration. The default value is false (0).
- **ShowQLNoMatches:** Boolean value. If true, QuickLink will display all non-matching QuickBooks contacts in the List box. The default value is false (0).



Configuring and Administrating

Overview

Configure GoldMine Plus Accounting from the GoldMine Synchronization Administration application, installed on the GoldMine Plus Accounting server.

After installing and launching GoldMine Plus Accounting for the first time, you are presented with a Setup wizard that walks you through activating and setting up the links between your accounting data in QuickBooks and your contact database in GoldMine.

After the initial setup, administration of GoldMine Plus Accounting is handled through the GoldMine Plus Accounting Synchronization Administration window. All GoldMine Plus Accounting settings are controlled through this single dialog box.

You can manually synchronize data between GoldMine and QuickBooks from the Synchronization Administration window. Alternately, you can choose to automate your synchronization tasks by starting the GoldMine Plus Accounting Synchronization Service. The Synchronization Service will automatically synchronize your data in the background. You can set the synchronization frequency from the Synchronization Administration window.

Running the Administration-based Setup Wizard

The setup wizard is a one-time program that runs when you first launch the GoldMine Plus Accounting Synchronization Administration program. This wizard prompts you to activate GoldMine Plus Accounting and link GoldMine and QuickBooks data.

1. On the GoldMine Plus Accounting server, launch QuickBooks using the QuickBooks administrative account.
2. Launch GoldMine, and open the database you are linking to QuickBooks.
3. Launch the GoldMine Plus Accounting Setup wizard by selecting **Start>>Programs>>GoldMine Plus Accounting for use with QuickBooks>>GM+QB Synchronization Administration**.

The **Welcome** page appears.



Note: GoldMine and QuickBooks must be running before you begin the setup process.

4. Click the **Ellipses** button, and browse to a location to store the GoldMine Plus Accounting integration data file (gmpdata.dat). For networked GoldMine installations, ensure this file is in a shared location; networked GoldMine Plus Accounting users connect to it.
5. After browsing to a location, click **Next**. The **GoldMine Setup** page appears.



6. Ensure the GoldMine database that you are linking to QuickBooks is open and that you are logged into GoldMine using the user name to use as your GoldMine Plus Accounting user name.

Click the **Locate GoldMine** button and browse to the location of the **GM.ini** configuration file in your GoldMine Program files directory.

Text boxes in the **Location of GoldMine data files** area autofill with information from the open GoldMine database. Verify the information is correct. If it is not, click the **Ellipses** button and browse to the location where the SysDir, GoldDir, and CommonDir files are stored (see "Checking File Locations in GoldMine" on page 1-10 for details on these files). Ensure that the aliases entered for GoldDir and SysDir are followed with colons as shown in the screenshot above. If they are not, you will receive an error message and will be unable to proceed.

Note: You should not use the Ellipses button if you use DNS aliases for the GoldMine server location; browsing with these buttons looks for a physical location and will not find aliases.

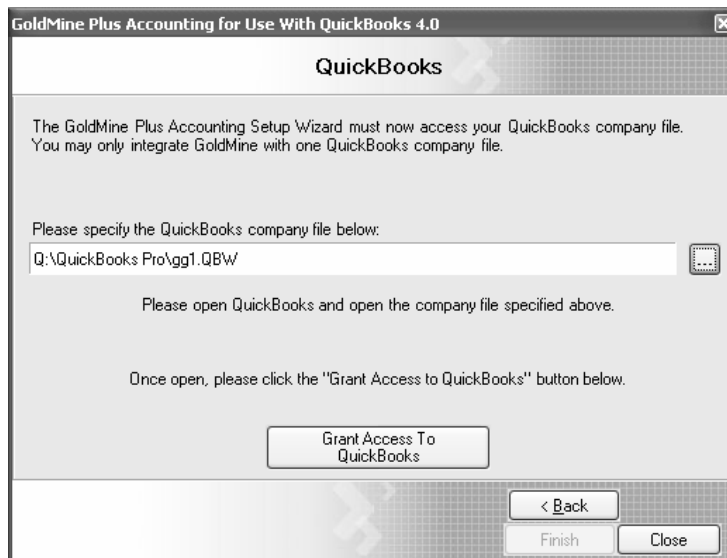
7. Type the GoldMine user name and password of the GoldMine database to link with QuickBooks. If you are using GoldMine version 6.7 with a SQL database, type the SQL user name and password, otherwise leave those fields blank. If you are integrating with dBase or Firebird, leave the SQL username and password blank.

Note: If you are using GoldMine 7.0 or above, do not fill in the SQL user name and password fields. These fields are only necessary for GoldMine version 6.7.

Note: GoldMine users who do not have passwords are unable to use the synchronization functions in GoldMine Plus Accounting. You can enable synchronization later by adding a password for the GoldMine user.

8. Click **Next**.

The **QuickBooks Setup** page appears.



9. In the **QuickBooks Company File** area, browse to the location of the QuickBooks database (.qbw) you are linking to GoldMine.

IMPORTANT: If the .qbw file is not local, the path must reflect a mapped drive to the file rather than a UNC path; QuickBooks does not grant access to the link if it is a UNC path. Also, everyone should use the same drive letter.

10. Click the **Grant Access to QuickBooks** button. The **QuickBooks - Application Certificate** dialog box appears.
11. The **QuickBooks - Application Certificate** informs you that another application (GoldMine Plus Accounting) is attempting to access the QuickBooks file. Click **Yes, Always** to allow the sharing of QuickBooks data.
12. Click **Next**. The **Field Mapping** page appears.

GoldMine Plus Accounting for Use With QuickBooks 4.0

Please map the GoldMine fields that will store QuickBooks data. You must include the Customer Key and/or Vendor Key in your settings.

QuickBooks Field	GoldMine Field
Customer Key:	C2.UQBCUSTOMR
Vendor Key:	C2.UQBVENDDOR
First Name:	C1.DEAR
Type:	C2.UQBTYPE

The following sync only from QuickBooks to GoldMine.

Terms: C2.UQBTERMS

Balance: C1.KEY2

Credit Limit: C1.KEY3

The List name field is a special field in QuickBooks where the value, generated or field mapped, must be unique. Please see the help for more information.

QB List Name: C1.KEY5

[Click here to refresh the GoldMine fields.](#)

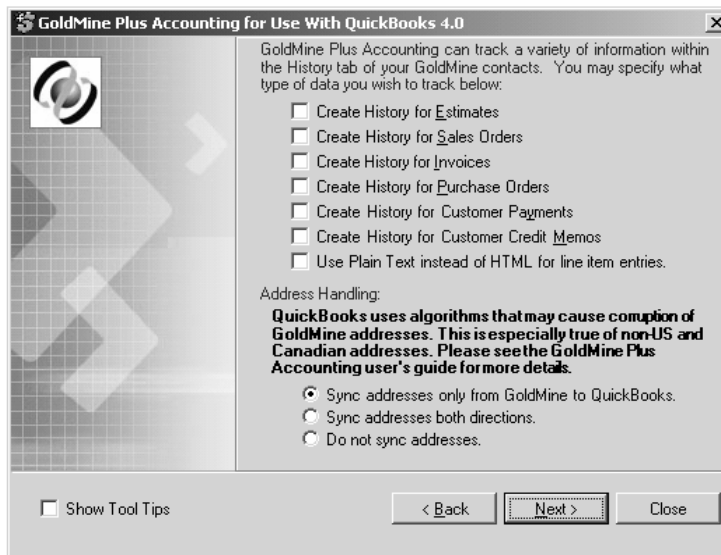
☐ Show Tool Tips

Save Cancel Close

13. In the **Customer Key** and **Vendor Key** areas, select the GoldMine fields you designated as your reference fields. The QuickBooks customer and vendor reference numbers respectively fill these GoldMine fields. Do not use the same field for both customer and vendor. Continue mapping other listed fields as appropriate. If you have not created the fields, you can do so now in GoldMine. For details on GoldMine reference fields, see "Designating Reference Fields in GoldMine" on page 1-12.

Note: The mappings on this dialog box are unidirectional in direction GoldMine to QuickBooks for synced fields named Customer Key, Vendor Key, Terms, Balance and Credit Limit depending on the Synced New and Sync Changed setting. The List Name can be either bi-directional or single direction to QB from GM depending on the Synced New and Sync Changed setting. The Type and First Name fields can bidirectional sync depending on the Synced New and Sync Changed setting.

14. Designate the ListName field, as described in "Designating the ListName Field" on page 1-13.
15. Click **Next**. The **History and Details** page appears.



16. In the **History** area, you can select any or all of the following:

- Create History for Estimates
- Create History for Sales Orders
- Create History for Invoices
- Create History for Purchase Orders
- Create History for Customer Payments
- Create History for Customer Credit Memos

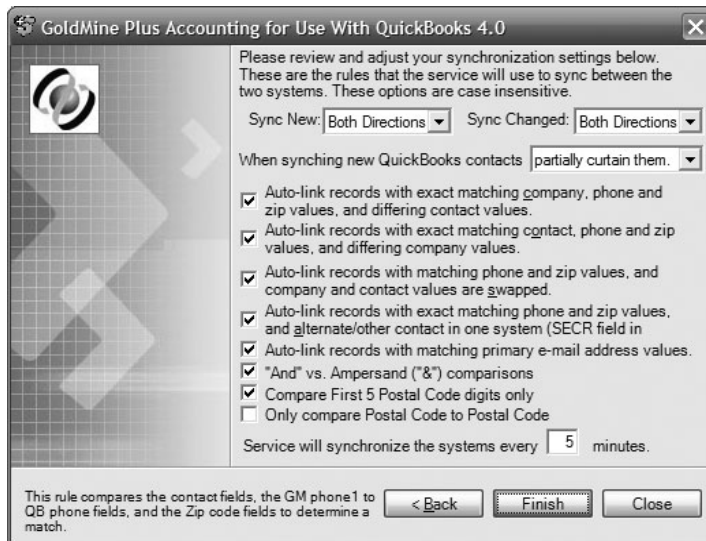
17. In the **Address Handling** area, select either:

- **Sync addresses only from GoldMine to QuickBooks:** Makes GoldMine the source for addresses by synchronizing QuickBooks addresses from GoldMine.
- **Sync addresses both directions:** Takes addresses from GoldMine and QuickBooks and puts them together during synchronization.
- **Do not sync addresses:** Leaves addresses as they are in GoldMine and QuickBooks.

Note: When information synchronizes from QuickBooks to GoldMine, any non-standard address information (such as a non-US entry in the State field or in the Zip field) is not recognized properly in QuickBooks; QuickBooks moves that information to the address lines, which may cause corruption of GoldMine addresses, as well as the First Name, Middle Name, and Last Name fields in QuickBooks. Because of these considerations, we recommend leaving the default **Sync addresses only from GoldMine to QuickBooks**.

18. Click **Next**.

The **Synchronization Settings** page appears.



The screenshot shows a dialog box titled "GoldMine Plus Accounting for Use With QuickBooks 4.0". The dialog box has a logo on the left and a list of synchronization settings on the right. The settings include "Sync New" and "Sync Changed" both set to "Both Directions". The "When synching new QuickBooks contacts" dropdown is set to "partially curtail them.". There are seven checked options for auto-linking records based on various matching criteria. The "Service will synchronize the systems every" is set to 5 minutes. At the bottom, there is a note about the matching rule and three buttons: "< Back", "Finish", and "Close".

GoldMine Plus Accounting for Use With QuickBooks 4.0

Please review and adjust your synchronization settings below. These are the rules that the service will use to sync between the two systems. These options are case insensitive.

Sync New: Both Directions Sync Changed: Both Directions

When synching new QuickBooks contacts partially curtail them.

- ☒ Auto-link records with exact matching company, phone and zip values, and differing contact values.
- ☒ Auto-link records with exact matching contact, phone and zip values, and differing company values.
- ☒ Auto-link records with matching phone and zip values, and company and contact values are swapped.
- ☒ Auto-link records with exact matching phone and zip values, and alternate/other contact in one system (SECR field in
- ☒ Auto-link records with matching primary e-mail address values.
- ☒ "And" vs. Ampersand ("&") comparisons
- ☒ Compare First 5 Postal Code digits only
- ☐ Only compare Postal Code to Postal Code

Service will synchronize the systems every 5 minutes.

This rule compares the contact fields, the GM phone1 to QB phone fields, and the Zip code fields to determine a match.

< Back Finish Close

19. Specify the directions to synchronize new and changed contacts. The options are shown in the following tables.

Sync New (Not Linked)

Sync Direction	How it affects your data
Sync New Both Directions	New or unlinked records in either system will be compared against the matching rules.
Sync New to GoldMine	New or unlinked records created in QuickBooks will be synchronized to GoldMine by using the rules you set.
Sync New to QuickBooks	New or unlinked records created in GoldMine will be synced to QuickBooks by using rules you set.
Sync New Never***	New or unlinked records are never synchronized between systems unless there is a Match *

*Match is defined as matching the Perfect Match rule** OR the Primary E-mail Rule OR the Swapped Company/Contact Rule.

**Definition of Perfect Match: Matching Company, Contact, Phone and E-mail.

*** This option is overridden by the Perfect Match, Primary E-mail Rule or Swapped Company/Contact rule.

Sync Changed (Not Linked)

(Sync Changed is defined as whether a GoldMine/QuickBooks record has been Previously Linked+ or Manually Linked++.)

Sync Direction	How it affects your data
Sync Changed Both Directions	Changed or linked records in either system will be compared against the matching rules.
Sync Changed to GoldMine	Changed or linked records created in QuickBooks will be synchronized to GoldMine by using the rules you set.
Sync Changed to QuickBooks	Changed or linked records created in GoldMine will be synced to QuickBooks by using rules you set.
Sync Changed Never	Changed or linked records are never synchronized between systems unless there is a Match *

+Previously Linked is defined as records matched by a Match or by synchronization using the sync rules.

++Manually Linked is defined as manually typing some value into the Customer or Vendor keys in GoldMine with some text string. GoldMine + Accounting will then know to update the text string with a database foreign key to link the records between systems.

20. Specify your contact curtaining preferences. "Curtaining" contacts restricts access to them in GoldMine. You can choose to curtain contacts partially or fully, or you can leave them uncurtained. Partially curtained contacts will only display basic information to users other than the contact owner or master user. Fully curtained contacts are completely inaccessible to users other than the contact owner or master user.

21. Select the synchronization rules:

- **Auto-link records with matching company, phone and zip values, and differing contact values:** If the company, phone1, and zip values match, the records are linked.
- **Auto-link records with matching contact, phone and zip values, and differing company values:** If the contact, phone1, and zip values match, the records are linked.

Note: Contacts will not match if you include periods between initials in the contact name.

- **Auto-link records with matching phone and zip values, and company and contact values are swapped:** If the values for company and contact are interchanged, GoldMine Plus Accounting will search for those field matches.
- **Auto-link records with matching phone and zip values, and alternate/other contact in one system matches primary contact on other system:** If the Secr and Contact field values are switched in GoldMine, or the Alt Contact and Contact field values are switched in QuickBooks, the records are linked.
- **Auto-link records with matching primary e-mail address values:** If the e-mails addresses are the same, the records are linked.
- **“And” vs. Ampersand (“&”) comparisons:** If this box is checked, those values with “and” will become “&” to perform a comparison. This option is case insensitive. This option affects the other options by changing “and” to “&” to perform comparisons.
- **Compare First 5 Postal Code digits only:** This option will only check the first 5 digits of the ZIP code. It will ignore the ZIP+4[®] digits, if any are listed.
- **Only Compare Postal Code to Postal Code:** If you select this option, the postal code field in QuickBooks will be checked against the ZIP code field in GoldMine, and no other address fields will be checked.

- **Service will synchronize every XX minutes:** This option determines the time interval between synchronizations.

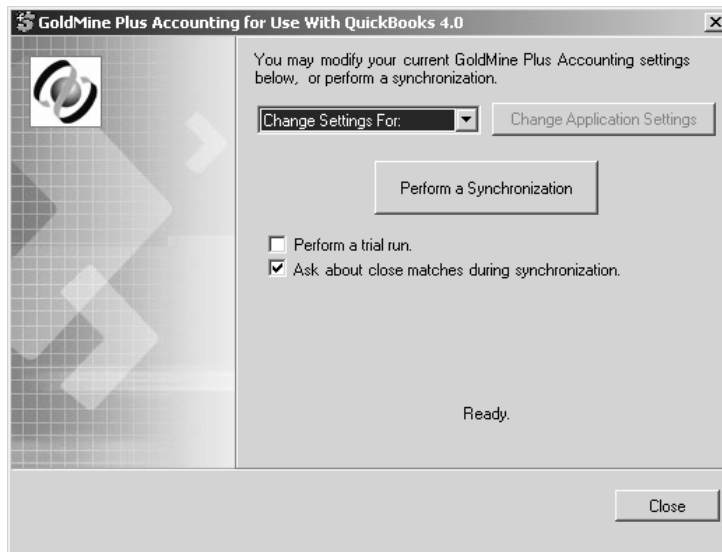
Note: If you do not choose any synchronization rules, the GoldMine Plus Accounting synchronization module will synchronize all data from QuickBooks to GoldMine and link it to new GoldMine Contacts without checking for data matches. This may result in the creation of duplicate records. To avoid the creation of duplicate records choose one of the synchronization rules described above. To eliminate duplicate records, run the Merge Purge wizard.

22. After you have selected the appropriate synchronization settings, click **Finish**.

A congratulations message appears indicating that the GoldMine Plus Accounting Administration module is running in Synchronization mode.

23. Click **OK** on the message.

The **Synchronization Administration** page appears.



This is the **Synchronization Administration** dialog box you see from now on when accessing the GoldMine Plus Accounting Synchronization Administration application.

Note: If you have previously started the GoldMine Plus Accounting Synchronization Service, clicking close in this dialog box will prompt you to restart the service. For more information, see "Running an Administration-Based Synchronization" on page 2-20.



See Chapter 3, "Synchronizing GoldMine Plus Accounting from the Client" details on using this Synchronization Administration application.

Running Without Launching QuickBooks

To run GoldMine Plus Accounting without running QuickBooks you must grant access rights for automatically logging into QuickBooks. The GoldMine Plus Accounting service will not function unless this access is granted.

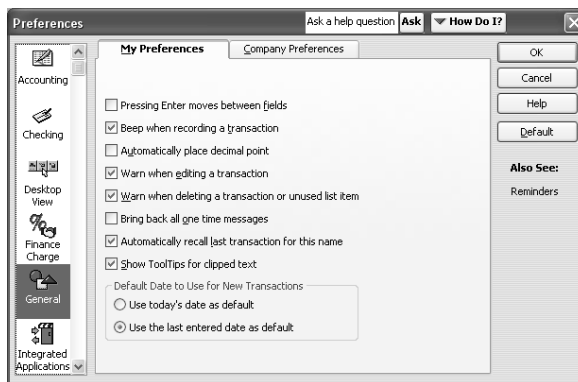
Note: FrontRange recommends setting QuickBooks to “multi-user mode.” While you are working in QuickBooks to set up automatic login, you may want to make this setting. Selecting this mode affects only how QuickBooks and applications integrated with QuickBooks access the data file.

Configuring QuickBooks Automatic Login

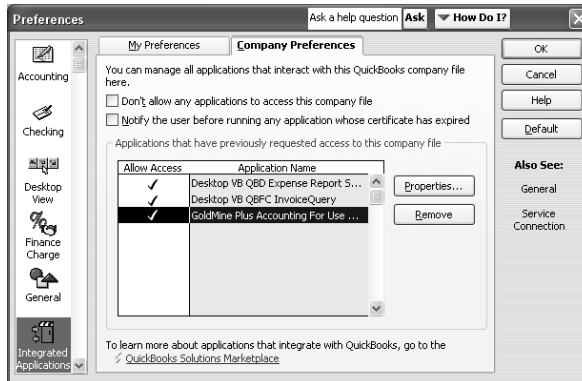
QuickBooks Automatic Login is normally configured as part of the GoldMine Plus Accounting setup process. The following procedure describes how to configure QuickBooks Automatic Login manually for troubleshooting purposes. If you are not experiencing problems with QuickBooks Automatic Login, you do not need to perform this procedure.

Note: If you are using a UK or Canadian version of QuickBooks, US QuickBooks 2004, or a non-updated version of US QuickBooks 2005, you will need to configure QuickBooks Automatic Login manually as described in the following procedure.

1. Launch QuickBooks using the QuickBooks administrative account.
2. Select **Edit>>Preferences**. The **Preferences** dialog box appears.

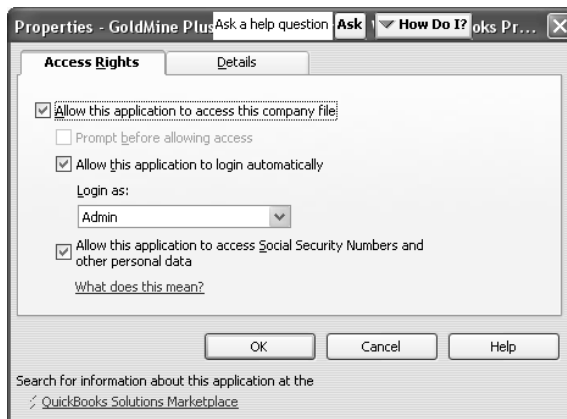


- Click the **Integrated Applications** icon in the left pane, and then select the **Company Preferences** tab.



- In the list of **Applications** that have previously requested access to **this company file**, select **GoldMine Plus Accounting For Use...** and click **Properties**.

The **Properties** dialog box appears.



- On the **Access Rights** tab, select **Allow this application to access this company file**.
- Select **Allow this application to login automatically**, and specify a user name.

7. Click **OK** to accept the settings, and then click **OK** again on the **Preferences** dialog box. You have now authorized launching GoldMine Plus Accounting functionality without launching QuickBooks first.

Note: For the server only installation of GoldMine Plus Accounting (not the QuickLink client installation), when the GoldMine Plus Accounting service is started, QuickBooks cannot be open. This will cause the service to fail.

Starting the GoldMine Plus Accounting Synchronization Service

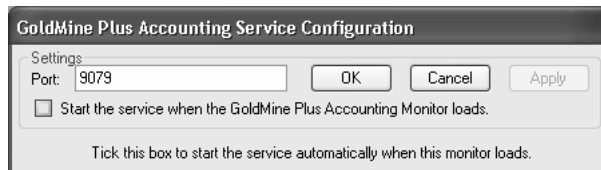
After setup is complete, you can choose to start the GoldMine Plus Accounting Synchronization Service, a Windows service that automatically synchronizes data between GoldMine and QuickBooks. If you do not start the Synchronization Service, you must synchronize your data from the GoldMine Plus Accounting Synchronization Administration window.

To start the Synchronization Service, click **Start >> All Programs >> GoldMine Plus Accounting for use with QuickBooks >> GM+QB Service Monitor**. The Service Monitor appears in the system tray, and is also moved to the Windows Startup folder. Click the Service Monitor system tray icon to view options:



Select **Start the service** to begin the Synchronization Service manually. The Synchronization Service will stop when you shut down your computer, and will not restart automatically on startup.

Select **Configure Service Monitor** to configure service options:



To enable the automatic synchronization service, check the **Start this service when the GoldMine Plus Accounting Monitor loads** box. If you select this option, the Synchronization Service will start automatically at startup, after the Service Monitor has loaded. You can also edit the TCP port in this dialog box.

Note: If you are using GoldMine version 6.7, you must manually register GMXMLAPI.dll for the Synchronization Service to work properly.

Select **Close Service Monitor** to close the Service Monitor and stop the Synchronization Service.

You must allow the Synchronization Service to interact with the desktop in order to receive error messages. To allow the service to interact with the desktop, do the following:

1. Select **Start >> Control Panel >> Administrative Tools >> Services >> GoldMine and QuickBooks Synchronization Service**.
2. Right-click for a menu and select **Properties**.
3. Under **Local System Account** on the **Log On** tab, check the **Allow service to interact with desktop** check box.
4. Click **OK**.

Troubleshooting the GoldMine Plus Accounting Synchronization Service

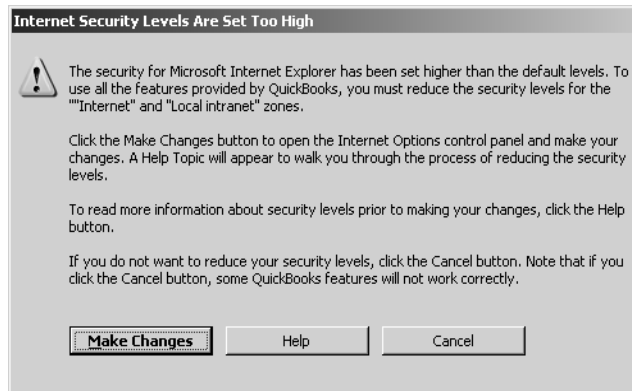
This section contains solutions to common problems with the GoldMine Plus Accounting Synchronization Service.

Receiving Error Messages

To ensure that you are receiving accurate error messages, you should do the following:

- **Verify that you have allowed the service to interact with the desktop.** For information on allowing the service to interact with the desktop, see "Starting the GoldMine Plus Accounting Synchronization Service" on page 2-17.
- **Check the QuickBooks sdklog for error messages.** Error messages from QuickBooks are written to the QuickBooks sdklog. To check the QuickBooks sdklog for error messages, go to your QuickBooks common-files directory (most likely in **Program Files/Common Files/Intuit/QuickBooks**) and look for the file named qbsdklog.txt. Should you need to contact technical support, the information contained in the Internet Explorer Security Settings

If your Internet Explorer security settings are too restrictive, you may receive the following error message:



To adjust your security settings, click **Make Changes**. The **Internet Properties** dialog box appears with associated instructions for modifying the Internet security levels.

Follow these instructions, ensuring that you click Reset at the end of the security level modification process, or contact your system administrator.

Disabling QuickBooks Pop-up Messages

You should disable QuickBooks pop-up windows, including marketing dialogs and Education windows. For information on disabling QuickBooks pop-up windows, see the QuickBooks user documentation.

Troubleshooting the QuickBooks Company File


The QuickBooks Company file can become locked if any module of GoldMine Plus Accounting for Use with QuickBooks is shut down abnormally, that is: by a Windows crash, lack of resources, hardware failure, and so on. It is recommended you restart your machine in this case.

Additionally, the GoldMine Plus Accounting Synchronization Service Sync Server Monitor can also cause the QuickBooks company file to become locked. Make sure all GoldMine Plus Accounting programs are closed if you have problems closing QuickBooks.

Running an Administration-Based Synchronization

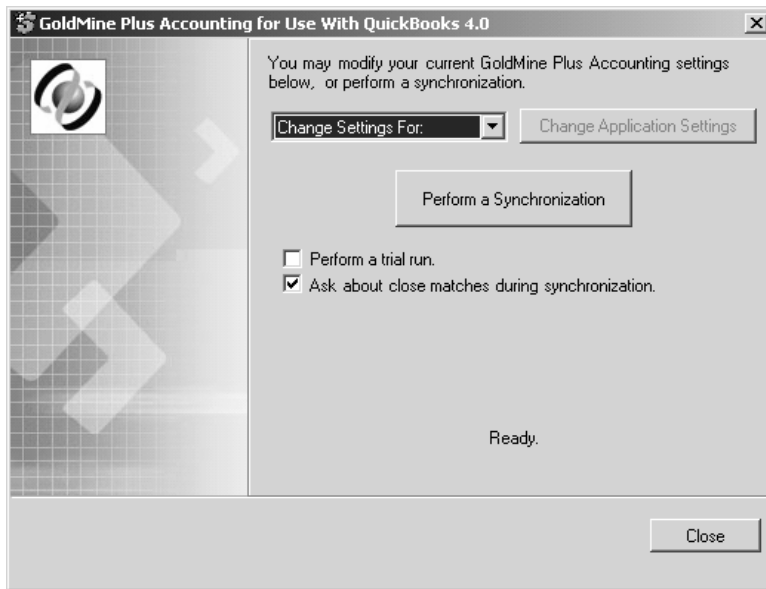
Before running an administration-based synchronization, ensure that the Setup wizard is complete and that you have allowed access to QuickBooks when QuickBooks is not running. Opening the Synchronization Administration window will stop the GoldMine Plus Accounting Synchronization Service if it is running. You will be prompted to restart the service when you click the **Close** button in the Synchronization Administration window.

Note: When the GoldMine Plus Accounting service is started, QuickBooks cannot be open for the user. This will cause the service to fail.

 To change GoldMine Plus Accounting configuration settings after the initial setup, select the setting from Synchronization Administration and click Change Application Settings. You are provided with the same options as from the Setup wizard. For details on settings from the Setup wizard, see "Running the Administration-based Setup Wizard" on page 2-2.

1. Open the Synchronization Administration window by selecting **Start>>Programs>>GoldMine Plus Accounting for use with QuickBooks>>GM+QB Synchronization Administration**.

The **Synchronization Administration** dialog box appears.



2. Select **Ask about close matches during synchronization** to tell you if a contact matches on company or contact name, but not on phone number; you can then choose whether to include those records.
3. Select **Perform a trial run** to view a list of records that will be changed during the synchronization process without changing them. You can save the trial run results in Excel format.

4. Click **Perform a Synchronization**. If you want to stop the synchronization while it is in process, click **Stop the Synchronization**.
5. After synchronization is complete, review your QuickBooks and GoldMine data.
6. Close the **Synchronization Administration** dialog box. If the GoldMine Plus Accounting service was running, the application asks if you want to restart the service.



Synchronizing GoldMine Plus Accounting from the Client

Overview

After setting up GoldMine Plus Accounting, you can create new GoldMine contacts from your customers and vendors in QuickBooks. When you have already created GoldMine contacts from QuickBooks, you can update the linked GoldMine fields with the latest QuickBooks data. These processes are known as synchronization.

Synchronization is the most efficient way of creating large numbers of contacts in GoldMine from existing customers and vendors in QuickBooks.



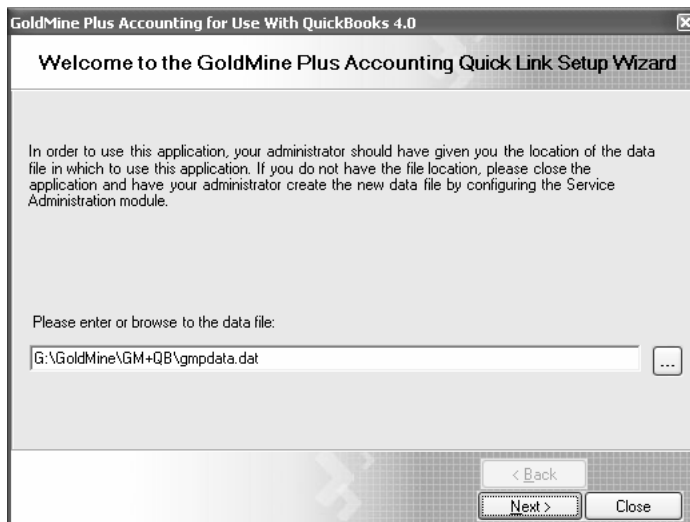
For details on configuring settings and synchronizing data from the server installation of GoldMine Plus Accounting, see Chapter 2, "Configuring and Administrating."

Running the Client-based Setup Wizard

The Setup wizard is a one-time program that runs when you first choose to launch GoldMine Plus Accounting from the client machine. This wizard prompts you to activate GoldMine Plus Accounting and link GoldMine and QuickBooks data.

1. On the client machine, launch QuickBooks using the QuickBooks administrative account.
2. Launch the GoldMine, and open the database you are linking to QuickBooks.
3. Launch the GoldMine Plus Accounting Setup wizard by selecting **Start>>Programs>>GoldMine Plus Accounting for use with QuickBooks>>Quick Link**.

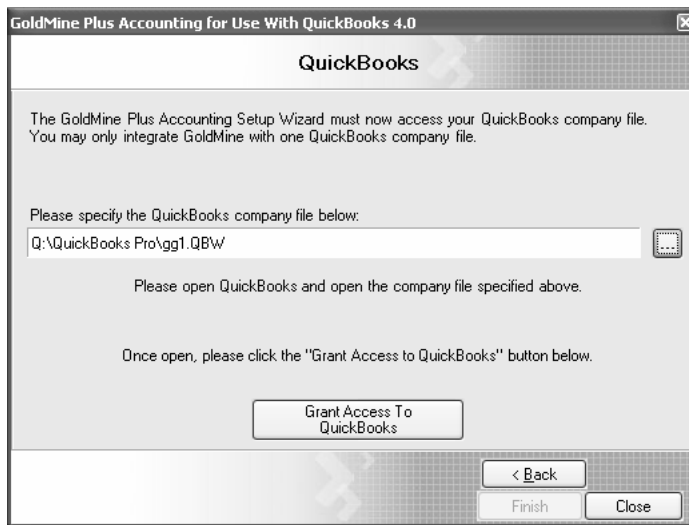
The **Welcome** page appears.



Note: GoldMine and QuickBooks must be running before you begin the setup process.

4. Click the **Ellipses** button, and browse to the location to store the GoldMine Plus Accounting integration data file (gmpdata.dat). Contact your GoldMine Plus Accounting administrator to determine the proper file location.
5. After browsing to a location, click **Next**.

The **QuickBooks Setup** page appears.



6. In the **QuickBooks Company File** area, click the **Ellipses** button and browse to the location of the QuickBooks database (.QBW) you are linking to GoldMine.
7. Click the **Grant Access to QuickBooks** button. The **QuickBooks - Application Certificate** dialog box appears.
8. The **QuickBooks - Application Certificate** informs you that another application (GoldMine Plus Accounting) is attempting to access the QuickBooks file. Click **Yes, Always** to allow the sharing of QuickBooks data.
9. Click **Finish**. The initial setup is complete. You are now ready to synchronize contacts.

Preparing for Synchronization

Before synchronizing GoldMine and QuickBooks data, it is important that you evaluate how you want to synchronize the data, and ensure the GoldMine database is ready for synchronization by addressing the following:

- **Determine whether you are updating or creating:** If you currently have customers or vendors from QuickBooks in your GoldMine database, you can update records instead of creating new contacts.
- **Ensure that you have run the Setup wizard:** The Setup wizard creates default contact field mappings between GoldMine and QuickBooks. Without this mapping, GoldMine does not have anywhere to put the QuickBooks data.
- **Backup QuickBooks and GoldMine databases:** Until you are sure that your synchronization fields are configured correctly from the Setup wizard, make sure you have backed up both your QuickBooks and GoldMine databases before beginning synchronization.

WARNING: Failure to back up QuickBooks and GoldMine databases could result in data loss if a program exception occurs during synchronization.

- **Consolidate duplicate records:** If you have just installed GoldMine Plus Accounting and you have existing GoldMine contacts for your QuickBooks customers and vendors, synchronizing to create contacts in GoldMine creates duplicates. Consolidate the duplicate records by performing a Merge/Purge in GoldMine.
- **Ensure you have enough time for Synchronization:** The time it takes to synchronize records varies greatly, depending on the number of records you are synchronizing, your system configuration, and the size of your GoldMine and QuickBooks databases. To shorten the synchronization duration, keep QuickBooks open.
- **Ensure you have granted QuickBooks automatic login:** Grant the GoldMine Plus Accounting automatic login rights, otherwise the service will fail. For information on automatic QuickBooks login, see "Running Without Launching QuickBooks" on page 2-14.

Synchronizing Fields in GoldMine and QuickBooks

Use the Quick Link interface to synchronize (that is, to create new contacts and to update contacts).

The GoldMine contacts that have a value in either of the key fields (Customer Key or Vendor Key), but not in both of the key fields will be searched for in QuickBooks contacts for a match. If a match is found, the GoldMine and QuickBooks contacts are linked. If a match is not found, GoldMine Plus Accounting attempts to send the contact to QuickBooks as a new linked contact.

GoldMine Plus Accounting then takes the unmatched QuickBooks contacts and searches the GoldMine unmatched contacts for exact matches using the rules set up in Synchronization Administration. If there is a match found, the contacts are linked. If no match is found, GoldMine Plus Accounting attempts to send the contact to GoldMine as a new linked contact.

IMPORTANT: If multiple contacts in GoldMine are linked to the same company in QuickBooks, synchronization could produce unpredictable results. If you update from QuickBooks to GoldMine, the address details in QuickBooks overwrite the contact information for each of the GoldMine contacts that are linked to the same company. For these reasons, automatically update the address fields with care. For best results, only run the full synchronization once.

Note: You must grant GoldMine Plus Accounting automatic login rights, otherwise the service will fail. For information on automatic QuickBooks login, refer to "Running Without Launching QuickBooks" on page 2-14.

IMPORTANT: You may need to sync twice or even more before all auto rules become active and converge GoldMine and QuickBooks.


Using the Quick Link

Using the GoldMine Plus Accounting Quick Link interface, GoldMine Plus Accounting lets you synchronize vendor and customer information between GoldMine and QuickBooks.

You may need to sync twice or more before all rules converge GoldMine and QuickBooks

IMPORTANT: Synchronization settings, such as field mappings, are determined by the administrator using the Synchronization Administration interface installed on the GoldMine Plus Accounting server.

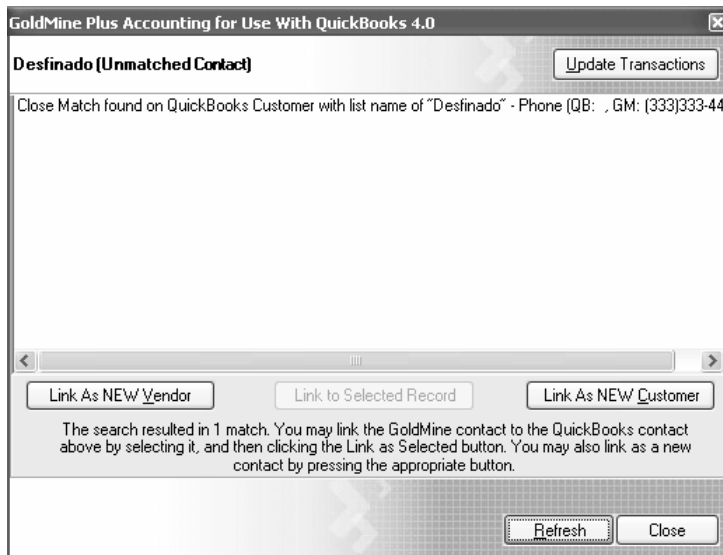
GoldMine Plus Accounting is a service that automatically starts when the computer is turned on. The service stops automatically when synchronizing.

 For details on configuring settings and synchronizing data from the server installation of GoldMine Plus Accounting, see "Running an Administration-Based Synchronization" on page 2-20

Synchronizing Using Quick Link

Configuration settings are managed and maintained using categorized options in a single window.

1. Launch QuickBooks.
2. Launch the GoldMine, and open the database you are linking to QuickBooks.
3. Select **Start>>Programs>>GoldMine Plus Accounting for use with QuickBooks>>Quick Link**. The **GoldMine Plus Accounting for Use With QuickBooks 4.0** dialog box appears.



4. The name of the first unmatched contact in the GoldMine database appears at the top of the dialog box. Depending on the synchronization settings determined by your GoldMine Plus Accounting administrator, you have these options:
 - **LinkAs Vendor:** Adds the contact to QuickBooks as a vendor.
 - **Link As Customer:** Adds the contact to QuickBooks as a customer.
 - **Link As Selected:** Links the GoldMine contact to the QuickBooks contact (if applicable).

3-8 Synchronizing GoldMine Plus Accounting from the Client

- When GoldMine Plus Accounting finds differences between GoldMine and QuickBooks contacts, the **Differences** grid appears.

The screenshot shows a window titled "GoldMine Plus Accounting for Use With QuickBooks 4.0". Inside, the customer name "Bainbridge Island, 0011 (QuickBooks Customer)" is displayed. A button labeled "Update Transactions" is in the top right. Below this is a section titled "Differences" containing a table with columns: "Overwrite Data In...", "Field", "GoldMine Value", and "QuickBooks Value". The table lists two differences for the "QuickBooks" source: "Address" and "CITY/City". Below the "Differences" section is a "Synchronize" button and a message: "Contacts are mismatched as indicated above." At the bottom, there is a text box explaining the grid's purpose and two buttons: "Find this customer in QB", "Refresh", and "Close".

Overwrite Data In...	Field	GoldMine Value	QuickBooks Value
QuickBooks	Address		
	CITY/City	GM Unique3 0021	
	Doesn't Contain C	GM Unique3 0021	

- Click **Update Transactions** to synchronize all the QuickBooks transactions to history.
- On this grid, make changes to the fields to match the GoldMine and QuickBooks contacts, and click **Synchronize**. If QuickBooks is open, the **Find Customer in QB** button appears: click this button to view the QuickBooks customer record.
- Repeat the synchronization process as necessary.
- Click **Close** to exit GoldMine Plus Accounting.



Appendix: Troubleshooting

Overview

If you are experiencing problems with your installation of GoldMine Plus Accounting, check the following sections for possible solutions before contacting technical support.

This appendix contains general troubleshooting information. For more detailed information, go to <http://support.frontrange.com>.

Administrator Module

Problem: The Administrator module will not start after it has crashed.

Explanation: The Administration module has a new switch to restart GoldMine Plus Accounting if it should stop.

Solution: To restart the Administrator module, create a shortcut on the desktop for the **GMPAdministration.exe** module. In the properties of the shortcut in the target line add the following:

Administration.exe" /crash

Problem: While trying to run admin for the first time on a system, the follow error keeps happening: "A General data engine Error has occurred" and I cannot advance past the SQL login/ password page of GMPAdmin. No BDE since this is GM7. There are multiple databases, but I have tried with both the same and originally with a different contact set than my GMBase alias.

Explanation: You have no more licenses left.

Solution: Add more GoldMine licenses or remove undocked users. On a strictly undocked system, GM+Acc QB is not supported because you need a full extra license to run this link.

QuickLink - System Freeze

1. Install and run QuickLink.
2. Click the button: "Find this Customer/Vendor in QB".
3. Try to access other programs.

The entire system will freeze briefly. Simply wait until the lookup/find is complete and you will be able to access your system.

Error Messages

Error Message: GoldMine 6.7 or higher versions of the GMXMLAPI and/or GoldMine COM were not found.

Explanation: This message appears in the following cases:

- You have no security rights to the local machine, and/or
- The **gmxmlapi.dll** has never been registered.

Solution: You must give local Administrator rights to the Active Directory User and/or register the **gmxmlapi.dll** found in the GoldMine root folder.

Event Logs

Problem: After Quicklink experiences an exception, the service sync is dead.

Problem: Service does not start after failures in event log.

Explanation: These events occurs when the Application Event log fills up.

Solution: Purge or save the events logs to clear out the Application Event log.

QuickBooks

Closing QuickBooks

Problem: QuickBooks will not close because another program has locked the file.

Explanation: You cannot close the QB Company file after GoldMine Plus QuickBooks locks up or ends abnormally.

Solution: To close QuickBooks, follow these steps:

CAUTION: Be sure to back up your QuickBooks data before closing the program in this manner.

1. Close GoldMine Plus Accounting if it is open, and then close QuickBooks.
If the GoldMine Plus Accounting Administrator does not appear open, right click on the windows task bar and select Tasks.
2. Find the **GMPAdministration.exe** and/or QuickBooks process on the processes tab. It should be named **GMPAdministration.exe** and/or **QBW32.exe**.
3. End the **GMPAdministration.exe** process.
4. Try to close QuickBooks normally via the file menu or X window button.
5. If Step 4 does not work, then end the **QBW32.exe** process in the Tasks processes tab. QuickBooks will then close.

Syncing Problems

Problem: Some records get the autogenerated key, but others retain their original value for the QBList Name field.

Explanation: If you have synced using the default list name {Company(Contact)} and then changed the list name field to some other field after some records have already synced, the result is that some records have the auto-generated key but others retain their original value.

Solution: If there are no data changes beyond the List Name field, the field will not update until it is synced again. When you make an update to the record, GoldMine will renumber it on the next sync.

Problem: Not all records are matched after a sync.

Problem: Some of the sync did not trigger on the first try.

Explanation: Some rules do not trigger on the first pass.

Solution: Simply sync a second time and all the data should link up. In some instances other rules must be triggered first before some rules will trigger and link up.

Making QuickBooks records Inactive also may cause records not to sync if, for example, you have chosen a list name for a new record that matches an inactive record. Then the list name will not be unique and will not sync until you give it a new list name.

Problem: Sync Rules fail to match if data contains high ASCII.

Explanation: Some high ASCII characters will fail to match auto-link rules when using Admin or Service sync on QB 2005 CA or other QuickBooks, non-English 2005 or lower editions.

Solution: Customers using these editions will be prepared for data anomalies.



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