keystroke!ca
BUSINESS SOLUTIONS

QSALES for Act!

CONTENTS

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BUSINESS SOLUTIONS

INSTALLING THE QSALES SOFTWARE

Congratulations on subscribing to Qsales for Act! - the #1 Act! – QuickBooks integration on the market. Qsales helps all your users better understand their contacts as customers, allowing them to perform many QuickBooks functions (like creating transactions, receiving payments, creating and editing customers) right from inside of Act!.

SYSTEM REQUIREMENTS:

- Act! 19.2 of later (Admin access)
- QuickBooks 2018 or later (USA, UK, or Canadian versions) with Admin access
- .NET 4.8
- Windows 8 or later
- Local Windows Admin login & Password of Qsales Server (Domain Controllers can use a DC Admin account)

QSALES API & QSYNC SETUP

In order to use QSales for Act v13, the QSales API needs to be installed on a server running a Windows Server or Windows Professional operating system which also has local or LAN access to the QuickBooks company file. In a shared network environment, the QSales API only needs to be installed on this central machine and not on every workstation. The QSales API will communicate with QuickBooks and return data to the Act users running the QSales for Act plugin.

SERVER OR PERSONAL DEPLOYMENT?

The Qsales API installer can be deployed in one of two ways.

- Personal
- Server

The Personal method is ideal for small team of 1-3 users typically that do not have a dedicated QuickBooks license for Qsales, and who do not require access to the Qsales API from outside the firewall. It should also be understood that the personal method runs more like an “application” than a “service”, and as such it must be manually restarted when the Qsales computer or server is restarted.

The server method, on the other hand, can be configured with a dedicated QuickBooks license and supports external SSL connections to the Qsales API that would allow remote users to perform most Qsales functions as those working inside the company firewall. As it runs as a service, it requires less manual intervention when the Qsales computer or server is restarted.
Save for the dedicated QuickBooks license, both deployment methods have the same system requirements, so users should select what is most appropriate for their needs.

- Note: *For the server deployment method, you must first create a dedicated QuickBooks user for QSales API. This user must have the appropriate permissions which allow for QSales to create and edit records such as transactions and customers. Once the QSales API is installed and this particular user is assigned, no one will be able to use this QuickBooks user account while the QSales API is running.*

If you create a "new" QuickBooks user for this task, be sure to login to QuickBooks once with this account before configuring the Qsales API with it.

The setup guide will be divided into three sections, the instructions for installing and configuring the Qsales API and then the same for the Qales plugin, as well as Features & Functions. Let's get started with the Qsales API...

INSTALLING QSALES API

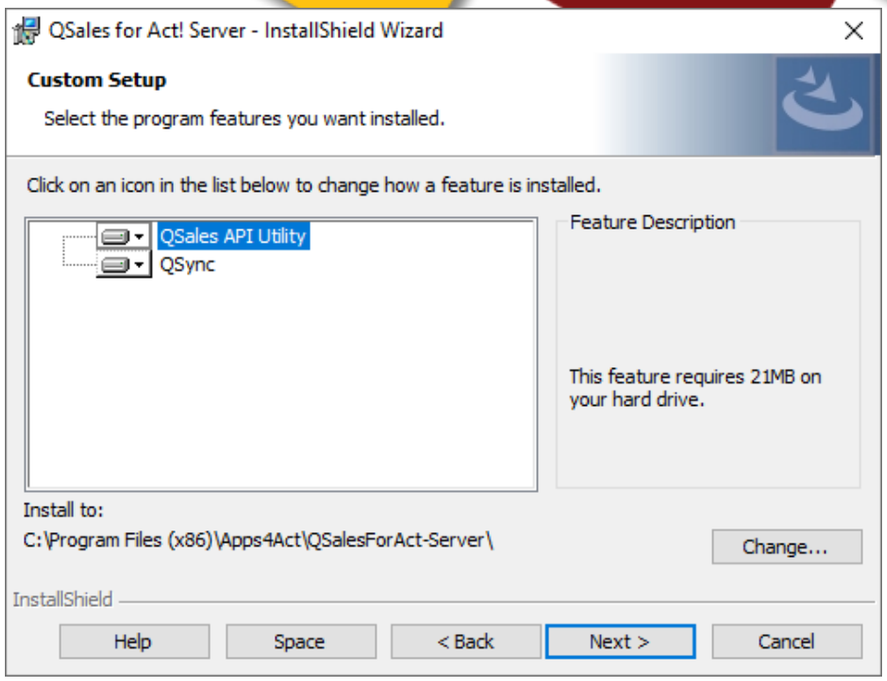
1. Before beginning installation, log in to Windows using a user account that QSales API will use to communicate with QuickBooks. This user must be a local Windows Administrator, and also have access to launch and log into QuickBooks.

2. Download and install the QSales for Act Server installer from the following link: https://act4work.com/Files/QSalesForAct/64bit/

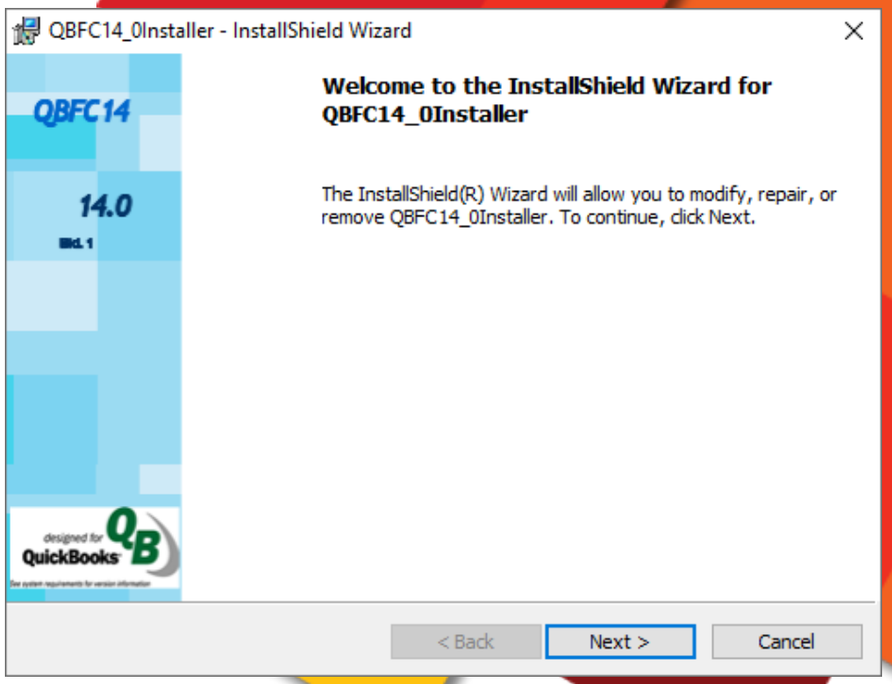
3. This location contains three files

- Qsales.SchemaUtility
- QsalesforAct_Server_Installer
- QsalesforActInstaller

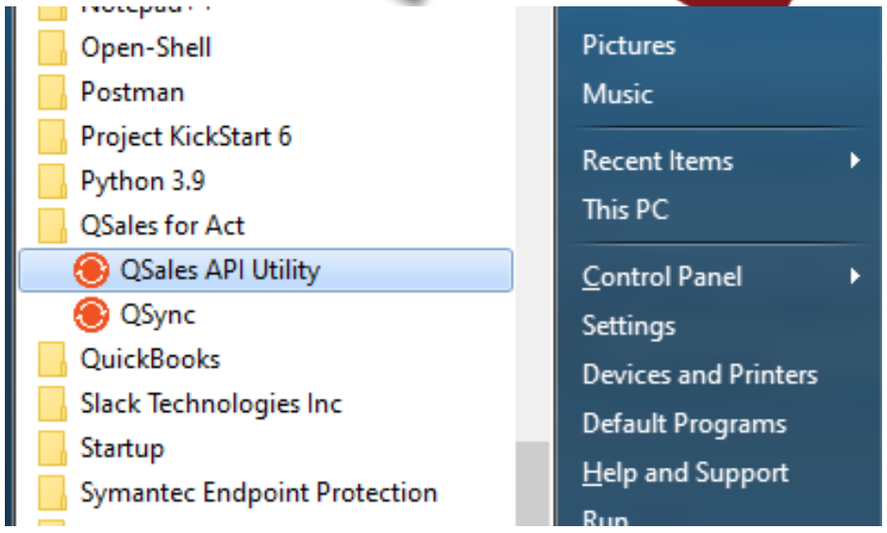
4. Download the second file (namely **QsalesforAct_Server_installer.exe**), and run this file on the QuickBooks server. This Server installer contains two components, the Qsales API and the nightly sync utility called Qsync, and both will be installed at the same time. Neither of these apps consume a Qsales license



5. Once the Qsales API and Qsync files are installed, the Qsales installer will launch the QuickBooks QBFX files need to connect to the QuickBooks database. Like the first two files, the QBFC files need only be installed on the server.



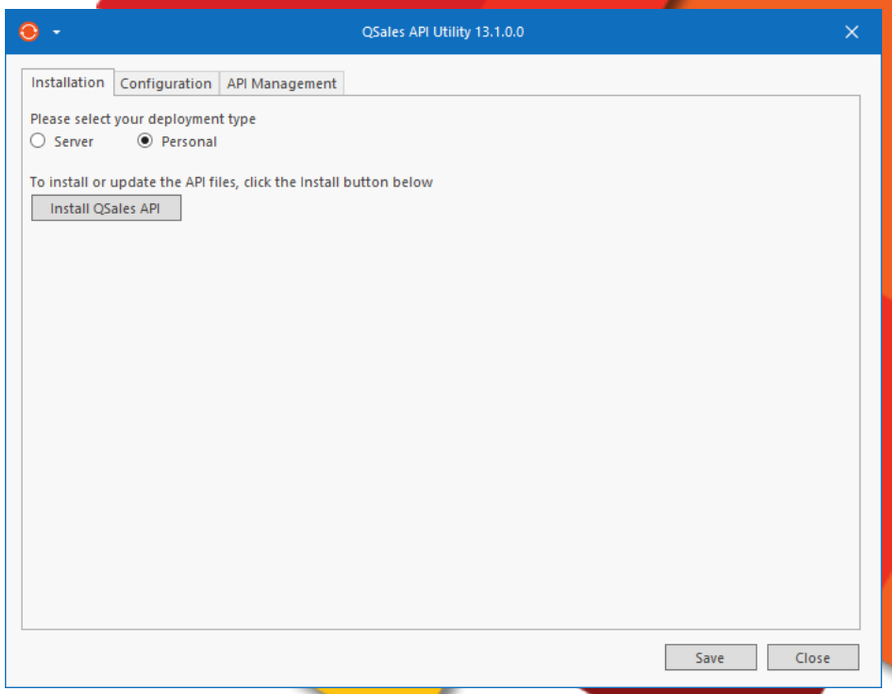
6. With this process complete, you can now launch the QSales API Utility from the Windows Start menu, within the Qsales for Act! program group as seen below.



7. Once you launch the Qsales API Utility, you'll be faced with this setup screen

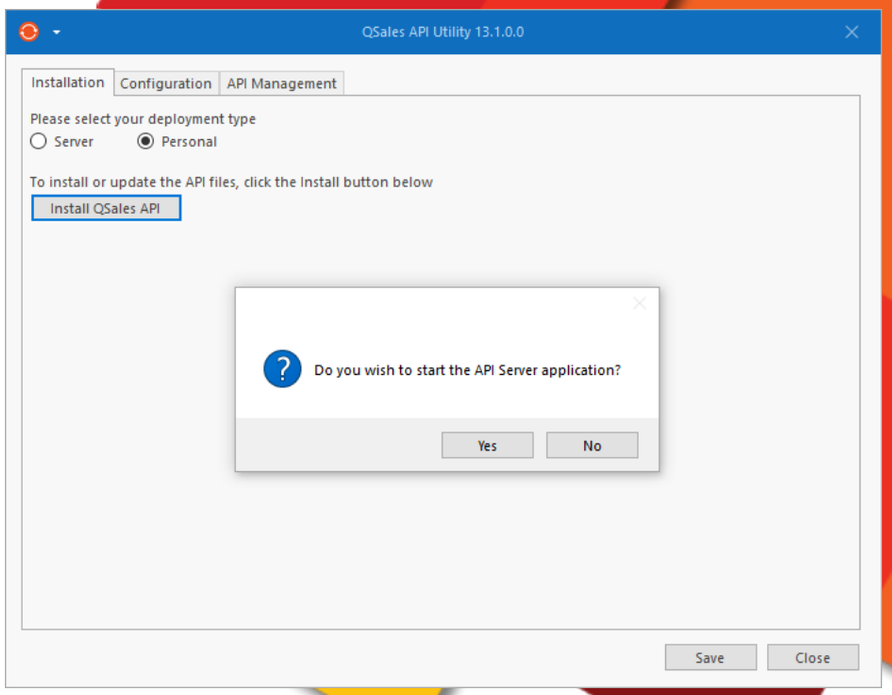
o Select the appropriate deployment method, server or personal, based on the explanation we provided at the outset. With that done, click the "Install Qsales API" button.

o This will likely prompt a Windows security message asking you to authorize the installation of the API (look for a shield flashing on your taskbar. Click it and say yes)

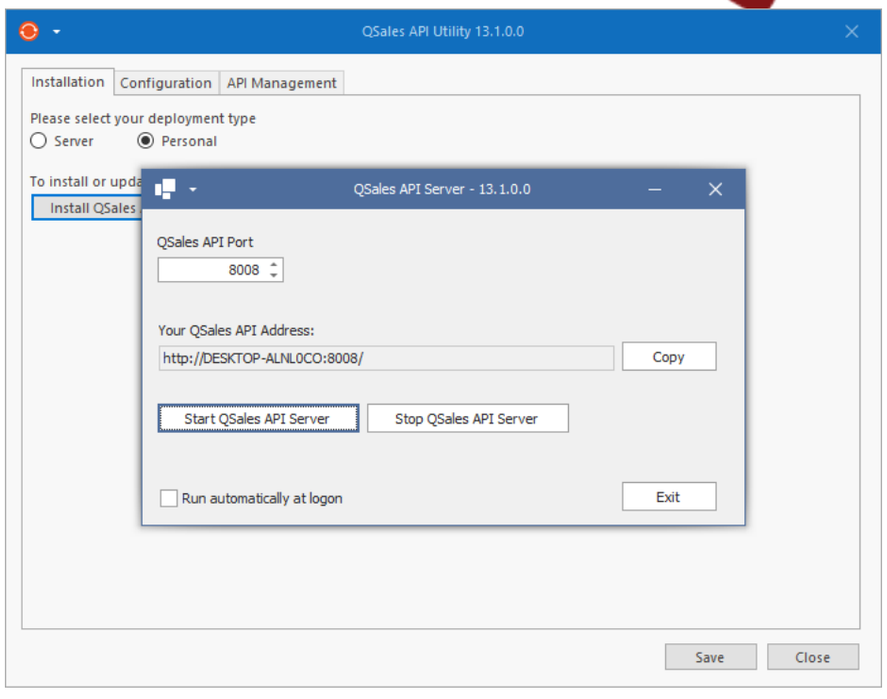


PERSONAL DEPLOYMENT

- If you selected the Personal, you will be prompted with the option displayed below. Select Yes, and the Qsales API will be installed

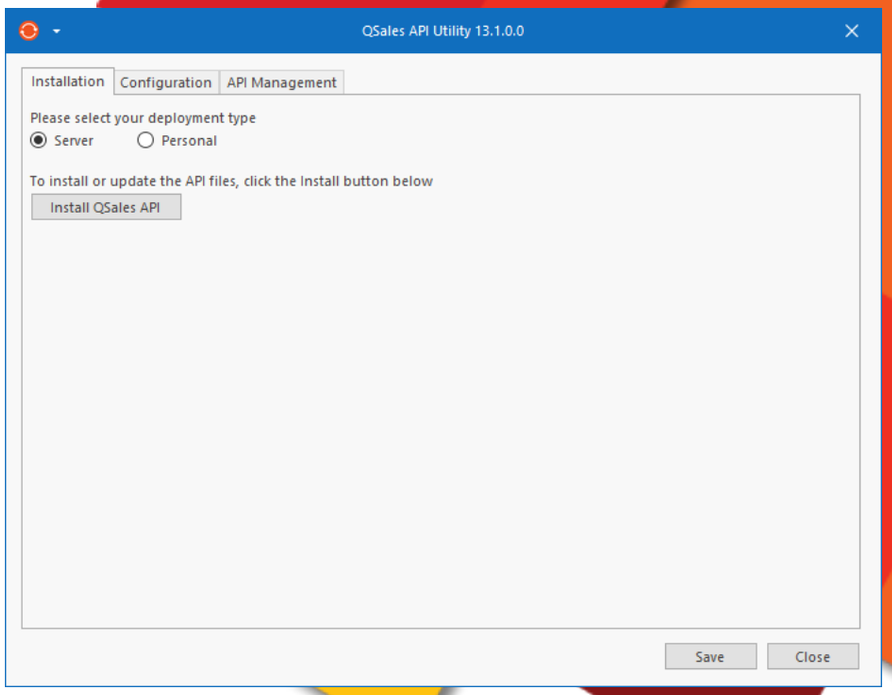


You will then be presented with this screen. Click Start Qsales API Server. Click "Copy" to save your Qsales API URL to the clipboard, and click Exit to go back to the previous screen.

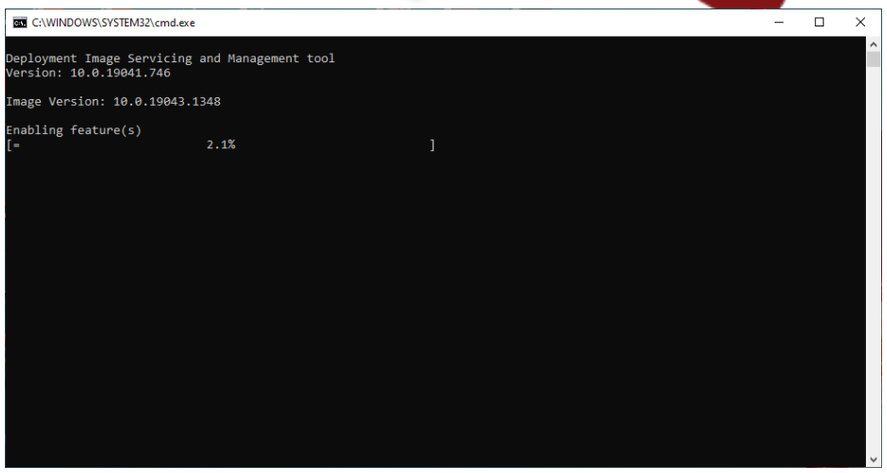


SERVER DEPLOYMENT

- For the Server deployment option, select the Server radio button, and click the “Install Qsales API” button

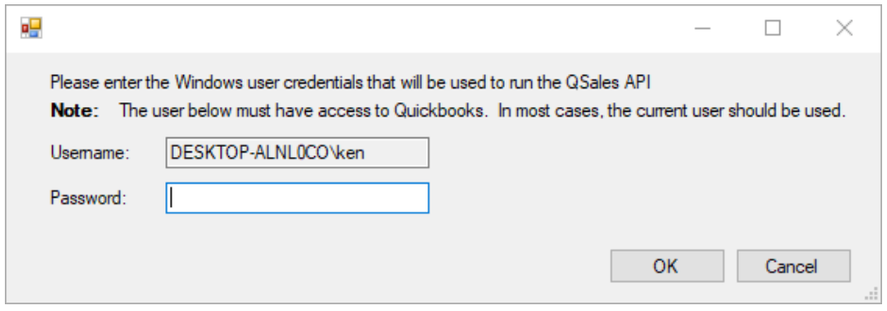


- A DOS Window will open and display the API installation process, which should only take about 10-15 seconds to complete.

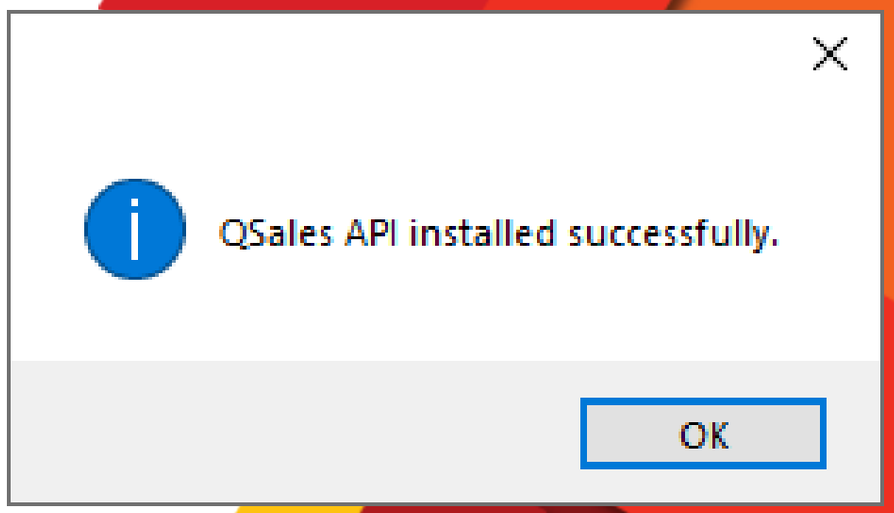


8. When is done, you will be prompted to enter your Windows login password (as below).

- Please note, you’ll be prompted for the same credentials for the Personal Deployment under the “API Management Tab”



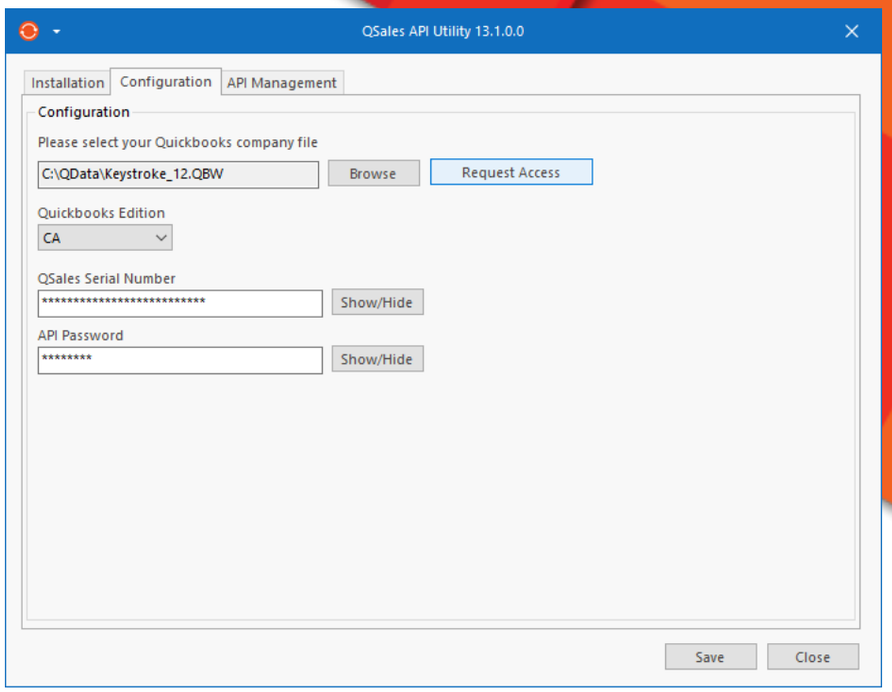
9. Once you have provided the Qsales API the correct login credentials, you'll receive the following message, and be ready to begin the configuration of the Qsales API Utility



CONFIGURATION TAB

10. The next step is to advance to the Configuration Tab.

11. Select the QuickBooks Edition from the dropdown menu. This should match with the installed version of QuickBooks otherwise QSales may encounter issues connecting to QuickBooks.



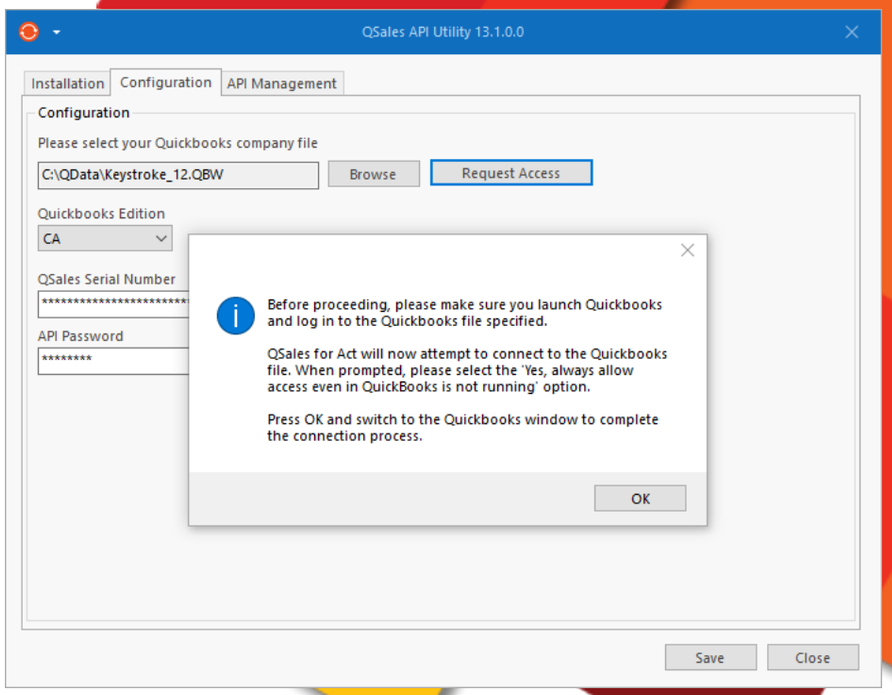
12. Under Configuration, click the Browse button and find and select the QuickBooks Company file. Click the Save button to save this location.

13. Next, you must allow QSales to access your QuickBooks company file. Launch QuickBooks and log in to the QuickBooks company file as an Administrator. This QB user can be any administrator user because QSales API just needs to use this user in order to get access to the company file.

14. You will need to complete two steps before requesting access:

- a. Enter your QSales serial number in the QSales Serial Number field.
- Add a secure the QSales API with a password. Enter a strong password in the API Password field. You will need this password later to configure the QSales for Act plugin and QSync programs.

15. With that done, click the “Request Access” button to request access to the QB company file so that the API may connect to it. You will be presented with the notice below, click OK.

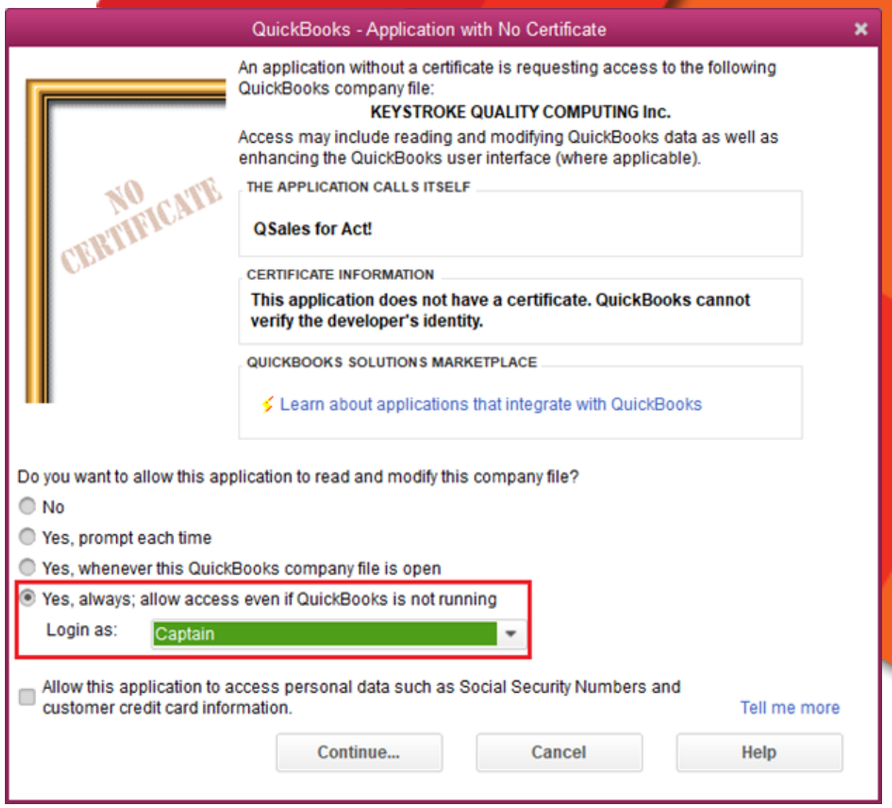


16. After clicking OK, sitch over to the QuickBooks program. You should see a popup indicating a software has requested permission. Select the “Yes, always; allow access even if QuickBooks is not running option”, and select a QB user that will be used by the API to access the data.

PLEASE NOTE THE FOLLOWING AT THIS STAGE:

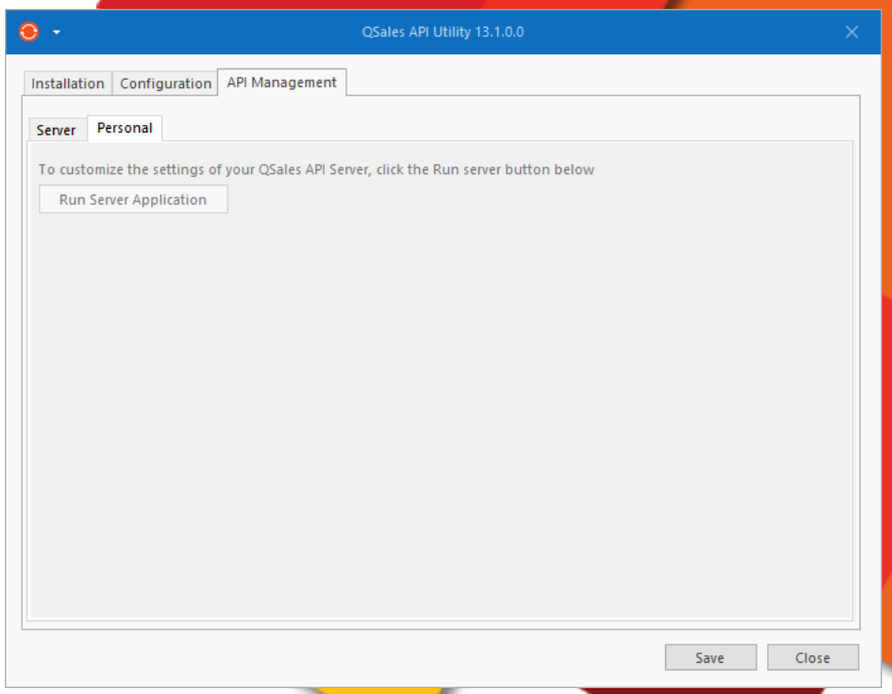
- If you have selected the Server Deployment method, you will need to assign a dedicated user account for QSales API that will not be used by any other QuickBooks user in the Company.
- If you select Personal Deployment, you will be able to share the API’s QuickBooks account
- If you only have one QuickBooks user configured, you will not be prompted to indicate the user to be assigned to Qsales API

17. Once access is granted, you should see a prompt indicated access was granted in the API Installer, and you can advance to the third and final Tab.



API MANAGEMENT

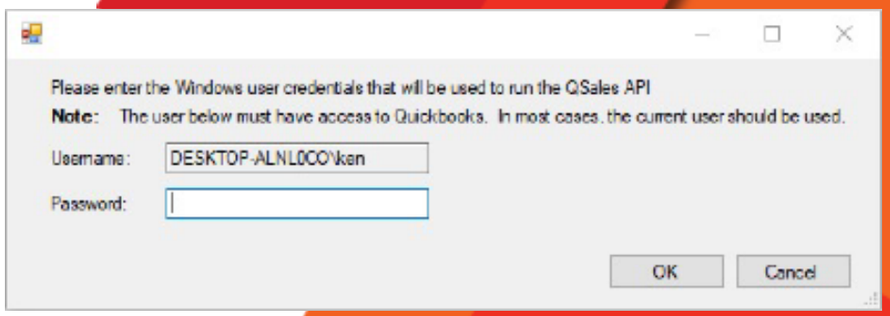
18. The last Tab is for restarting the API under the “Server” tab, which will set the API password and license key, or launching the



19. After the Server API is installed, your Web API URL should be in the format **http://server-name-or-ip/qsales**
Replace “server-name-or-ip” with the IP or hostname of your server. For example: **http:// 192.168.100.100/qsales** or **http://QBServer/qsales**

Please ensure port 80 is opened on the Windows firewall on the Qsales server to allow incoming connections from your local network. Your IT administrator can assist you with configuring your firewall if needed.

20. If you've selected the Personal option, click "Run Qsales API Application" button, and you will be prompted to enter your local admin credentials



With that Qsales API installation process complete, you're ready to move onto installing the Qsales plugin for all the user workstations that need the Qsales functionality. Please note that while the Qsales API and Qsync did not require a license, all the plugin installations will, so please choose your installation plan accordingly.

Let's start setting up Qsales on your team's workstations.

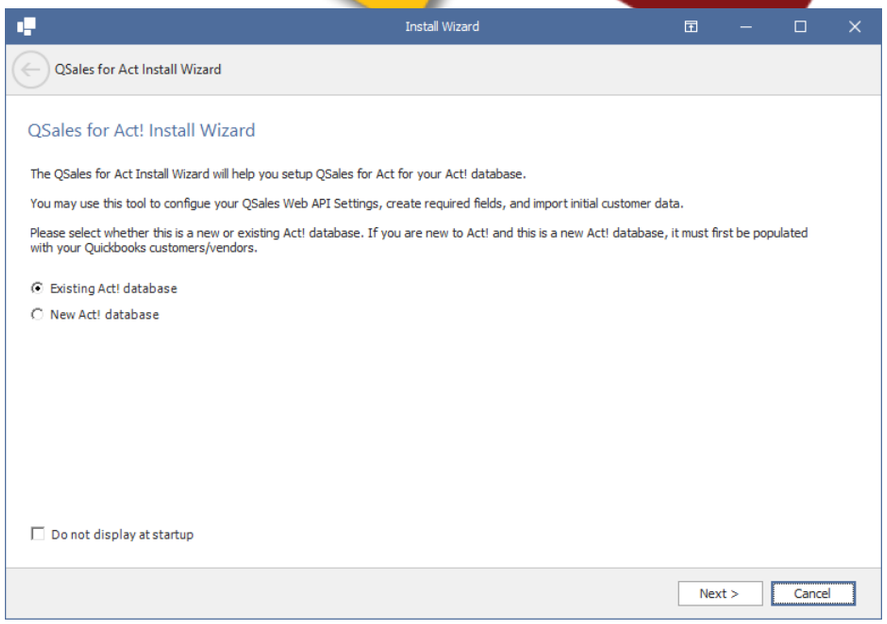
SETTING UP QSALES PLUGIN FOR THE WORKSTATIONS

1. Download & install the QsalesForAct!Installer.exe from www.act4work.com/files/qsalesForAct/64bit

2. Be sure to close Act! before beginning the installation. The setup procedure requires very little user input, and should be completed without difficulty.

3. After installing QSales, launch Act and log in as an Administrator. Enter your serial number to activate or run the program in trial mode.

4. When launching QSales for Act v13 for the first time, you will be presented with the QSales for Act Install Wizard. If for some reason you do not see this prompt, you can access the installer from the menu item Tools > QSales for Act Install Wizard.



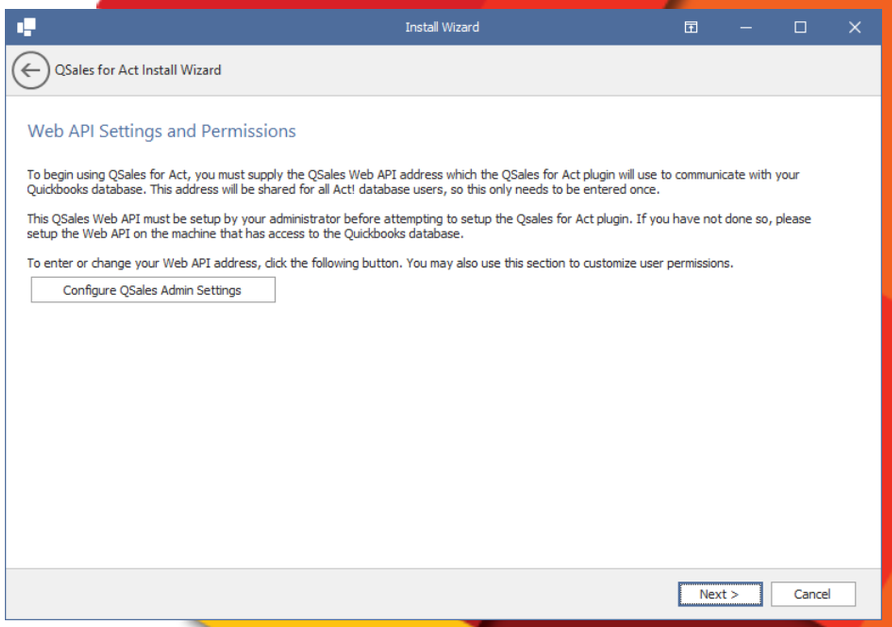
5. If you had QSales v12 or older, select the Existing Act! database radio button. Otherwise, select the New Act! database option.

6. On the Web API Settings and Permissions screen, press the Configure QSales Admin Settings button.

By clicking on the "Configure Qsales Admin Settings" you will be taken to the main administration utility that will allow you to configure the following:

- API SETTINGS
- TRANSACTION SYNC SETTINGS
- MISC
- PERMISSION SETTINGS
- REMOTE DATABASE SETTINGS

As this is part of the Admin Settings, you will only have to make these configurations once, so let's begin a deeper dive on each section with the next page.

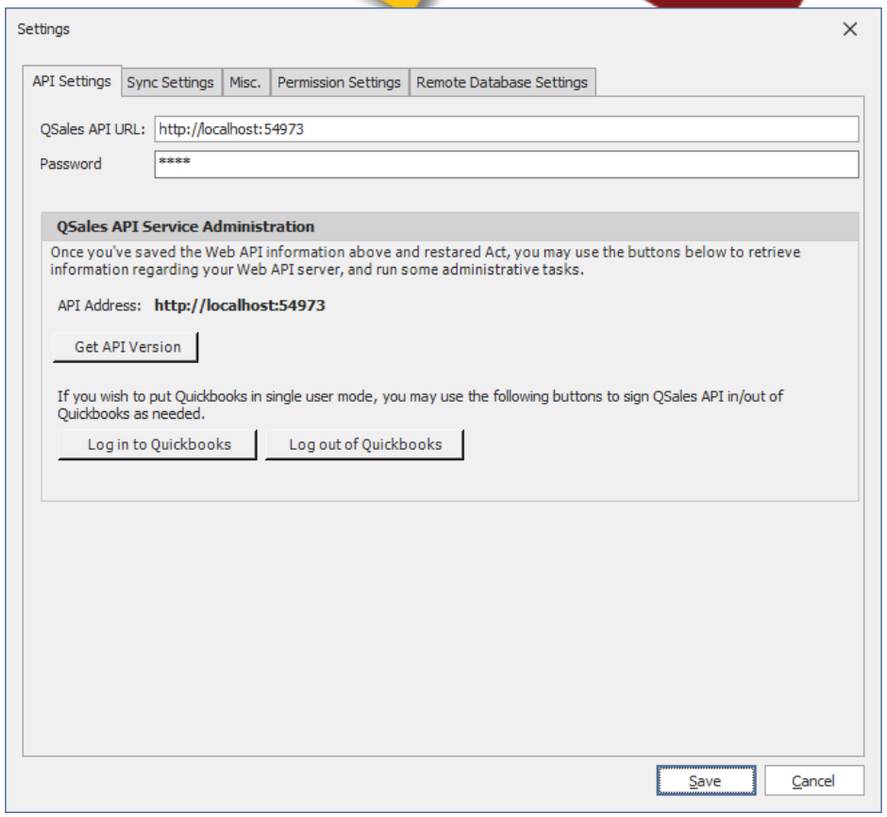


7. API SETTINGS: Enter your QSales API Url and password you set up while installing the QSales API. Your web API URL should be in the format **http://server-name-or-ip/qsales**

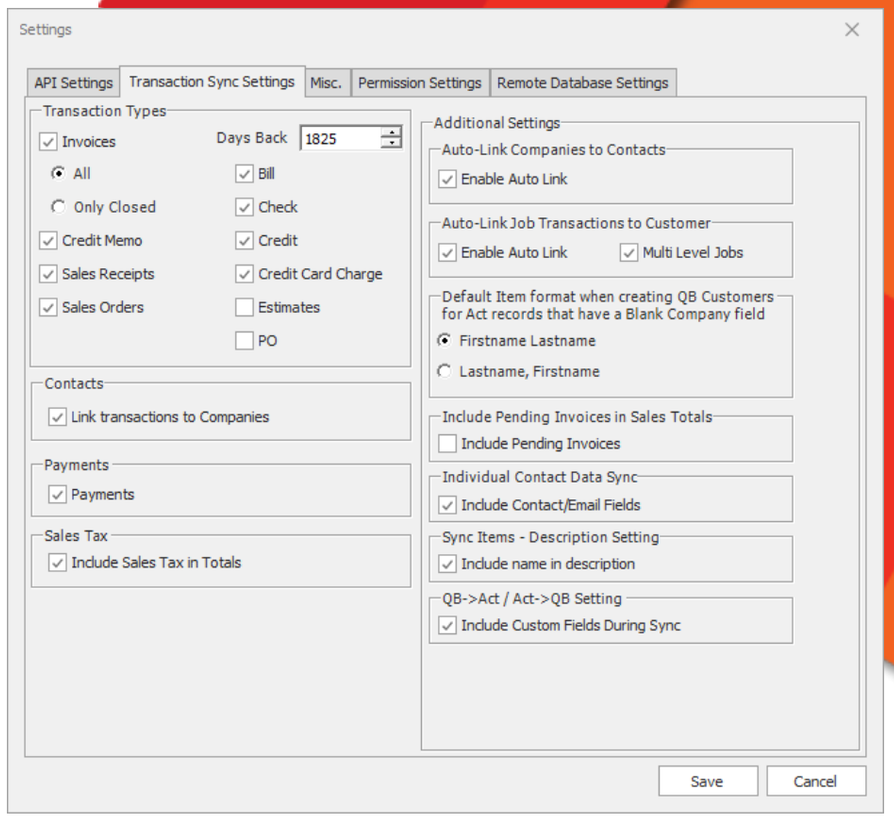
The API address and password should match what you entered during the API setup. By entering the same here, you're allowing all the other workstations to be configured with the same API connection information (Remote users will have these details updated on their configurations after they sync their database when the Qsales plugin installation is completed.

As you can see from the illustration above, we've added a couple of convenience features for Administrators. The first is to "Get API Version" which is effective for troubleshooting. This will allow admins to easily retrieve the current version of the Qsales API to determine if an update is needed.

The second is to manage the dedicated Qsales API QuickBooks user. We frequently get requests from Admins to login to QuickBooks in "Single User" mode, which they can't do with the API logged in. These buttons allow a Qsales Admin to easily log our and log in to QuickBooks to support certain administrative functions.



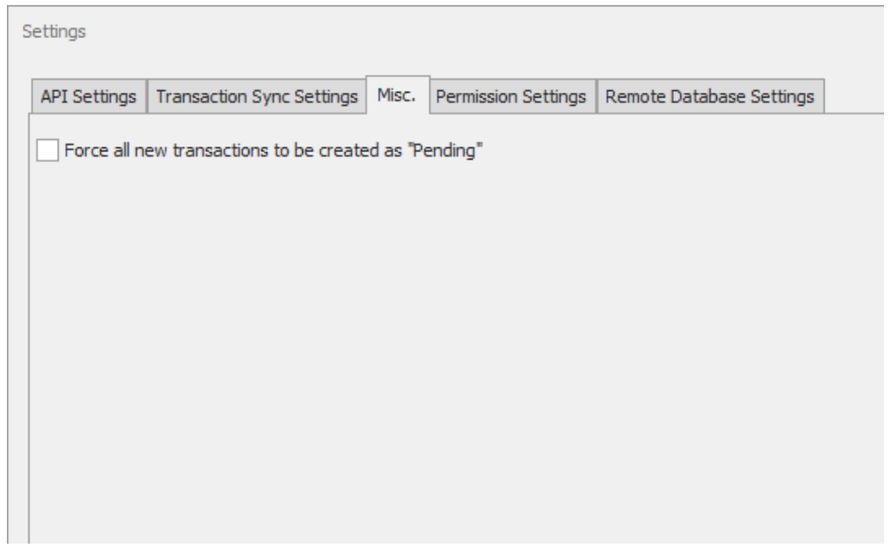
8. TRANSACTION SYNC SETTINGS: The next step is to click on the "Transaction Sync Settings" tab to select which type of transactions you will be importing into Act!. Previously these settings were accessible to all Qsales Users, but in v13 they were moved to the Admin settings to ensure the transaction types selection ere uniform amongst all users. We've kept these settings accessible to Administrators within Qsales, but otherwise these options are only seen in this section.



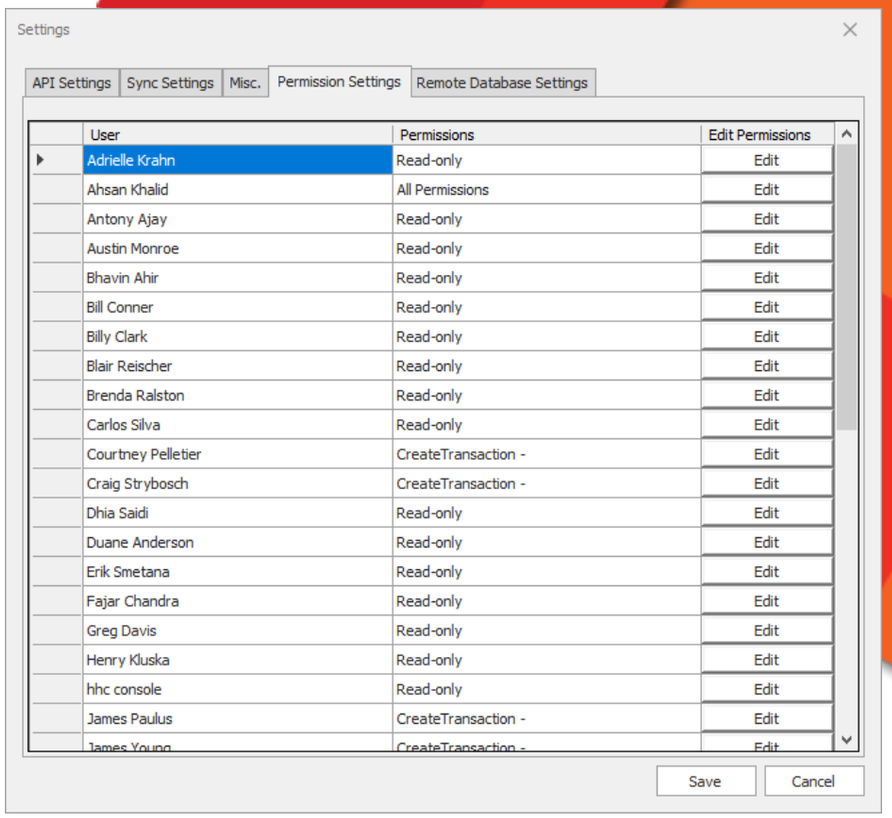
Here is an explanation of some of the options contained in this section:

- **a.** While some business needs may differ, we recommend selecting only postable transactions, which means everything but Estimates & PO's under "Transaction Types". We also recommend not syncing "Pending Invoices".
- **b.** We recommend going back 1825 days, or 5-years, as this is what is supported by the QB Data tab. Going back much further will create longer syncs and more delays.
- **c.** Link transactions to Companies should be used if the user has dynamically linked Companies in Act! they wish the transactions of the contact to roll up to
- **d.** Payments & Sales Tax selections are self-explanatory
- **e.** Additional Settings includes a number of self-explanatory options

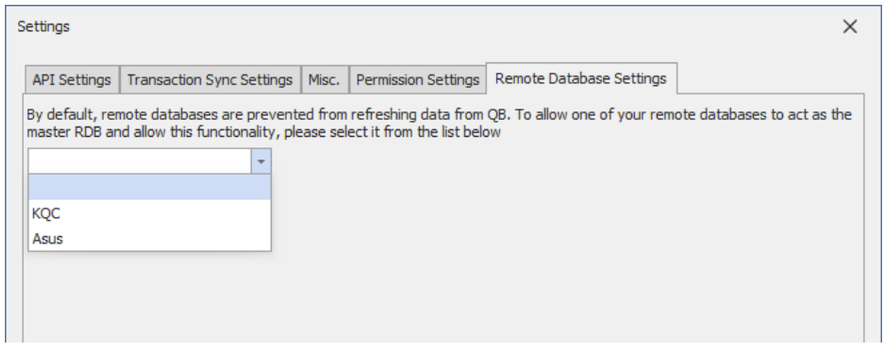
9. MISC.: The next Tab is "Misc.", which currently only has one option, and that is to force all new transactions created with Qsales to show up in QuickBooks as "pending" transactions. This allows the accounting team an opportunity to approve the transaction before posting it.



10. PERMISSION SETTINGS: The next tab is the Permission Settings, which controls the access permission of each Act! user in the database. It's important to note that Qsales reads all the active users, and not the ones with a Qsales license. By default, all users are "Read-only", which can also be configured for Full or Custom Access.

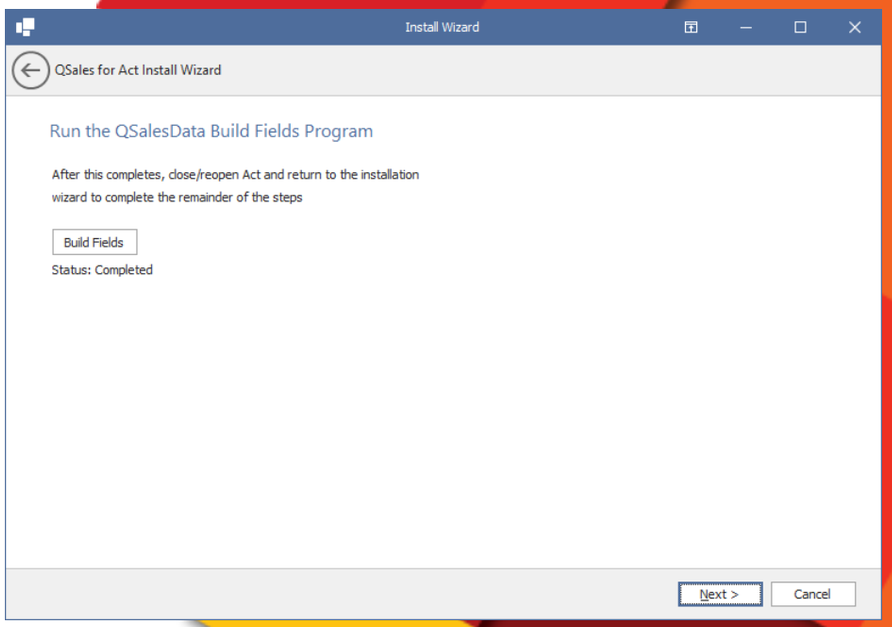


11. REMOTE DATABASE SETTINGS: The last Tab is the "Remote Database Settings". This option should only be used in cases where the master database is hosted, and an RDB is being used as the defacto Qsales Master database. The option allows users to "Refresh from QB" from the Qsales Toolbar, which is normally greyed out with RDB's to prevent duplicate transactions being added to the database.



12. Once you've completed configuring the Admin settings, return to the Install wizard and press Next to continue to the Build Fields section.

Even if you previously ran this tool with v12, or older, it is required that this program be run again. This is because there are a number of field and custom table changes that require to be added to the database. Press the Build Fields button to continue.



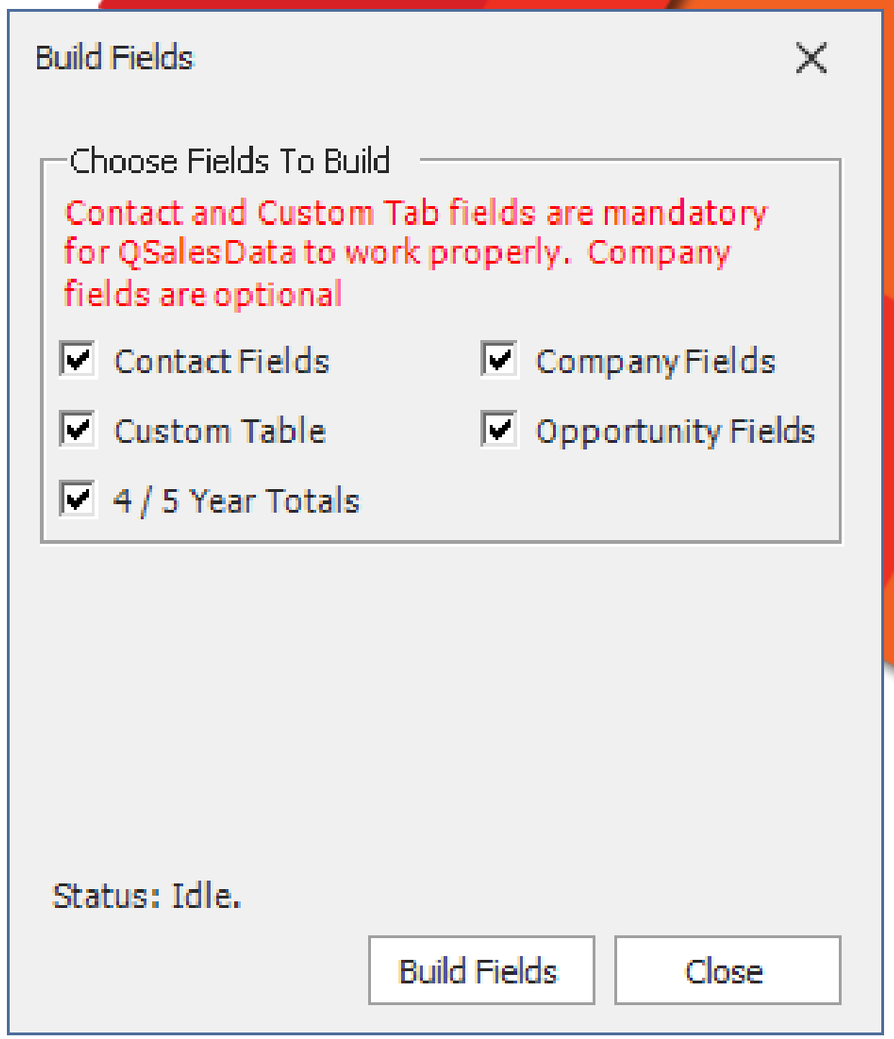
13. There is a series of fields that need to be created in order for the QSalesData product to work properly. Step 1 of the Install Wizard runs a program that will build these ACT fields for you.

Note: *This process will take between 5-10 minutes to complete.*

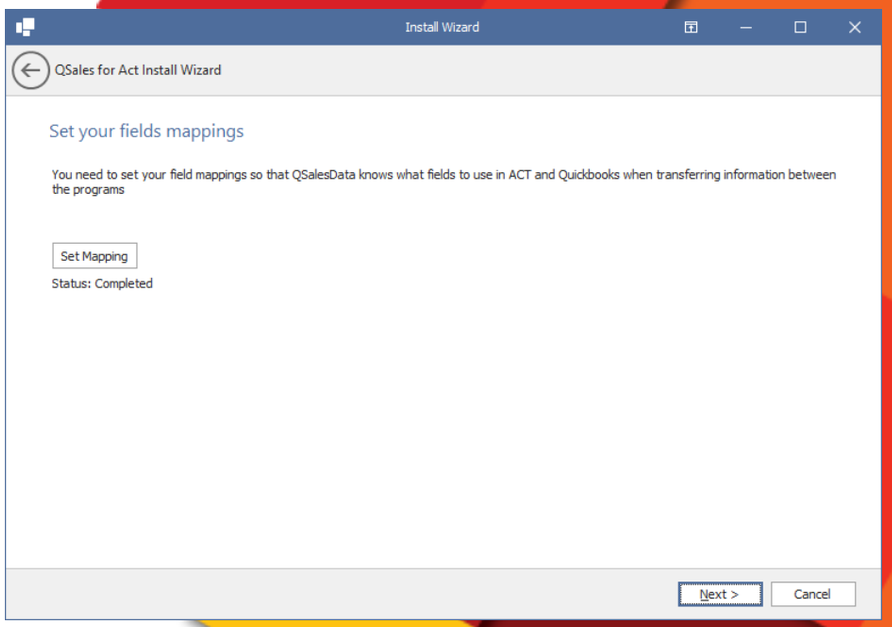
a. Click on the BUILD FIELDS button and say YES to continue.
b. You will get the following window (see next page). Select the field sections you want to build and enter in the Act! Administrator login info where indicated.
c. If your master database is hosted elsewhere, please download our "SchemaUpdateUtility" to create these fields where the database is hosted. This utility does NOT require Qsales to be installed

One this process is completed, close this window and restart Act once completed. After Act is restarted, please re-launch the Install Wizard if required and continue with the setup below.

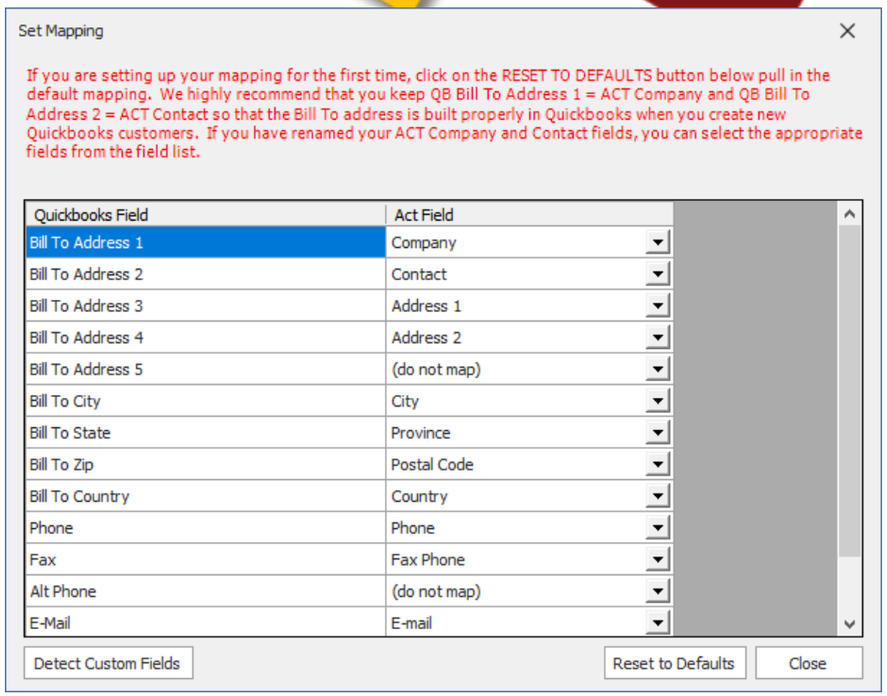
By default the QB Data tab includes support for five years of transactions broken down into monthly segments. We strongly recommend that you select all five checkboxes in the Build Fields screen, including the 4/5 Year totals.



14. In the mappings section, press the Set Mapping button to setup your field mappings.



15. Set the field mappings and once done, press the Close button to return to the wizard and press Next to proceed. In most cases in Canada and the United States, clicking on the “Reset to Defaults” button will accurately map the fields needed.

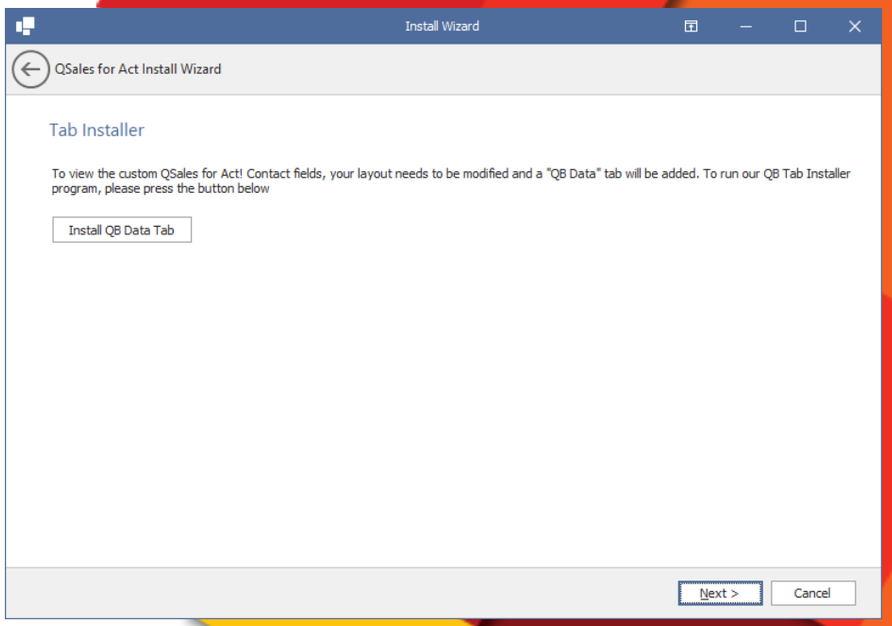


Quickbooks Field	Act Field
Bill To Address 1	Company
Bill To Address 2	Contact
Bill To Address 3	Address 1
Bill To Address 4	Address 2
Bill To Address 5	(do not map)
Bill To City	City
Bill To State	Province
Bill To Zip	Postal Code
Bill To Country	Country
Phone	Phone
Fax	Fax Phone
Alt Phone	(do not map)
E-Mail	E-mail

16. On the tab installer screen, you have the option to add a QB Data tab to your current layout that contains the custom fields created by QSales for Act. If you already did this when using QSales v12, you can safely skip this step. If not, press the Install QB Data tab button to add this tab to your layout. This process creates a new copy of your current layout, or allows you to select another layout of your choosing.

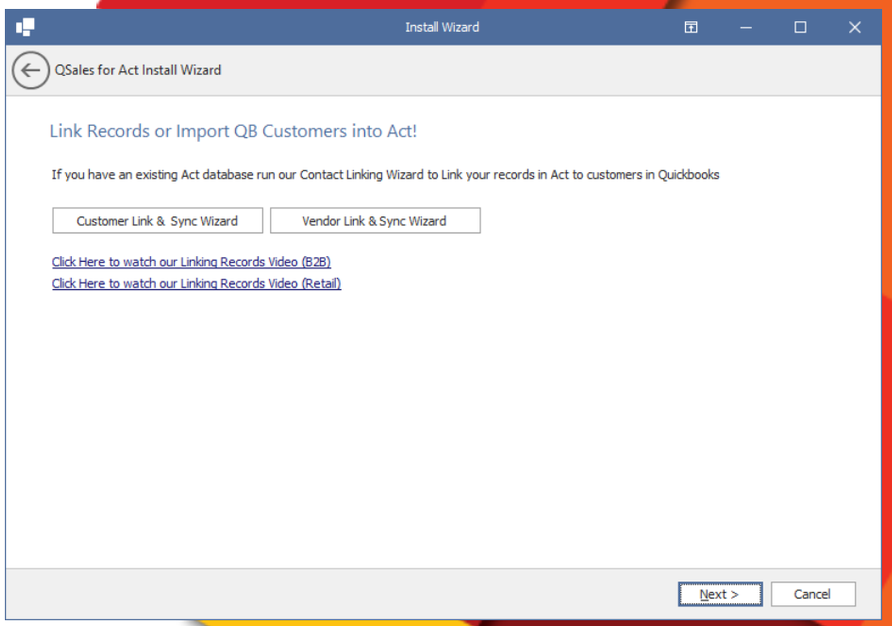
This process is pretty quick as it creates a new layout with the "_QB" appended to the ending. It then adds the fields to the layout under the new "QB Data" tab, and then links all the fields created during the "field builder" process.

Press Next on the Install wizard when completed to continue.



The following is how the new QB Data Tab layout will appear when this Tab installer is complete.

17. On the Link Records or Import QB Customers into Act screen, press the appropriate buttons to import Customer records, and then the Vendors in to Act! You may also press the links to view videos explaining the process of importing these records. Once completed, you can press Next on the wizard and you should now be ready to import transactions into the database.



For clarity this process is strictly for linking the contacts in Act! with the customers and vendors in QuickBooks. This process can also "create" contacts in Act! if found in QuickBooks and not in your CRM, but no transactional data is processed during this stage.

That follows in the next stage > click Next when ready.

Now that the fields are built and you've gone into the Act! database, we can begin linking records between Act! and QuickBooks. With most ACT! databases, you will be linking ACT! Contacts with QuickBooks customer records.

If you are starting out with a brand new Act! database, you can skip ahead to the **Create from QB feature**.

Here is how you can link records in a batch mode:

A. Have the appropriate Act! databases open on your computer (QuickBooks is no longer required to be open because the Qsales API is logged into QuickBooks).

B. Click on the LINK WIZARD button in the Installation Wizard, or in Act! go to TOOLS > QB CUSTOMER LINK WIZARD

C. In the Field Match Settings, we recommend matching by email

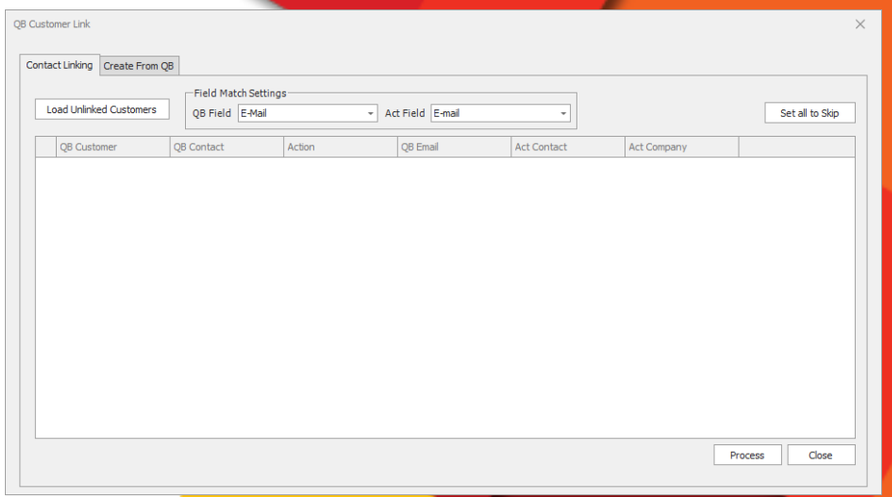
D. From the "Contact Linking" tab click on the LOAD DATA button. The Link Wizard screen will look like the one below:

Note: *The list displayed will only show you Contact Records that are not yet linked to QuickBooks.*

CONTACT LINKING

E. The Linking program will compare all Contact Records in Act! to the QB Customer list. Where an exact match is found, it will set the action to LINK. The action will be set to SKIP if no matching record is found. The program ignores all Quickbooks customers that are marked “inactive”. If you would like to manually link a record that the program didn’t find a match on, simply double-click on the area that it says “Double Click to Choose”. A box will pop up to allow you to manually search for a match and then link. You can also adjust the Field Match Settings to use other data in ACT and QuickBooks to match on.

F. Once you have your Links defined, click on the PROCESS button and it will run through the records and link them to QuickBooks.



CREATE ACT! DATABASE FROM QB OPTION

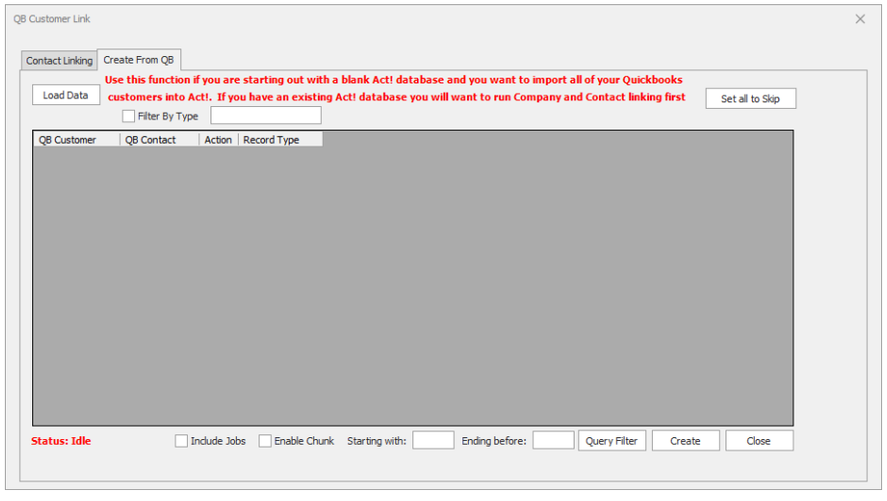
If you are starting with a brand new ACT! database, you can use this feature to push all of your QuickBooks customers into Act!. There is a tab on the QB Link Wizard called “Create from QB” that lets you take records from QuickBooks and make them records in Act!.

A. From the Install Wizard click on CREATE FROM QB or from Act!, go to Tools > QB Customer Link Wizard, click on the Create from QB tab.

B. Click on the Load Data button when you are ready to lookup the Customer record from QuickBooks. It will give you a list of all of the QuickBooks Customer Records that are not linked to records in ACT. The assumption here is that these QuickBooks records should be added to Act!.

C. You can click on the CREATE button and the contact records will be created in ACT! using the information from the QB Customer records. The new records in ACT! will automatically be linked to the appropriate record in QuickBooks as part of this process.

D. When the contact creation process is complete, you will get the “Done Creating Contacts” message in the lower left status section

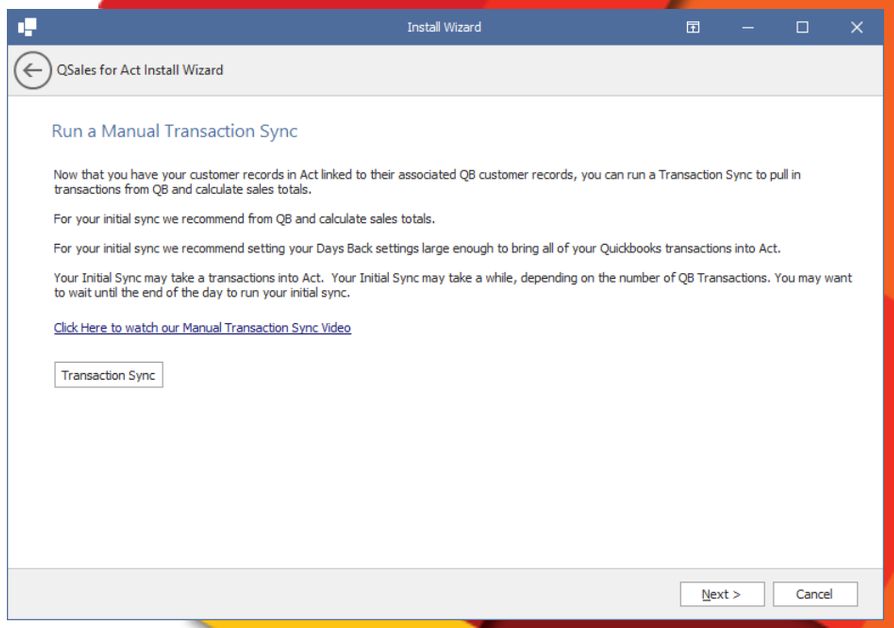


18. Press the Transaction Sync button to import transactions into the database. This process brings in all the initial transactional data from QuickBooks into Act!. Depending on the number of transactions you're importing, this process can take a long time, and should be run at the end of the business day to leave time to run over night and complete before the start of the next business day.

For context, 40,000 transactions can take between 8-12 hours to process, so be careful what to select as included in the initial import.

As mentioned in the Admin section, this setup should only include 5-years of data and "postable" transactions. Estimates, Purchase Orders, and Pending Transactions are NOT "postable", and we recommend excluding those.

"Postable" refers to any transaction that influences a balance in QuickBooks. Purchase Orders, Estimates, and Pending transactions are all intended to be "converted" into posted transactions, but are not themselves considered such.

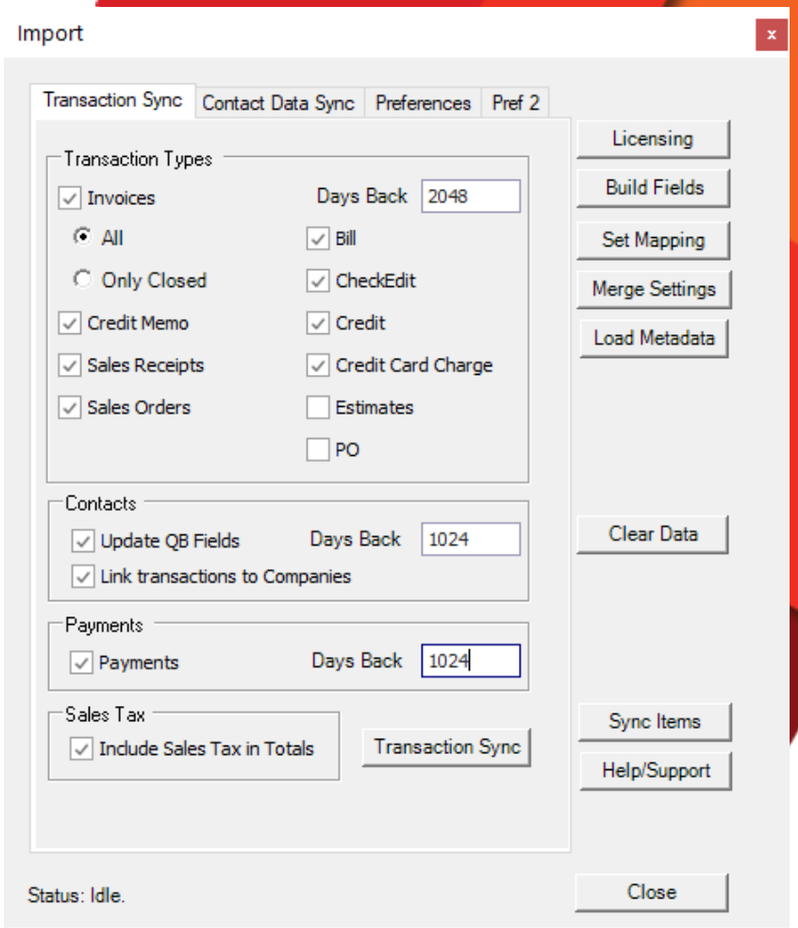


19. Set your transaction sync preferences and select the types of transactions you wish to sync. In the "Days Back" field, enter a large enough value so that all required historical transaction data is imported (we recommend 1825). When ready, press the Transaction Sync button. Please note that this will take a long time to complete if you are running this command for the first time and you have a lot of transactions in the QB database. Therefore, it is recommended to run this after-hours.

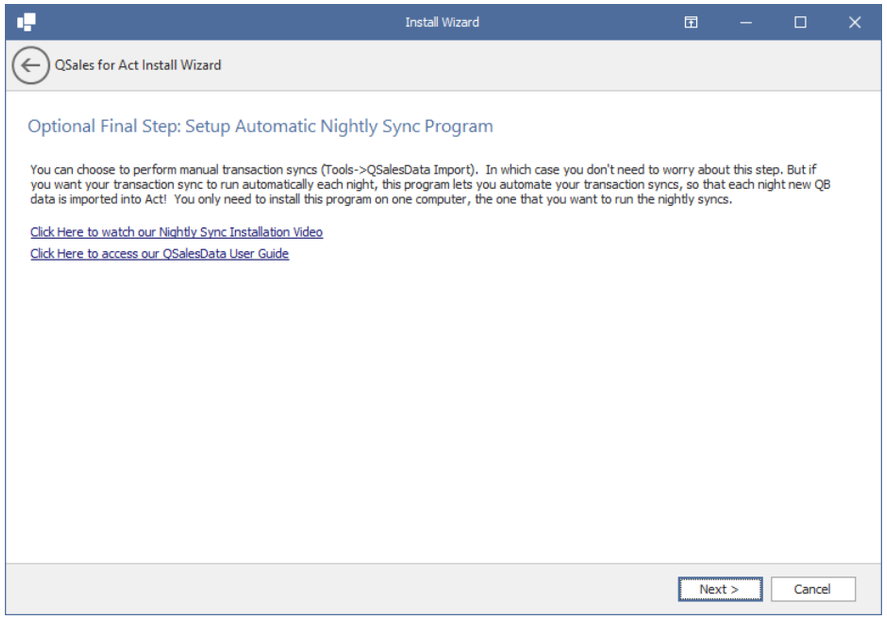
A. If you are importing for the first time, we recommend setting your "Days Back" number far enough to get all of your transactions from QuickBooks and pull them into ACT so that the First Invoice and Lifetime Sales fields will populate with the appropriate data. That will match up with the Sales Totals fields you have in the database, and give your ACT users the information they need. Once you have all invoices in the database, you can pull in just new information from QuickBooks by using the Filter Range option.

B. Once you have your date parameter specified, click on the TRANSACTION SYNC to begin the import. The Status section in the lower left will give you progress updates, and let you know when the process is complete. Note, if you have a large QuickBooks file, this process can take several hours to complete. You most likely want to run this at the end of the day...

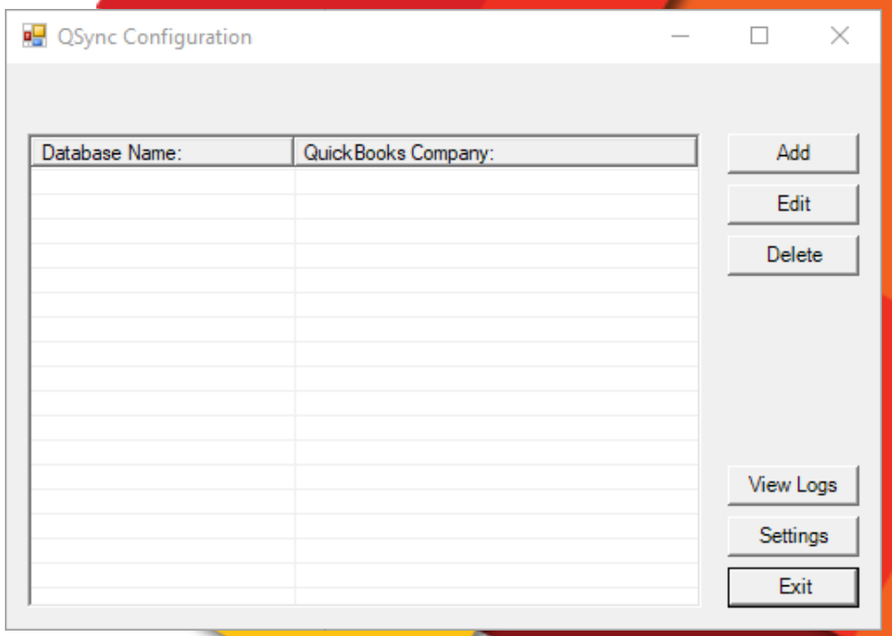
C. Once complete, you can go to the QB Transactions tab on any linked contact to see the transactions that were imported.



Once you have manually imported the data, you can configure the QSync program on your server computer with the same settings to schedule automatic nightly transaction imports. While this is the last step in the Setup Wizard, the Qsync applet can be found in the Program Group under Qsales for Act!.

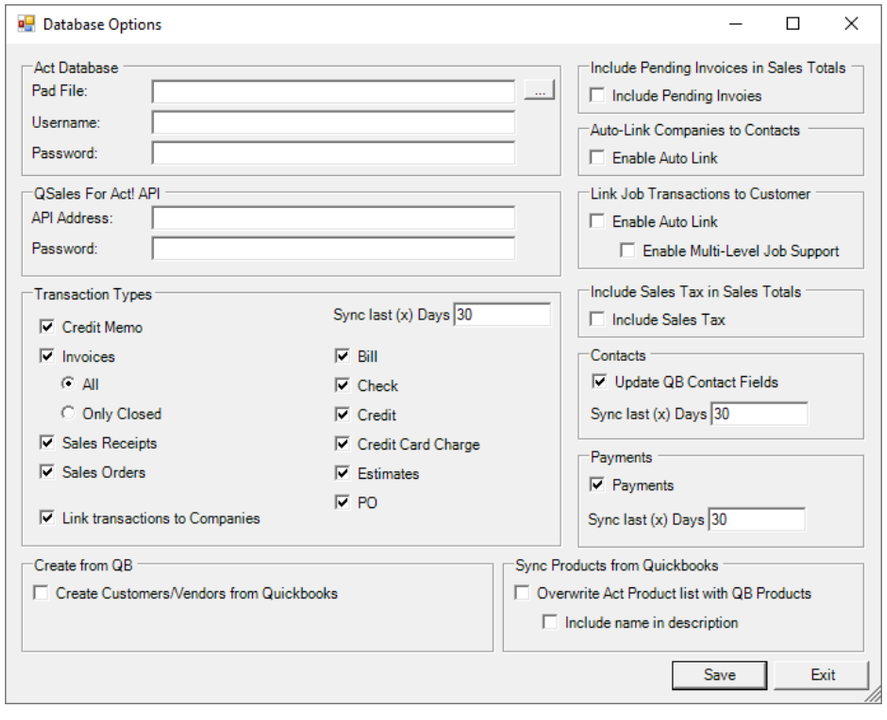


Once launched you will be presented with the Qsync configuration screen, as seen below.



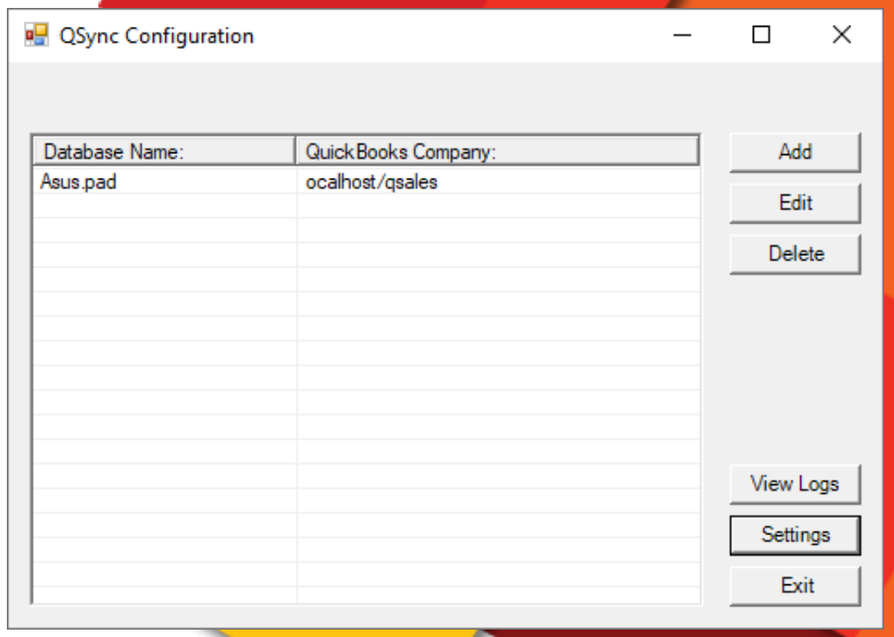
STEPS TO CONFIGURE QSYNC:

1. Click “Add” to bring up the Database Options Screen
2. Click the ellipses at the end of the first field to browse to your Act! database pad file, and then select.
3. Enter the Administrator’s username and password in the next two fields
4. Enter the API address and password you have configured in the Admin settings
5. Under Transaction Types and the option on the right column, please make the same selections you made in the Admin Settings under Transaction Sync Settings.
6. Click Save, and wait for the settings to be saved, and then click Exit to return to the Qsync Configuration Screen, which should now include a line for your new saved settings, as seen below



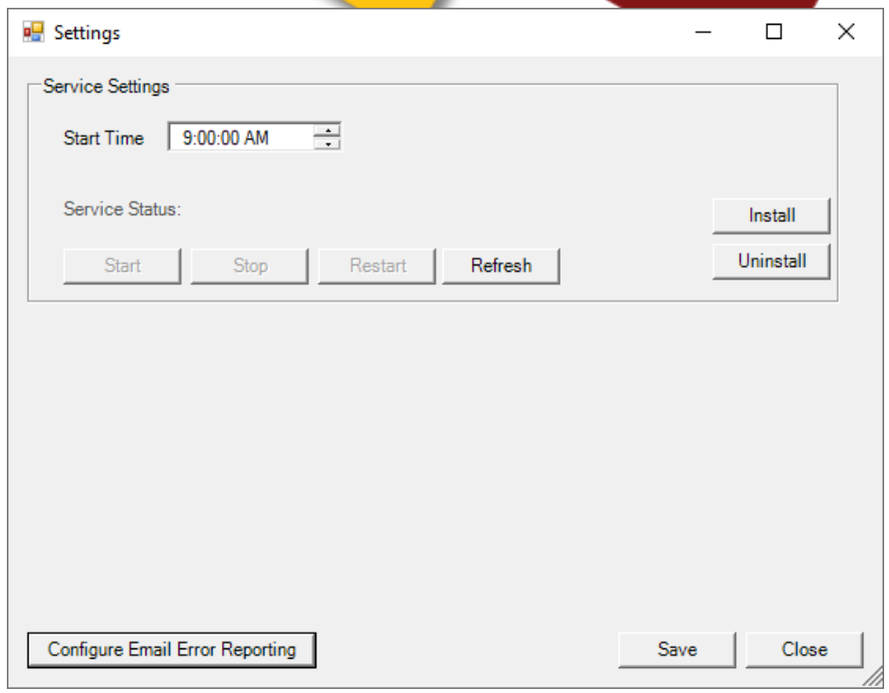
7. Click the “Settings” button on the bottom right to access the Qsync Scheduler Service

8. Set the Start Time at the top, which should be sufficiently after normal work hours, and allow sufficient time to finish before the start of work hours the next day



9. Click Install Service and be prepared to have your local Admin password again, much like the API installer, as Windows will need this to authenticate this new service.

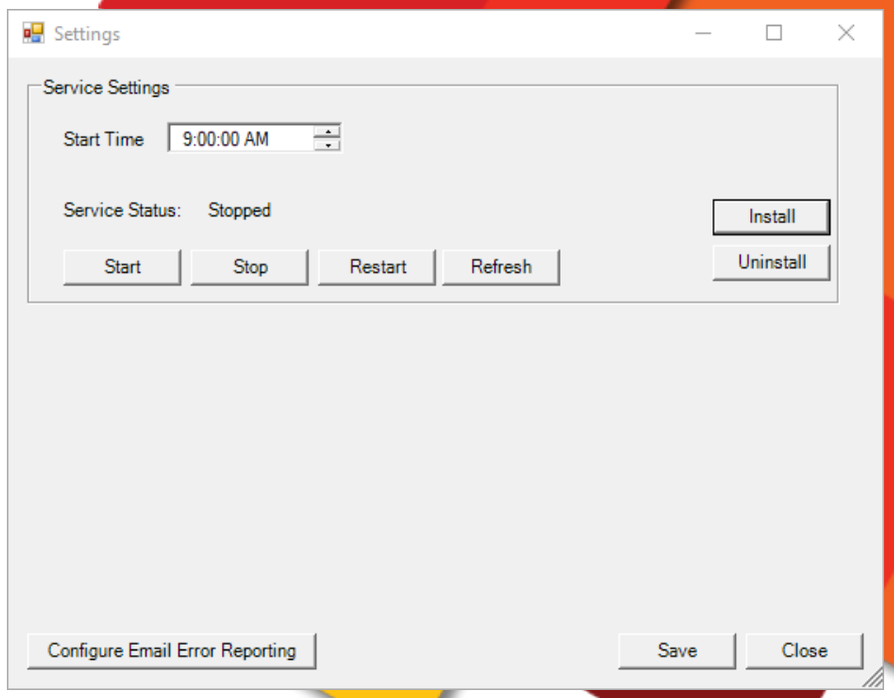
10. Once you click OK, you’ll get a Windows security message (click OK), and the a DOS Window will open briefly to show the installation process for the service. When that is done (and it only takes seconds), you will be returned to the Settings Screen, but the Start, Stop, Restart buttons will now all be available



11. Once you click on Start, the Qsync Service will be enabled and will initiate the Qsync process based on the timing you've configured above.

12. If you'd like to get emailed alerts for the Qsync service, click on the bottom button "Configure Email Error Reporting"

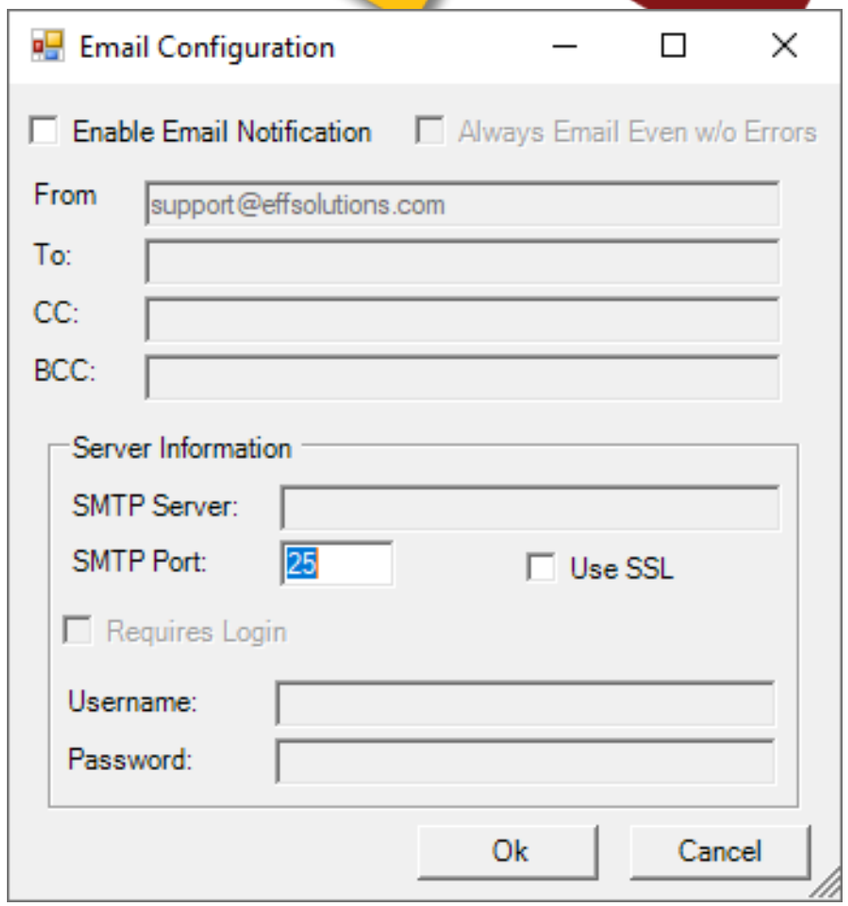
- **a.** Check the top left box to email you when errors occur
- **b.** Click the top right box to email you regardless of outcome, with or without errors
- **c.** Enter recipient information in the appropriate address field(s)
- **d.** Under server information, add your email server name, along with the port information (25 is typically without SSL, and 465 is a common SSL port, but server settings vary). Beneath that enter the email account and password the mail server needs to authenticate delivery
- **e.** Click OK to save and return to the Settings Screen



13. Click Save again to return to the Qsync Configuration screen.

14. You can confirm the Qsync Service has been installed and started successfully, by checking the Windows services

- **a.** Hold down the Windows Key + R
- **b.** Type "services.msc" and hit enter
- **c.** Type the letter "Q" to advance down to the services starting with Q, and fine Qsync Service. Here you can check the status Column and Startup Type column to determine if it's running and if the Startup Type is "Automatic". If both are set properly, close the Window. The installation of your Qsync Service is confirmed.



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