TDOxQB sync - Updating & Performance Troubleshooting QB

646 TDO KB September 2, 2025 Quickbooks 29.27K

Overview

At this time, QuickBooks has discontinued support for 2020 versions of QuickBooks Desktop Pro, Premiere and Enterprise. It is important when you upgrade your QuickBooks that you purchase the Desktop 2023 version and not the online version. The TDOxQB Sync WILL NOT WORK WITH QUICKBOOKS ONLINE.

Quickbooks support discontinued for QB Desktop 2020 & 2021

At this time, QuickBooks has discontinued support for 2020 versions of QuickBooks Desktop Pro, Premiere and Enterprise. They will be discontinuing support for 2021 versions on May 31st 2024. For further details please visit the following article: https://kb.tdo4endo.com/article.php?id=946.

Updating QB

This link will take you to the purchase page for QuickBooks:
https://quickbooks.intuit.com/desktop/premier/

Important Considerations:

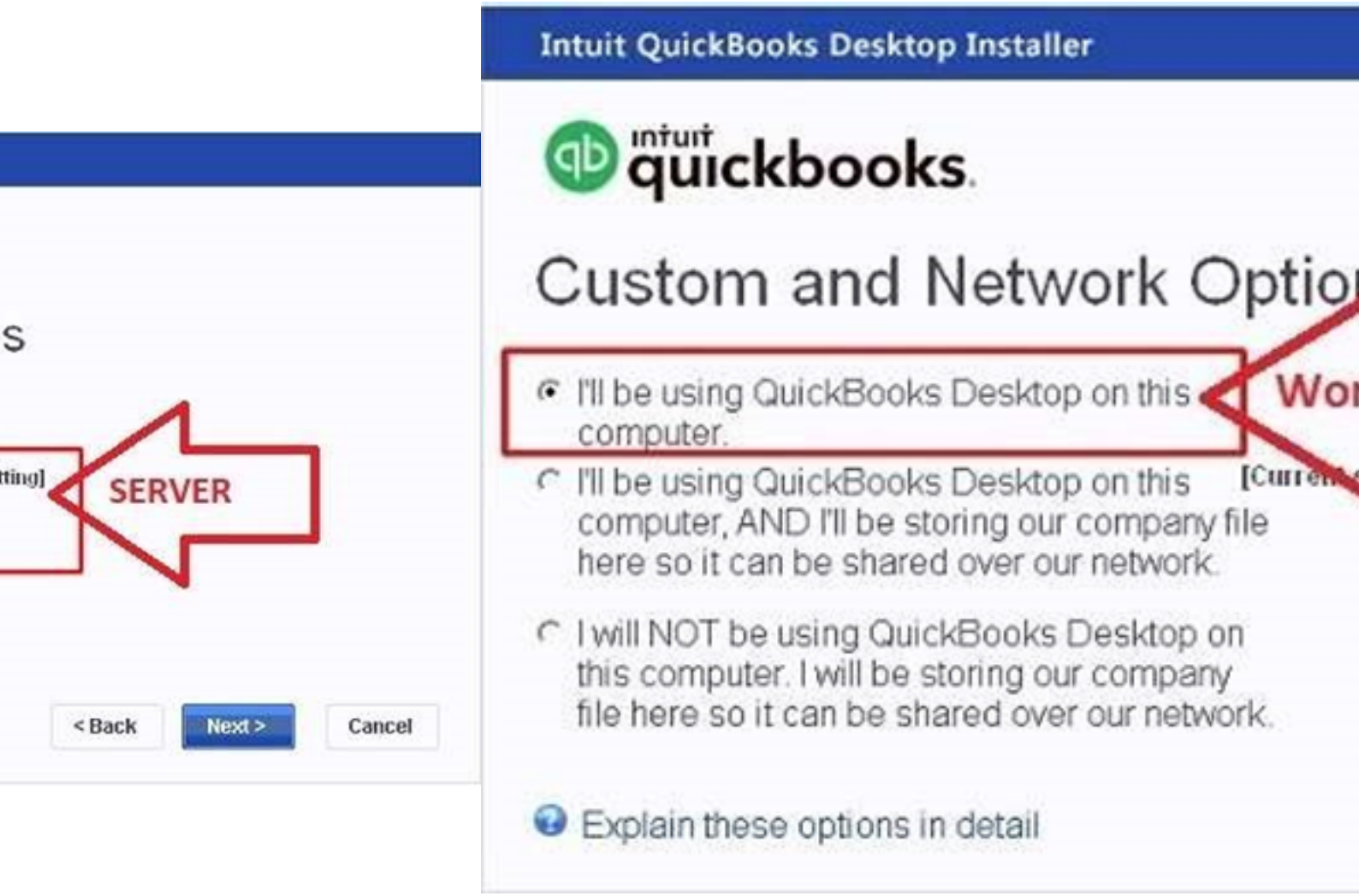
1. Make sure that the company file name and location are not changed during the update

2. Disable QuickBooks from starting with windows

3. Under QuickBooks preferences, disable the setting to “Keep QuickBooks Running for faster startup” if applicable to your version

4. QuickBooks 2022/2023 does NOT remove old versions of QuickBooks during the installation process. This creates issues for the sync because it will pull up the first version of QB it finds which is typically the older version. To resolve this issue, you will need to remove the previous version(s) of QuickBooks from the machine and then repair the 2022/2023 installation

5. QuickBooks needs to be installed on <u>both</u> the server and the workstation:



If QuickBooks starts running very slowly, the first thing to try is rebooting the server.

If that does not resolve the issue, you will want to rerun the QuickBooks installer on the server using the

Custom Installation options for the server (see above).

This is common behavior starting with QuickBooks 2020 and may happen a few times a year. This is the fastest and most consistent fix for the issue.

Online URL: https://kb.tdo4endo.com/article.php?id=646