

TDOxQB sync - configuring a new computer

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Configuring a new computer for TDOxQB Sync

Occasionally, the computer where the TDOxQB sync is run from needs to be replaced, or an office wants to add an additional workstation they want to run the sync from.

1. Ensure that the company file is being opened from the same location on the new/additional workstation. If it is being opened from Q:\Company Files or \\Server\Company Files on the old/existing sync workstation, then that is where you need to open from on this workstation as well.
2. Click on Start > All Programs > The Digital Office and you will find the TDOxQB sync icon. Right click on the icon and select "Pin to Start"
3. Click on Start > All Programs > The Digital Office and you will find the TDOxQB sync icon. Right click on the icon and select More > Open File Location. Right click on the TDO QuickBooks Sync icon in this folder and choose Send To > Desktop (Create Shortcut)

As long as the company file is opened from the same directory, nothing additional needs to be done

If the company file was moved, renamed, or had to be restored, please contact TDO Technical Support to schedule a time to reconfigure and review all of the settings before running any further TDOxQB sync.

Performance Troubleshooting

- 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
- <https://kb.tdo4endo.com/article.php?id=646>.

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=945>