



# InterWeave Smart Solutions Onboarding Check List

October 22, 2013

**Salesforce\_QuickBooks Solution v1.0**

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## Document History

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# Your Onboarding Checklist - InterWeave Smart Solutions

Welcome to **InterWeave Smart Solutions**. There is a pre-cursor document to this one, “Getting Started with **InterWeave**”. If you haven’t had a chance to preview this, please do so now, as it will put the information below in context for you.

## Step 1 - Filling out your InterWeave Solutions Survey

The **InterWeave** Service Request Survey allows us to understand the current state of both your Salesforce (your brand new to Salesforce, you’ve been using it for years, we were using another integrator, etc.) and the current state of your Financial application (brand new to it, using it for years, 5 years history in it, how it’s configured, etc.), which allows us to pre-populate your Solution to allow us to attend to your request promptly and efficiently.

Please click on this link to access the survey (Future).

## Step 2 – Participate in the InterWeave High-Level Design Document

Every standard **InterWeave** Solution is based on Best Practices and fully configurable from Object/Fields of your source application to the Object/Fields of your target application, bi-directionally. We find every customer is different and the business process and work flow they have implemented is proprietary to them. An **InterWeave** Technical Specialist will work with your team to insure we understand not only your process, but provide recommendations regarding best practice and guidelines regarding transaction processing in your target application.

The result of this review is a **High-Level Design Document** detailing the integration requirements between your CRM and your Financial Application. The scope of the integration covers data, process, objects and workflow between these two applications. This document allows costs, timelines and requirements to be mutually agreed between parties.

## Step 3 – Start with Clean Data in both Applications

Salesforce data needs to integrate with QuickBooks data – the fields need to be almost identical in order for these two applications to talk with each other. There are a few absolutes which need to be met. An example is; Salesforce allows multiple same Account names (not unique). QuickBooks Customers and Vendors are always unique—so they need to match. If you have duplicates in Salesforce Accounts, there are De-Dup Solutions on the AppExchange – run this prior to the steps below. To match your data, you need to:

Use Salesforce Data Loader to export Accounts to a .csv format. In QuickBooks, export Customers/Vendors (if you planning to have these in your Salesforce) to a .csv format. Merge these two spreadsheets and decide who is Master.

Typically QuickBooks Customers/Vendors are the Master since this is your financial accounting application (Book of Record) and Salesforce is your CRM application. Where these do not match, copy/paste the QuickBooks Customer/Vendor names into the Salesforce corollary. Then import both spreadsheets into their respective application.

Prior to going into Production, we do a process called Binding. Binding is when we create a Custom Field in the QB Customer Object called **AccountID**. We create the corollary to this in the Salesforce Account Object called QB Full Name. We take the Salesforce Account Record ID (<https://na8.salesforce.com/00180234000Qnov1>) and populate the Customer

Object Custom Field, **AccountID**, with this entry. The Salesforce Object and the QuickBooks Object are now bound which means no duplication is possible. The binding also provides for the data architecture objects under Account; Contacts, Opportunities, Items, etc.

#### **Step 4 – Set up your Connection**

**(If you need QuickBooks Online instructions, just let us know and we will send them to you).**

#### **The QRemote Connector Installation**

The QRemote connector is a very small piece of software that allows **InterWeave** servers to connect to your QuickBooks installation. It runs automatically when you (the Windows user under which QB and connector are installed) login and stays in the background. Note that integration can only work when the Windows user you install this under is logged in.

1. QODBC driver (QRemote) Installation instructions link:

<http://www.qodbc.com/qodbcinstall.htm>

Note 1: License step must be skipped - license (CD Key) will be provided by Interweave during QB connection setup meeting.

Note 2: Instruction must be executed for installation only – no connectivity steps

2. Link to download QODBC driver (QRemote):

<http://www.qodbc.com/qodbcDownload.htm>.

Note 1: On question "How did you hear about our products?" answer - **InterWeave** (Integration Technologies Inc.)

3. Implement port 4500 Forwarding and test it using telnet (instructions are below)

4. Notify us when you are ready for a GTM meeting - we will schedule a GTM connectivity meeting to activate a license (CD key) and connect

#### **Port 4500 and your Firewall**

Most companies' servers are behind a so-called "firewall" or similar devices that block external access to improve security. For **InterWeave** to work, your firewall needs to allow inbound connections to communicate with the QRemote connector (connecting) to your QuickBooks Company file on port 4500. Please make sure that this is the case (you may need to contact your hosting provider or IT support for that).

Once the access is allowed, please send the following pieces of information to support:

- your static IP address (you may need assistance of your IT contact for that)
- location of your company file(s) (including filename) on the computer (e.g. "C:\QBFiles\Company.qbw")
- location of your test company file copy (similar to above - optional)

#### **Port 4500 and Networking**

In order to establish the correct connection to QRemote connector port 4500 has to be forwarded to a server on which the QRemote connector is installed. Please see port forwarding in your router documentation.

Access to port 4500 has to be open in both external (router) and internal (server) firewalls if both are used.

### Testing your connection for correct Port Forwarding

In order to test Port Forwarding please use Telnet from (1) local network and (2) outside of the local network using external IP address of the server where QB company file resides.

Use the following command in cmd (MS-DOS) window:

```
telnet XXX.XXX.XXX.XX 4500
```

- where XXX.XXX.XXX.XX is local IP for local testing and external IP for outside testing. Telnet window must open and after it closed log entry must appear in the log of QRemote server.

### Testing your connection for correct Port Forwarding

#### 1. From another computer inside local network run

telnet LLL.LL.LL.LLL 4500, where LLL.LL.LL.LLL is a local IP address of the QB server where QRemote server is installed. Telnet window should open. When it is closed you should see the message in the log window of QRemote server. This test shows that Connector is installed properly and Windows (and other -if present) firewall is properly configured.

#### 2. From another computer outside of local network run

telnet XXX.XX.XX.XXX 4500, where XXX.XX.XX.XXX is an external IP address of the QB server where QRemote server is installed. Telnet window should open. When it is closed you should see the message in the log window of QRemote server. This test shows that port forwarding is done correctly and external (router) firewall is configured properly.

### Ensuring Connectivity for InterWeave Servers in Salesforce

In Salesforce, Rackspace Servers running InterWeave need to be authorized. Go to Setup, Security Controls, Network Access, New - enter the below addresses (each one is from/to address filed).

67.192.84.146	72.32.50.205	173.34.63.79	199.195.139.102
71.235.4.1	74.205.126.77	199.195.139.96	199.195.139.109
72.3.142.149	99.232.241.169	199.195.139.97	199.195.139.129

**Note:** If you are using the CC Payment Gateway and integrating with First Data, Authorize.net, etc. - you need to enter that server IP address into Salesforce.

### Step 5 – Create the Custom Sections, Objects and Fields in your Salesforce and QuickBooks to support the Integration.

There are Custom Sections, Objects and Fields in both your Salesforce and QuickBooks that support the integration. Your **InterWeave** Technical Specialist will set up the Custom Sections, Objects and Fields in your Salesforce once you have given him a Salesforce User ID and Password with Administrative capability. You will need to create a Custom Field in your

QuickBooks Customer called “**AccountID**”. This field is used to bind the Salesforce Account record to the QuickBooks Customer record.

## Step 6 – Customer Registration in the InterWeave Solutions Portal


On the InterWeave Solutions home page; <http://www.interweave.biz>, top right corner, you will see [Customer Login](#). Click on this and you will be brought to the **InterWeave Solutions Portal (ISP)**.



On the ISP home page, top right, is New Company? Please [register here](#) section. Enter your unique registration information (and remember it – it is case sensitive). Select your Solution and schedule a walk through the Configuration with your **InterWeave Technical Specialist** to review the default settings of your Solution.

## Step 7 - Register in the InterWeave Case System

To create a Case in our new Desk.com Case Management Solution, here are the instructions.

1. Go to our home page; [www.interweave.biz](http://www.interweave.biz)
2. Top right, click on the Desk.com icon - 
3. This will bring you to <https://integrationtechnologiesinc.desk.com/> (our Forum)
4. You will notice two entries; Welcome, Guest and Login
5. Click on Login, and go to the bottom left of the page; and click on **Create an Account**
  - a. If already Register, enter your email address and password to access your Cases
6. Enter your email address and click on Send Instructions.

- a. You will receive and authentication email titled - InterWeave Smart Solutions support registration
- b. Click on Click Here, this will take you back to the Forum, where you enter your email address and password – you're in.

### Step 8 – Customer Configuration in the InterWeave Solutions Portal

To configure your Solution, you will be working with an **InterWeave** Technical Specialist who will be helping you configure your Solution. Depending on the **InterWeave** Model selected, you will be presented with (i), Object selection between applications, and (ii), Detail page configuration options that reflect the Objects you selected to integrate.

Your Solution will be pre-populated with the entries from your Survey. This process generally takes two (2) GTM sessions lasting up to one (1) hour. The Salesforce Administrator and the Financial Operations people are the ones that attend, due to very detailed questions regarding data, process and workflow in both applications – which are now available for integration.

#### Customizing my InterWeave Solutions

Your **InterWeave** Solution is a configurable Solution, at Object Level. To access your configuration, go to the ISP home page, bottom left, and click on Edit Company Profile. This will bring you to the next page. Enter your Company, Administrator's email and Password and click on "Load Company Profile". This will then populate your Solution information below.

**InterWeave**  
Smart Solutions

#### Edit Company Profile

Company	<input type="text" value="Acme Manufacturing, I"/>
Administrator's e-mail	<input type="text" value="cloudsolutions@interw"/>
Password	<input type="password"/>


**Load Company Profile**

Company/Organization	Acme Manufacturing, Inc.
First Name	<input type="text" value="Bruce"/>
Last Name	<input type="text" value="Magown"/>
Administrator's e-mail	<input type="text" value="cloudsolutions@interw"/>
Solution type	SF2QB

**Next**

Click "Next" and you will be brought to your Solution, at the Object to Object Selection level.





Please set configuration parameters for your solution.  
Object Selection

[Next](#)

#	Property Name	Property Value
1	SF Account/Contact to QB Customer/Job	Bi-directional
2	SF Person Account to QB Customer/Job	None
3	SF Account/Contact/Object to QB Vendor	None
4	SF Opportunity/Object to QB Job	None
5	SF Opportunity/Object to QB Sales Order	Bi-directional
6	SF Opportunity/Object to QB Purchase Order	None
7	SF Opportunity/Object to QB Invoice	Bi-directional
8	SF Opportunity/Object to QB Sales Receipt	Bi-directional
9	SF Quote/Opportunity/Object to QB Estimate	SF to QB unidirectional
10	SF Object to QB Bill	None
11	SF Object to QB Vendor Credit	None
12	SF Object to QB Deposit	None
13	SF Object to QB Payment Received	None
14	SF Opportunity/Object to QB Credit Memo	None
15	SF Opportunity/Object to QB Check	None
16	SF Object to QB Credit Card Charge	None
17	SF Object to QB Bill Payment	None
18	SF Object to QB Account (COA)	None
19	SF Object to QB Journal Entry	None
20	SF Object to QB Time Tracking	None
21	SF Object to QB Statement Charges	None
22	SF Product to QB Item	Bi-directional
23	SF IMS Sales Order to QB Sales Order	None
24	SF IMS Item to QB Item	None
25	SF IMS Type	None

This is where you select, at Object Level, uni or bi-directional integration at Object level. Flows shown here are commensurate with the **InterWeave** Model you selected. The next step is click on “Next” and you will enter configurable Detail Page for each Flow selected on the Object to Object Selection Page above. Your **InterWeave** Technical Specialist will assist you with your selections in the Detail Pages.

**Note:** Items in QuickBooks to Products in Salesforce are the foundation of the integration. We will need Chart of Accounts, Classes, Categories, Income/Expense Accounts and Item Types required (Service, Product, Inventory, etc.). It is required to configure this so Items to Products can be loaded.

## Step 9– Testing the Flows of your InterWeave Solution

### Utility Flows vs. Scheduled Flows

When your configuration has been completed, you click on the “Finish” button on the last page. This action creates your Master Console and both Utility Flows and Scheduled Flows. Utility Flows are for one-off testing of an Object to Object transaction. One-off means that it’s a one to one transaction. For example, if you were going to test an Opportunity to Invoice, there is an assumption that you have already run the Product to Item and Account to Customer, since both are required in QuickBooks to create an Invoice.

**Configure Transactions to Start**

Auto-Refresh

Transaction Flow Id	Start/Stop	State	Scheduled	Single Run	Interval	Shift	Query Starts	Counter	Runs
<b>Scheduled Transaction Flows</b>									
<a href="#">QBCustInvoices2SFAcctOpp</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	600000	0	2006-07-18 22:48:39.6	0	0/0
<a href="#">QBCustSO2SFAcctOpp</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	600000	0	2010-07-02 17:45:36.0	1	0/0
<a href="#">QBItem2SFProd</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	600000	0	2012-10-05 00:39:04.0	10	0/1
<a href="#">SFAcctOpp2QBCustInv</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	300000	0	2013-06-19 20:49:46.0	15	0/3
<a href="#">SFAcctOpp2QBCustSO</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	600000	0	2006-06-29 09:00:00.0	1	0/1
<b>Utility Transaction Flows</b>									
<a href="#">QBCust2SFAcctDR</a>	<input type="checkbox"/> START	STOPPED	<input type="radio"/>	<input checked="" type="radio"/>	-600000	0	2007-04-24 14:24:04.9	0	0/0
<a href="#">QBCust2SFAcctDRS</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	1000	0	2007-04-24 14:24:04.9	0	0/0
<a href="#">QBCust2SFAcctNF</a>	<input type="checkbox"/> START	STOPPED	<input type="radio"/>	<input checked="" type="radio"/>	0	0	2007-04-24 14:24:04.9	0	0/0
<a href="#">QBCust2SFAcctBind</a>	<input type="checkbox"/> START	STOPPED	<input checked="" type="radio"/>	<input type="radio"/>	1000	0	2006-06-29 09:00:00.0	0	0/0
<a href="#">QBInvoices2SFAcctOppDR</a>	<input type="checkbox"/> START	STOPPED	<input type="radio"/>	<input checked="" type="radio"/>	-600000	0	2006-07-18 22:48:39.6	0	0/0
<a href="#">QBInvoices2SFAcctOppN</a>	<input type="checkbox"/> START	STOPPED	<input type="radio"/>	<input checked="" type="radio"/>	0	0	2006-11-08 09:24:39.8	0	0/0
<a href="#">QBItem2SFProdDR</a>	<input type="checkbox"/> START	STOPPED	<input type="radio"/>	<input checked="" type="radio"/>	0	0	2006-11-08 09:24:39.8	0	0/0

Scheduled flows are for Production and are intelligent. For example, based on your configuration, if Items are not there, then Items will be created from Products. If Customer is not there, it will be created from Accounts and then Invoices will be created. This is what we mean by intelligent.

**Step 10 – Binding and Production**

When your testing is complete, we will run the binding flows for Salesforce to QuickBooks. If the data is clean and matched, you will have 100% bound Accounts. If not, manually synchronize Account to Customer and we will re-run Binding.

Next, log into the **InterWeave Solutions Portal**, set your Flow timings – and you’re running.