Reinstalling the Field Service Management Integration Client in Windows 10

Close QuickBooks

First, make sure QuickBooks is completely closed on the computer. Close all QuickBooks windows then right-click the Windows taskbar and choose Task Manager.

In the Task Manager window, click the Details tab then click the Name column to sort all running apps alphabetically.

Scroll in the list and search for "qbw32.exe". If you find it, click the row, click the "End task" button and then click the "End process" button on the confirmation popup.

Uninstall the integration client

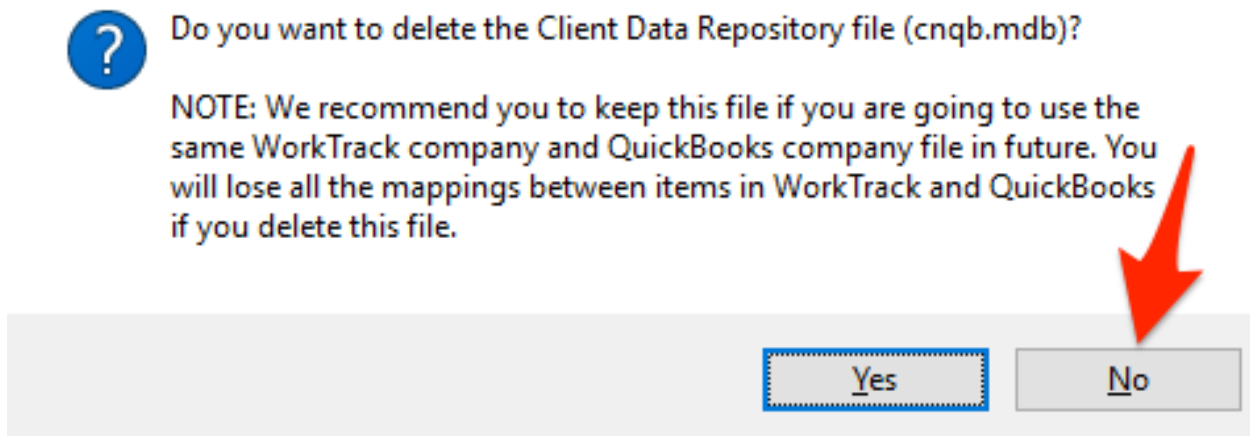Click the Windows logo button (Start button) usually in the bottom-left corner of the screen then click Settings.
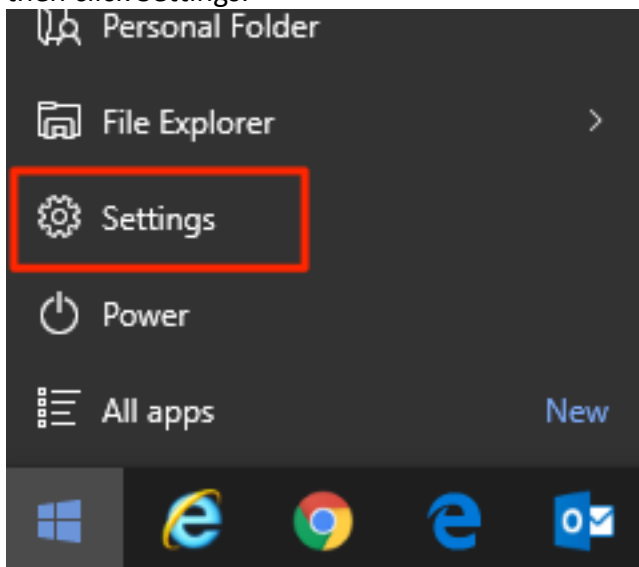
In the Settings app, click the System icon then click "Apps & Features" in the System settings list.

In the list of Apps & Features, find "Intuit Field Svc. Integration" or "Corrigo Integration", click it and click the Uninstall button. Click the Uninstall button on the prompt that appears.
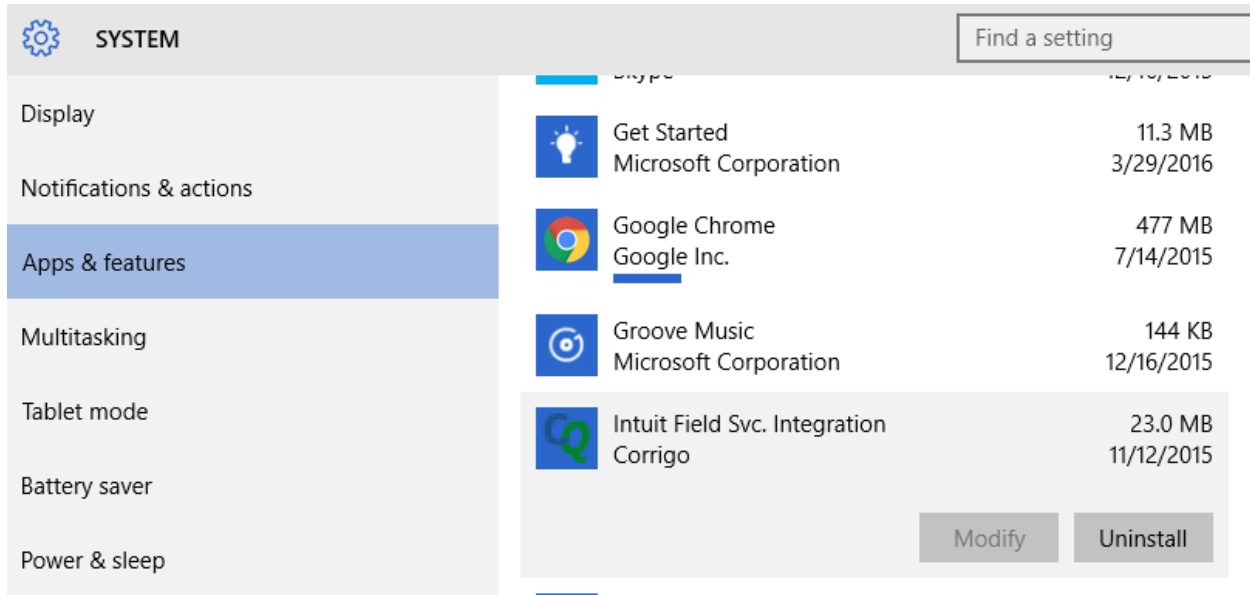
IMPORTANT: During the installation, you should be prompted whether you want to delete the client data repository file. Click "No" on this prompt – if you click yes, you will likely need to perform an initial sync again which may take considerable time depending on the amount of data you have in QuickBooks and Field Service Management.


After clicking No, the uninstaller should complete the removal process and close. Close the Settings app.

Reinstall the integration client

Log into Field Service Management. You must log in as a user with Manager privileges.
Click the Settings tab, then click the Company category on the left and finally click Integration.

On the QuickBooks Integration settings page, click the "Install Corrigo QuickBooks Integration" button.
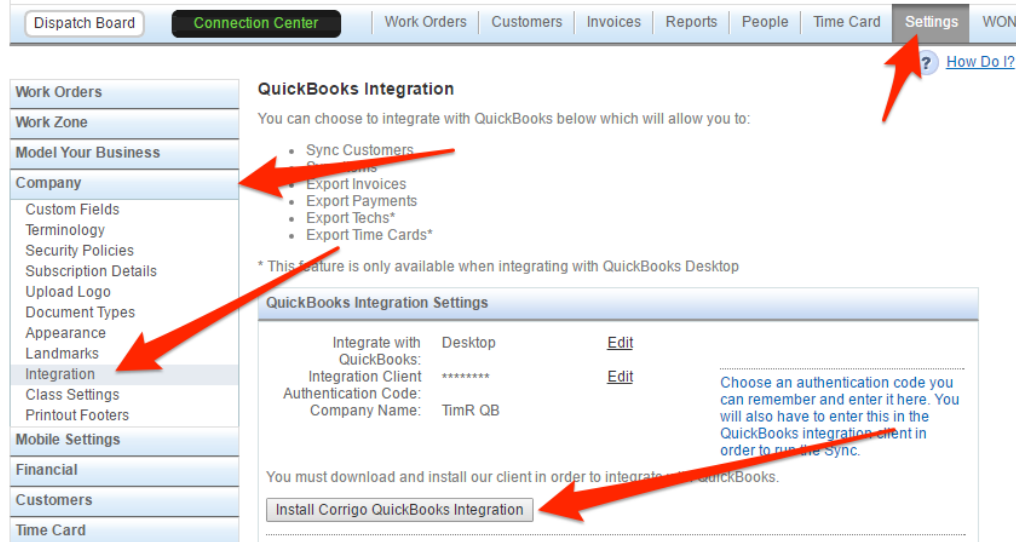
When the download completes, run the installer and click Next on the welcome screen.
On the Select Installation Folder step, don't change the path to install the integration client, just click Next.
If prompted about running the QuickBooks Simple Start Edition, leave the option unchecked and click next.
Click Next on the Confirm Installation step to begin the installation of program files.

IMPORTANT: During the uninstall, if you clicked to NOT delete the client data repository file, the installation should prompt that it has found an existing client data repository file. The prompt will ask if you want to use it, click Yes. If you click No, you will likely need to perform an initial sync again.
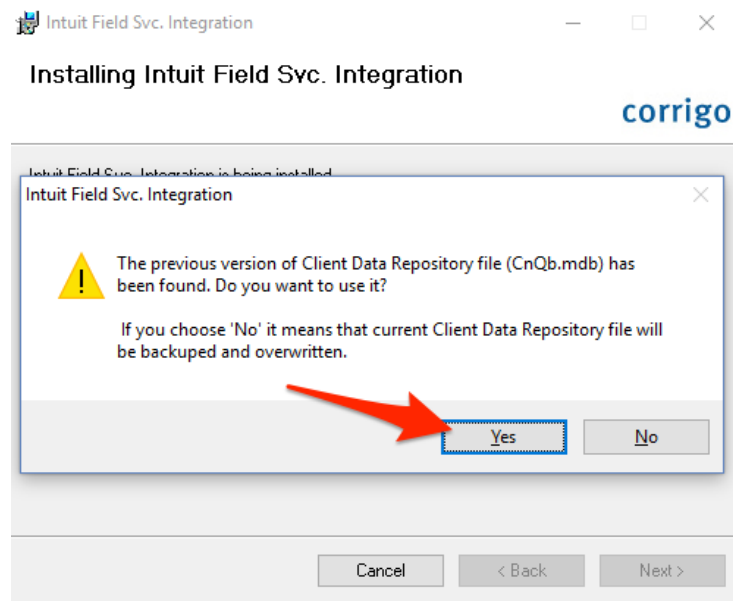
After clicking Yes, the installation should continue without further prompts.

Once complete, open QuickBooks by running as administrator. Right-click the icon you use to start QuickBooks and choose "Run as administrator".
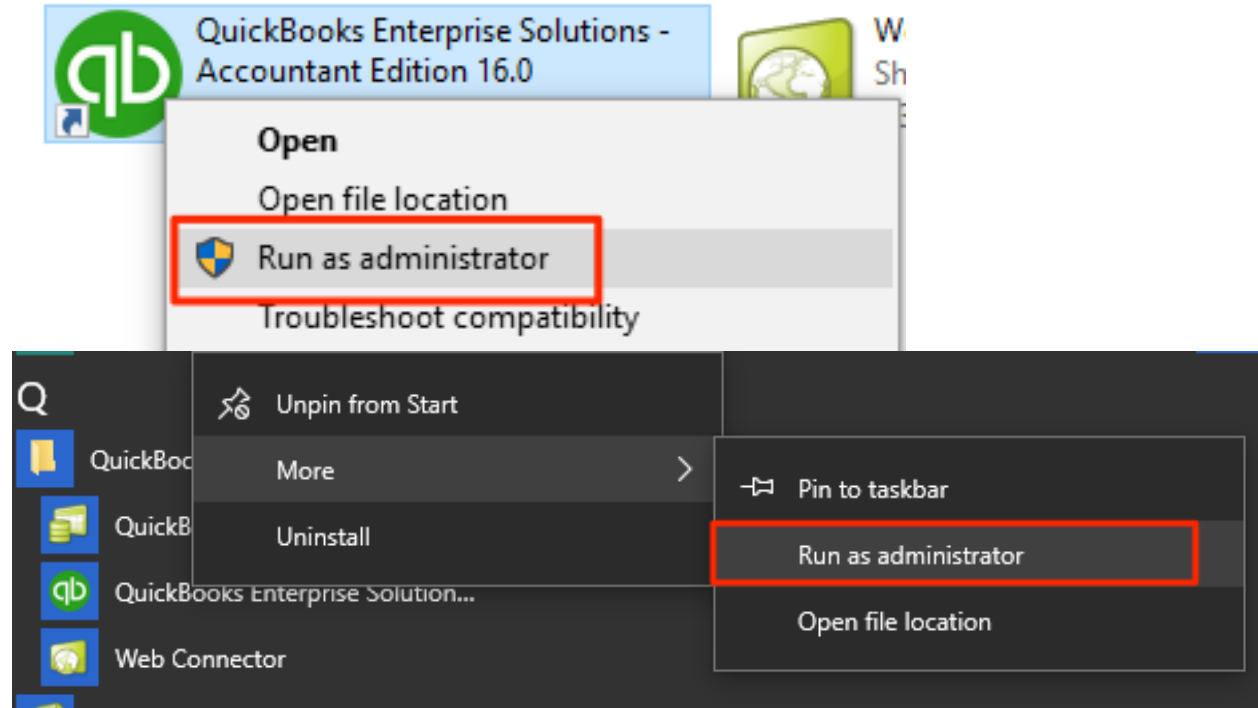
If you have multiple users configured in your company file, make sure you login as the "Admin" user.

When QuickBooks opens, you should be prompted to confirm the application certificate. Choose the "Yes, whenever this QuickBooks company file is open" option and check "Allow this application to access personal data such as Social Security Numbers and customer credit card information." then click Continue. Click Done on the Access Confirmation prompt that appears.
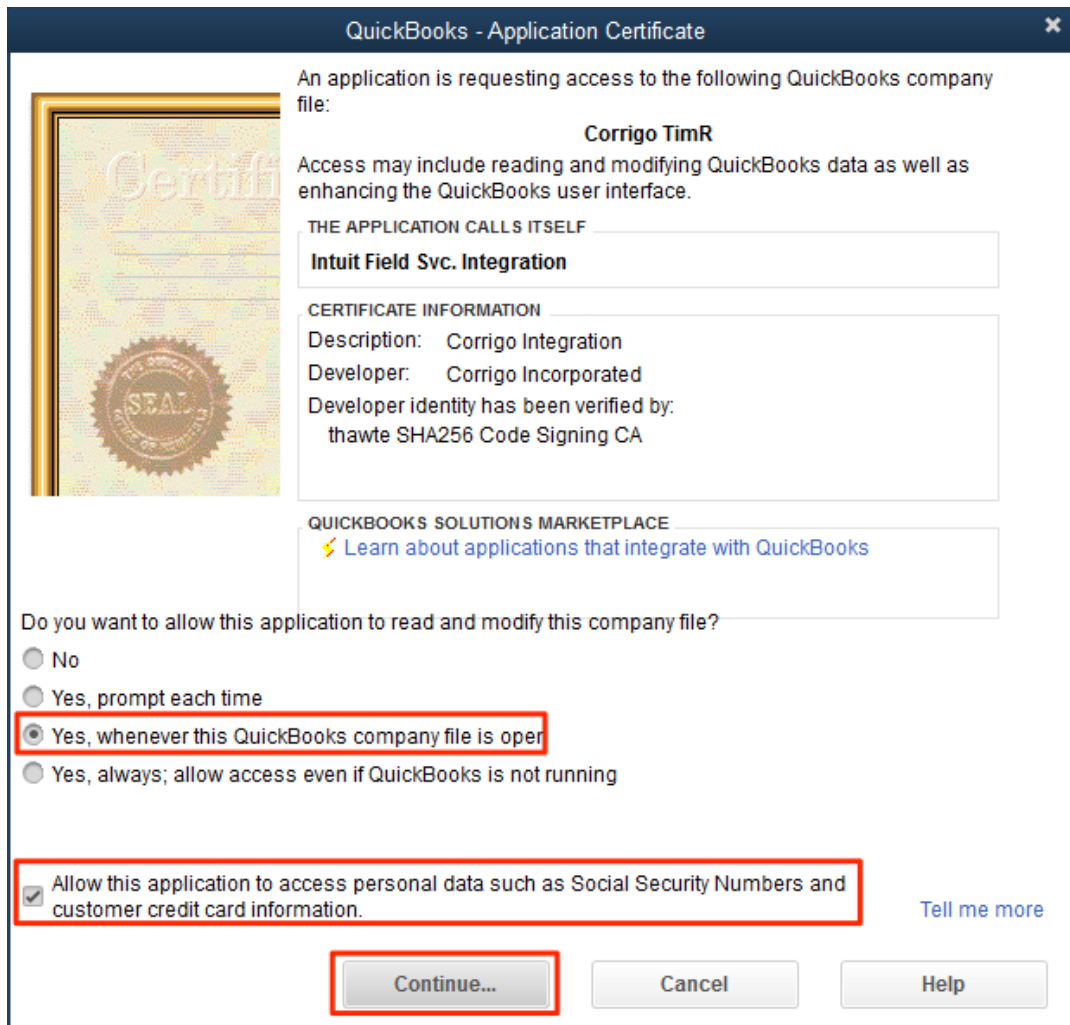
When you try to synchronize after installation, you may get the above application certificate prompt again, select the same options and continue.

After running the sync, you can close QuickBooks and run it normally going forward – the "Run as administrator" option is only necessary for the purposes of completing installation.

IMPORTANT: If you run into difficulties during these steps or if the integration client prompts to begin running a first time sync, please stop and contact Support @ 800-517-2871 or Support@Corrigo.com