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Understanding QBXML Verbose Logs

Explanation of the verbose QBXML logs and what they mean.

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Title ⓘ

Understanding QBXML Verbose Logs

URL Name

Understanding-QBXML-Verbose-Logs

Summary ⓘ

Explanation of the verbose QBXML logs and what they mean.

Article Body

Reading and understanding verbose QBXML logs can take a while to understand what they mean, but hopefully, this article will give you a little bit more about what each section means.

To enable verbose QBXML logging, see <https://help.developer.intuit.com/s/article/QBD-QBSDK-Logging> (<https://help.developer.intuit.com/s/article/QBD-QBSDK-Logging>) for more details.

The log file can be found at C:\ProgramData\Intuit\QuickBooks\qbsdklog.txt. This file can grow to be extremely huge if you keep it set to UnlimitedSize.

I am going to try and break down the section and then describe what is happening.

Here is a general form of a log line:

Column 1 is the date time stamp - YYYYMMDD.HHMMSS

Column 2 is

I - Informational

D - Debug

V - Verbose

W - Warning

E - Error

Column 3 is Process ID

Column 4 is the Process

Rest of the line is the log information

Now to look at the log file.

```
20180608.103217 I 21168 RequestProcessor ===== Started Connection =====
20180608.103217 I 21168 RequestProcessor QPKM RP2 v28.13
20180608.103217 I 21168 RequestProcessor Connection opened by app named 'SDKDiag'
```

eloped Intuit.com / Hub / Blog

Help (https://help.intuit.com) RequestProcessor QPKM RP2 v28.13

More



Log in

These 3 lines are at the beginning when an OpenConnection is performed. This will include the name of the Application you defined in the open connection command.

```
20180608.103217 D 21168 CRLInstaller CRL path is: C:\Program Files (x86)\Intuit\QuickBooks Enterprise Solutions
18.0\Components\Services\
20180608.103217 D 21168 CRLInstaller No new CRL files found.
20180608.103217 D 21168 CRLInstaller CRL path is: C:\Program Files (x86)\Intuit\QuickBooks
2018CA\Components\Services\
20180608.103217 D 21168 CRLInstaller No new CRL files found.
```

This is going to show you the paths to the currently installed versions of QuickBooks. Not really used to much in diagnosis.

```
20180608.103217 I 21168 CertVerifier The Authenticode signature validated OK.
20180608.103217 D 21168 CertVerifier Success with ImageEnumerateCertificates. Cert count is 1
20180608.103217 D 21168 CertVerifier Got 5416 bytes of cert data.
20180608.103217 D 21168 CertVerifier Got the signer info.
20180608.103217 D 21168 CertVerifier Cert count in crypt message is 4.
20180608.103217 D 21168 CertVerifier Found signature certificate.
20180608.103217 D 21168 CertVerifier simple issuer: VeriSign Class 3 Code Signing 2004 CA
20180608.103217 D 21168 CertVerifier simple subject: Intuit, Inc.
20180608.103217 D 21168 CertVerifier version: 2
20180608.103217 D 21168 CertVerifier issuer: C=US, O="VeriSign, Inc.", OU=VeriSign Trust Network, OU=Terms of
use at https://www.verisign.com/rpa (https://www.verisign.com/rpa) (c)04, CN=VeriSign Class 3 Code Signing 2004 CA
20180608.103217 D 21168 CertVerifier subject: C=US, S=California, L=Mountain View, O="Intuit, Inc.", OU=Digital ID
Class 3 - Microsoft Software Validation v2, OU=Intuit Developer Network (IDN), CN="Intuit, Inc."
20180608.103217 D 21168 CertVerifier serial number: 320D643E2BF87E0BECA15DA7EBD1BF32
20180608.103217 D 21168 CertVerifier issueDate: 2009-05-12
20180608.103217 D 21168 CertVerifier expirationDate: 2011-05-12T23:59:59+00:00
20180608.103217 D 21168 CertVerifier Got the Opus Info.
20180608.103217 D 21168 CertVerifier no description found.
20180608.103217 D 21168 CertVerifier no description URL found.
```

This section is giving you information about the application and if it was code signed and when it expires.

```
20180608.103217 D 21168 CRLInstaller CRL path is: C:\Program Files (x86)\Intuit\QuickBooks Enterprise Solutions
18.0\Components\Services\
20180608.103217 D 21168 CRLInstaller No new CRL files found.
20180608.103217 D 21168 CRLInstaller CRL path is: C:\Program Files (x86)\Intuit\QuickBooks
2018CA\Components\Services\
20180608.103217 D 21168 CRLInstaller No new CRL files found.
20180608.103217 D 21168 CertVerifier The Authenticode signature validated OK for the embedded module.
20180608.103217 D 21168 CertVerifier Success with ImageEnumerateCertificates. Cert count is 1
20180608.103217 D 21168 CertVerifier Got 8240 bytes of cert data.
20180608.103217 D 21168 CertVerifier Got the signer info.
20180608.103217 D 21168 CertVerifier Cert count in crypt message is 5.
20180608.103217 D 21168 CertVerifier Found signature certificate.
20180608.103217 D 21168 CertVerifier simple issuer: Microsoft Code Signing PCA
20180608.103217 D 21168 CertVerifier simple subject: Microsoft Corporation
20180608.103217 D 21168 CertVerifier version: 2
20180608.103217 D 21168 CertVerifier issuer: C=US, S=Washington, L=Redmond, O=Microsoft Corporation,
CN=Microsoft Code Signing PCA
```

20180608.103217 D 21168 CertVerifier subject: C=US, S=Washington, L=Redmond, O=Microsoft Corporation,
 eloper.MSR.COM/Microsoft Corporation Help (https://help.developer.intuit.com/s/)
 (https://developer.intuit.com) serial number: 330000010A2C79AED7797BA6AC00010000010A
 20180608.103217 D 21168 CertVerifier issueDate: 2015-06-04T17:42:45+00:00
 20180608.103217 D 21168 CertVerifier expirationDate: 2016-09-04T17:42:45+00:00
 20180608.103217 D 21168 CertVerifier Got the Opus Info.
 20180608.103217 D 21168 CertVerifier description: mscorwks.dll
 20180608.103217 D 21168 CertVerifier description URL: <http://microsoft.com> (<http://microsoft.com>)

Log in

This section found a Microsoft file that was signed and returned information on it.

20180608.103217 D 21168 RequestProcessor Begin Session started...
 20180608.103217 I 21168 RequestProcessor OS: Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601),
 64-bit
 20180608.103217 I 21168 RequestProcessor Current Process is elevated
 20180608.103217 I 21168 RequestProcessor Current User is in AdminGroup
 20180608.103217 I 21168 RequestProcessor Current Process is ran as Admin
 20180608.103217 I 21168 RequestProcessor Current Process Integrity Level : 3000

This section is showing that BeginSession was called and at this point the process is running in an elevated mode and as an Admin. If you are having troubles connecting, this can sometimes indicate the app is running with her privileges than QuickBooks. Normally the Integrity Level should be at 2000 and the process not elevated.

If you see this, look at the Windows permissions and make sure you are not running with Run As Administrator or with Compatibility mode enabled.

20180608.103217 V 21168 RequestProcessor Checking for CoLocatorClient::SmartGetQuickBooks
 20180608.103217 V 21168 RequestProcessor Not in-proc request.
 20180608.103221 D 21168 RequestProcessor File info: "C:\Users\Public\Documents\Intuit\QuickBooks\Sample
 Company Files\QuickBooks Enterprise Solutions 18.0\sample_service-based business.qbw", v28.0R5 (2806), bel, bel_stratum

This is going to give you the full path of the QuickBooks company file running, what year and release and what version.

20180608.103221 D 21168 RequestProcessor Getting an instance of pRunningInfo for matching Major Version
 20180608.103221 D 21168 RequestProcessor Getting an instance of pRunningInfo using pRunningInstanceFinder
 20180608.103221 D 21168 RequestProcessor QuickBooks is not running..
 20180608.103221 D 21168 RequestProcessor Starting QuickBooks (launch): Install info: v28.0R5 (2806), bel,
 bel_stratum
 20180608.103221 D 21168 RequestProcessor Performing QB Launch Retries
 20180608.103221 D 21168 RequestProcessor Check QB process ID before calling instance finder to find it.
 20180608.103221 V 21168 RequestProcessor QBW32.exe Proc Id: 0
 20180608.103221 D 21168 RequestProcessor QuickBooks is not running.!
 20180608.103221 V 21168 RequestProcessor QBW32.exe Proc Id -> 0
 20180608.103221 I 21168 RequestProcessor Quickbooks is not running currently

This shows that QuickBooks is not currently running.

20180608.103221 I 21168 RequestProcessor Launch a new instance of Quickbooks

QuickBooks is launching now.

20180608.103224 I 21168 RequestProcessor Getting the IUnknown COM instance of QB
 20180608.103224 D 21168 RequestProcessor Obtained the IUnknown COM instance of QB without an exception
 20180608.103224 D 15848 UI Subscription:Update Checking for updates

20180608.103224 D 15848 UI Subscription:Update Last Subscriptions update: 2018-06-04 13:02:46
 developer.intuit.com/hub/blog) UI Sub (https://help.developer.intuit.com/last-
 20180608.103224 I 15848 UI Subscription:Update No subscription updates detected
 (https://developer.intuit.com) More
 20180608.103225 D 21168 RequestProcessor QuickBooks launch succeeded.
 20180608.103225 V 21168 RequestProcessor Check for Verify Certificate
 20180608.103225 V 21168 RequestProcessor Invoking Verify Certificate
 20180608.103225 V 21168 RequestProcessor Verify Certificate Invoked
 20180608.103225 V 21168 RequestProcessor Invoking CompanyFilesOpen
 20180608.103225 V 21168 RequestProcessor Invoked CompanyFilesOpen
 20180608.103225 D 21168 RequestProcessor get_CompanyFilesOpen call successful
 20180608.103225 V 21168 RequestProcessor Check for IsOpen
 20180608.103225 V 21168 RequestProcessor Opening file..
 20180608.103225 I 21168 RequestProcessor Opening the file in the DoNotCare mode.



[Log in](#)

The company file has been opened in the DoNotCare mode. This would be where you would see if Single or Multi-user mode had been specified.

20180608.103225 D 21168 RequestProcessor Attempt getting the Request Processor interface
 20180608.103225 D 21168 RequestProcessor Got query interface pointer till pReqProc2
 20180608.103225 D 21168 RequestProcessor Got query interface pointer till pReqProc3
 20180608.103225 D 21168 RequestProcessor Got query interface pointer till pReqProc4
 20180608.103225 D 21168 RequestProcessor Got query interface pointer till pReqProc5
 20180608.103225 D 21168 RequestProcessor Calling raw_SDKOpenFile4

 20180608.103235 V 15848 EventCapturer initializing company file path.
 20180608.103235 D 15848 EventSub:Load App="QBSDK Event and UI Sample" (type=data)
 20180608.103235 V 15848 EventSub:Load Callback: {70DC83AB-2EC1-478F-9204-C37485AD8E3C}
 20180608.103235 V 15848 EventSub:Load MachineID: {60907A43-F82D-4458-957F-EBC6FB3092CB}
 20180608.103235 V 15848 EventSub:Load IsRecoverable: Yes
 20180608.103235 V 15848 EventSub:Load 0 list events
 20180608.103235 V 15848 EventSub:Load 2 transaction events
 20180608.103235 D 15848 EventSub:Load 1 subscriptions loaded for 1 apps.
 20180608.103235 D 15848 EventSub:Synch Last subscription update: 2018-06-04 13:02:46
 20180608.103235 D 15848 EventSub:Synch Last data file update: 2018-06-04 13:02:46
 20180608.103235 D 15848 EventSub:Synch No subscription updates detected
 20180608.103235 D 15848 COMEventHandler Create IQBEventCallback
 20180608.103235 D 15848 COMEventHandler Error creating callback for ProSeries
 20180608.103235 D 15848 COMEventHandler Error Message: class not registered

This section is showing if there are any events or event subscriptions registered for the company file.

20180608.103236 D 21168 RequestProcessor Successfully opened the data file:
 C:\Users\Public\Documents\Intuit\QuickBooks\Sample Company Files\QuickBooks Enterprise Solutions 18.0\sample_service-based business.qbw

Shows what QuickBooks company file is opened again.

20180608.103237 D 21168 RequestProcessor COM access to QuickBooks starting ...
 20180608.103237 I 15848 QBSDKProcessRequest Application named 'SDKDiag' starting requests (process 21168).

 20180608.103237 V 15848 QBSDKProcessRequest
 =====
 20180608.103237 V 15848 QBSDKProcessRequest Begin dumping request data received from client

20180608.103237 V 15848 QBSDKProcessRequest
developer.intuit.com/hub/blog === [Help \(https://help.developer.intuit.com/s/\)](https://help.developer.intuit.com/s/) [More \(https://developer.intuit.com\)](https://developer.intuit.com) [Log in](#)
 20180608.103237 V 15848 QBSDKProcessRequest <?xml version="1.0"?><?qbxml version="13.0"?><QBXML>
 <QBXMLMsgsRq onError="stopOnError"><HostQueryRq requestID="0" /></QBXMLMsgsRq></QBXML>
 20180608.103237 V 15848 QBSDKProcessRequest

```
=====
20180608.103237 V 15848 QBSDKProcessRequest End dumping of request data received from client
20180608.103237 V 15848 QBSDKProcessRequest
=====
```

If you have DumpDataRequest set to true, you are going to see the QBXML request being submitted. You should be able to take this request and submit it using the SDKTestPlus3 program and see the exact same output your application is seeing. We don't record the response here, but you will see the request.

```
20180608.103237 D 15848 MacroManager::DumpMacroMap Map contains no entries
20180608.103237 V 15848 XercesSAXParseManager Using Xerces-c parser, version 2_5_0
20180608.103237 V 15848 XMLDtdMapper TransformProcessingInstruction using DOCTYPE: <!DOCTYPE QBXML
PUBLIC "-//INTUIT//DTD QBXML QBD 13.0//EN' 'http://developer.intuit.com'>(http://developer.intuit.com');
20180608.103237 V 15848 XercesSAXEntityResolver Resolving public ID: "-//INTUIT//DTD QBXML QBD 13.0//EN
20180608.103237 V 15848 XercesSAXEntityResolver qbxmlops130.dtd
20180608.103237 V 15848 ParseManager Getting SDKResource: qbxmlops130.dtd
20180608.103237 V 15848 XercesSAXEntityResolver Resolving Public Entity took 0.0110 seconds
20180608.103237 V 15848 XercesSAXEntityResolver Resolving system ID: qbxml130.dtd
20180608.103237 V 15848 ParseManager Getting SDKResource: qbxml130.dtd
20180608.103237 V 15848 XercesSAXEntityResolver Resolving System Entity took 0.0070 seconds
20180608.103237 V 15848 XercesSAXEntityResolver Resolving system ID: qbxmlso130.dtd
20180608.103237 V 15848 ParseManager Getting SDKResource: qbxmlso130.dtd
20180608.103237 V 15848 XercesSAXEntityResolver Resolving System Entity took 0.0000 seconds
20180608.103237 V 15848 SAXParseMediator EndElement: empty aggregate: name and currentTag are the same:
HostQueryRq
20180608.103237 D 15848 QBXMLMsgs HostQueryRq
20180608.103237 I 15848 SpecVersion Current version of qbXML in use: 13.0
20180608.103237 D 15848 MsgSetHandler Parsing took 0.1660 seconds
```

Besides looking at the QBXML request, you can also see what version of the QBXML is being used to process the request along with what request is being called.

```
20180608.103237 I 15848 QBSDKMsgSetHandler QUERY: Host
20180608.103237 I 15848 QBSDKMsgSetHandler Request 0 completed successfully.
20180608.103237 D 15848 QBSDKMsgSetHandler There was 1 request processed.
20180608.103237 D 15848 MsgSetHandler Executing Requests took 0.009 seconds
20180608.103237 D 15848 MsgSetHandler Creating Response took 0.000 seconds
20180608.103237 D 15848 MsgSetHandler Response is 1504 characters long
20180608.103237 D 15848 MsgSetHandler Writing Response took 0.001 seconds
20180608.103237 D 15848 MacroManager::DumpMacroMap Map contains no entries
20180608.103237 I 15848 MsgSetHandler Finished.
```

This section shows that Host Query was called and 1 request was processed in it. You can see the time it took for each section and finally you can see the response file size. For estimating the response file size, you can take the number of characters and just say that is bytes instead. So in this case you are looking at a 1.5K file. Like I said, this is just estimating but is usually a good indication of size. When this starts hitting in the 500K lines, you should look at the request to see what you are doing and to see if it can be broken up in to smaller pieces.

20180608.103237 I 15848 QBSDKProcessRequest Application named 'SDKDiag' finishing requests (process 21168), ret
 elope.intuit.com/hub/blog) Help (https://help.developer.intuit.com/s/) More
 (https://developer.intuit.com) RequestProcessor Finished processing requests, no errors.
 20180608.103237 D 21168 RequestProcessor Processing requests took 0.229 seconds.
 20180608.103237 D 21168 RequestProcessor During this session processed 1 request.
 20180608.103238 D 21168 RequestProcessor Detaching SDK client from QB
 20180608.103238 D 21168 RequestProcessor End Session finished OK.
 20180608.103238 I 21168 RequestProcessor Connection closed by app named 'SDKDiag'
 20180608.103238 I 21168 RequestProcessor ===== Ended Connection =====

The final section shows how long the whole process took and the the session was ended and the connection closed.

Now this is not everything, but just a small subset of the log.

Here are some small sections that come up some times.

20180515.140957 E 18240 CustomerStorage::BuildTheRetObject This feature is not enabled or not available in this
 version of QuickBooks. HRESULT=0x80040527
 20180515.140957 D 18240 CustomerStorage::BuildTheRetObject MultiCurrency Feature not enabled
 HRESULT=0x80040527

Without verbose logging, you would just see the first line that a feature is not enabled. It is only once you enable verbose
 logging, that you see that MultiCurrency is not enabled. These lines are really just warnings in this case and not errors.

20180515.113627 E 15952 JournalEntryStorage::AddJournalDebitLine Did not find entity "Baker, Chris". QuickBooks
 error message: Invalid argument. The specified record does not exist in the list. HRESULT=0x8004052c
 20180515.113627 I 15952 QBSDKMsgSetHandler Request failed.

In this case "Baker, Chris" was specified in the request but that entity was not found. So you received an Invalid argument and
 the request failed.

20180510.163636 I 10668 QBSDKMsgSetHandler MODIFY: Invoice
 20180510.163636 E 10668 InvoiceStorage::DoModify Failed to save Invoice QuickBooks error message: The
 Transaction Sales Tax field cannot be left blank, even for non-taxable customers and sales which have no taxable items, so non-
 taxable sales will be correct for this district. HRESULT=0x8004100f
 20180510.163636 I 10668 QBSDKMsgSetHandler Request 0 failed.

Here is another error where a required field was missing.

If the response does not give you enough information about what is wrong, enabling verbose logging will give you more
 details about what the error really means.

Hopefully, this short, but long explanation will help reading verbose QBXML log files.

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 (/s/topic/0TOG0000000kF9IOAU/...

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