

ShopSite Knowledgebase

ShopSite Order Transfer for QuickBooks: after approximately mid-October 2014, may receive 'handshake failure' error when attempting to download orders

Product: Order Transfer

Version: 3.0.8 and earlier

Platform: Windows desktop OS I use ShopSite Order Transfer for QuickBooks to import orders from my ShopSite store into sales transactions in my QuickBooks company file. Recently the download ability stopped working and I get an error similar to "Error:14094410:SSL routines:SSL3_READ_BYTES:sslv3 alert handshake failure". Why is this happening, and what can I do?

Recently researchers at Google discovered a security flaw (nicknamed POODLE) with a widely used SSL security protocol called SSL3. Because of this, many hosting providers have been disabling the SSL3 protocol on their web servers. Order Transfer 3.0.8 and earlier use SSL3 by default for secure connections to download orders, so once the host has disabled this protocol on your hosting server Order Transfer can no longer download orders over the secure connection. A new maintenance release of Order Transfer 3 with the version of 3.0.10 is now available. If you have Order Transfer 3, please email ordertransfer@shopsite.com with your company name and (if available) your purchase info for Order Transfer, and once we have verified your purchase we will send a link to download the install exe for this maintenance release. Once you have downloaded the install file via this link (we also recommend you make a backup of this file on separate media such as a CD or thumb drive in case you need it in the future for a re-install on new computers, etc), run it on the computer with Order Transfer 3 installed and choose the Repair option, which will update the Order Transfer 3 files to the newer version that will connect with the TLS1 protocol instead of SSL3. If you are experiencing this error with Order Transfer 2 you will need to upgrade to Order Transfer 3 to resolve this problem. See http://www.shopsite.com/qborder_transfer.html for pricing and order links. Note that Order Transfer 3 requires Windows Vista or newer. A workaround for this issue is to manually download the orders from ShopSite in XML format and in Order Transfer import from this XML file rather than using the direct internet connection method.

<https://support.shopsite.com/KBase/questions/2560/>