ShopSite Knowledgebase

QuickBooks crashes when importing QuickBooks file exported by ShopSite

Product: SC Manager and Pro
Version: 6.0 initial release
OS: SPARC, Linux, BSDi
When I export the ShopSite Orders in QuickBooks format and try to imprort it into QuickBooks, QuickBooks either crashes and/or gives and Illegal Operation error. Why is this happening?
Solution ID: S05439
This is due to a limitation in QuickBooks. It has a problem importing records where the product name is more than 31 characters long.
A maintenance release, v6.0.0.1, was released to fix this and other issues. Basically, in this version ShopSite will cut off product names after the 31st character in order to work around this QuickBooks problem.
If you are not using this version or greater, please ask your ShopSite reseller to upgrade your version to resolve this issue.
If you are using ShopSite v6 on FreeBSD or IRIX you do not need this patch.

https://support.shopsite.com/KBase/questions/2118/