Here is your fastest, easiest and most complete list of QuickBooks Errors and the procedures you can use to quickly fix many of them. Please click on the links below or ^F search this page for what you need. Note that Rebuild is more fully explained under the File repair procedures link.

- **Diagnostic procedures (disable Dr. Watson)**
- **Error codes**
- **File repair procedures (& upgrades)**
- **Opening damaged files**
- **Your comments & questions**

Diagnostic procedures (disable Dr.Watson):

Dr.Watson can be a useful part of Windows. It also can prevent you from seeing QB error messages. To disable it click Start | Run | Regedit | OK. Then browse to or search to HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\AeDebug.
Export the AeDebug Key and then delete it from the registry. Reboot and Dr. Watson is no longer be loaded when Windows starts. However, you may not get Windows error messages once you do this (so consider doing it only temporarily).

Error Codes:

Most QB error messages say Fatal or Unexpected Error and things like: V7.0D R3P M=1153, L=133, C=43, V=28 (FFFFFFF4). Many codes are useful only to but computer programmers. They put codes and related tests in programs to stop program crashes and to make it easy to correct crash problems. Thanks to good programmers, effective quality control and the extensive beta (pre-release) tests people like us (http://www.blocktax.com/cpa-about.htm) do to repeatedly win national Intuit prizes (http://www.blocktax.com/DEC281998.htm), QB has few bugs in QB. Most errors relate to problems with your data or system, which you can fix once you understand some of this:

V=7.0D	This is the QB99 version of your QB program.
R=R3P	This is the maintenance Release number of your QB program. During a version's life span, several updates may be released. The various releases available and the problems that they fix are listed in the QB site, http://www.quickbooks.com. If you are having problems with QB check that you are using the most current release, and if not, download it. That may fix most problems.
M=1153	Program module number.
L=133	Program line number.
C=43	This is an error code number. More are listed below. If you get repeated error codes back up or copy your file and confirm that your back up is complete. After restoring the backup, click Verify Data and Rebuild Data.
V=28	(FFFFFFF4). Some debugging value, often in hex, that a programmer thought might be useful.

C = Errors:

1	For example, M=1028, L=1743, C=1,V=0 [0], in QuickBooks V5.0/R4, after a backup and restore to a new system. This may involve non-standard video settings. Check to make sure you are in a standard set (e.g. 640x480 or 800x600) and 256 colors. It also may involve custom invoice form that must be copied in addition to the data file.
3	According to one report, this means the program is unable to open a Quicken file on a Mac. This should happen only on Mac versions. Free up HD space. Reopen and close the file using Quicken for the Mac. Then try again. However, a second source says this relates to QB having a full or nearly full hard drive.
9	Unable to read from an auxiliary file at the OS file system level. Copy the data file to another disk or drive. Possible damaged disk.
10	Unable to write to an auxiliary file at the OS file system level. Should only happen during backup/restore, export, mail merge or other operation, which write to a data file. Free up hard disk space and try again. Possible damaged disk.
19	Unable to delete a transaction, because it is incomplete (probably data error). Happens during Condense Data. In later versions, rebuild the data file.
21	QB is trying to close a data file while the program thinks it is in the middle of recording a transaction, but probably isn't. Check to see that the last data you recorded is still in the file. Get the latest release of QB for your version. Moving data, reinstalling, and rebuilding have no effect on this.
32	Also Error -35. The file was used in a newer version of QB and cannot be used in an older one. Each new version (and some Releases) of QB has an updated data structure. QB files can't be used after conversion in a new version of the program. (Not used since version 4.0).
38	Unknown, but related to backup, as in V7.0D R1 (M=1352 L=968 C=38 V=30 (FFFFFFE2)
43	Error reading a transaction or memorized transaction. This can be caused when QB is trying to navigate a report or report-like data, or by data damage. If restarting QB and repeating the action causes the error again, it is probably damaged data. Then rebuild. C=43 also occurs when printing 1099 and W2 forms (V6.OD R1 [M=1477, L5203, C=43, V=2(2)). If the font looks like Russian letters it often relates to losing the OCR-A font is by installing TurboTax (also from Intuit). You must delete all OCR-A fonts and reinstall QB.
44	Error writing a transaction. Possible data damage or out of memory. Restart Windows and try again. If error persists, Rebuild.
47	Trying to remove a transaction from a report or report like feature. Trying to locate a transaction that has been modified, but could not find it. Harmless. Close all windows and continue. If this does not work, try Verify and Rebuild.
51	Appeared in QB 3.0 and was described as a benign error (keep going) or: exit QB, exit Windows, and start again; verify in release 7 or later; or Rebuild data.

53	Some entry in a list should be deleted, but for some reason was not deleted. Rebuild data may be tried, but don't expect much. If it does not work, Restore last backup. If you get this on a regular basis, it may be time to upgrade to a new version.
55, 64	The network temporarily went down. It then probably came back before it was noticed, except for QB, which cannot handle that.
88	Error writing to the QB file on the QB file level. Rebuild. If the problem persists, try to free memory and try again.
147	Benign error (keep working).
184	Unexpected Error - February report days mismatch (28 & 29)
210	Appears in files with Error C=53 (also Error 210, -210)
212	File has been used in later version. Comment at C=32.
224	QB tried to read an invalid split line for a transaction or memorized transaction. The data file may be damaged or QB may be confused. Delete the first split transaction error, in the qbwinlog file.
225, 260, 265	Try Rebuild. You will probably have to call the QB Support Network.
304	QB could not create an image (.qbi) file, due to lack of disk space or network limitations. QB creates this file, when a company file is opened, and deletes it when the file is closed.
315	Assertion failed miscellaneous error. The program should not be here and is not sure what to do. It is used lots of places so it is hard to say how badly it is or what is the root cause. If you get it in list activities or reports, it indicates a list problem. Try to Re-sort the list. It also can be low memory or conflicts with other programs. Shut down other programs & see if problems disappear. This error appears in older versions of QB and Windows.
339	Memory is too full to send any other message. See C=47.

Other errors:

80004003	This is a Windows error number. It means Invalid Pointer. In QB2000, it related to an error when clicking an icon in the opening splash screen. All 8xxxxxxx numbers are Windows error codes (in hex).
Balance sheet out of balance	This is always due to data corruption. See the above File recovery procedures.
Balance sheet net income not equal to Profit & Loss net	If the balance sheet alone is in balance then one statement is on the Cash Basis and the other is on the Accrual Basis. Modify or Customize memorized reports, depending on the version of QB. Also Edit (File)	Preferences	Reports	Cash (or Accrual) to set the default Preference for future reports.

Chart of Accounts delete error	See list item delete error below.
Cursor, letters in title bar yellow, faint, hard to see	Some say the Windows color definitions change. Due to WordPerfect 6. Apparently fixed in WordPerfect 7. The solution is to exit and re-start Windows without using WordPerfect or to use WordPerfect 7.
Data from a newer version of QB, cannot be used	This big problem is easy to fix. Each QB (QB 4, 5, 6, 99, 2000, 2001...) upgrades the data file so you cannot use it with the older version of the program. All you need is the new QB version. Two users, who think they have the same version of QB, can get very confused by this message. That is because free Releases may update formats within a version. For example, QB6 R3, QB99 R3 and QB2001 R2 upgraded file formats. Intuit now knows that this causes problems for CPAs and other QB Professional Advisors, who deal with many QB versions, releases and clients. However, they had to do this due to a QB2001 bug.
Erroneous credits in A/R Aging report	See Unexplained Errors below.
Illegal operation	For example: "This program has performed an illegal operation and will be shut down. Details: QBW caused a general protection fault in QBWPR.DLL." The Windows, Closeall, File, Utilities, Rebuild procedure may help. However, you also may get more information if you disable Dr.Watson (see top of this page). You also might uninstall and reinstall QB.
Invalid page fault	For example, "QBW32 caused an invalid page fault in module QBTXN32.DLL at 017f:0042f188." See above.
List Item delete error	The error says something like, "This account is associated with an item. It cannot be deleted." This applies to Items, Customers, Vendors, Employees, Payroll Items and the Chart of Accounts. You cannot delete such items if referenced by transactions or other items. For example, you cannot delete an account that is referenced by an Item or Payroll Item, even if no transactions reference it. You can only delete or change such items (accounts, etc.) after removing all references to them.
OL-2XX	These errors relate to remote network/server problems (despite saying contact Intuit). QB2000 correctly says contact Financial Institution. The key is how often they occur. It may be a transient problem (delays in the Internet between you and your bank or a problem with the bank server). Try again, preferably at a "less busy" time. QB2000 OL-206 says, "try again later. If it still fails, contact the financial institution.
Other program busy	For example, "This action cannot be completed because the other program is busy. Choose 'Switch to' to activate the busy program and correct the problem. Doing so may result in this error message, "QBDagent.exe, MrtInitialize failed - 7." Clicking OK makes this go away for the moment. It relates to QB Marimba automatic background download capability, criticized as an invasion of privacy. Remove QBDagent from the Windows startup menu. Turn off automatic downloads in QB.
Printer not printing	Make sure your printer works with Start	Settings	Printers	right click on your printer	Properties, Print Test Page (lower right). Then check the printer spool setting. If this fails try to get a new printer driver from Windows or from many sites

	on the Internet. If you still have problems check the File | Print Setup and Print Forms settings in QB.
Spool32	This may occur when printing. Some one suggested typing Ctrl -1 in QB to get version and miscellaneous information. However, it probably relates to a printer not being properly set up.
Unexplained Errors	Many unexplained errors relate to corrupt data, which you (or we) can usually fix. See **File repair procedures** and **Your comments & questions** below.

File repair procedures:

If your balance sheet is out of balance or QB ends with an error message you have a damaged QB file. You can easily repair some damage.

Enter Windows, Closeall, File, Utilities and Rebuild. That usually solves the problem. If you discover problems right after upgrading, STOP. Go back, rebuild, and repair the file in the earlier version as much as you can. Later versions may fix problems that earlier versions cannot fix, but they also may make them worse. Upgrades rarely work if there are any errors and you may soon be unable to open a file with errors if you keep using a damaged file,

If the problem is not fixed then delete QBWINLOG in the QB program folder. It that reports errors then delete the QBWINLOG file in the QB program folder. If the backup required by Rebuild causes a fatal error copy the data with Explorer after closing QB. Then run Rebuild while holding down the control key. This does the Rebuild without backup. PLEASE DO NOT DO THIS WITHOUT FIRST MAKING A COPY (OR TWO) OF YOUR QB FILE.

After the Rebuild, check the new QBWINLOG with WordPad to see if there are errors like these:

=====================* BEGIN REBUILD LOG *=====================

Rebuilding data, file name: J:\My Documents\Quickbooks\Boat.QBW
Tue Mar 06 12:46:41 2001

Error: Verify Account list. Duplicate name encountered. Name: Accounts
Payable Records 70 (4) and 136 (5).
  To fix, edit this element in the list and change its name.
Error: Verify Account list. Duplicate name encountered. Name: Accounts
Receivable Records 74 (7) and 137 (8).
  To fix, edit this element in the list and change its name.
Error: Verify Account list. Duplicate name encountered. Name: Payroll
Expenses Records 68 (86) and 1 (87).
  To fix, edit this element in the list and change its name.
Verify TARGET: Major not followed by minor. Rcrd = 105917.
   Type: paycheck   txn#: 08905 date: 01/26/2001   doc#: 102982
   Distrib accnt: Uncategorized Expenses $: -197.68

=====================* END REBUILD LOG *=====================

The above messages indicates chart of accounts duplicates. Go to the chart. Make sure Show All is checked if you have inactive accounts. Then edit one account and change its name.

The next error line is in accounts receivable. Change one duplicate to something like 1 and save it. Then edit it again, giving it the same name as the other accounts receivable. When it asks you if you want to merge them, say yes. Do the same with the others. If you don't mind having two A/R, A/P and Payroll Expenses, just name them something slightly different and do not bother to merge

If any entries are bad use the Audit Trail or Find to find THE FIRST bad entry. Write down its details before you delete it, so you can enter it later. Deleting one entry may let QB Rebuild fix many entries, so only delete the first bad entry. Deleting several entries at once may make things worse by deleting later undamaged entries. Try to repeat this procedure until there are no errors.

If you have a payroll error in a recent version of QB chose Run Payroll Checkup in the Employees menu. On the Payroll Data Review page of the Payroll Setup, click Continue. QB first summarizes actual and possible problems with your employee
 setup and your payroll item setup. When it does wage and tax verification, QB displays a progress bar, indicating it is scanning your payroll data. When scanning is complete, results appear on the Wage and Tax Verification Results page.

If you are having problems, you should almost never delete list items, as opposed to transactions. They very rarely contain errors & you may need them for hidden QB audit trail and other transactions. Yes, I know QB should not let you delete a list item used or referenced elsewhere in QB, but I know many cases where QB let itself to get corrupted this way.

 If this does not work, either start a new file or pay Intuit to see if they can repair it. Once the Intuit Developer version helps create many more QB Add-ons in 2002 we should be able to do more about repairing and condensing QB files.

You can only upgrade an error free file. You should know what version AND release you have. Hit Windows, Closeall, and Ctrl 1 and look right near the top of the window. The current (February 26, 2001) QB2001 Release, R2P, is not file compatible with the R1P version initially sold. This also applies to QB6 R3 and QB99 R3. They are not file compatible with QB6 R2 and QB99 R2. Of course, QB5, 6, 99, 2000 and 2001 are incompatible with older versions. You can go up, not down.

You also can import from Quicken, but not export to it. You must give later versions or releases that are not file format compatible permission to upgrade the format (say YES or OK). They make you make a backup in the old format. The QB2001 R2 format had to be changed to fix a bug, as Intuit knows such changes cause problems when clients and accountants cannot read each other's files. This made QB2001 R1P unable to read R2P and later files. You also can Restore a Backup copy of the file, like the one you had to make when you upgraded, provided it is not damaged.

You cannot get around file problems by exporting QB to Access. It is relatively easy to use http://datablox.com/ to do so. The problem is a scrambled QB files would probably provide a scrambled Access file and you can fully get Access back into QB. You also may use my website link to go NetLedger. Once there you can pretend to be a trial prospect and import your QB file into NL. If they cannot read it, after human intervention, you are unlikely to be able to fix it.

If these instructions are too complex, you can contact us (http://www.blocktax.com/map.htm) for fast inexpensive help. If we cannot help, your last chance is a QB Data Services specialist at (888) 320-7276 weekdays from 5 A.M. to 3 P.M. Pacific time. They have a non-refundable $75 minimum analysis fee for data recovery plus:

Standard Data Recovery	$250	10 business days
Express Data Recovery	$750	2 business days

Opening damaged files:

Hold down the CTRL key while double-clicking the QB icon. Keep holding it down until the program is completely open. This opens the program without opening the bad file. Then open the sample.qbw company in the QB program folder or some other working QB file. Switch to single-user mode if necessary.

In QB99 and earlier, enter File, Preferences (In QB2001 enter Edit, Preferences). Then enter General Preferences, My Preferences and then Don't Save Desktop. Then click OK. Next, in the Reminders preference on the left, enter My Preferences and clear the check Show Reminders List when opening. Then click OK.

Then click File, Close Company and Open Company. Click your company file once. Hold down the ALT key and click OK. With a password, release the ALT, enter the password and then hold down ALT again before clicking OK. This opens the company
so you can run Verify or Rebuild or delete a transaction. If even this will not let you delete a transaction, as opposed to a list item, only the QB file recovery service can help.

Password Recovery:

Intuit charges $65 to $150 for this, depending on how fast you need it, from http://www.quickbooks.com/support/programs/password_removal.html. We do it for $20, but for $39.95, you can avoid the password with Qpass from our QuickBooks-Add-Ons.

Your comments and questions:

We are always looking for new QB error recovery procedures and codes. If you did not find your answer you can post to news: biz.comp.accounting, which Mike Block may moderate until he finds a new volunteer. If these instructions are too complex or do not solve your problem (or if you have corrections or suggestions), PLEASE contact us (http://www.blocktax.com/map.htm) for fast inexpensive help.