

QuickBooks Error Opening File

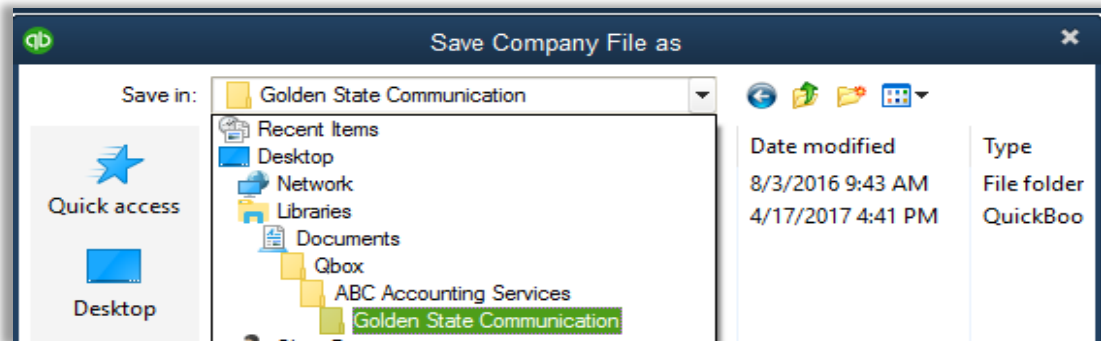
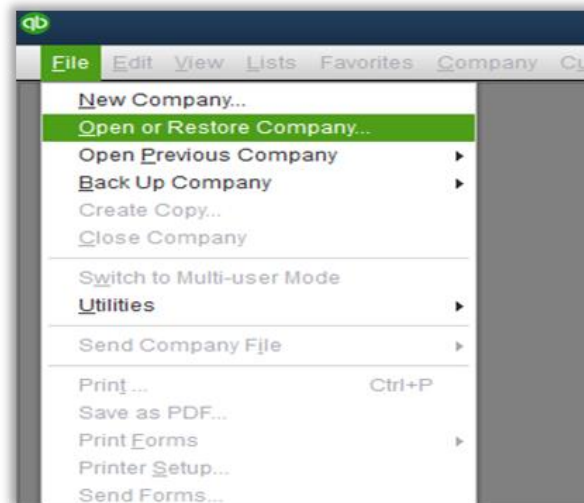
Qbox will not cause a QuickBooks error. You can look up the error and the solution at the Intuit support website. For your convenience, we have listed some of the more common QuickBooks errors and a quick way to fix them:

QuickBooks error code: 8007xxxxx

One of the following should resolve this error:

Make sure that you have the most recent QuickBooks updates released by Intuit. Usually QuickBooks will remind you to install these updates when it starts. If there is an error installing updates, try starting the QuickBooks application by right clicking on the QuickBooks shortcut and selecting the 'Run as administrator' option.

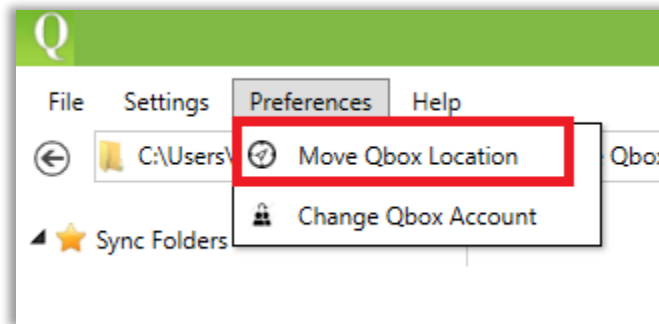
Start QuickBooks application, go to the 'File' menu, 'Open Company', navigate to the Qbox Sync folder and open the file. You should get a prompt for lock even when you open the file from QuickBooks. This needs to be done once, going forward you can continue to open the file from Qbox Explorer.



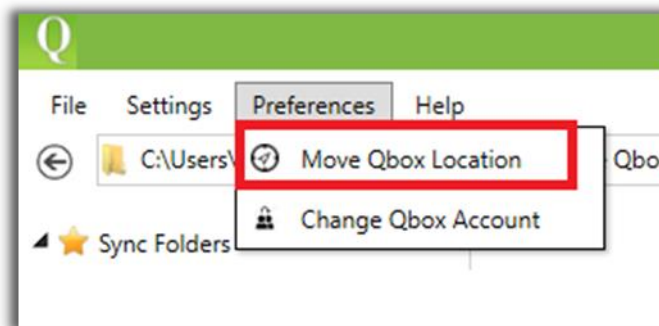
You may also get this error if the Company file has been upgraded to a later version (year) of QuickBooks and you are trying to open it in an earlier version. In this case, you will need to get the same QuickBooks version (year) to work on the file.

QuickBooks error code: 6xxx, XX

This error may occur if the Company file is located on a network drive. To confirm, copy the Company file to a different location and open it in QuickBooks. If it opens without error, you can relocate Qbox folders to this location by selecting 'Preferences' on the Qbox Explorer, and 'Move Qbox location'.



If you have Windows running on a Mac with virtualization software like Parallels, VM Ware, etc. you may get this error if the Qbox folder is located on a virtual drive. Try relocating the Qbox folder to the C: drive (usually C:/Users/user name/My Documents) to see if it resolves the issue. To relocate the folder, go to 'Preferences' on the Qbox Explorer and select 'Move Qbox location' option. Qbox will restart and ask you to select a new location. Once selected, it will sync all the folders and files to the selected location.



QuickBooks stops working while trying to open a file

This may be because QuickBooks access to the Company file is not reliable. The issue could be due to unreliable network, network drive, or Windows running on a virtual environment. You can try relocating the Qbox folders by selecting 'Preferences' on the Qbox Explorer, and 'Move Qbox location' to resolve the issue.