

Windows Administration - Bug #39

QuickBooks Freezes and Will Not Load

01/16/2013 11:18 AM - Daniel Curtis

Status:	Closed	Start date:	01/16/2013
Priority:	Immediate	Due date:	
Assignee:	Daniel Curtis	% Done:	100%
Category:	QuickBooks	Estimated time:	8.00 hours
Target version:	Windows 7	Spent time:	0.00 hour

Description

QuickBooks fails to load and freezes loading company file. The symptoms include QuickBooks database manager service is not running, as well as QuickBooks launching but failing to correctly load the company file proper. This bug is acknowledged by Intuit and affects any QuickBooks 2012 version updating to the R8 cycle, and is yet to be fixed by Intuit developers.

The fix was not an easy one as Intuit suggest a full uninstall, removing ALL artifacts and registry values pertaining to QuickBooks, and reinstalling from scratch, and importing backed up company files. The steps I used to correct the problem are as followed:

1. Repair QuickBooks from [Start Menu -> Control Panel -> Programs and Features]
2. Repair Microsoft .NET 3.5 and .NET 4 extended from [Start Menu -> Control Panel -> Programs and Features]
3. Tested Company file connectivity with QuickBooks Network Diagnostic Tool.
4. Renamed the QBWUSER.INI file in C:\Users\username\AppData\Local\Intuit\QuickBooks 2012
5. Repair the QuickBooks .dll and .ocx shared libraries by running reboot.bat from the folder where QuickBooks was installed, i.e. C:\Program Files\Intuit.
6. Loaded QuickBooks without autoloading Company file by holding Control while loading QuickBooks
7. Verified Company file (for each company file), done by [File -> Utilities -> Verify Data]
8. Rebuild Company file (for each company file), done by [File -> Utilities -> Rebuild Data]

The symptoms stopped right after I repaired the .dll and .ocx files and Verified and Rebuild the Company file data. I will continue to monitor the for anymore symptoms.

Accessing QuickBooks Developer Logfiles

I have also managed to learn where the QuickBooks log files are kept, open QuickBooks, then F2, then F3, this brings your to a developer menu. This was essential to finding the source of the bug, and I am relieved I did not have to do a full reinstall. I apologize for the inconvenience.

UPDATE: I had to do a full reinstallation of QuickBooks, however this was done after the ALThpl-2 crash and was migrated over to Windows 7.

Useful Links:

- <http://support.quickbooks.intuit.com/support/Articles/SLN40510> (Intuit Support for freezing Company files)
- <http://support.quickbooks.intuit.com/Support/Articles/SLN42911> (Intuit support for Company file not opening)
- <http://support.quickbooks.intuit.com/support/networking/nettool.aspx> (Intuit Network Diagnostic Tool)

History

#1 - 01/16/2013 11:21 AM - Daniel Curtis

- Private changed from No to Yes

#2 - 01/07/2016 04:16 PM - Daniel Curtis

- Project changed from GNet Solutions to Windows Administration

- Category set to QuickBooks

- Target version set to Windows 7

- Private changed from Yes to No

Files

Nettool.exe	1.69 MB	01/16/2013	Daniel Curtis
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