Stellar Repair for QuickBooks® Software

User Guide

1. General Information

1.1. About Stellar Repair for QuickBooks® Software

QuickBooks® is an accounting software used by business organizations for business write-up, financial reporting, and book-keeping. 'QuickBooks®' stores company information and data in 'QBW' files. This file contains all the information about company, customers, vendors and employees. If this file gets corrupted, the company will incur huge financial loss and its reputation will be at stake. Therefore, successful recovery of 'QuickBooks®' file is an issue of high importance as future of the company is dependent on data contained in it.

Stellar Repair for QuickBooks® Software is a software that recovers damaged and corrupt QuickBooks® files (.QBW files). The software efficiently recovers almost every bit of information in the damaged file. It has the ability to perform whole drive scan to search all the 'QuickBook®' files, does not modify old files and gives summary of data items present in the corrupt file.

Key Features

- Repairs almost every bit of data of corrupt .QBW file of any size or extent of corruption.

- Provides option to browse and select a corrupt (*.QBW) file from desired location OR search the corrupt file, if you do not know the location.

- Provides a preview of all recoverable items before starting the actual repair process.

- Provides an advanced option to recover data from the backup file of QuickBooks® software (.QBB file).

- Supports preview of the following components from the corrupt files:

  o Company information (Company name, Address, Phone number, fiscal year, e-mail, website, legal address, city, country, etc.).

  o Chart of Accounts (Account name, Account Type, Description and Balance).

  o Items and Services (Item name, Item type, Description and Price).

  o Customers and Jobs information (Customer Name, Address Info, Additional Info, Payment Info, Job Info and Notes).

  o Customers and Jobs transactions (Invoices, Estimate, Sales Order, Sales Receipt, Received Payments, Credit Memos and Refunds).

  o Vendors information (Vendor Name, Address Info, Additional Info and Account Prefill).

  o Vendors transactions (Purchase Order, Item Receipt, Bills, Bill Payments, Checks, Credit Card Activities and Sales Tax Payments).

  o Employees information (Personal Info, payroll and Compensation Info and Employment Info).

- o Employees transactions (Paychecks, Liability Checks, Liability adjustments, Year-to-date adjustments and Non-payroll transactions).

- Provides an option to save a detailed log report for every repairing process.

- Supports multiple currencies.

- Supports QuickBooks® file recovery for QuickBooks® (US, UK, Canada, Germany, Australia, New Zealand, and South Africa version) 2021, 2020, 2019, 2018, 2017, 2016, 2015, 2014, 2013, 2012, 2011, 2010, 2009, 2008 and 2007.

- Supports recovery for QuickBooks® Enterprise Solution, Premier, and Pro editions.

- Compatible with Windows 10, Windows 8.1, Windows 8.1 and Windows 7.

1.2. Why use 'Stellar Repair for QuickBooks® Software'?

You use 'QuickBooks®' to store your important financial data. In case you encounter errors such as given below while you try to create, open or use your 'QuickBooks®' 'Company' file, be sure the file has gotten corrupt and you need '**Stellar Repair for QuickBooks® Software**' recovery software to recover important data from the corrupt file.

The errors messages are:

Error -6150, 0: An error occurred when QuickBooks® tried to create, open or use the company file.

Error -6000, -80: An error occurred when QuickBooks® tried to access the company file.

Error -6189, 816: An error occurs when QuickBooks® tried to access the company file.

Error -6000, -83: An error occurred, when opening or restoring your company data file.

Error -6177, 0: QuickBooks® attempting to open this Company file. Before you can open the company file from your computer you must first open the company file on the computer where the company file is located.

C=43 (can't read transaction - usually incomplete transaction).

C=44 (can't write transaction - usually incomplete transaction).

C=47 (can't find transaction - usually while running a report or opening a file.

C=53 (list item still exists after being deleted).

C=79 (problem with inventory data).

C=121 (invalid account type) | C=225 (error reading transaction) | C=291 (problem with templates) .

C=315 (a generic error that can occur anywhere within QuickBooks®).

1.3. About the Guide

This user guide contains sequential steps to assist you through various **Stellar Repair for QuickBooks® Software** functions. Each function is explained in details, in the corresponding sections. The guide covers following major topics:

1. General Information
2. Getting Started
3. Working with the Software
4. Frequently Asked Questions (FAQ)

This guide has the following features for easy navigation and understanding :

- There are **Notes** and **Tips** in some topics of this guide for better understanding and ease of work. These **Notes** and **Tips** are given in *italics* style.

1.4. Stellar Support

Our **Technical Support** professionals will give solutions for all your queries related to **Stellar** products.

You can either **call us** or **go online** to our support section at http://stellarinfo.com/support/

For **price details** and to **place the order**, click http://www.stellarinfo.com/file-repair/quickbooks-recovery/buy-now.php

Chat Live with an **Online technician** at http://www.stellarinfo.com/

Search in our extensive **Knowledgebase** at https://www.stellarinfo.com/support/kb/index.php/category/quickbooks-repair

Submit enquiry at http://www.stellarinfo.com/support/enquiry.php

E-mail to Stellar Support at support@stellarinfo.com

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1.6. About Stellar

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Product Line:

Stellar provides a wide range of Do It Yourself (DIY) Software for Consumer as well as Software for Businesses:

Data Recovery

The widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!

File Repair

The most comprehensive range of file repair software for Windows, Mac and Linux. Recover your files, which have been infected by viruses, malwares or have been damaged by improper shutdown and other corruption-related issues.

Data Erasure

Best software for IT assets disposition. Secure and erase variety of storage media and files from PC/Laptop, Servers, Rack Drives or Mobile devices. Data once erased cannot be recovered by using any data recovery software or service.

Email Repair & Converter

Robust applications to restore inaccessible mailboxes of MS Exchange, Outlook, AppleMail, Thunderbird, Eudora, Spicebird, Entourage, and Pocomail mailbox. Also, tools to convert mailboxes and database files from one format to another.

Database Repair

Professional and reliable software to repair corrupt or damaged database for Microsoft SQL Server, QuickBooks®, Microsoft Access, SQLite and many more.

Email Backup Tools

Fully featured backup utilities that provides a comprehensive solution in case of any disaster. These software facilitates taking back up of all your mails, contacts, tasks, notes, calendar entries, journals etc. with full & incremental backup options.

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Professional tools to rebuild damaged or corrupt photos, videos, audios, and other multimedia files, from Window and Mac systems. Recover files from hard drives, memory cards, iPods, USB flash drives, digital cameras, IBM Micro Drives and more.

Utility Tools

A range of utility software such as SpeedUp Mac, Drive Clone and Partition Manager for Mac systems as well as Password Recovery for Windows and Password Recovery for Windows Server based systems

Stellar Toolkits

Stellar also provides toolkits that are combination of Powerful Tools Designed for Data Recovery, File repair, Mailbox repair and File Conversion. All in one power packed toolkits to meet the need of every business.

For more information about us, please visit www.stellarinfo.com.

2. Getting Started

2.1. Prerequisites

2.2. Installation Procedure

2.3. Launching the software

2.4. User Interface

2.5. Ordering the Software

2.6. Activating the Software

2.7. Updating the Software
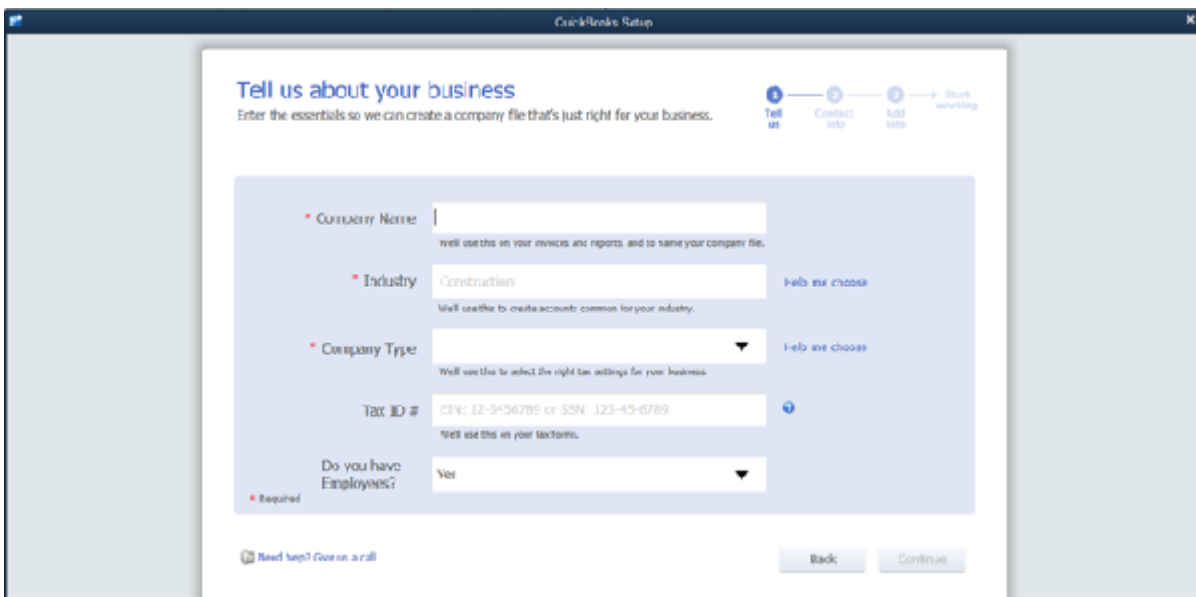
2.1. Prerequisites

Make a new target QuickBooks® file for recovery

Before starting the repairing process, you need to create a new blank file in QuickBooks®. This new 'QuickBooks®' file is used as target file in which repaired data will be restored after successful completion of repairing process by '**Stellar Repair for QuickBooks® Software**'.

To create new 'QuickBooks®' file, follow these steps:

1. Open '**QuickBooks®**' software application.

2. Click the 'File' menu and select 'New Company'. 'QuickBooks® Setup' wizard window is displayed.

3. 'Enter your company information' window is displayed.

4. Write Company name and other information regarding your company. Click Continue button.

5. Select the organization type.

6. Select the month that is start of fiscal year of the company.

7. Click 'Finish' button. A 'Filename and location' dialog box appears.

8. Specify the name and location of the new company file. Click 'Save' button.

The new company file is created and is opened in the 'QuickBooks®' software application. Close this file and the **QuickBooks®** application before starting the repairing process.

*Note: Make sure that the versions of '**QuickBooks®**' application installed on your computer and corrupt '**QuickBooks®**' files to be repaired are the same otherwise repaired data will not be restored to the newly created blank file.*

2.2. Installation Procedure

Before installing the software, ensure that your computer meets the minimum system requirements to install **Stellar Repair for QuickBooks® Software**.

Minimum System Requirements:

- **Processor:** Intel compatible (x86, x64)

- **Operating System:** Windows 10 / Windows 8.1 / Windows 8 / Windows 7

- **Memory**: 8 GB (recommended) 4 GB (minimum)

- **Hard Disk:** 400 MB for installation files

- **Software**: QuickBooks® must be installed on the system

To install the software:

1. Double-click **StellarRepairforQuickBooks®Software.exe** file to open **Stellar Repair for QuickBooks® Software Setup Wizard**.

2. Click **Next**. **License Agreement** dialog box is displayed.

3. Choose **I accept the agreement** option. Click **Next**. **Select Destination Location** dialog box is displayed.

4. Click **Browse** to select destination path where the setup files will be stored. Click **Next**. **Select Start Menu Folder** dialog box is displayed.

5. Click **Browse** to provide path for program's shortcuts. Click **Next**. **Select Additional Tasks** dialog box is displayed.

6. Choose the check boxes as per your choice. Click **Next**. **Ready to Install** dialog box is displayed.

7. Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The Installing window shows the installation process.

8. After completing the process, **Completing the Stellar Repair for QuickBooks® Software** Setup Wizard window is displayed. Click **Finish**.

*Note: Clear **Launch Stellar Repair for QuickBooks® Software** check box before clicking Finish to prevent the software from launching.*

2.3. Launching the Software

To launch Stellar Repair for QuickBooks® Software in Windows 10:

- Click **Start** icon -> **All apps** -> **Stellar Repair for QuickBooks® Software** -> **Stellar Repair for QuickBooks® Software** . Or,

- Double click **Stellar Repair for QuickBooks® Software** icon on the desktop. Or,

- Click **Stellar Repair for QuickBooks® Software** tile on the home screen.

To launch Stellar Repair for QuickBooks® Software in Windows 8.1 / 8:

- Click **Stellar Repair for QuickBooks® Software** tile on the home screen. Or,

- Double click **Stellar Repair for QuickBooks® Software** icon on the desktop.

To launch Stellar Repair for QuickBooks® Software in Windows 7:

- Click **Start** -> **Programs** -> **Stellar Repair for QuickBooks® Software** -> **Stellar Repair for QuickBooks® Software**. Or,

- Double click **Stellar Repair for QuickBooks® Software** icon on the desktop. Or,

- Click **Stellar Repair for QuickBooks® Software** icon in Quick Launch.

2.4. User interface

Stellar Repair for QuickBooks® Software has a simple and user friendly interface that lets you access its various feature with ease. Using icons, tabs and buttons on the user interface, you can go through the repairing process very easily.
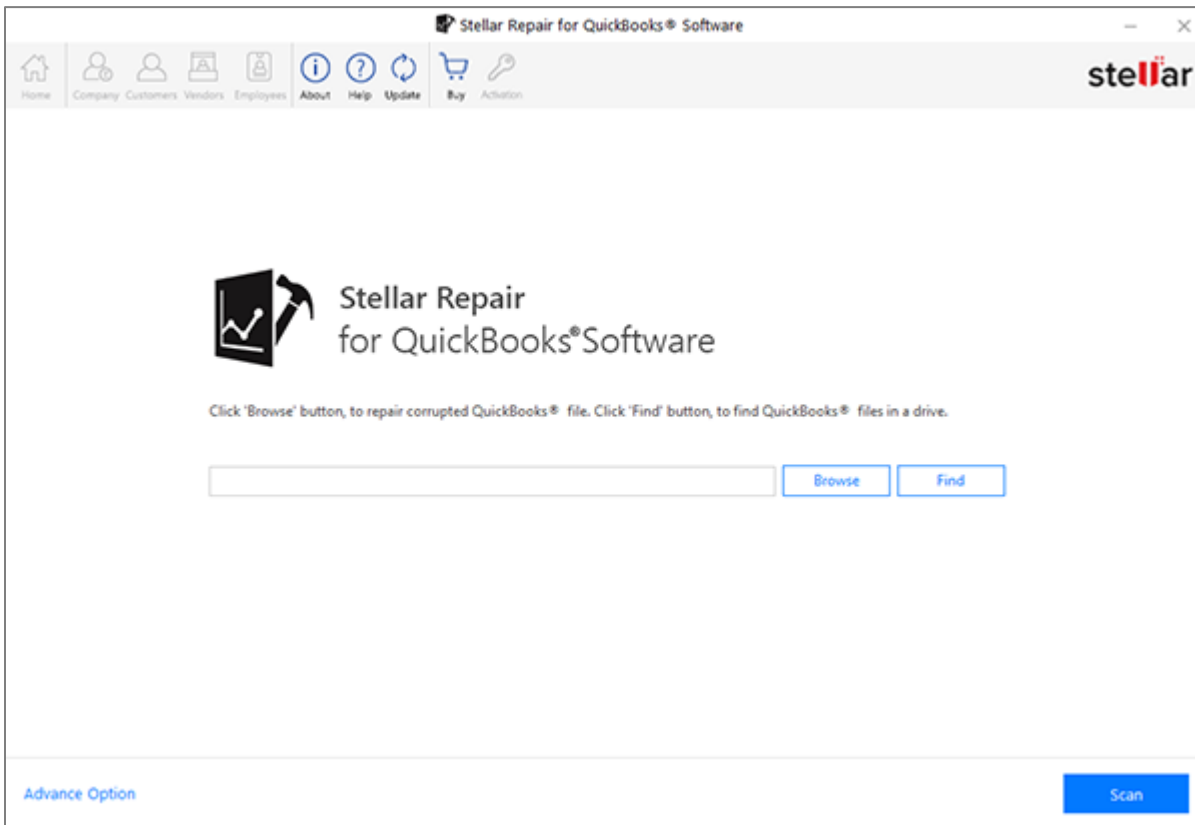
The user interface contains buttons that lets you access various features of the software with ease.

2.4.1. Buttons

Browse

Click this button to browse and select the corrupted QuickBooks® file.

Find

Click this button to find QuickBooks® files in a drive

Scan

Use this button to start the scanning process.

Home

Click this button to go back to the main page.

Company

Click this button to preview the data of company

Customers

Click this button to preview the data of customer

Vendors

Click this button to preview the data of vendor

Employees

Click this button to preview the data of employee

About

Click this button to read more information about the software.

Help

Click this button to view the help manual for the software.

Update

Click this button to update your software.

Buy (cart icon)	Click this button to purchase the software.
Activation (key icon)	Click this button to activate the software.
Advance Option	Click this button when you are not satisfied with standard repair results.
Save Log	Click this button to save the log report.
Save	Click this button to save the repaired data.
Stop	Click this button to stop the current process at any time.
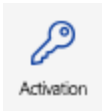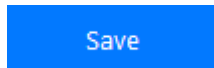
2.5. Ordering the Software

You can purchase **Stellar Repair for QuickBooks® Software** online. For pricing details and to place an order, if you

have already downloaded and installed the demo edition of the software, click directly on the *Buy* button on the

main user interface.
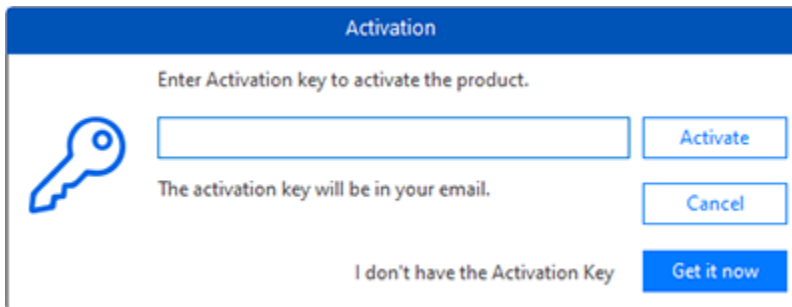
2.6. Activating the Software

The demo version is just for evaluation purpose and must be eventually activated to use the full functionality of the software. The software can be activated using the Activation Key which you will receive via email after purchasing the software.

Note: Make sure that you have an active Internet connection.

To activate the software:
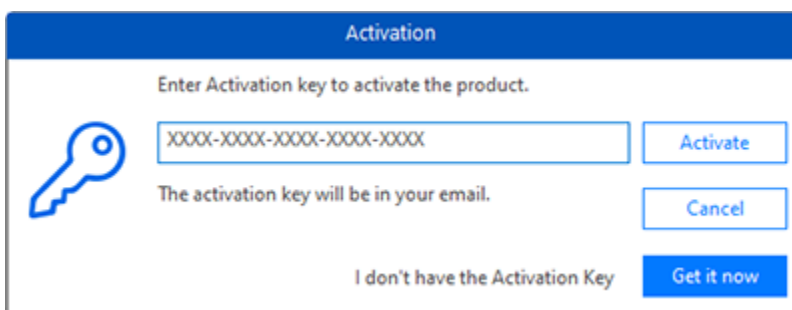
1. Run **Stellar Repair for QuickBooks® Software**.

2. From the menu bar, click **Activation** button. A window as displayed below, pops up on the screen.

> **Note:**
>
> - *If you don't have the activation key, click **Get it now** button in the window to go online and purchase the product.*
>
> - *Once the order is confirmed, an Activation Key is provided.*

3. Enter the **Activation Key** and click **Activate** button.

4. The software is activated after successful verification of the activation key you have entered.

5. *'**Activation Completed Successfully**'* message is displayed after the process is completed successfully. Click **OK** to use all the options of the software that have been unlocked after the activation.

If you receive an error while activating the software, follow and verify the steps given below to fix the issue:

1. Check Installer and Re-enter Activation Key

Make sure you have downloaded the correct installer. Use the download link given in the email or visit the desired product page to free download the software and then activate it using the code provided on your email.

2. Uninstall All Other Versions of the software

Uninstall any version of the software you may have installed earlier. Then re-install the desired version of the software and activate it.

3. Re-Enter the Correct Activation Key Without Blank Spaces

If copy and pasting the activation code isn't working, try to enter it manually. Sometimes, while copying, you may copy the blank spaces, which can cause software activation failure. Entering code manually overcomes this issue. Alternatively, you may copy the code from email to notepad and then remove empty space from the beginning and end of the code. Then copy and paste the code in the activation window of the software.

2.7. Updating the Software

Stellar releases periodical software updates for **Stellar Repair for QuickBooks® Software**. You can update the software to keep it up-to-date. These updates can add new functionality, feature, service, or any other information that can improve the software. Update option of the application is capable of checking for latest updates. It check for both latest minor and major versions available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all the running programs.

To update Stellar Repair for QuickBooks® Software:

1. Go to menu bar and click **Update** button.

2. **Update Wizard** window will open. The wizard will search for latest updates, and if it finds any new updates, a window will pop up indicating its availability.

3. Click **Next** and the software will download the files from the update server. When the process is complete, the software will upgrade to the latest version.

Live Update may not happen due to following reasons:

- Internet connection failure.

- Updates are not available.

- Unable to download configuration files

- Unable to locate updated files or version

- Unable to locate executable file

Note: If a major version is available, you need to purchase the software to upgrade it.

3. Working with the Software

'**Stellar Repair for QuickBooks® Software**' is an easy to use software that makes repairing your corrupt 'QuickBooks®' file quite a simple task.

3.1. Select QuickBooks® file for recovery

3.2. Preview QuickBooks® file before recovery

3.3. Advance Repair QuickBooks® file in a new target file

3.4. Save QuickBooks® file

3.5. Saving Log

3.1. Select QuickBooks® file for recovery

To start the repairing process, you need to follow some prerequisites.

Follow these steps to scan a file :

1. Run **Stellar Repair for QuickBooks® Software.**

2. There are two options to select the file for scanning:

     a. **Browse and select the file-**

     - Click on **Browse** button to select the corrupted QuickBooks® file.

     - **Open** dialog box appears. Choose the file destination and select the 'QBW' file.

     - Click on **Open**, the file path appears in the text box.
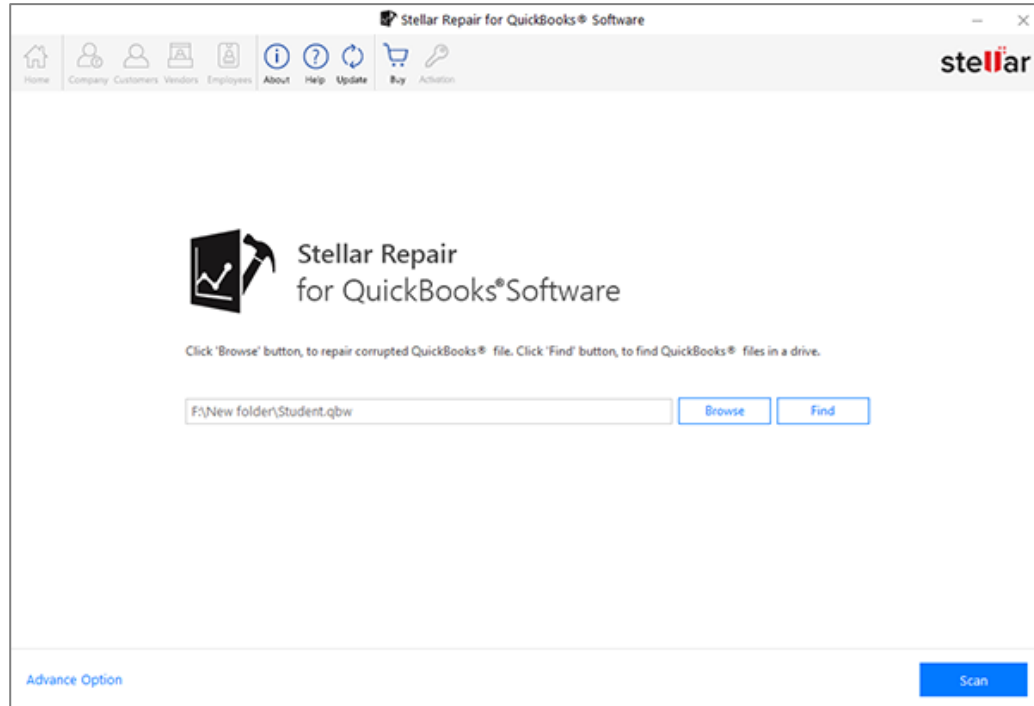
     b. **Find and select the file**

     - Click on **Find** button to find QuickBooks® files in a drive/folder.

     - **'Browse for Folder'** dialog box appears. Select the appropriate folder and Click **OK**.

     - The software starts searching for 'QuickBooks®' files in the specified drive/folder and displays list of all the 'QuickBooks®' files found after completion of search operation.
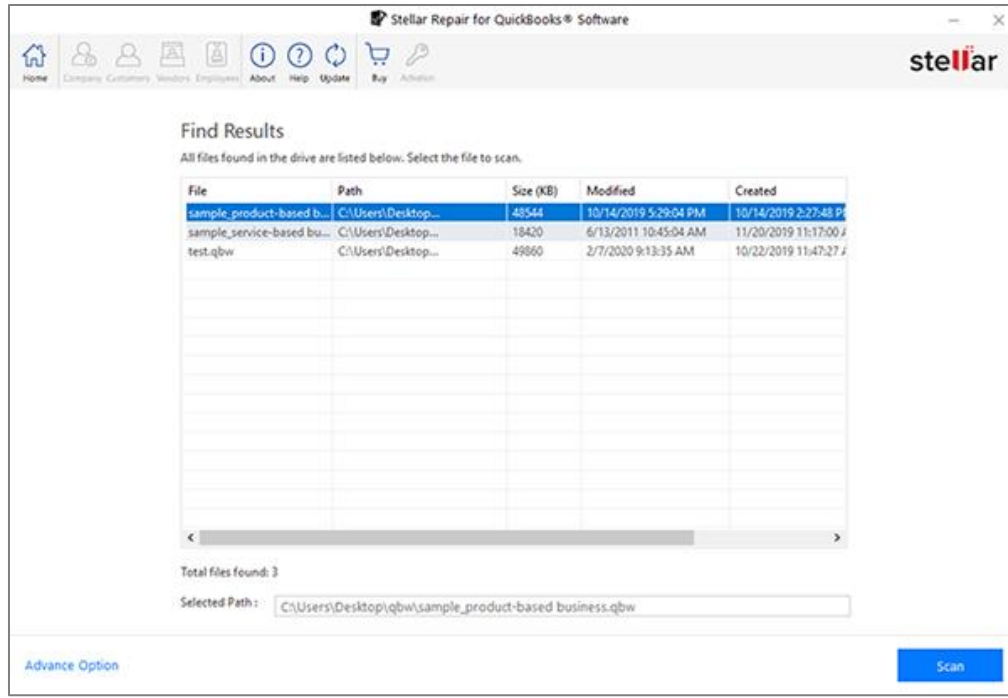
- Select the file to scan. The file path appears in the **Selected Path** text box.

3. Click **Scan.** After the scanning process is complete, log generated during the process is displayed.
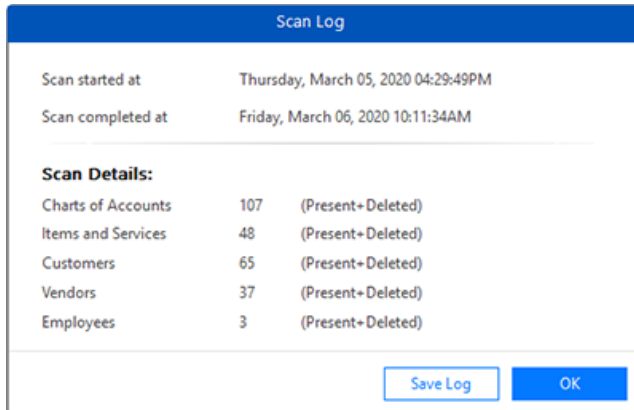
4. Click **OK**, to preview the scanned data.

5. If you want to save the log, click on **Save Log** and select the desired location.

3.2. Preview QuickBooks® file before recovery

'**Stellar Repair for QuickBooks® Software**' gives you an option to preview corrupt 'QuickBooks®' file. Preview shows all the data about company, customers, employees, vendors, items & services and all the transactions. The user can preview data in damaged 'QuickBooks®' file and take decision like whether to proceed for further examination of the scanned file or repair the file.

- See Preview Company, to know how to preview the company information.

- See Preview Customers, to know how to preview the customer information and transactions.

- See Preview Vendors, to know how to preview the vendor information and transactions.

- See Preview Employees, to know how to preview the employee information and transactions.

- See Preview Chart of Accounts, to know how to preview the company's **Chart of Account**.

- See Preview Items & Services, to know how to preview the company's **Items & Services**.

3.2.1. Preview Company

To preview company information, follow these steps:

1. When you click **OK** on **Scan Log** window to preview the data, **Company** screen appears showing you the company details:

2. This screen have options to view Chart of Accounts and Items & Services data.

3.2.2. Preview Customers

To preview customer's information, follow these steps:

1. After you click **OK** on **Scan Log** window to preview the data, click **Customers** button from the menu bar. **Customers** window appears as shown below:

2. Click on the customer name in the **Name** column, to preview the information about that particular customer.

3. Click **Transactions** tab to view the transactions information. List of all the transactions are displayed.

4. Select a transaction category from the list of transactions, to preview the information about that particular transaction category.

3.2.3. Preview Vendors

To preview vendors information, follow these steps:

1. After you click **OK** on **Scan Log** window to preview the data, click **Vendors** button from the menu bar. **Vendors** window appears as shown below:
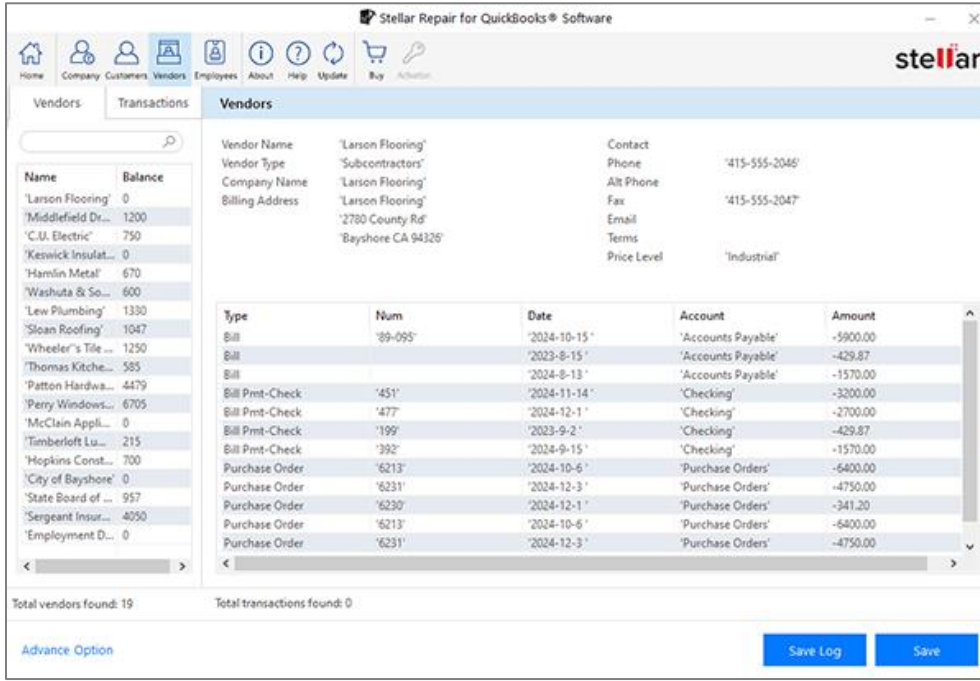
2. Click on the vendor name in the **Name** column, to preview the information about that particular vendor.

3. Click **Transactions** tab to view the transactions information. List of all the transactions are displayed.
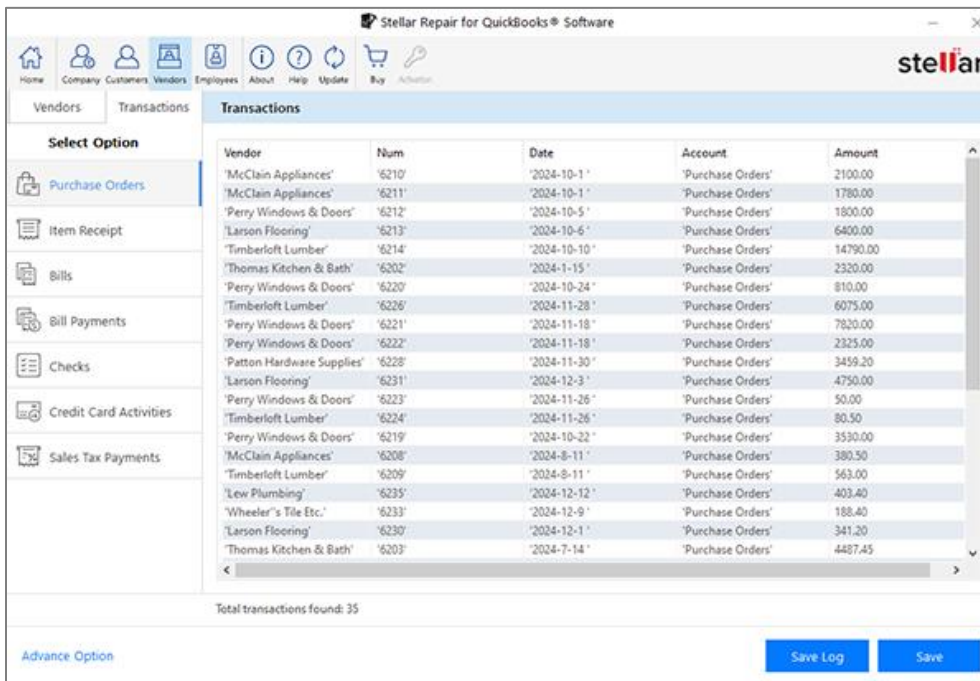
4. Select a transaction category from the list of transactions, to preview the information about that particular transaction category.

3.2.4. Preview Employees

To preview employees information, follow these steps:

1. After you click **OK** on **Scan Log** window to preview the data, click **Employees** button from the menu bar. **Employees** window appears as shown below:

2. Click on the employee name in the **Name** column, to preview the information about that particular employee.

3. Click **Transactions** tab to view the transactions information. List of all the transactions are displayed.

4. Select a transaction category from the list of transactions, to preview the information about that particular transaction category.

3.2.5. Preview Chart of Accounts

To preview the chart of accounts information, follow these steps:

1. When you click **OK** on **Scan Log** window to preview the data, **Company** screen appears showing you the company details.

2. Select **Chart of Accounts** from the left side **Select Option** tabs. **Chart of Accounts** information is opened in a preview window.

3.2.6. Preview Items & Services

To preview items & services information, follow these steps:

1. When you click **OK** on **Scan Log** window to preview the data, **Company** screen appears showing you the company details.

2. Select **Items & Services** from the left side **Select Option** tabs. **Items & Services** information is opened in a preview window.

# 3.3. Advanced Repair QuickBooks® file in a new target file

In case you are not satisfied with the repair results, you can use Advanced Repair option. This option uses QuickBooks® backup as a reference in addition to the data file for the repairing process.

To repair the file, follow these steps:

1. Click **Advance Option** button. **Advance Option** dialog box is displayed.

2. Click **Select File** button to select the corrupt Quickbooks® file for repairing.

3. Click **Browse** button and select the latest working Quickbooks® backup file.

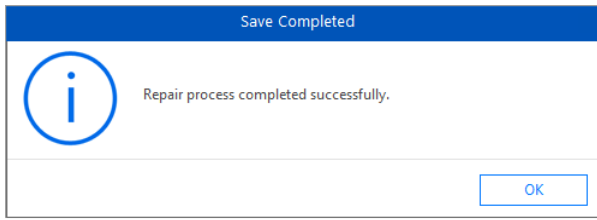4. Select **QuickBooks® version** for the newly created file from drop down list.
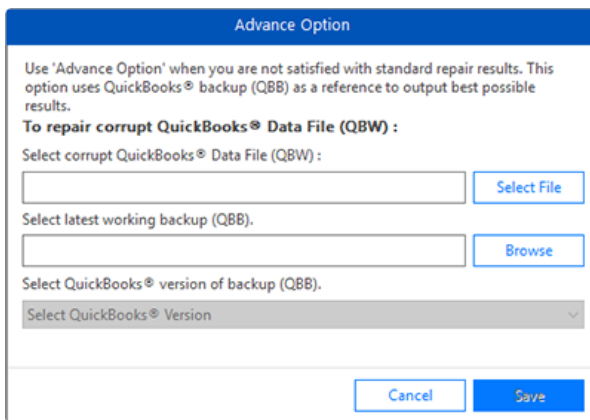
5. Click **Save**. The following log window shows progress of repairing process and repaired data information as the process continues:
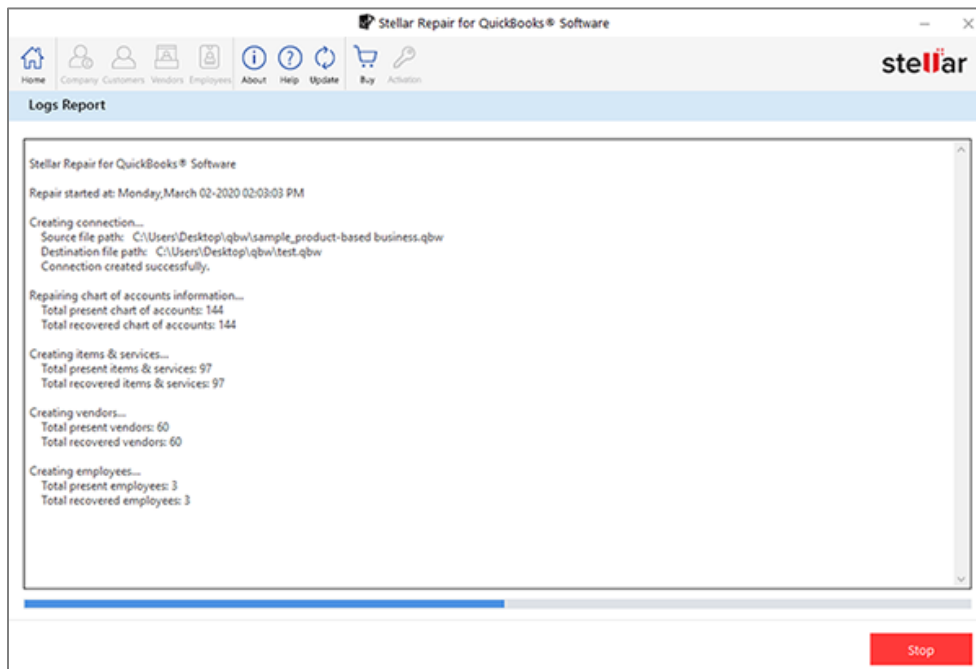
6. The log file created during repairing process can be saved at a specified location.

7. A message box appears on successful completion of the process.

Save Completed

Repair process completed successfully.

OK

3.4. Save QuickBooks® file

After previewing the repaired QuickBooks® files, you can save them by following these steps :

1. **Using an .QBW New Company File:**

    a. Select the **New Company File (QBW)** checkbox.

   *Note : You need to create a new 'QuickBooks®' file in the QuickBooks® application.*
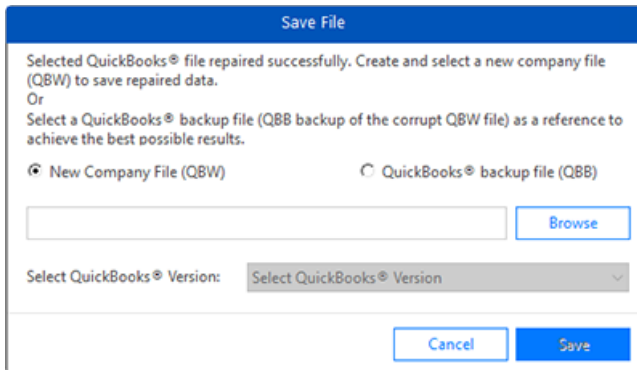
    b. Click **Browse** and select the location of the empty file in which you want to save the data.

    c. Select **QuickBooks® version** for the newly created file from drop down list.

    d. Click **Save**. The following log window shows progress of repairing process and repaired data information as the process continues.
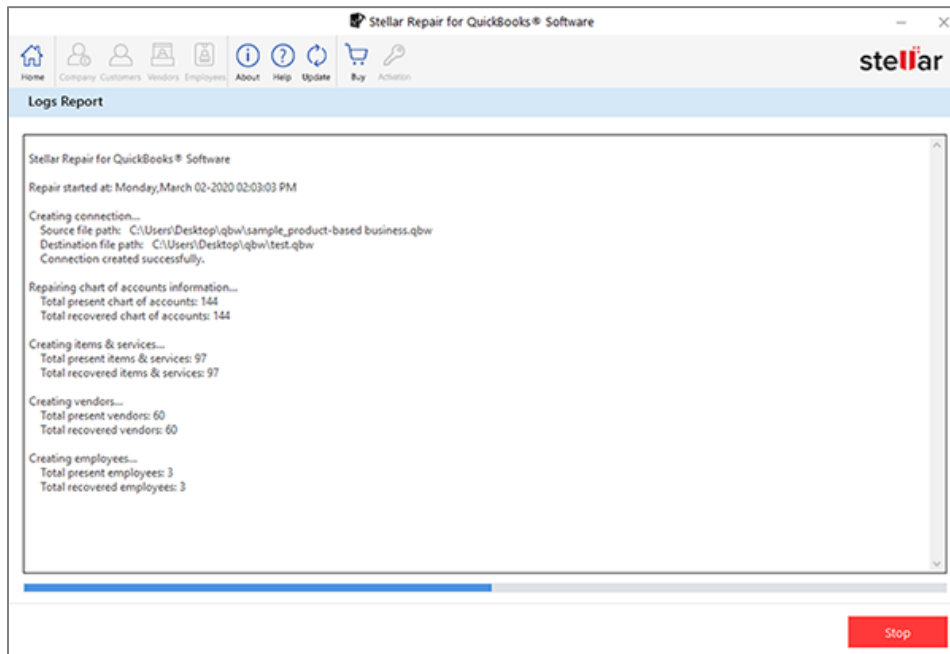
    e. The log file created during repairing process can be saved at a specified location.

f. A message box appears on successful completion of the process.
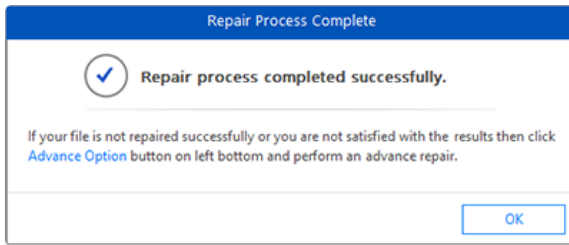
2. **Using an .QBB QuickBooks® Backup File:**

   a. Select the **QuickBooks® backup file (QBB)** checkbox.

   b. Browse and select the location of the file in which you want to save the data.

   c. Select **QuickBooks® version** for the newly created file from drop down list.

   d. Click **Save**. The following log window shows progress of repairing process and repaired data information as the process continues:
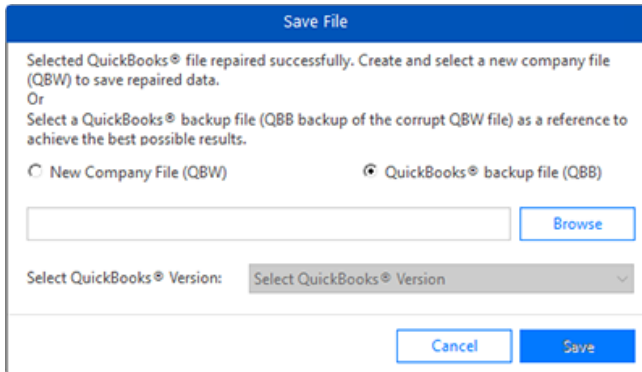

   e. The log file created during repairing process can be saved at a specified location.

f. A message box appears on successful completion of the process.
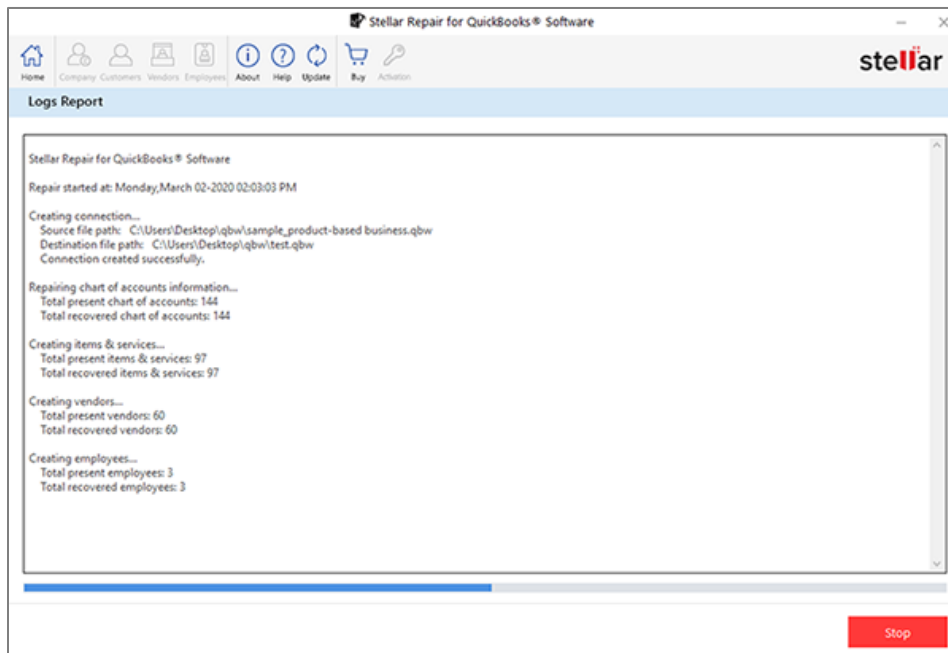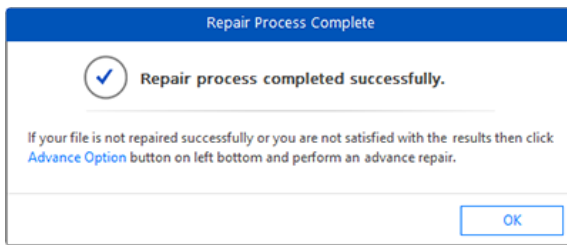
3.5. Saving Log

'**Stellar Repair for QuickBooks® Software**' saves all activities in a log file at a location specified by user. Log file helps user keep track of total number of different items present in source 'QBW' file and number of items recovered in target 'QBW' file.

There are two kinds of log files generated in 'Stellar Repair for QuickBooks® Software' :

- **Scanning log**: This log is created when the software scans corrupt 'QBW' files.
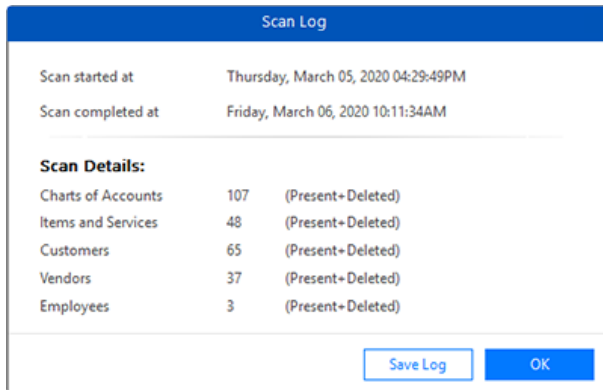
- **Repairing log**: This log is generated during repairing process.

Both kinds of log files are viewed in the preview window and can be saved at a specified location.

If you repair another 'QBW' file, the log of that repair process is concatenated to the previous log. The new log is written below the previous log.

4. Frequently Asked Questions

1. What is QuickBooks®?

'QuickBooks®' is an accounting software used by business organizations for business write-up, financial reporting, and bookkeeping. 'QuickBooks®' helps in managing inventory, track expenditure, create invoices, balance ledgers, and manage employee payrolls. 'QuickBooks®' stores company information and data in 'QBW' files. Therefore, this file contains all the information about company, customers, vendors, employees etc.

2. What type of files can be repaired by 'Stellar Repair for QuickBooks® Software'?

Only *.QBW can be repaired by '**Stellar Repair for QuickBooks® Software**'.

3. Will the software make changes to my original file?

No. The software saves the repaired data in a new separate target file. The corrupt file is only read by the software.

4. How to know whether the software will be able to repair my files or not?

To know whether the software will be able to repair your corrupt 'QuickBooks®' file or not, please try the demo version of the software. Scan your file using '**Stellar Repair for QuickBooks® Software**' and preview the results for your satisfaction.

5. Can 'Stellar Repair for QuickBooks® Software' recover my deleted QuickBooks® files?

No, **Stellar Repair for QuickBooks® Software** cannot recover deleted files.

6. What does [Present+Deleted] mean in Scanning Log?

The software cannot discriminate between existing and deleted data. During the scanning process, even deleted entries are taken into consideration, so it is represented by [Present+Deleted].

7. How to order my copy of 'Stellar Repair for QuickBooks® Software'?

You can order the software online. Visit **Ordering the Software** page of this help.

8. How to get technical help?

Visit **Stellar Support** page of this help to know how to get technical help.