**How to Check or Correct a Damaged File**

Occasional damaged file components is not uncommon for QuickBooks. It is common enough that the verify utility should be used whenever contemplating any file upgrade or major operation, even if you do not suspect data damage. Chronic or consistent damaged files however, is an indication of a deeper issue, such as a damaged installation of QuickBooks, network or system damage and/or problems with negative inventory or import utilities. This guide is intended to help troubleshoot a wide variety of corruption issues but is in no means comprehensive.

1). Please update your QuickBooks software with all of the latest patches for its release and run the Verify data utility BEFORE any major updates are done to the file – for example any time you are considering compressing data, rebuilding data, upgrading quickbooks OR if you suspect damage to the file (such as a balance-sheet out of balance issue). Do <mark>not</mark> run rebuild until you know the nature of the damage, even if the file advises you to run rebuild. It should be note that all of these activities need to be done in Single User Mode.
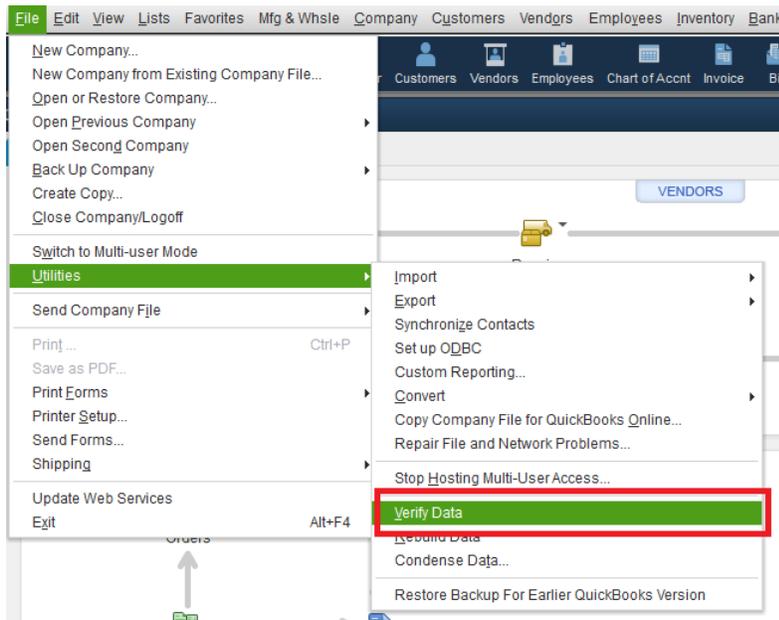
2. Wait a while for the verify to process.
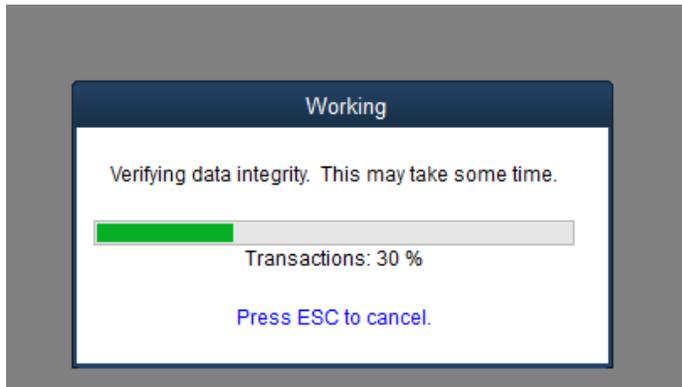
3. Resist temptation to rebuild now. View errors first. Many errors cannot be fixed by rebuilding and several error types can actually damage the file further if rebuild is attempted. Particularly pay close attention to any error types that say LVL_SEVERE_ERROR-- The decryption has failed. Encryption issues must be resolved manually, otherwise rebuild can damage the file further. You will need to examine the QBWin log (instructions at the bottom of this article) to gather details about the exact account/list/transaction that has the encryption problem. Some examples are user accounts (delete the affected user account and re-create with a different user name); or encryption errors such as credit card numbers (replace credit card number with all zeros – I don't generally recommend storing payment information in QuickBooks, but if it is already there you'll need to overwrite with a different one. Encryption errors on the master admin account will need to go to Intuit data support for engineering and may not be recoverable. For this reason, we do not recommend regular use of the Admin account for day-to-day editing. The master admin account is the "master key" to encryption for all sensitive data in QuickBooks.

4). Also pay particular attention to runtime SQL Errors, or errors that QuickBooks verify utility says

Errors that rebuilding your company file won't fix

Expand All

Links

▼   Error (8)

Target not found in TargType::InternalRead . Could not lookup view for target recnum 759960
Target not found in TargType::InternalRead . Could not lookup view for target recnum 759960

These errors also cannot be fixed with rebuild or manually, and must be sent to intuit data services. I do not recommend running rebuild as this may damage the file further.

4). View errors, expand the detail and fix if necessary. The first set of errors below is indicating an issue with the formatting or perhaps filters of a memorized report. Delete each memorized report if necessary.

Errors you can fix by rebuilding your data

Expand All

Lists

▼   Error at line 1268 (9)   See Online Article

Memorized Report recnum 74 (A/R Aging Summary) could not find formatting data. recnum 215 -- This memorized report must be deleted.
Memorized Report recnum 75 (A/P Aging Summary) contains corrupted formatting data. recnum 216 -- This memorized report must be deleted.
Memorized Report recnum 76 (MBBQ Profitability Summary) contains corrupted formatting data. recnum 218 -- This memorized report must be deleted.
Memorized Report recnum 78 (SWEET GREEN) contains corrupted formatting data. recnum 219 -- This memorized report must be deleted.
Memorized Report recnum 79 (HONEYGROW 2016 JOB SUMMARY) contains corrupted formatting data. recnum 220 -- This memorized report must be deleted.
Memorized Report recnum 83 (Item Actual Cost Detail) contains corrupted formatting data. recnum 222 -- This memorized report must be deleted.
Memorized Report recnum 96 (Job Costs by Job and Vendor Summary) contains corrupted formatting data. recnum 232 -- This memorized report must be deleted.
Memorized Report recnum 105 (Open Invoices Team Kerry) could not find formatting data. recnum 239 -- This memorized report must be deleted.
Memorized Report recnum 106 (Open Invoices Other) could not find formatting data. recnum 240 -- This memorized report must be deleted.

5). The error below is telling you that a transaction is broken "behind the scenes" which happens through no fault of the user – it is caused by an interruption (data/network/software error) writing the user's changes to the actual QB database. Note – when the user clicks "save" on a transaction, it is NOT immediately written to the database. Changes are queued in RAM and in the transaction log file and only periodically written to the actual database. Network errors etc may cause discrepancies and only write a portion of the general journal. In most cases, if you find the transaction itself, change the date to a new date, then change the date to the original date, it will fix the problem.

▼   Error 173   See Online Article

Warning: Verify Memorized Transaction: Orphaned master = 3507993
Details: Bill: Txn # 00000 on 04/01/2017, doc#:'Monthly', PO#:'', last edited by 'Admin'

▼   Error 174 (2)   See Online Article

Warning: Verify Memorized Transaction: Orphaned target = 3507994
Details: Bill: 'Monthly', Account 'Accounts Payable', Customer 'Ten Oaks Management LLC': 04/01/2017 0 of '' @ (no price) = -3,462.44; last edited by 'Admin'

Warning: Verify Memorized Transaction: Orphaned target = 3507995
Details: Bill: '', Account 'Rent', Customer '': 04/01/2017 1 of '' @ (no price) = 3,462.44; last edited by 'Admin'

6). For transaction type or list type errors, I recommend re-sorting ALL lists. This helps improve Quickbooks efficiency (gaps in linked lists make it harder for Quickbooks to traverse the database. Gaps can be caused by merging, deleting, adding list items, such as chart of accounts, names, items, reports, etc. How to resort all of the five key lists (Item List, Chart of Accounts, Memorized Reports, Memorized Transactions and the Master Name List). The steps below will correct the vast majority of data errors.
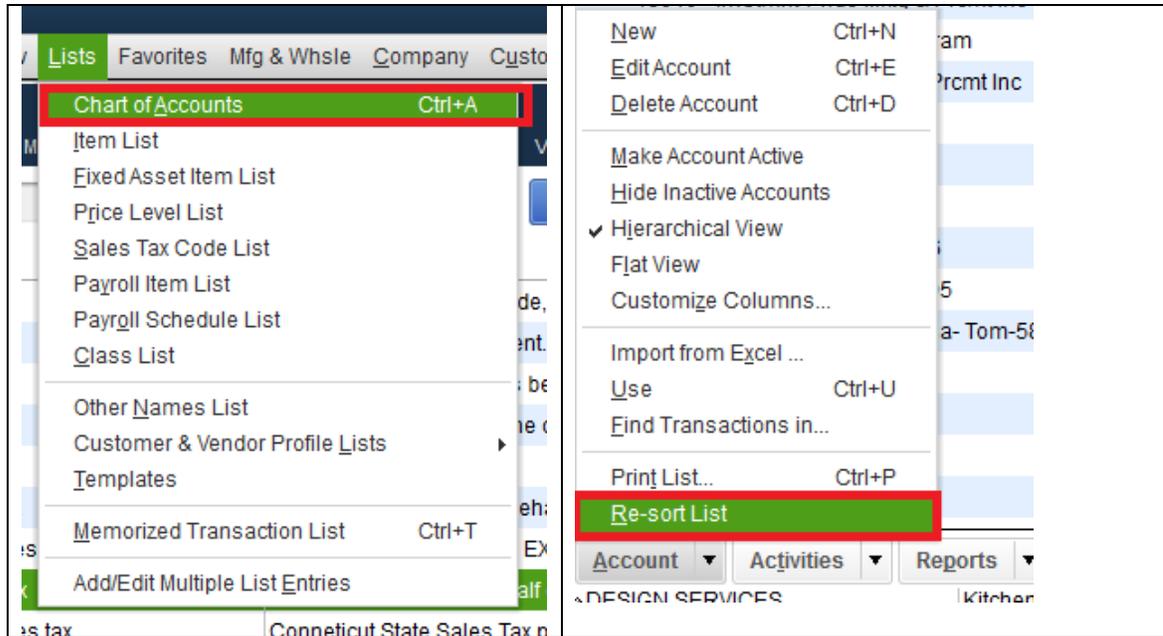
Transactions

▼   Error 179   See Online Article

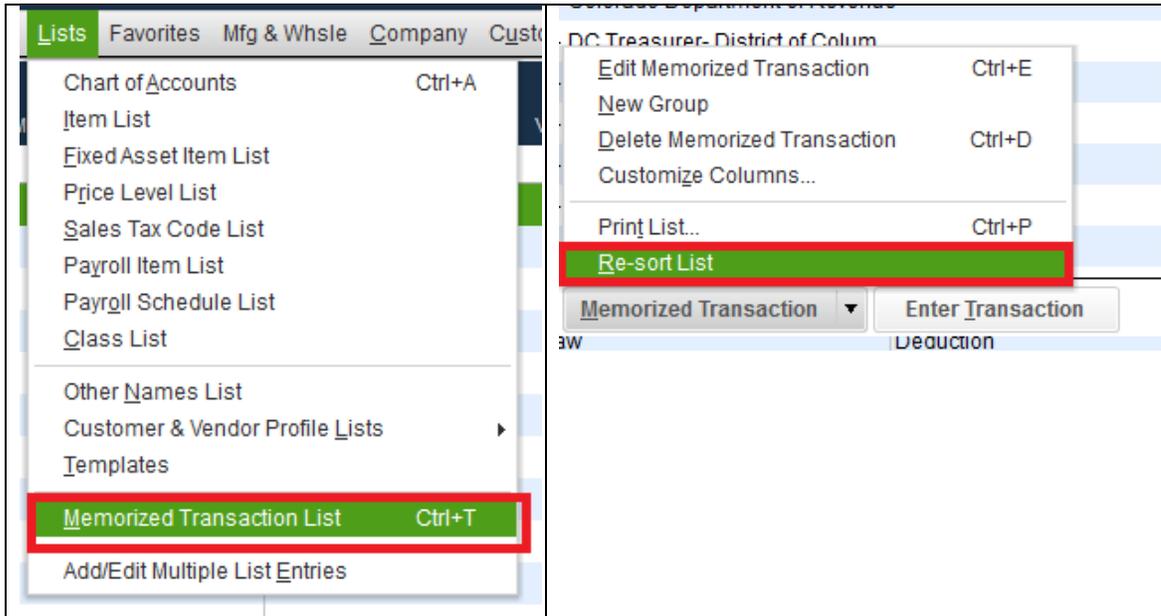Warning: Verify Master: totTrans wrong. Is 117096 Should be 117129

A). Resort item list. First bring up the item list, then at the bottom left, select resort list.
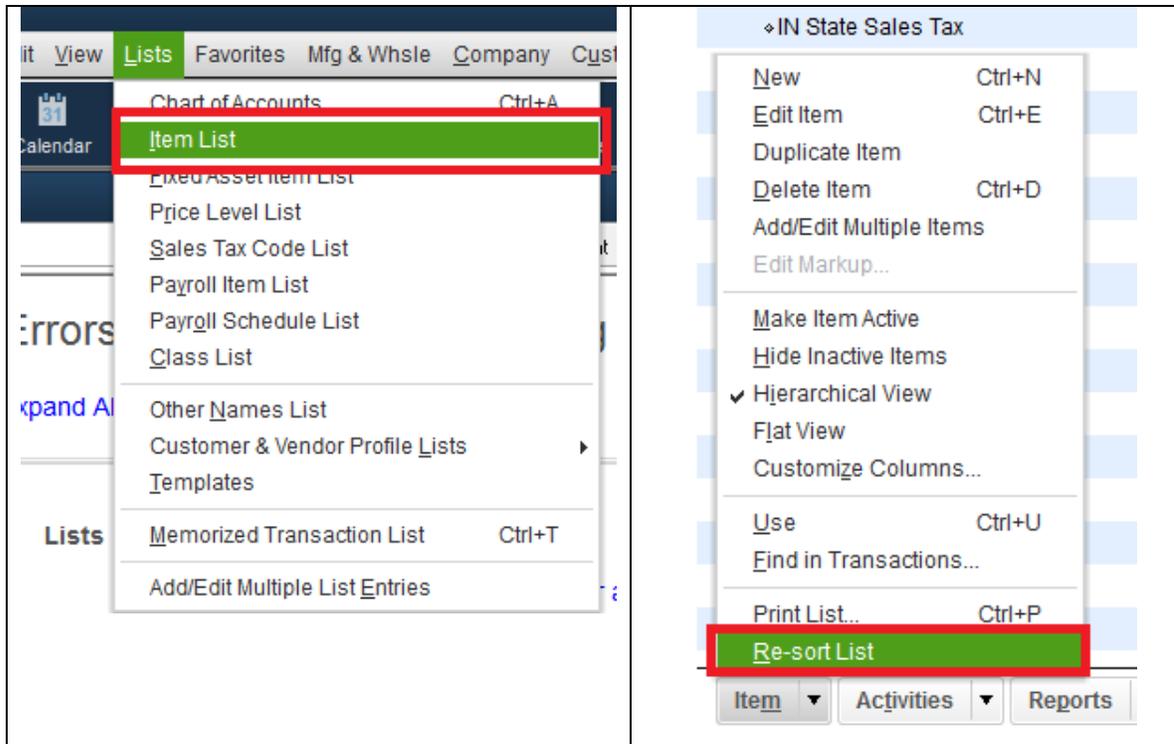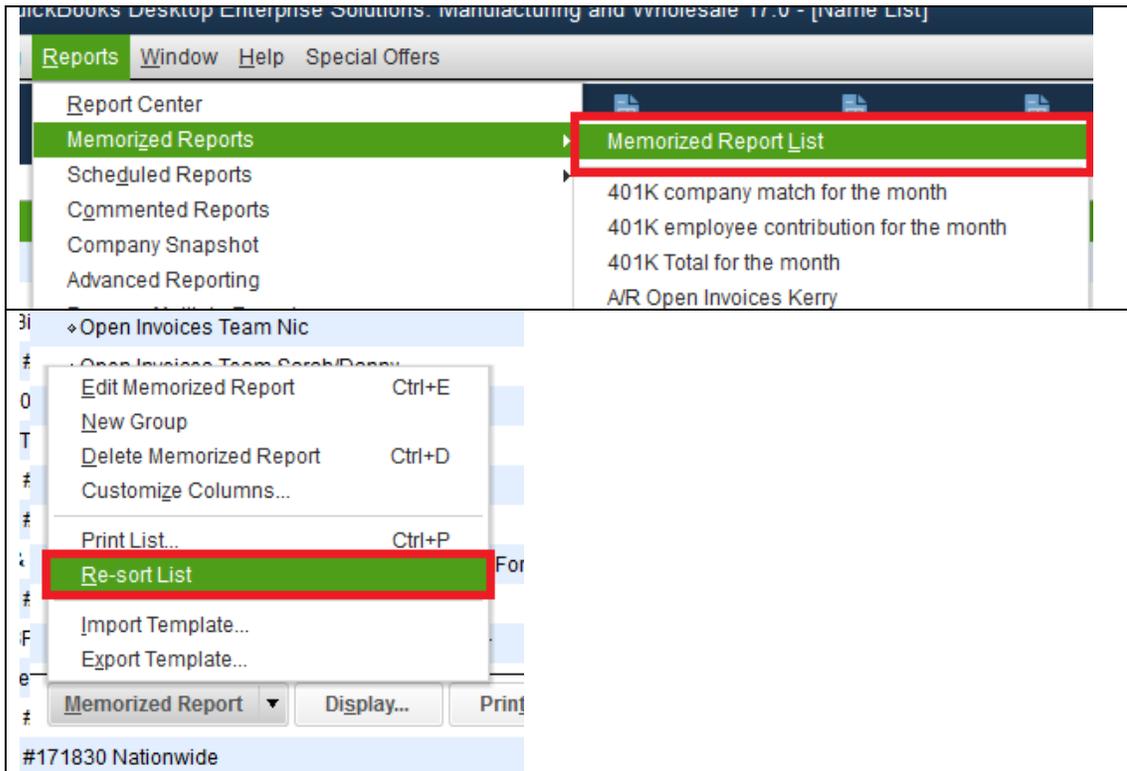
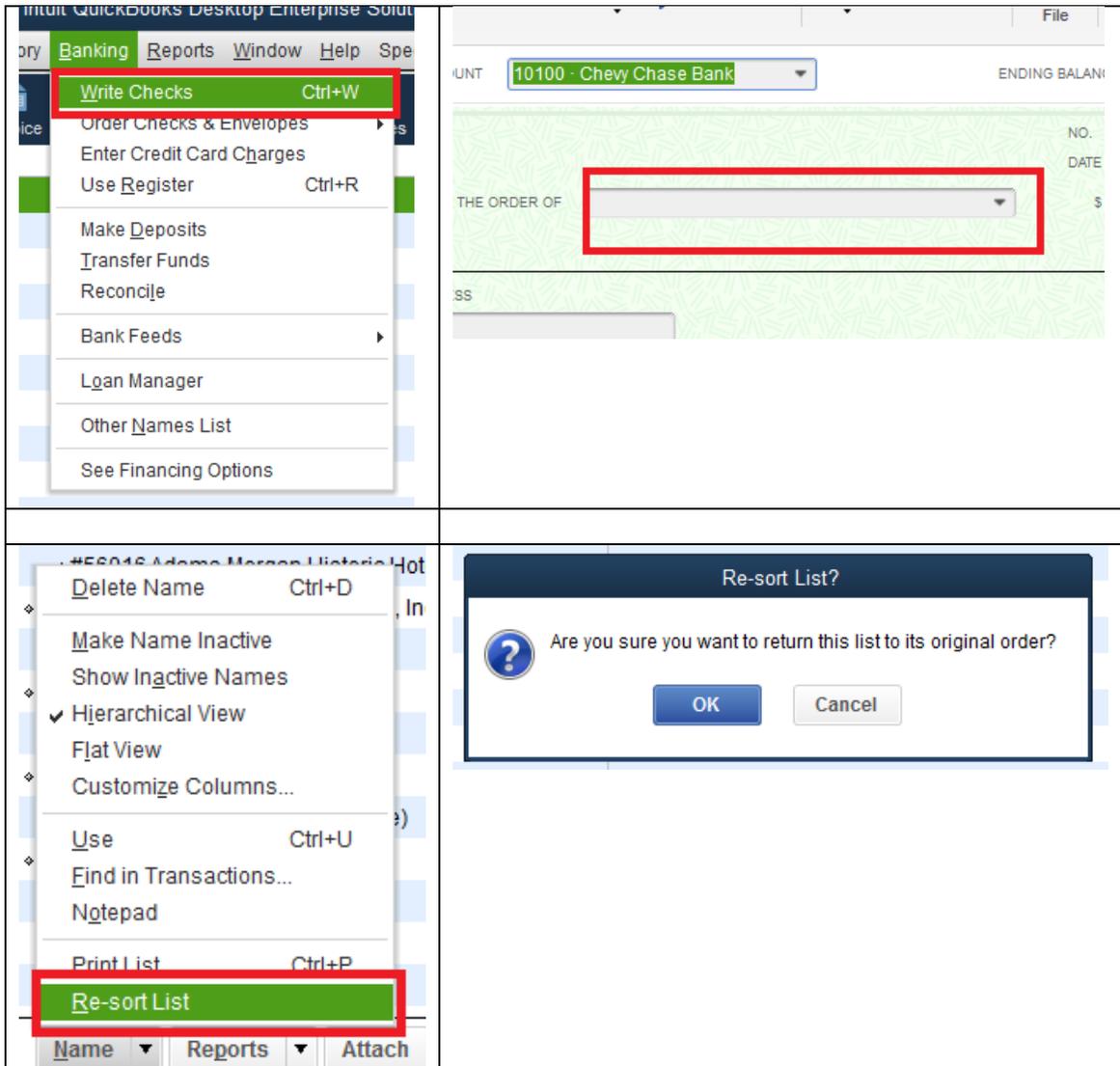B). Resort chart of accounts. Go to chart of accounts and at bottom left, click "resort list".

C). To resort memorized transaction list.

D). To resort the memorized report list.

E). To resort Master Name list, go to the banking – write checks menu. Place your cursor in the pay to the order of field, and press ^L to resort the list.

In some cases, the verify errors screen will not show you enough detail to fix the problem, you will have to review the qbwin.log to gather additional information. To view that log, press F2 to get the screen below.

Then press F3, navigate to the "open file" tab and scroll down to open QBWin.Log and click "open file." Note, this file is overwritten each time quickbooks opens, so if you wish to save these results, click the button "Save log files on C: drive".


Scroll to the bottom of the log file and search upwards for "error" – you can safely ignore "QBW.LCK can't be found. Error = 2"
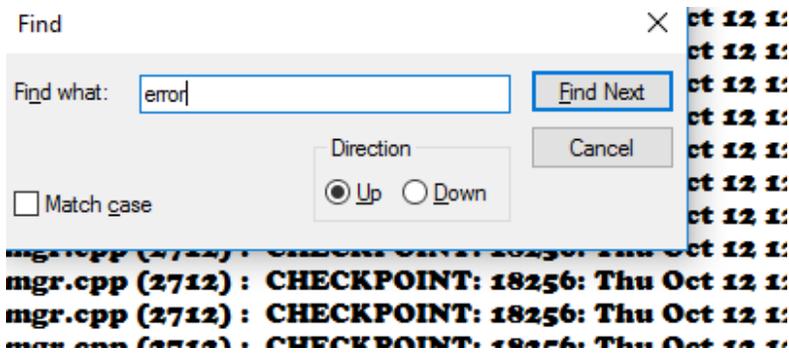
Find your other errors and scroll to the detail which should tell you which transaction is broken. Use this to fix or repost the transaction or item and run verify again.

7). Once the data errors are fixed and you've verified the data again to ensure no encryption or SQL errors exist, you can run the Rebuild utility. Wait for it to complete.
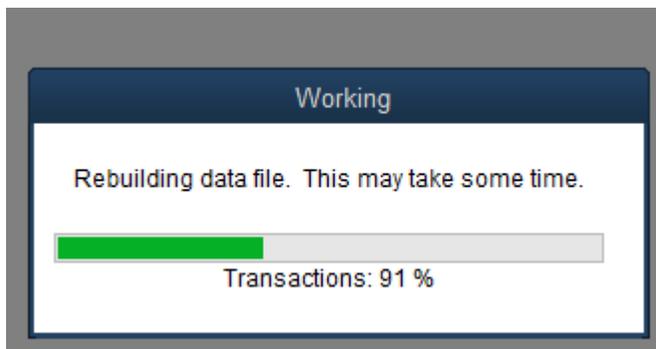
8). Review the errors, if any. Review the QBWin log or the errors that were not fixed to correct manually, then rebuild again.

! We couldn't fix some of your errors, but don't worry! We can help. Please contact support for assistance.

Errors we couldn't fix

Expand All

Lists

► Error (7)

Errors we fixed

Expand All

Lists

► Error at line 1268 (6)   See Online Article
► Error 173   See Online Article
► Error 174 (2)   See Online Article

Transactions

► Error 179   See Online Article

9). These are the results you like to see!

Rebuild Results

Company File C:\Users\Laura.McInerney\Documents\TurnKeyOffice\Client Folders\EVI\EVI.QBW

System Date   10/12/2017

Rebuild run on 10/12/2017 13:43:03

Issues found   0