

QuickBooks - User Guide

How to Fix Quickbooks Closes Unexpectedly Issue

Fix 1: Run The Quick Fix My Program From The QuickBooks Tool Hub

- Shut down the QuickBooks Desktop application in the first place.
- Now, you need to download the QuickBooks Tool Hub file.
- Once you are done with that open the downloaded file QuickBooks ToolHub.exe and install the Tool Hub by following the on-screen instructions.
- After this, double-click on the Tool Hub icon to open it on your Windows desktop.
- Next, select Program Problems and then click Quick Fix my program.
- Lastly, reopen the QuickBooks Desktop Application.

Fix 2: Use The QuickBooks Install Diagnostic Tool

- The very first step is to open the QuickBooks Tool Hub and select Program Problems.
- Now, hit a click on QuickBooks Connection Diagnostic Tool and let it run.
- It may take up to 20 minutes or more depending on the size of the file to detect and correct the issue of QuickBooks freezes when opening the company file.
- When the tool finishes, you have to restart your system and open the QuickBooks application.

Fix 3: Rename The QBWUSER.Ini File

- In the beginning, navigate to the folder in which you have saved the QBWUSER.ini file. Follow the given file path:
- Users[Your user name]AppDataLocalIntuitQuickBooks [year]
- In case you are unable to see the folder due to any reason then you might have to enable hidden files and folders.
- Afterward, make right-click on the QBWUSER.ini file and choose the Rename option.
- Next, add .old at the end of the file name. For instance, QBEUSER.ini.old and rename the EntitlementDataStore.ecml file.
- Finally, try to open the QuickBooks Desktop application once again and check if the error still persists or not.

Fix 4: Repair The Software Program

- Firstly, you have to reboot the computer.
- Now, log in to an admin account on windows.
- Navigate to the Control Panel from the start menu.
- Hit a right-click on QuickBooks and select Repair.
- Then, you need to follow the on-screen instructions until the repair function completes.
- Press Finish and then restart your system.

Sometimes, you may have to reinstall the software by following the steps provided below:

- Move your cursor to the Control Panel.
- Next, choose Programs and Features.
- You are required to click on Uninstall a program.
- Further, select QuickBooks and then press Uninstall.
- Follow the on-screen prompts until the process completes.
- After that, you have to restart your system.
- From the intuit website, you need to download the setup of your QuickBooks version.
- Start the setup and follow the instructions that appear on the screen.
- Now, enter the Product and License number for product activation.
- Once the installation is complete, tap on Finish.

Fix 5: Set Up Automatic Updates

- From the main menu, tap on Help.
- Click Update QuickBooks Desktop.
- From the Update Now tab, select reset updates to delete all the previous update downloads.
- Tap on Get Updates.
- Wait for the updates to download and restart QuickBooks.
- Accept the request to install the updates.
- From the options tab, hit Yes for automatic updates.
- To end up the process, tap on close.

Fix 6: Use Selective Startup To Install QuickBooks Desktop

- To begin with, hold and press Windows + R keys together on your keyboard to open the Run command.
- Next, type MSConfig in the text space and press OK.
- Navigate to the General tab and choose Selective Startup mode and Load system services.
- After that, hover over the Services tab and then select Hide all Microsoft Services.
- Now, tap on Disable all option.
- Ensure that unmark the Hide all Microsoft services checkbox.
- Along with this, you need to ensure that you have selected the Windows Installer Checkbox from the list of services.
- However, if it's not then select the checkbox and click on OK.
- When all set, choose the Restart option on the system configuration window.

Fix 7: Update Windows

- Once the update finishes, you have to restart your workstation.
- If you are able to open the QuickBooks application before appearing this error then try to open QuickBooks and your company file as well.
- However, if due to any reason you are unable to install QuickBooks Desktop then you are required to install it again.
- So, the error is resolved when you are able to install and open the QuickBooks application. If not then proceed to the next solution.

Fix 8: Manually Fix Windows Components

In case the QuickBooks Install Tool and the updating process didn't eliminate the QuickBooks Closes Unexpectedly error, you can try repairing the specific windows components on your own. Go through the steps mentioned below:

- Repair or reinstall the Microsoft .NET Framework.
- Repair Microsoft MSXML.

Fix 9: Run The Clean Install Tool From The Tools Hub

- Once you open the QuickBooks Tool Hub application, all the installation issues start appearing on the screen.
- Now, you have to select the installation issues.
- Then, the QuickBooks clean install tool would be available for you.
- The user is required to press the green button.
- Besides it, you have to choose the QuickBooks version and product version that you want for your accounting process.
- Moving ahead, you must click the continue tab.
- After executing all the above steps, you need to make sure that the QuickBooks software installs at the default location.
- When the verification completes, hit OK.

Fix 10: Figure Out The Causes That Lead To Issue

With the below steps, you can easily find whether the company files or software itself causing the issue:

- Open the Windows Start menu
- In the search box, type “File Explorer” and open it
- Locate and open the QuickBooks.exe file which is generally located in the QuickBooks folder
- Hold down the Ctrl keys along with that do double-click on the QuickBooks.exe
- Make sure that you don’t release the Ctrl key until QB opens.

Fix 11: Turn Off Hosting On Workstations

- On one of your workstations, launch QuickBooks
- Do not open your company file instead of that, go to the File menu and select Utilities from the drop-down menu
- Don't select the "Host Multi-User Access" option if it appears
- Proceed to the following workstation (This one isn't the source of the issue)
- Select Stop Hosting Multi-User Access if it is an option
- These steps should be repeated on all of your workstations.

Move on to your server computer after you've checked your workstations. This is the computer on which your company's files are usually stored.

- On your server PC, launch QuickBooks
- Hover over Utilities in the File menu
- Select Host Multi-User Access if it is available
- Toggle the option on and off
- Select Stop Hosting Multi-User Access and repeat the process
- Multi-user Mode will be reset as a result of this action
- Repeat the process and choose Host Multi-User Access this time.
- After you're done again, repeat the last step.

Fix 12: Move Your Company File

- Open the Start menu in Windows
- Open File Explorer by typing “File Explorer” into the search box
- Look for and locate the folder containing your company file
- Your QB folder is normally where you’ll find it
- It appears as follows: [Your firm’s name]. qbw
- Copy your company file by right-clicking it
- Paste can be done by right-clicking anywhere on your Windows desktop and selecting Paste
- Rename the copied company file by right-clicking it

- Give the file a name that's easy to remember, or include the word "Test" in the name
- QuickBooks should be open and then select Open or restore company from the File menu
- Choose Open from the company file you copied to your desktop.
- The issue is the file location if you are able to open the duplicated/copied company file.
- Move back the copied company file to its original folder on your Windows desktop
- From now on, consider this your primary company file
- Locate the company file you copied in the first place
- Choose Rename from the context menu when you right-click it
- Add the term "old" to the name to remind you that it should no longer be used.
- Continue to further solutions if you are still unable to open the company file.

Fix 13: Turn Off The Save When Closing Feature

To keep them from opening, take the following precautions:

- QuickBooks Desktop should now be opened
- Select your company file from the No Company Open window's drop-down menu
- Choose Open while holding Alt key from your keyboard
- Wait until the file opens before releasing Alt.

Turn off the save when closing feature once you've opened your company file:

- Select Preferences from the Edit menu
- Select the Desktop View option from the drop-down menu
- Select the option to "Don't save the desktop" and then click OK
- Close and reopen QuickBooks, then go back to your company file.
- If everything appears fine, you're good to go.

Fix 14: Check The File Properties

- Open the File Explorer from the Windows Start menu
- Look for and locate your company file
- This is how it appears: [Name of your business]. qbw
- Select Properties from the right-click menu of the company file
- Select the Advanced option
- Select the Compress and Encrypt checkboxes to be unchecked
- At last, select and click on the Ok button.
- Open QuickBooks and your company file in a new window.

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through experts**



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