

Rebuilding a data file in QuickBooks

Warning – Before following the instructions below, please be sure you have at least one valid backup of your data file.

The Verify Data utility detects many types of data damage. The utility looks at the data and then logs any errors it finds in a file named *QBWin.log*. This log file is contiguous. Each time you verify, rebuild, condense, or update your data, any integrity issues found will be appended to the end of the file. It is common for the *QBWin.log* to become very large.

Note: Every time you exit/close and re-open QuickBooks, a new *QBWin.log* is created and your previous log will be saved as *QBWin.log.old1*. The next time QuickBooks is opened again, *QBWin.log.old1* will be saved as *QBWin.log.old2* and so on. There is a maximum of five log entries and will be rotated accordingly as shown below:

Name	Size	Type	Date Modified
QBSession.log	126 KB	Text Document	1/05/2008 12:38 PM
QBSession.log.old1	130 KB	OLD1 File	1/05/2008 12:37 PM
QBSession.log.old2	130 KB	OLD2 File	1/05/2008 12:36 PM
QBSession.log.old3	130 KB	OLD3 File	1/05/2008 12:35 PM
QBSession.log.old4	131 KB	OLD4 File	1/05/2008 12:03 PM
QBSession.log.old5	126 KB	OLD5 File	30/04/2008 4:28 PM
QBWin.log	4 KB	Text Document	1/05/2008 12:38 PM
QBWin.log.old1	5 KB	OLD1 File	1/05/2008 12:37 PM
QBWin.log.old2	5 KB	OLD2 File	1/05/2008 12:36 PM
QBWin.log.old3	5 KB	OLD3 File	1/05/2008 12:35 PM
QBWin.log.old4	5 KB	OLD4 File	1/05/2008 12:03 PM
QBWin.log.old5	4 KB	OLD5 File	30/04/2008 4:28 PM

Re-sort the Name List

1. Close any application running on the computer
2. If you currently have QuickBooks open, exit/close the software and re-open QuickBooks and select the data file you wish to perform the verify and rebuild.
3. Open the Write Cheques window (go to *Banking* menu > *Write Cheques* or press CTRL-W)
4. Click in the *Pay to the Order of* field on the cheque form so that the cursor is flashing
5. Press CTRL-L to open the Name List
6. Click on the *Name* button in the bottom left corner and select *Re-Sort List*. When asked if you really want to return the list to its original order, click *OK*
7. Close the Name list and the Write cheques window.
8. Go to the *List* menu and select the *Chart of Accounts*
9. Click on the *Accounts* button and re-sort the list as above.
10. Close the list
11. Repeat this process with the remainder of the list menu, including Customer and Supplier Profile Lists sub-menu. Empty lists will not have the Re-sort option. In QuickBooks non-empty lists that don't have the re-sort option can be re-sorted by selecting Re-sort from the *View* menu.

Verify and Rebuild the data file

1. From the *File* menu > *Utilities* > *Verify Data*. QuickBooks will now search the file for errors.
2. Click *OK* when the process has been completed.
3. Even if the Verify procedure detected no errors, follow the steps below, as the rebuild can sometimes fix errors it detects on the fly.
4. Go to *File* > *Utilities* > *Rebuild Data*.
5. Backup the Data file as instructed – Do **NOT** overwrite your current file backup (Save it to a different location or rename the backup file).
6. The file should now be repaired.

Check the file integrity

1. Go to *File* > *Utilities* > *Verify Data* to perform the verify operation again. It should say that no errors have been detected.
2. Check the file to see if the original error has been fixed – it may also be necessary to re-enter damaged transactions to fix the problem.
3. Also check these two reports:
Balance Sheet Report (This report should have equivalent *TOTAL ASSETS* and *TOTAL LIABILITIES & EQUITY*)
4. *Trial Balance Report* (This report should have equivalent *DEBIT* and *CREDIT* totals)

Note: Due to the nature of the data structure, it is possible that some errors can remain and could be fixed by another rebuild. To do so, follow the *Verify and Rebuild the data file* procedure again.

If this process fails to rectify the problem or the rebuild fails then a manual rebuild may be necessary.

Manual Rebuild

A Manual rebuild is only necessary if the data can not be rebuilt or the verify after the rebuild still shows the error message “The data has lost integrity”.

1. Open the data file again and do another Verify [*File* > *Utilities* > *Verify*]. This should result with a message, *The data has lost integrity*.

Windows XP Users:

- Minimise QuickBooks. From the *Start* menu, select *Search*
- Click *All files and folders*. Fig.1
- In the *All or part of the file name* field, type *qbwin.log* and in the *Look in* field, select *Local Hard Drives (C:)* from the drop-down list. Fig.2
- Click *More advanced options*. Fig.2
- Select *Search hidden files and folders*. Fig.3
- Click *Search*
- Locate and double-click *QBWin.log*. [C:\Documents and Settings\<username>\Local Settings\Application Data\Intuit\QuickBooks\log]



Fig.1

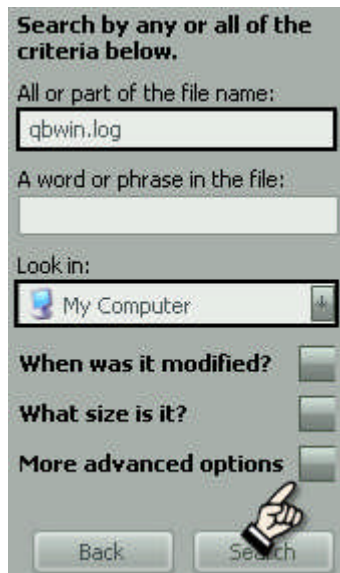


Fig.2

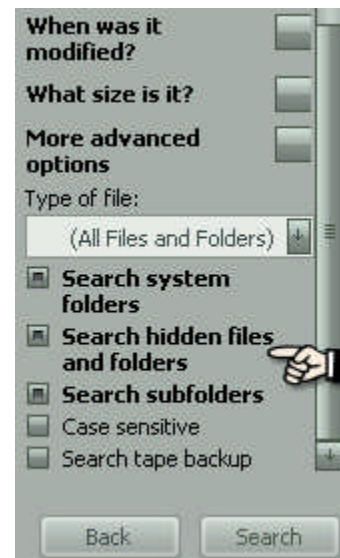
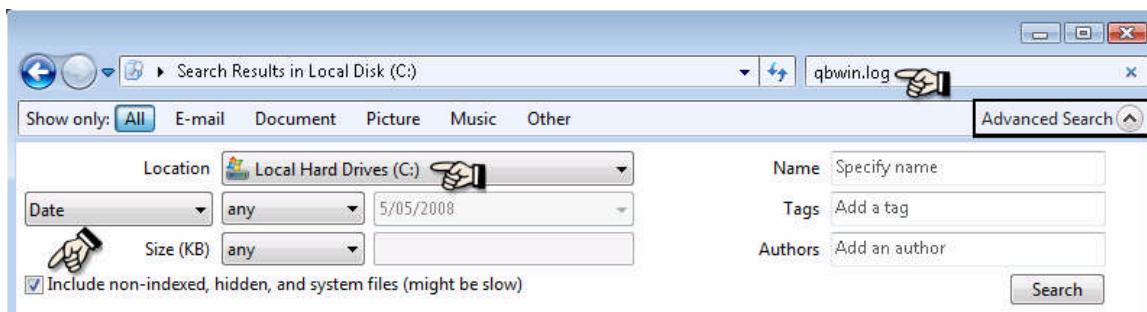


Fig.3

Windows Vista Users:

- Minimise QuickBooks. From the Windows Logo, select *Search*
- Click *Advanced Search*
- From the *Location* drop down, select *Local Hard Drives (C:)*
- Tick *Include non-indexed, hidden, and system files (might be slow)*
- Type *qbwin.log* in the *Search* field
- Locate and double-click *QBWin.log*. [C:\Users\<username>\AppData\Local\Intuit\QuickBooks\log]



2. Scroll to the bottom of the file. Look for the following:

===== * BEGIN VERIFY LOG * =====

verify.c (382) : CHECKPOINT: Tue Apr 29 16:47:26 <This will be the time of your most recent verify.
Verifying data, file name: <The location of your data file>

Look for something similar to the example below:

**verify.c (5411) : CHECKPOINT: Tue Apr 29 16:47:46 Error: Verify Target: Tax target without supplier. Targ
= 2549**

verify.c (9230) : CHECKPOINT: Tue Apr 29 16:47:46 Type: cheque
verify.c (8800) : CHECKPOINT: Tue Apr 29 16:47:46 txn#: 00704 date: 26/10/2007
verify.c (8803) : CHECKPOINT: Tue Apr 29 16:47:46 doc#: 1369
verify.c (8808) : CHECKPOINT: Tue Apr 29 16:47:46

verify.c (9297) : CHECKPOINT: Tue Apr 29 16:47:46 Distrib
verify.c (9301) : CHECKPOINT: Tue Apr 29 16:47:46 acct: Tax Payable
verify.c (9304) : CHECKPOINT: Tue Apr 29 16:47:46 \$: -403.00
verify.c (9319) : CHECKPOINT: Tue Apr 29 16:47:46 Other name: John Smith
verify.c (9326) : CHECKPOINT: Tue Apr 29 16:47:46

===== * END VERIFY LOG * =====

Note: Warnings will mean that the verify shows 'The data has lost integrity' error message. They aren't damaged in the data file, just transactions that have been entered incorrectly. They can be repaired the same way or ignored if you like. Ignoring them means the data file will never verify as OK.

The highlighted items are what you need to look for:

- The **Type** is the type of transaction – invoice, bill etc
- The **txn#** is the transaction number
- The **Date** is the date of the Transaction. It can be in American or Australian date format or both
- The **doc#** is the document number of the transaction
- The **Distrib acct** is an account used in the transaction
- The **\$** is the amount of the transaction
- The **Other name** is the name on the transaction

3. Use the information from the log file to find the transaction in QuickBooks.
4. When you have found the transaction, delete it and re-enter it.
5. If there are any transactions linked to the damaged transactions, such as a payment, then the linked transaction will also need to be deleted and re-entered as well.
6. Rebuild the data file, if the error re-occurs then repeat the manual rebuild until it is successful.