Appendix B

Troubleshooting

APPENDIX B, TROUBLESHOOTING

14. Update QuickBooks, pages 313-314
    o Update Company During Restore, page 314
    o Update Company and Security Warning During Restore, pages 315-316
15. QuickBooks Support From Intuit, page 316
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QUICKBOOKS FOR THE MAC

Every new Mac lets you install and run Microsoft Windows using a built-in utility called Boot Camp. Boot Camp helps you install Windows on our Mac. After you install, restart your Mac to switch between macOS and Windows. How to install Windows on your Mac with Boot Camp is explained at https://support.apple.com/en-us/HT201468.

If you want to run Windows and Mac applications at the same time, without rebooting, you can install Windows using VMware Fusion (http://www.vmware.com/products/fusion/) or Parallels software (http://www.parallels.com/products/desktop/).

INSTALLATON AND ACTIVATION

The QuickBooks 2018 software include with this textbook is a 5-month single user copy for desktop installation. To download and activate QuickBooks 2018, refer to Chapter 1, pages 3 through 15.

Note to instructors: For the classroom site license information, go to www.mhhe.com/qbd2018 > Site License. Intuit offers free Educator Registration and classroom site licenses.

DEFAULT FILE LOCATIONS

Company Files

The default location for company files with qbw extensions is
C:\Users\Public\Public Documents\Intuit\ QuickBooks\ Company Files

Recommended Backup Routine: .QBB and .QBM Extensions

Back up your company file at the end of each classroom session or each day to a
network drive; external hard drive; removable storage device such as a CD, USB
flash drive, or to a remote site over the Internet. Do not store backups on your
computer's hard drive where you store your working data—if your computer's
hard disk fails, you may lose your backup files as well as your working data.

Set Default Location for Backups

When you first use the backup feature, you need to enter the default location
where you want to store your backups. You can set or change this default using
these instructions.

1. Go to the File menu and click Backup Copy > Create Local Backup (for
    backup files ending in the extension .QBB).
2. On the Create Backup window, the radio button next to Local backup should
    be selected. Click on the <Options> button.
3. Click Browse to find the location where you want to store your backups. The
    directory you choose remains your default until you change it.

For backup files ending in the extension .QBM, select File > Create Copy >
Portable company file. On the Save Portable Company File window in the Save

in field, select the backup location. (*Hint:* File > Create Copy also includes the selection Backup copy for .QBB backups.)

SET UP FOLDERS FOR DATA MANAGEMENT

You may want to organize QuickBooks' file types in separate folders. QuickBooks' file types include portable backup files (.QBM extensions) and company files (.QBW extensions).

How Do I Show File Extensions?

To show files extensions, follow these steps.

1. Go to File Explorer. (Right-click the start button > left-click File Explorer.)
2. Click on the View tab. A check mark should be next to File name extensions ☑ File name extensions.
3. Close File Explorer.

QuickBooks Company Files Folder

You may want to set up a folder for QuickBooks' company files. QuickBooks' company files end in the extension .QBW.

Before restoring files, set up a folder labeled QuickBooks Company Files_QBW.

QuickBooks Company Files_QBW
File folder
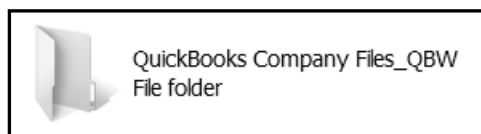
When you restore files in QuickBooks, a Save Company File as window appears. In the Save in field, select the QuickBooks Company Files_QBW folder.
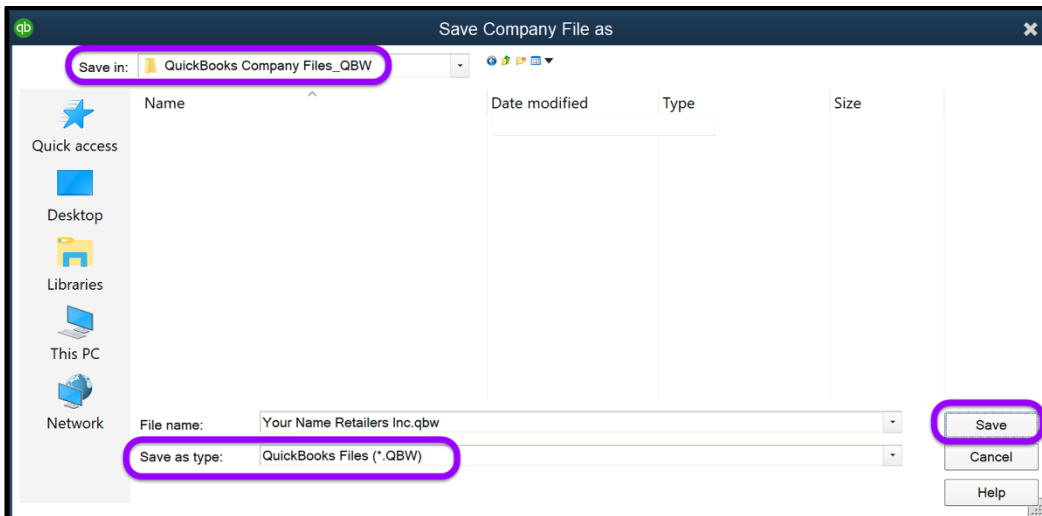
By saving the company files to its own folder, you store the company files (.QBW files) in a different location than the backed up files (.QBM or .QBB extensions).

When a company is opened in QuickBooks, the following file extensions are associated with that company file:

1. .QBW: QuickBooks working file or company file
2. .DSN: Database source name
3. .ND: network data file
4. .TLG: transaction logs

Your Name QB Backups Folder

After completing work, you are instructed to save the backed up files to a separate folder labeled Your Name QB Backups [use your first and last name].
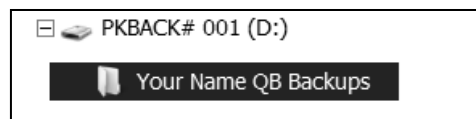
| Name	Type
sample_product-based business (Portable).QBM	QuickBooks Portable Company File
Your Name Accounting Beginning Balances (Portable).QBM	QuickBooks Portable Company File
Your Name Accounting Chart of Accounts (Portable).QBM	QuickBooks Portable Company File
Your Name Accounting December (Portable).QBM	QuickBooks Portable Company File
Your Name Accounting EOY (Portable).QBM	QuickBooks Portable Company File
Your Name Accounting Financial Statements (Portable).QBM	QuickBooks Portable Company File
Your Name Accounting UTB (Portable).QBM	QuickBooks Portable Company File
Your Name Chapter 2 End (Portable).QBM	QuickBooks Portable Company File
Your Name Chapter 3 October 1.QBB	QuickBooks Company Backup File
Your Name Chapter 3 October Check Register.QBB	QuickBooks Company Backup File
Your Name Chapter 3 October End.QBB	QuickBooks Company Backup File
Your Name Chapter 4 End.QBB	QuickBooks Company Backup File
Your Name Chapter 4 November.QBB	QuickBooks Company Backup File
Your Name Chapter 4 Vendors and Inventory.QBB	QuickBooks Company Backup File
Your Name Chapter 4 Vendors.QBB	QuickBooks Company Backup File
Your Name Chapter 5 December Financial Statements.QBB	QuickBooks Company Backup File
Your Name Chapter 5 December UTB.QBB	QuickBooks Company Backup File
Your Name Chapter 5 EOY (Portable).QBM	QuickBooks Portable Company File
Your Name Chapter 6 January Check Register.QBB	QuickBooks Company Backup File
Your Name Chapter 6 January Financial Statements.QBB	QuickBooks Company Backup File
Your Name Chapter 6 UTB.QBB	QuickBooks Company Backup File
Your Name Exercise 4-2 December.QBB	QuickBooks Company Backup File
Your Name Exercise 6-1 (Portable).QBM	QuickBooks Portable Company File
Your Name Hardware Store Beginning Balances (Portable).QBM	QuickBooks Portable Company File
Your Name Hardware Store Chart of Accounts (Portable).QBM	QuickBooks Portable Company File
Your Name Hardware Store Complete (Portable).QBM	QuickBooks Portable Company File
Your Name Hardware Store January (Portable).QBM	QuickBooks Portable Company File
Your Name Hardware Store Vendors Inventory Customers (Portable).QBM	QuickBooks Portable Company File
Your Name Hardware Store.QBB	QuickBooks Company Backup File
Your Name Retailers, Inc. (Backup Aug 31,2017 12 51 PM).QBB	QuickBooks Company Backup File
Your Name Retailers, Inc. Chapter 3 (Backup Oct 03,2017 02 55 PM).QBB	QuickBooks Company Backup File
Your Name sample_service-based business (Portable).QBM	QuickBooks Portable Company File
Your Name Sports End (Portable).QBM	QuickBooks Portable Company File
Your Name Sports January (Portable).QBM	QuickBooks Portable Company File
Your Name Sports Starting Balance Sheet (Portable).QBM	QuickBooks Portable Company File
Your Name Sports Vend Inv Cust (Portable).QBM	QuickBooks Portable Company File

Thirty-six backup files are shown. Two types of backups are shown –
QuickBooks Portable Company Files (.QBM extensions) and QuickBooks
Company Backup Files (.QBB extensions).

Types of Backup Files

QuickBooks includes three types of backup files:

1. Backup copy (.QBB extensions)
2. Portable company file (.QBM extensions)
3. Accountant's copy (.QBX or .QBA extensions)
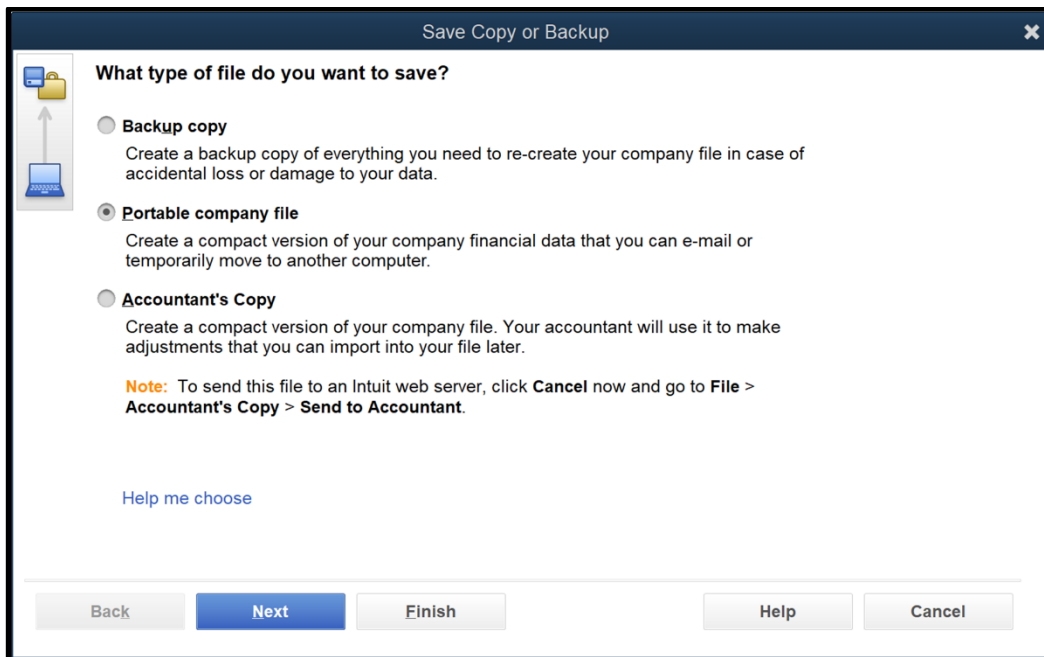
In *Computer Accounting Essentials with QuickBooks 2018, 9e*, the methods shown for backing up are the Portable company file (.QBM) selection or the Backup copy (.QBB) file. Portable company files are smaller than Backup copy files. For emailing a file, portable company files (.QBM) are recommended.
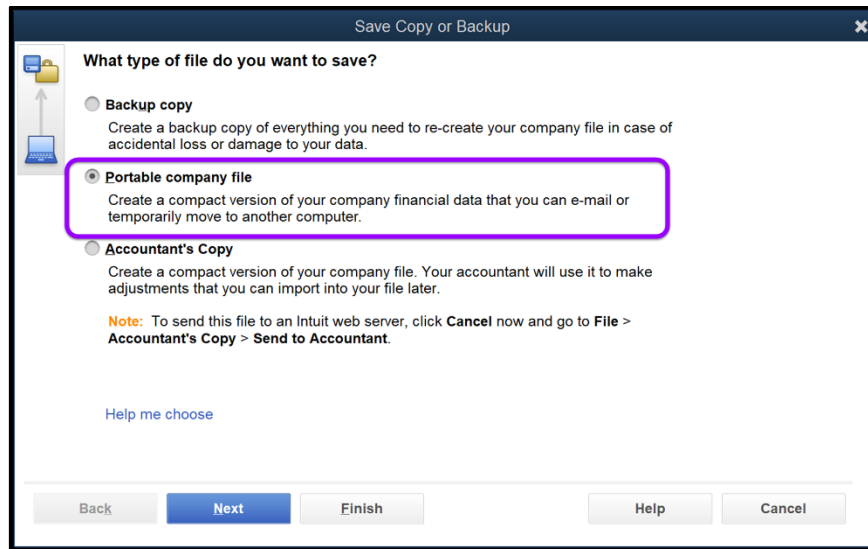
Backup Location No Longer Available

QuickBooks saves the location where files are backed up. If you decide to use another backup location, this Warning window will appear.
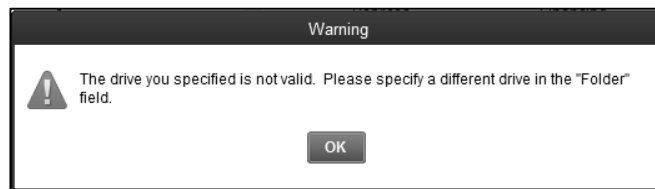
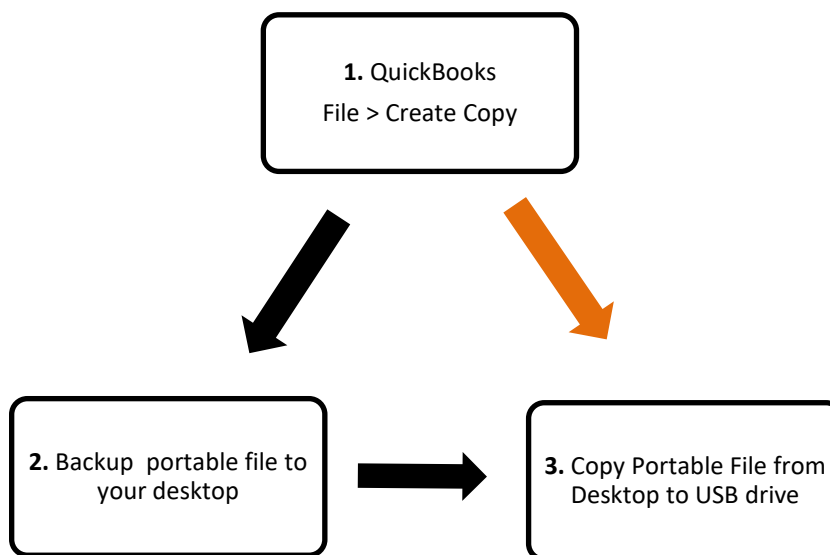Click <OK>, then select the location where you want to back up. Type the file name, then save.

Restore Previous Local Backup

If you want to restore a file previously backed up with the company that is currently open, use the File > Open or Restore Company selection. On the Open or Restore Company window, restore the appropriate backup copy (.QBB) or portable file (.QBM).

TROUBLESHOOTING BACKUP AND RESTORE: USING USB DRIVES

USB drives use different file systems. To see your USB drive's file system, right-click on the drive letter, left-click Properties, then select the General tab. Some USB drives are more reliable than others. If you are experiencing difficulty using a USB drive when either restoring from or backing up to it, use your Desktop instead. In other words, backup to your desktop first, then copy the file to a USB drive. Do the same thing in reverse when you want to restore a file. Copy the file from the USB drive to your desktop, then restore the file from your desktop instead of from a USB drive.

Create Copy or Backup: Portable Company Files

```
            ┌─────────────────────┐
            │  1. QuickBooks      │
            │  File > Create Copy │
            └─────────────────────┘
             ↙                    ↘
┌──────────────────────┐    ┌──────────────────────────┐
│ 2. Backup portable   │ →  │ 3. Copy Portable File     │
│    file to your      │    │    from Desktop to USB    │
│    desktop           │    │    drive                  │
└──────────────────────┘    └──────────────────────────┘
```
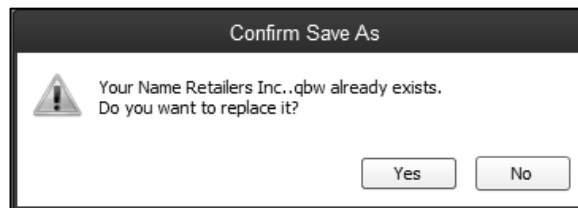
Restore a file

1. If the portable file resides on a USB drive, copy the file from the USB drive to your desktop.

2. Start QuickBooks. Open or restore the file from your desktop instead of the USB drive.

QBW File Already Exists

When restoring a file, if a screen prompts "[File name]…qbw already exists. Do you want to replace it?"

Click <No>. In the File name field, change the name slightly; for example, add your initials.

Now that you changed the file name, you can click <Save> to continue restoring your file. (*Hint:* Your Name Retailers Inc. is used in this example. Your file name may differ.) You could also delete the files associated with the company. Then, restore the file without changing its name.

QuickBooks Login Password

When opening a QB company, if a QuickBooks Login window appears, click <OK> to continue. (*Hint:* You do not need to type a password if a password has not been set up.)

Or, if you set up a password, type it. In Chapter 2, the authors suggest that you do <u>not</u> type a password to avoid the need for typing one when restoring or opening company files.

USE EXCEL WITH QUICKBOOKS

Your instructor may want you to email QuickBooks assignments completed in *Computer Accounting Essentials with QuickBooks 2018*. QuickBooks includes a way to export reports to Excel.

1. Display the report for the appropriate date.
2. You have two choices: E-mail, then select Send report as Excel; *or,* select the Excel button. In these steps you click [Excel ▼] > Create New Worksheet. The Send Report to Excel window appears.

   Accept the default, in new workbook. The selection for in an existing workbook allows you to add worksheets to an existing file.
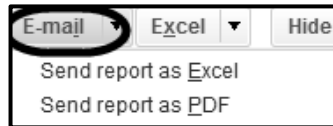3. Click <Export>.
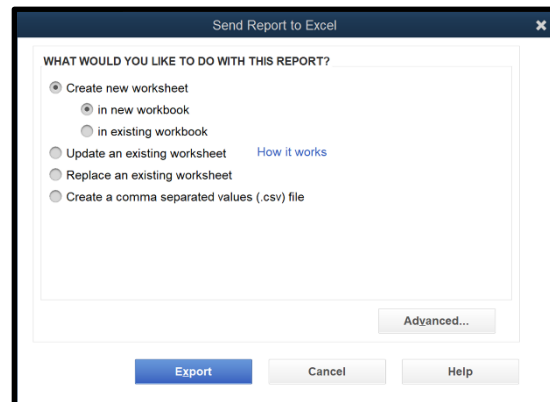
4.   Excel opens. Save the workbook.
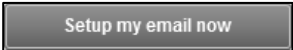
5.   Close the QuickBooks report.

E-MAIL REPORT AS A PDF FILE

You can email reports as PDF files.

When you send a report as a PDF file, the report is attached to an email message. If you do not have Acrobat Reader, you can download it for free from https://get.adobe.com/reader/.

1. Display the report you want to email as a PDF file.

2. Click E-mail, Send report as PDF.

3. If an Email Security window appears, read the information. Then put a check mark in the Do not display this message in the future box. Click <OK>.

4. If a Choose Your Email Method window appears, select
    . The Preferences window appears. If using Outlook, select it. (If Web Mail is selected and that is how you are sending email, do not change it.)

5. Your email account opens. The report is an attached PDF file. Type the recipient's email address and send. Go to the File menu, and then click Save as PDF.
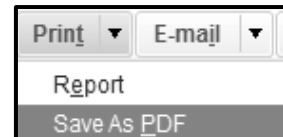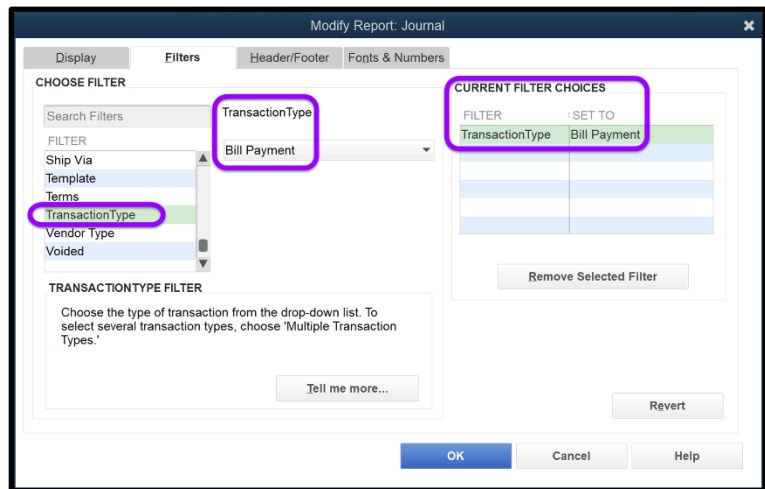

You can also display the report, select Print, then save as PDF file. Then, email an attachment.

PRINTING AND FILTERING REPORTS

There are numerous ways to print or display reports. For example, you can filter reports for the type of transaction.

After completing an Exercise, let's say you want to look at the vendor bills paid. In this example, Project 1, Your Name Hardware Store is used.

1. From the Reports menu or Report Center, select Accountant & Taxes > Journal. In the From field, type the appropriate from and to dates.

2. Select <Customize Report>. The Modify Report: Journal window appears. Select the Filters tab.

3. In the Filter list, select Transaction Type. In the Transaction Type field, select Bill Payment.

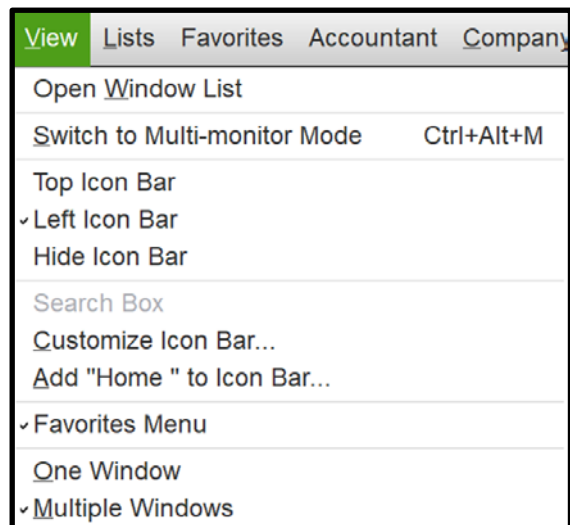4. Click <OK>. The Journal appears with the vendor payments, Bill Pmt-Check, shown.

Your Name Hardware Store
Journal
January 2018

Trans #	Type	Date	Num	Adj	Name	Memo	Account	Debit	Credit
12	Bill Pmt -Check	01/20/2018	1		AAA Shovels	20000	10000 · Home State Bank		375.00
					AAA Shovels	20000	20000 · Accounts Payable	375.00	
								375.00	375.00
13	Bill Pmt -Check	01/20/2018	2		BBB Wheel Barrows	20000	10000 · Home State Bank		2,400.00
					BBB Wheel Barrows	20000	20000 · Accounts Payable	2,400.00	
								2,400.00	2,400.00
14	Bill Pmt -Check	01/20/2018	3		CCC Wagons	20000	10000 · Home State Bank		600.00
					CCC Wagons	20000	20000 · Accounts Payable	600.00	
								600.00	600.00
TOTAL								**3,375.00**	**3,375.00**

ADD SHORTCUTS TO THE ICON BAR

1. From the menu bar, select View > Customize Icon Bar > Add. You can also delete shortcuts that you do not want to appear on the Icon Bar.
2. The Add Icon Bar Item window appears. Select an item to add. Observe the Label and Description field identifies the item. You can also customize the label and description. Click <OK>.
3. The Customize Icon Bar window appears. To reorder the icons, drag an icon's diamond up or down to the position you want.

ICON BAR LOCATION

The Icon Bar can be located on the top, left, or it can be hidden. To change the location of the Icon Bar, from the menu bar, select View. The Left Icon Bar is selected. Other selections include Top Icon Bar or Hide Icon Bar.

View	Lists	Favorites	Accountant	Company
Open Window List				
Switch to Multi-monitor Mode			Ctrl+Alt+M	
Top Icon Bar				
✓ Left Icon Bar				
Hide Icon Bar				
Search Box				
Customize Icon Bar...				
Add "Home " to Icon Bar...				
✓ Favorites Menu				
One Window				
✓ Multiple Windows				

## UNINSTALL QUICKBOOKS AND REMOVE ALL QUICKBOOKS FILES AND FOLDERS

It is sometimes necessary to uninstall QuickBooks, rename installation files left behind, and then reinstall QuickBooks. This may be required when a QuickBooks function is damaged or when simply reinstalling QuickBooks does not correct an issue. This process is called a **Clean Install** or **Clean Uninstall**.

Note: Be sure to have your QuickBooks download file and license and product numbers available before uninstalling QuickBooks. Read the instructions on this website to determine which uninstall method you prefer http://support.quickbooks.intuit.com/support/Articles/HOW12212.

TOGGLE QUICKBOOKS TO ANOTHER EDITION

The student trial version software, included with the textbook, can be used on one computer for 5 months.

1. From the menu bar, select File > Toggle to Another Edition. The Select QuickBooks Industry-Specific Edition window appears. Select QuickBooks Pro.
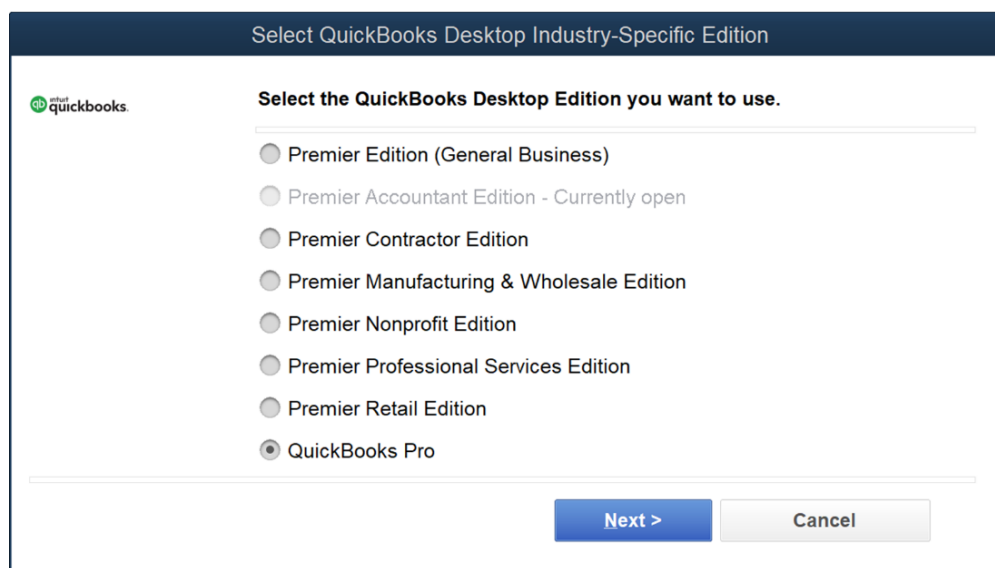
2. Click <Next> and the version of QuickBooks changes to the Pro.

QUICKBOOKS RELEASES

The screen images that appear in the textbook were done with QuickBooks Accountant 2018. If you are using your own laptop or PC, the author suggests updating the software. When you compare screen images with the textbook, you may notice some differences. For example, if you are using QuickBooks 2018 at school and the computer lab is <u>not</u> updating the software, this could result in some differences in screen images, *or* if you are not updating to the new release on your laptop or PC.

Periodically, updates to QuickBooks software are available for download. These updates improve program functionality and fix known issues with the software. Read this online support site information, http://support.quickbooks.intuit.com/support/Articles/HOW12418 .
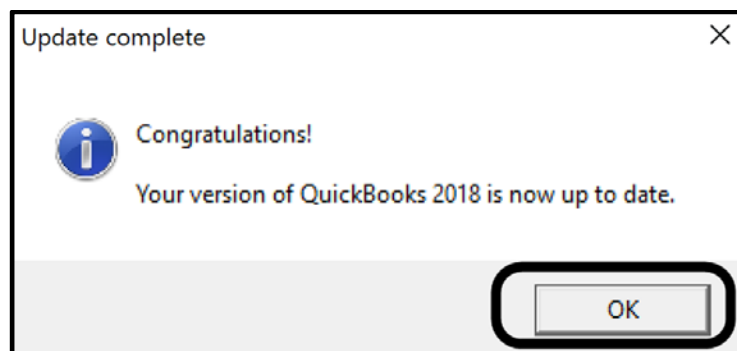
UPDATE QUICKBOOKS

Product updates, also called maintenance releases, prompt you to install the update when you first start QuickBooks. The updates are identified using release numbers such as R3, R4, etc. The authors suggest installing updates. This information is also shown on pages 84-85 (a.-e.).

1. If a QuickBooks Update Service window appears, read the information.
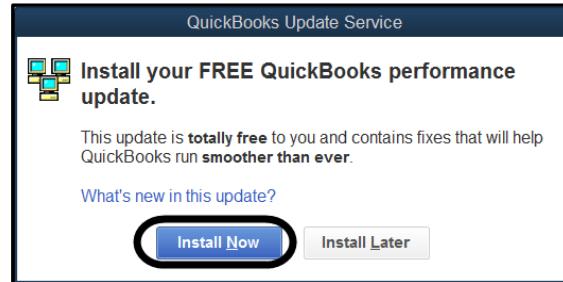
2. After selecting <Install Now>, the User Account Control window appears > click <Yes>. The update starts to install. Wait for the Update complete window to appear.
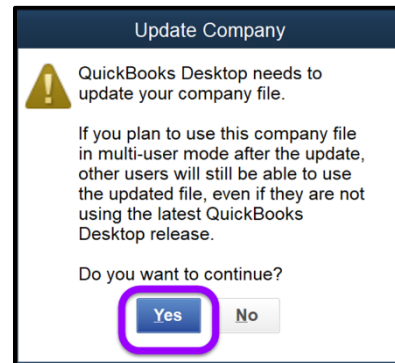

3. After clicking <OK>, QB starts.

If the QuickBooks Update Service window appears during restore, there are two types of pop-ups.
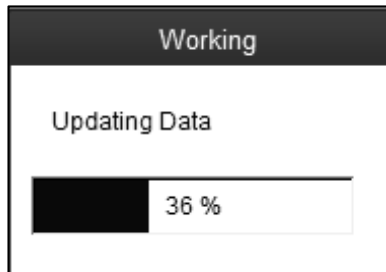
1. Update Company window.
2. Security Warning window.
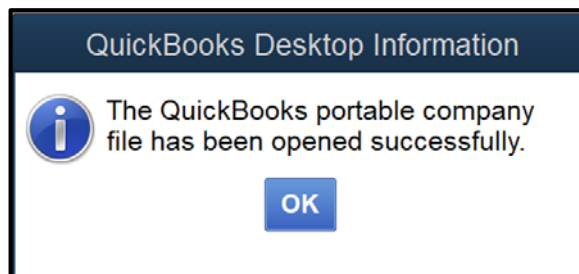
Update Company During Restore

If an Update Company window appears during restore, click <Yes>. An Update Company window appears.

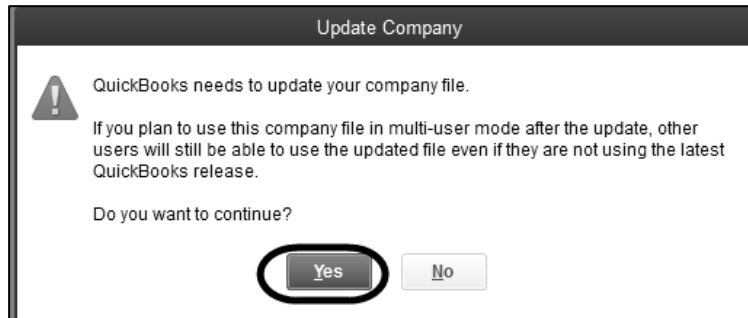A Working window may appear.

Read the screen prompt > click <OK>.

Depending on whether you are restoring a .QBB (backup file) or .QBM (portable file), your update screens may differ.

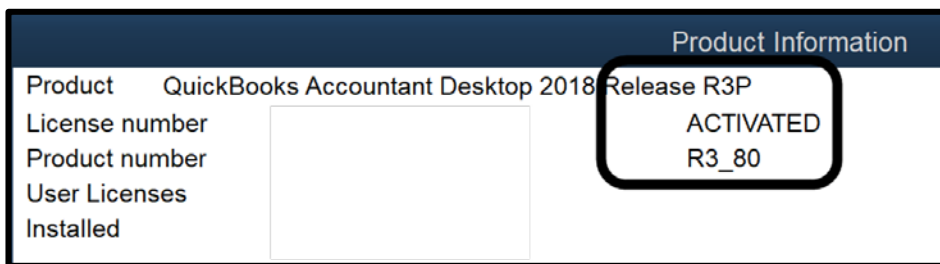## Update Company and Security Warning During Restore

QuickBooks updates automatically. If an Update Company window appears during restore, click <Yes>. An Update Company window appears.

If a Security Warning window appears, Click <Yes>.

You can press the function key <F2> to see the QuickBooks release being used.

Your release number may differ. If some of your screen images look different when compared to the illustrations in the textbook, you or the computer lab may

not have updated QuickBooks. For more information, refer to page 312, QuickBooks Releases.

QUICKBOOKS SUPPORT FROM INTUIT

QuickBooks support is available from Intuit, the publisher of QuickBooks software, at http://support.quickbooks.intuit.com/support/.

From the support website, you can:

- Ask a question.
- Browse Topics.
- Go to Top FAQs.
- Link to Announcements, Additional Resources, Connect via Twitter and facebook, and look at Other products.

HELP WINDOWS

Use the <F1> function key for Help from any QuickBooks window. When you press <F1>, a Have a Question window appears. In the example, <F1> was selected from the Home page.

You can search help, type a word in the Search field, Visit Support, or Ask Community. When Use Home page insights is selected, information is shown. Additional links can also be selected.