



## **Stellar Phoenix Recovery for QuickBooks® Software**

**Version 7.0**

### **Installation Guide**

# Why use 'Stellar Phoenix Recovery 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 Phoenix Recovery 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®).

# Overview

'QuickBooks®' is an accounting software used by business organizations for business write-up, financial reporting, and book-keeping. 'QuickBooks®' helps in managing inventory, tracking expenditure, creating invoices, balancing ledgers and managing employees' data. '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 Phoenix Recovery for QuickBooks® is a software that recovers damaged and corrupt QuickBooks® files. The software efficiently recovers almost every bit of information in the damaged QuickBooks® file. It has many features that make it unique among other products. 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.

## What's New in this Version?

- Support for QuickBooks® 2017.
- Supports advance repair from backup file.
- Option to upload file.

## Key Features

- New algorithm for faster recovery of files. (New)
- Provides option to select corrupt (\*.QBW) file from desired location.
- Provides option to search for the QBW file(s), incase if you do not know the location of corrupt (\*.QBW) files.
- Displays preview of Company information (Company name, Address, Phone number, fiscal year, e-mail, website, legal address, city, country, etc.).
- Displays preview of Chart of Accounts (Account name, Account Type, Description and Balance).
- Displays preview of Items and Services (Item name, Item type, Description and Price).
- Displays preview of Customers and Jobs information (Customer Name, Address Info, Additional Info, Payment Info, Job Info and Notes).

- Display preview of Customers and Jobs transactions (Invoices, Estimate, Sales Order, Sales Receipt, Received Payments, Credit Memos and Refunds).
- Displays preview of Vendors information (Vendor Name, Address Info, Additional Info and Account Prefill).
- Displays preview of Vendors transactions (Purchase Order, Item Receipt, Bills, Bill Payments, Checks, Credit Card Activities and Sales Tax Payments).
- Displays preview of Employees information (Personal Info, payroll and Compensation Info and Employment Info).
- Displays preview of Employees transactions (Paychecks, Liability Checks, Liability adjustments, Year-to-date adjustments and Non-payroll transactions).
- Creates and saves log report for every repairing process.
- Recovers Items and Services.
- Recovers Chart of Accounts.
- Recovers Company information and transactions (Chart of Accounts, and Items and Services).
- Recovers Customers information (Customer Name, Address Info, Additional Info, Payment Info, Job Info and Notes).
- Recovers Customers transactions (Invoices, Estimate, Sales Order, Sales Receipt, Received Payments, Credit Memos and Refunds).
- Recovers Vendors information (Vendor Name, Address Info, Additional Info and Account Prefill).
- Recovers Vendors transactions (Purchase Order, Item Receipt, Bills, Bill Payments, Checks, Credit Card Activities and Sales Tax Payments).
- Recovers Employees information (Personal Info, payroll and Compensation Info and Employment Info).
- Recovers Employees transactions (Paychecks, Liability Checks, Liability adjustments, Year-to-date adjustments and Non-payroll transactions).
- Recovers all payroll transactions.
- Recovers Paychecks.

- Supports recovery of multiple currencies.
- Supports QuickBooks® file recovery for QuickBooks® (US, UK, Canada, Germany, Australia, New Zealand, and South Africa version) 2017, 2016, 2015, 2014, 2013, 2012, 2011, 2010, 2009, 2008 and 2007.
- Supports recovery for QuickBooks® Enterprise Solution, Premier, Pro and Simple Start editions.
- Supports Windows 10, Windows 8, Windows 7, Vista, Windows 2000, 2003, and XP.
- Provides option to upgrade the software over the Internet using Update Wizard in the application interface.

# Minimum System Requirements

Before installing the software, make sure that your system meets the following system requirements:

- **Processor:** Pentium Class.
- **Operating System:** Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP.
- **Memory:** Minimum 512 MB ( 1 GB recommended).
- **Hard Disk:** 400 MB of free space.
- **Software:** QuickBooks® must be installed on the system.

# Installation procedure

## Steps to install Stellar Phoenix Recovery for QuickBooks® Software

- Double-click '**StellarPhoenixRecoveryforQuickBooksSoftware.exe**' Setup dialog box is displayed.
- Click 'Next' in the dialog box to continue. License Agreement dialog box is displayed.
- Select 'I accept the Agreement' option. Click 'Next' to continue.
- Specify the location where the installation files are to be stored. Click 'Next' to continue.
- Select the folder where files are to be stored. A default folder is suggested in the box. Click on 'Browse' button if you wish to save file at a different location. Click 'Next' button.
- Choose from the check box options as per your choice. Click 'Next' button.
- Click 'Install' button to start installation. You can click on 'Back' button to move back and make any changes.
- Installation progress window is displayed.
- Click 'Finish'.

**Note:** You can choose to launch the application after installation is complete.

# Launching the software

To start **Stellar Phoenix Recovery for QuickBooks® Software**, use one of the following:

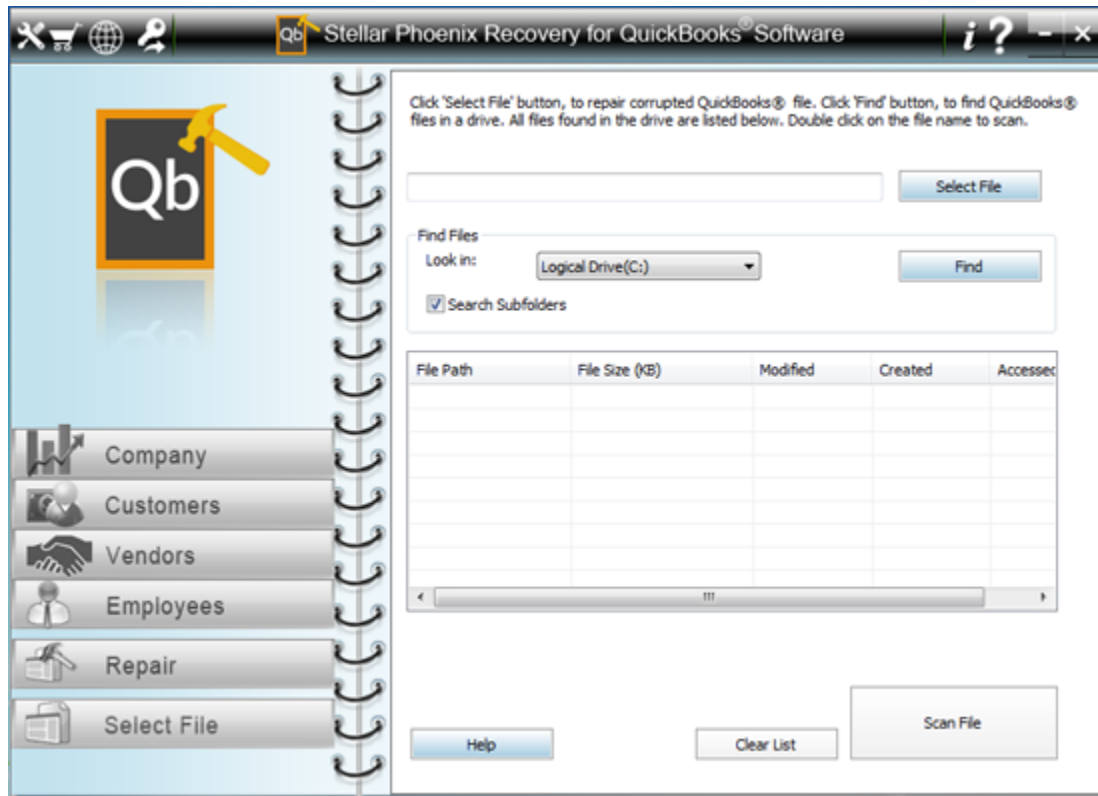
- Click 'Start' -> 'Programs' -> 'Stellar Phoenix Recovery for QuickBooks® Software' -> 'Stellar Phoenix Recovery for QuickBooks® Software'.
- Double click '*Shortcut*' icon on the Desktop.
- Click '*Quick Launch*' icon on the Taskbar.



# User interface

**Stellar Phoenix Recovery 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.

After launching the program, you will see the interface as shown below:








Besides scanning and repairing your corrupt QuickBooks® files, you can also purchase the product (if you have trial version installed on your computer), take regular updates and preview damaged 'QuickBooks®' files through this interface.

The different options present on the user interface are:


- **Select File:** This option lets you select corrupt QuickBooks® file(s) to be repaired.
- **Search File(s):** This option is helpful if you have forgotten or do not know the location of corrupt QuickBooks® file(s). All you need to do is to specify drive in '**Look in**' list box and press '**Search File(s)**' button and the software will list all QuickBooks® files present in that particular drive after performing a search. The software searches subfolders too for QuickBooks® files provided '**Search Subfolders**' option is checked.

- **Scan File:** This allows to scan corrupt QuickBooks® files. After scanning, a log is displayed which can be saved.
- **Preview:** This option lets you preview data contained in files through 'Company', 'Customers', 'Vendors' and 'Employees', tabs after performing scan on corrupt QuickBooks® files.




- **Repair File:** This lets you repair corrupt QuickBooks® files.
- **About:** This offers details about the software. Click 'About'  icon on the user interface to know operating system it supports, version of the software, service pack number etc.
- **Purchase:** You can purchase the product online using this option. Simply click 'Purchase Online'  icon to go through the purchasing process.
- **Updates:** Update option in the application is capable of checking for latest updates. This will check for both latest minor and major version available online. Click 'Update'  icon to get updates for the application.
- **Register:** The software can be activated by clicking on 'Register'  icon and going through the registration steps.
- **Transfer License:** Click 'Transfer License' icon to transfer the license of this software to another machine.
- **Advance Repair:** In case you are not satisfied with the repair results you can click on 'Advance Repair'  icon to obtain better results.

**Note:** Demo version of the software only shows the preview of 'QuickBooks®' files that can be recovered. To actually recover and save files, you must activate the software.

- **Help:** Help  icon on the interface lets you access user manual. The user manual is capable of answering any query that you may have regarding function of the software.

## How to order?

The 'Stellar Phoenix Recovery for QuickBooks® Software' can be purchased online. Once the purchase order is confirmed, a prepaid serial number is sent to the buyer through e-mail. The product can be activated using this serial number. To purchase the software follow any of these steps:

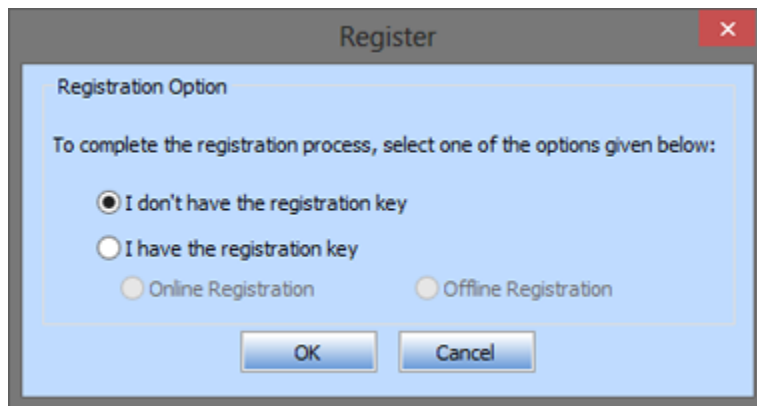
- To purchase the software online, [click here](#).
- If you have demo version of the software installed, click 'Purchase online'  icon on the main window of 'Stellar Phoenix Recovery for QuickBooks® Software'. 'Purchase-Stellar Phoenix Recovery for QuickBooks® Software' window is displayed.
- If you are not able to buy online, contact 'technical support' at <http://www.stellarinfo.com/support/kb/>.

# Registering the Software

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

## To register the software:

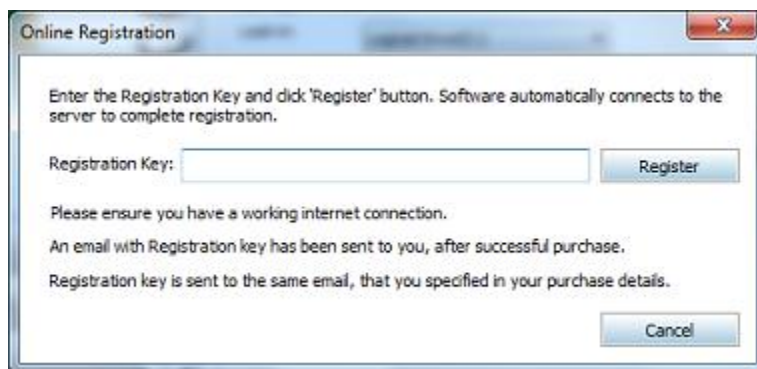
1. Run demo version of **Stellar Phoenix Recovery for QuickBooks®** software.
2. On **Registration** menu, click **Register** option. *Register* window is displayed as shown below.



3. Choose 'I don't have the registration key' (Use this option if you have not purchased the product) or select 'I have the registration key' (Use this option if you have already purchased the product).

## To register the software, when you do not have a registration key, follow the steps given below:

1. In the *Register* window, select '**I don't have the registration key**' option. Click **OK**, to go online and purchase the product.
2. Once the order is confirmed, a Registration Key will be sent to the email provided at the time of purchase.
3. In the *Register* window, type the **Registration Key** and click **Register** button (Please ensure that you have an active Internet connection).



4. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

**To register the software, when you have a key, follow the steps given below:**

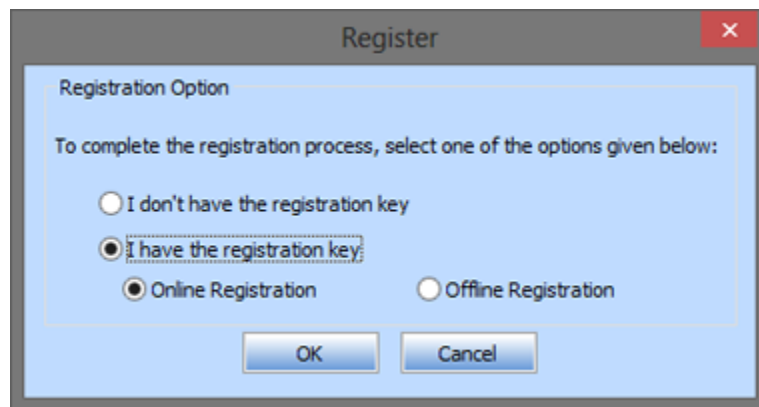
1. In the *Register* window, select '**I have the registration key**' option.
2. You can choose either 'Online Registration' (Use this option to register the software over Internet) or 'Offline Registration' (Use this option to register the software manually / through e-mail if for any reason, Internet connection is unavailable).

- **Online Registration**

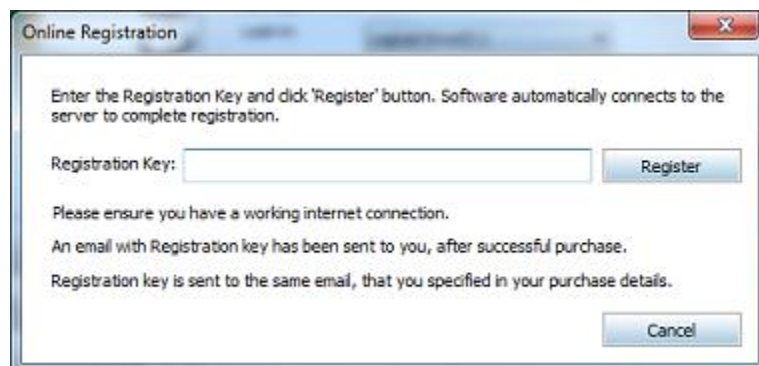
Online Registration is possible only when an active Internet connection is available.

- **To register the software online:**

1. From the *Register* window, select **Online Registration**. Click **OK**.



2. An **Online Registration** dialog box will appear.
3. Type the **Registration Key** (received through email after purchasing the product) in the field of Registration Key. Click **Register**.



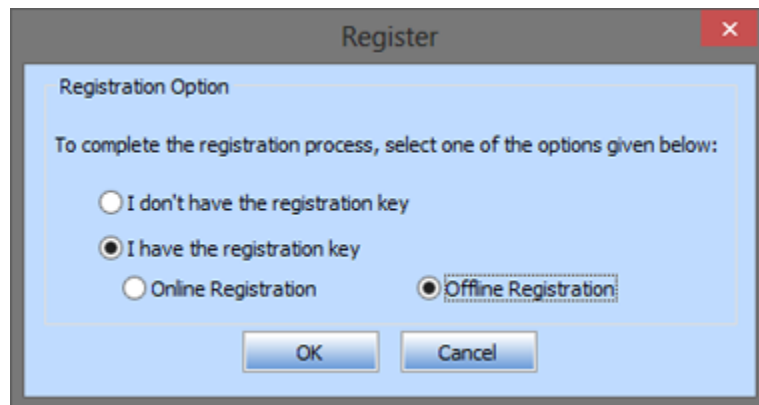
4. The software would automatically communicate with the license server to verify the entered key.  
If the key you entered is valid, software will be registered successfully.

- **Offline Registration**

Offline Registration enables you to register the product when your computer does not have an Internet connection.

- **To register the software offline:**

1. From the *Register* window, select **Offline Registration**. Click **OK**.



2. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.



3. To get your License Key, which is required to register the software manually, you need to mail the listed **Registration ID** to [support@stellarinfo.com](mailto:support@stellarinfo.com).
4. A License Key will be sent to your email address after verifying the Registration ID and purchase details by *Stellar Technical Support*.
5. After receiving the License Key, open **Stellar Phoenix Recovery for QuickBooks®**. In *Register* window, select '**I have the registration key**'.
6. Select **Offline Registration** and click **OK**.

7. Enter the **License Key** received through email in the field of License Key.



The image shows a Windows-style dialog box titled "Register". It contains the following text: "You need to send below listed 'Registration ID' to Stellar Technical Support to get your 'License Key'. If you have already received your 'License Key', enter it and click 'Register' button to register the product." Below this text are two input fields. The first is labeled "Registration ID:" and contains the text "57F-KMV8MNQSKQSNWN2J-LVXJGU0P2MHVGT2F-96B4". The second is labeled "License Key:" and contains a series of "x" characters. At the bottom of the dialog are two buttons: "Cancel" and "Register".

Register

You need to send below listed 'Registration ID' to Stellar Technical Support to get your 'License Key'.  
If you have already received your 'License Key', enter it and click 'Register' button to register the product.

Registration ID: 57F-KMV8MNQSKQSNWN2J-LVXJGU0P2MHVGT2F-96B4

License Key: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Cancel Register

8. Click **Register** to activate the software. A confirmation message is displayed if a valid key is entered. Click **OK**.



# Transfer License

Stellar Phoenix Recovery for QuickBooks® allows you to transfer the license of the registered software to another computer on which you want to run the software with full functionality. This operation deactivates the product on your current computer so it can be reactivated on the new computer.

**To transfer a software license from one computer to another, please follow the specific steps below:**

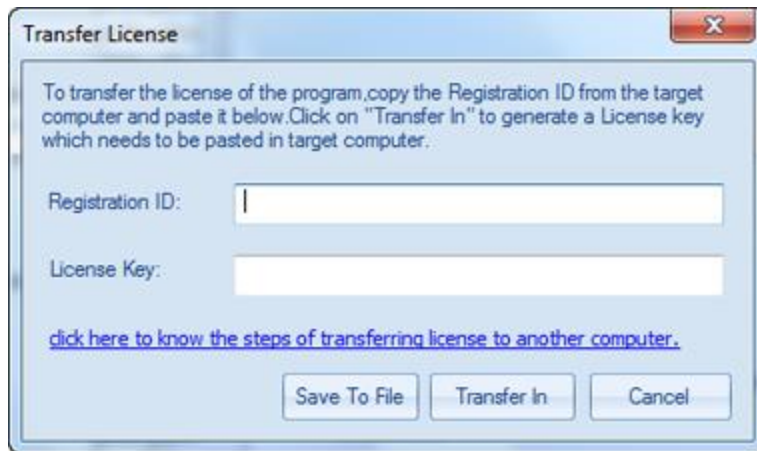
## On Target Computer:

1. Run demo version of the software.
2. In **Registration** Menu on Menu Bar, click **Register**. A new dialog appears.
3. From the *Register* window, select **Offline Registration**. Click **OK**.
4. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.

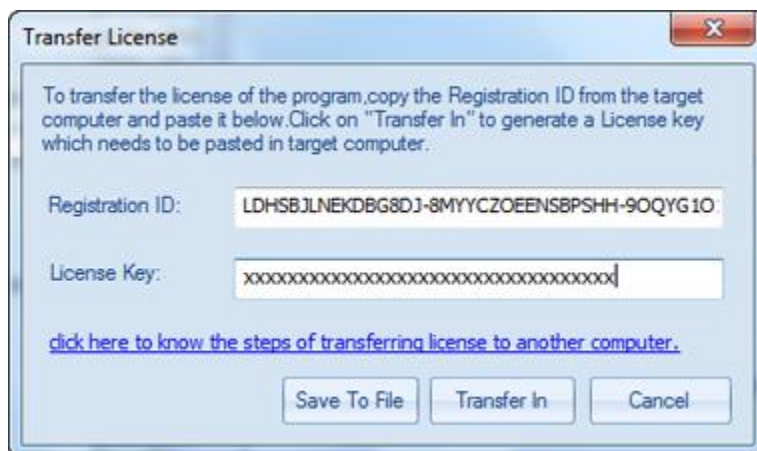


## On Source Computer:

1. Run registered version of **Stellar Phoenix Recovery for QuickBooks®** software.
2. In **Registration** Menu on Menu Bar, click **Transfer License**.



3. Copy the **Registration ID** displayed on the Target Computer in the field of Registration ID on the Source Computer.
4. To get your License Key, click **Transfer In** button on Source Computer. This will generate a License Key.



5. You can also save the License Key generated on the source computer. Click **Save to File** button to save the Registration ID and the License Key. In **Browse for Folder** dialog box, select the location where you want to save the details. Click **OK**.
6. ' *License Key has been saved successfully* ' message is displayed after the saving process is completed successfully. Click **OK**.

This will deactivate the product on Source Computer and you will no longer be able to use the software anymore on this computer.

#### On Target Computer:

1. Type the **License Key** which you have generated on the Source Computer in the provided field of License Key.




2. Click **Register** to complete the activation process.
3. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

# How to update?

There are periodical software updates provided by Stellar Information Technology Private Limited for 'Stellar Phoenix Recovery for QuickBooks® Software'. The software updates should be made to keep the software up-to-date. The update can be a newly added functionality, a new feature, a new service or any other information that can enhance the working of the software. The 'Stellar Phoenix Recovery for QuickBooks® Software' can be updated over internet. While updating the software, it's recommended to close all the running programs.

**To start the 'Update' wizard, follow these steps:**

- In the main screen, Click 'Updates'  icon in the standard tool bar. 'Stellar Phoenix Update Wizard' window is displayed



- Click 'Next' to proceed.
- The wizard starts searching for the latest updates and if it finds any new version, a window is displayed indicating the availability.
- If a message is displayed that no updates are available, click 'Cancel' button to close the wizard.

- If update is available, click 'Next'. The software will start downloading the update files from the server. When the process is complete, the software will upgrade to the latest version.



- Click 'Finish' to close 'Stellar Phoenix Update Wizard' window.

**Live Update may not happen if:**

Internet connection is not available.

Updates for the software are not available.

The software is unable to download configuration files.

The software is unable to locate updated files or version.

The software is unable to locate executable file.

# Uninstall the application

In two ways you can uninstall 'Stellar Phoenix Recovery for QuickBooks® Software' if ever you need to:

Click 'Start' -> 'All Programs' -> 'Stellar Phoenix Recovery for QuickBooks® Software' -> 'Uninstall Stellar Phoenix Recovery for QuickBooks® Software'. Follow on screen instructions to completely remove the software, including registry entries from your computer.

Click 'Start' -> 'Control Panel' -> 'Add Or remove Program'. Select 'Stellar Phoenix Recovery for QuickBooks® Software' entry from the displayed list and click 'Change/Remove'. Follow on screen instructions to completely remove the software as well as registry entries from your computer.

# Technical 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 <http://www.stellarinfo.com/support/kb/>

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

**E-mail** to Stellar Support at [support@stellarinfo.com](mailto:support@stellarinfo.com)

## Support Help line

### Monday to Friday [ 24 Hrs. a day ]

USA (Toll free Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
Australia & Asia Pacific	+61-280149899
UK (Europe)	+44-203-026-5337
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-432-6777
E-mail Orders	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>