

QuickBooks Internet Errors

For general information and solutions, see:

- [Troubleshooting](#)

For Internet connection workarounds, see:

- [America Online](#)
- [CompuServe](#)
- [Microsoft Network](#)
- [AT&T WorldNet](#)

QuickBooks Internet Error

An unidentified error has occurred and we are unable to offer a specific solution for the problem.

For general information and solutions, see:

- [Troubleshooting](#)

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QuickBooks Internet Troubleshooting

Click Print to print this Help topic.

Will my existing Internet Service Provider (ISP) work with QuickBooks?

- Most Internet Service Providers work with QuickBooks. If your ISP is detected through Internet Connection Setup, then it's probably compatible with QuickBooks.
If your ISP isn't detected through Internet Connection Setup, read "Why isn't my Internet Service Provider showing up on the list of existing connections?" below.
- If you're using Windows NT 3.51, you'll need to upgrade to Windows NT 4.0. Windows NT 3.51 is **not** compatible with QuickBooks for Windows.

Why isn't my Internet Service Provider showing up on the list of existing connections?

- This means that QuickBooks can't detect your Internet Service Provider. However, QuickBooks may still be able to use your Internet Service Provider. [Click here](#) for more information.
- Make sure you have the latest version of your Internet service provider's software.
- [Reset your bindings.](#)

Why isn't my Internet connection working with QuickBooks?

- To verify that your Internet connection is still valid, [try browsing other sites.](#)
- Launch your connection first, then try to connect through QuickBooks. [Click here](#) for more information.
- Read through the rest of this document and see if any of the other solutions apply.

How do I know if I'm still online?

- Check the status of the connection indicator on the Windows 95 Taskbar.
- If you started your Internet connection manually, you may need to close your connection manually after you exit QuickBooks.

How do I know if the QuickBooks Internet server is down?

- If you are unable to update using QuickBooks, [try browsing other sites.](#) If you can successfully reach other sites, then the QuickBooks Internet server may be down or experiencing heavy traffic. Please try again later.

Will my browser work with QuickBooks?

- At this time, QuickBooks is compatible with Netscape Navigator version 3.0 or higher, Microsoft Internet Explorer version 4.0 or higher (You can use Internet Explorer 3.02, but you might encounter a few small problems.), AOL version 3.0 or higher, and CompuServe Spry Mosaic 4.0.
- QuickBooks for Windows ships with Microsoft Internet Explorer 4.0. If you didn't install it when you installed QuickBooks, you can install it now. For instructions, see [installing Microsoft Internet Explorer.](#)

Why isn't QuickBooks detecting my browser?

Check the following:

- We recommend that you use a 32-bit browser.
- If the browser you want to use is not the most recently installed version of that browser on your computer, then QuickBooks will not be able to detect it. Re-install the latest version of your browser. Then go through Internet Connection Setup again.

Why won't America Online work with QuickBooks?

- Version 2.5 of America Online is not supported. If you are using AOL 2.5, you'll need to upgrade to version 3.0. Contact AOL if you have questions.
- Your AOL connection may be running, but AOL's Internet access may be down. [Try browsing other sites.](#)
- QuickBooks detects the most recent version of America Online installed on your machine. If the version that you want to use is not detected by QuickBooks, re-install America Online.

Why does my Internet connection seem slow?

Any of these situations can slow down your connection:

- High traffic through your Internet service provider
- High traffic on the Internet
- High traffic on Intuit's servers

[Try browsing other sites.](#)

Why doesn't my Internet Service Provider save my name or password?

- Windows 95 Dial-Up Networking has a problem where the username or password can be lost or corrupted. If you don't want to retype your username and password when you log in, you can obtain a patch from the Microsoft web site

(<http://www.microsoft.com>). You should also make sure you have Client for Microsoft Networks installed.

Why am I suddenly disconnected during a download?

- Your phone line probably has a service, such as Call Waiting, that interrupts your phone line. Disable Call Waiting in the Windows 95 Modem Control Panel.

What is Dial-Up Networking, and why do I need it?

- Dial-Up Networking is a Windows 95 component that allows you to connect to the Internet using a modem.
- Dial-Up Networking comes pre-installed with most versions of Windows 95. You can check if your computer has it by double-clicking My Computer on your desktop and looking for the Dial-Up Networking icon.
- If you don't have it installed, you need to install it from the Windows 95 Install disk. Alternatively, QuickBooks contains a utility to help you do this. From your C:\WINDOWS\INTUIT\SHARED directory, run ICINS32.EXE.

What do I need to get QuickBooks Internet Features Running on Windows NT 4.0?

- If you are using a Local Area Network (LAN), you will not need any additional files to run QuickBooks Internet features.
- If you are using or planning to use a Dial-up Networking connection, you will need to install Remote Access Service (RAS). To install RAS, go to the Control Panel and double-click the Network Icon. Click on the Services tab and Add a new service. Follow the instructions to install RAS. You will need your Windows NT 4.0 CD.

What should I do before calling technical support?

- Unless you have more than one phone line, you won't be able to use QuickBooks Internet features while talking to a technical support representative. Therefore, you should copy down all error messages and take notes in preparation for your call.
- You should be familiar with your Internet configuration: modem make and model, Internet Service Provider, operating system, and version of QuickBooks.

America Online Notes

The following are known problems and workarounds for using QuickBooks Internet features with America Online.

Windows 95

- Problem: QuickBooks is not detecting America Online 3.0. Workaround: America Online 3.0 has a 32-bit version, which you should use with Windows 95. Please install AOL 3.0 for Windows 95.

Windows NT

- Problem: Windows NT 3.51 is not compatible with QuickBooks for Windows. Workaround: Upgrade to Windows NT 4.0.

CompuServe Notes

The following are known problems and workarounds for using QuickBooks Internet features with CompuServe.

Windows 95

- We recommend installing CompuServe version 3.01 on Windows 95.
 - Problem: Dial-up Scripting Tools also need to be installed in order to use an existing CompuServe Internet connection.
- Workaround: QuickBooks Internet Connection Setup will prompt you to install these tools.

Microsoft Network Notes

The following are known problems and workarounds for using QuickBooks Internet features with Microsoft Network.

Windows 95

- Problem: QuickBooks detects Microsoft Network only if it has been set up as a Dial-up Networking connection.
Workaround: To find out whether your MSN connection is a Dial-up Networking connection, double-click on the My Computer icon and double-click on the dial-up networking icon. If a connection for Microsoft Network exists in the Dial-up Networking folder, then MSN will be detected properly within Internet Connection Setup.
- Problem: If you have Microsoft Network installed on your computer, but choose a different Internet connection in QuickBooks Internet Connection Setup (e.g., America Online), the Microsoft Network sign-on dialog may appear when your QuickBooks-selected Internet connection dials out. This is because Microsoft Network is configured to be your computer's (not QuickBooks) default Internet connection. Workaround: Click 'Settings' within Microsoft Network, then select 'Connect using other dial-up Internet access provider' and click OK.

AT&T WorldNet Notes

The following are known problems and workarounds for using QuickBooks Internet features with AT&T WorldNet.

Windows 95

- Problem: AT&T WorldNet has installed Netscape Navigator 1.2 or Internet Explorer 3.0. Do I need to install Microsoft Internet Explorer 4.0 from the QuickBooks CD-ROM? Workaround: Microsoft Internet Explorer has added security benefits for people who do banking and other online transactions. If you have an older version of Internet Explorer, the e-mail settings and bookmarks are copied to the new browser.

Low system resources

You don't have enough memory or system resources to complete the request.
Please close all other applications and try again.

Error: 1

Assertion error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Then run Internet Connection Setup:

From Online menu, choose Internet Connection Setup.

Error: 2

Interface error

Try this

Restart Windows and try again.

If the problem persists

Launch your connection first, then try to connect through QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error: 3

Your Internet connection needs to be configured

Please run Internet Connection Setup:

From Online menu, choose Internet Connection Setup.

Error: 4

Unable to load DLL

QuickBooks is unable to load a required dynamic link library.

Try this

- Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
- Make sure Dial-up Networking is properly installed.
For details, choose Help from Windows Start menu and enter **Dial-Up Networking, installing**.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 5

The online feature you are trying to access is no longer available
Please make sure you have the latest version of QuickBooks installed.

Error: 6

Internal client error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 7

Internal client error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 100

Internal client error

Try this

Restart Windows and try again.


If the problem persists

[Reinstall QuickBooks.](#)

Error: 101

Unable to create a temporary file


Try this

- Make sure you have a temp directory.
- Remove any unnecessary files from your temp directory.
- Check your disk drive for free space and disk errors. For more information, see:
 [Solutions for Windows 95 users](#)

Error: 102

Unable to create a temporary file

Try this

- Make sure you have a temp directory.
- Remove any unnecessary files from your temp directory.
- Check your disk drive for free space and disk errors. For more information, see:
 [Solutions for Windows 95 users](#)

Error: 103

Invalid URL

To solve this problem, please [reinstall QuickBooks](#).

Error: 104

Internal client error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 105

Internal client error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 106

Internet connection is in use

- 1** Restart Windows.
- 2** Close any unnecessary applications.
- 3** Launch QuickBooks and try again.

Error: 107

Internal client error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 108

Internal client error

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 109

Dial-Up Networking error

An error occurred with Window's Dial-Up Networking; you need to reinstall it.

For details, choose Help from Windows Start menu and enter **Dial-Up Networking, installing**.

Error: 110

Unable to locate configuration information

Try this

Run Internet Connection Setup:

From the Online menu, choose Internet Connection Setup.

Error: 111

Unable to locate configuration information

Try this

Run Internet Connection Setup:

From the Online menu, choose Internet Connection Setup.

Error: 112

Disk error

A disk error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error 1000

Disk error

A disk error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1001

Disk error

A disk error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1002

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error 1003

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error 1004

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error 1005

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1006

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1007

Invalid client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1008

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error 1009

Internal client error

To solve this problem, please [reinstall QuickBooks](#).

Error: 1010

Invalid configuration file

To solve this problem, please [reinstall QuickBooks](#).

Error: 1011

Internal client error

Try this

Restart Windows and try again.

If the problem persists

Launch your connection first, then try to connect through QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error: 1100

Internal client error

Try this

Restart Windows and try again.

If the problem persists

Launch your connection first, then try to connect through QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error: 1101

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1102

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1103

Unable to create a temporary file

Try this

- Make sure you have a temp directory.
- Remove any unnecessary files from your temp directory.
- Check your disk drive for free space and disk errors. For more information, see:
- [Solutions for Windows 95 users](#)

Error: 1104

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error 1200

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1201

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1202

Memory allocation failure

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 1318

Unable to verify signature

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1324

Unable to verify signature

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1325

Invalid key

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1327

Invalid key

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1328

Can't verify signature

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1340

Memory allocation failure

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 1351

Internal authentication error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1352

Internal authentication error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1353

Unable to open file

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect

- Review the information in [Troubleshooting](#).

If the problem persists

[Reinstall QuickBooks](#).

Error: 1354

Unable to open file

A disk error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1355

Read less data than expected

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1356

Disk error

A disk error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1357

Invalid data received from the server

This error is probably due to a temporary problem with the server. Please try again later.

Error: 1358

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1359

Invalid configuration file

The configuration file is damaged or missing. You'll need to [reinstall QuickBooks](#) to solve this problem.

Error: 1360

Unable to install new public key

To solve this problem, please [reinstall QuickBooks](#).

Error: 1361

File is not signed

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1362

Server unable to complete request

This kind of problem can happen for a number of reasons.

If you have been able to connect in the past

- Your Internet service provider, the Internet, or QuickBooks Internet could be overloaded with traffic. Try connecting at off-peak hours or try a different access phone number.
[Try browsing other sites.](#)
- If you're using a LAN connection (for example, at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Errors: 1501-04, 1507-08, 1510-12, 1514-16, 1518-20, 1522, 1526-30, 1532-43, 1545-47, 1550-59

10300-10599

10601-10605

10607-12100

Server redirection error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1505

Server redirection error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1506

Internal client error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1509

Unable to process request

QuickBooks was unable to process the request to completion. This can happen for a number of reasons:

- Most likely, the QuickBooks Internet server failed during your download. None of your QuickBooks data was harmed. Please try again in 5 minutes.
- Your installation could be corrupted. If you have manually edited your configuration files, or if you have not been able to connect for a few days, please try [reinstalling QuickBooks](#).

Error: 1513

Server timeout error

If you've downloaded successfully in the past:

- Your Internet Service Provider, the Internet itself, or QuickBooks Internet could be overloaded with traffic. Connecting at off-peak hours or trying a different access phone number can sometimes help.

[Try browsing other sites.](#)

- If you're using a LAN connection (e.g. at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you've never downloaded successfully:

- [Try browsing other sites](#) to determine if your Internet connection is working properly. If so, try using QuickBooks Internet again later.

Error: 1517

Servers are busy

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1521

Unable to process request

If you have been able to connect in the past

Please try again later.

If you've never been able to connect

Review the information in [Troubleshooting](#).

Error: 1523

Unable to locate server

QuickBooks cannot locate the QuickBooks Internet server. This may happen for a number of reasons:

- You might be having problems with your Internet connection.
[Try browsing other sites.](#)
- Your Internet connection (outside of QuickBooks) might be configured incorrectly. [Check the DNS settings](#) in your Dial-Up Networking connection, then [try browsing other sites.](#)
- If you are using a direct Internet connection (for example, through school or work) your [proxy settings](#) may not be configured correctly.
- [Try browsing other sites.](#) If you are able to do so, it's likely that the QuickBooks Internet server is down. Please be patient and try again later.

Error: 1524

Unable to locate server

QuickBooks cannot locate the QuickBooks Internet server. This may happen for a number of reasons:

- You might be having problems with your Internet connection.
[Try browsing other sites.](#)
- Your Internet connection (outside of QuickBooks) might be configured incorrectly. [Check the DNS settings](#) in your Dial-Up Networking connection, then [try browsing other sites.](#)
- If you are using a direct Internet connection (for example, through school or work) your [proxy settings](#) may not be configured correctly.
- [Try browsing other sites.](#) If you are able to do so, it's likely that the QuickBooks Internet server is down. Please be patient and try again later.

Error: 1525

Session cancelled

You cancelled your session.

You can start again at any time.

Error: 1531

WINSOCK error

Try this:

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu choose Internet Connection Setup.

If the problem persists:

- Review the information in [Troubleshooting](#).

Error: 1544

Unable to establish a secure connection

This kind of problem can happen for a number of reasons.

If you have been able to connect in the past

- Your Internet service provider, the Internet, or QuickBooks Internet could be overloaded with traffic. Connection at off-peak hours or trying a different access phone number can sometimes help.
[Try browsing other sites.](#)
- If you're using a LAN connection (for example, at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you have not been able to connect, or if the problem persists

- Review the information in [Troubleshooting.](#)

Error: 1548

Timeout trying to establish a secure connection

This kind of problem can happen for a number of reasons.

If you have been able to connect in the past

- Your Internet service provider, the Internet, or QuickBooks Internet could be overloaded with traffic. Connection at off-peak hours or trying a different access phone number can sometimes help.
[Try browsing other sites.](#)
- If you're using a LAN connection (for example, at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you have not been able to connect, or if the problem persists

- Review the information in [Troubleshooting.](#)

Error: 1549

Internal client error

- Review the information in [Troubleshooting](#).
Error: 1560

Disk error

A disk error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1561

Internal client error

- Review the information in [Troubleshooting](#).

Error: 1562

Unable to initialise a secure connection

This kind of problem can happen for a number of reasons.

If you have been able to connect in the past

- Your Internet service provider, the Internet, or QuickBooks Internet could be overloaded with traffic. Connection at off-peak hours or trying a different access phone number can sometimes help.
[Try browsing other sites.](#)
- If you're using a LAN connection (for example, at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you have not been able to connect, or if the problem persists

- Review the information in [Troubleshooting.](#)

Error: 1563

Low system resources

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error: 1600

Server error

This kind of problem can happen for a number of reasons.

If you have been able to connect in the past

- Your Internet service provider, the Internet, or QuickBooks Internet could be overloaded with traffic. Connection at off-peak hours or trying a different access phone number can sometimes help.

[Try browsing other sites.](#)

- If you're using a LAN connection (for example, at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you have not been able to connect, or if the problem persists

- Review the information in [Troubleshooting.](#)

Errors: 1601-07, 1611

File error

A file error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1608

File error

A file error has occurred. For more information, see:

[Solutions for Windows 95 users](#)

Error: 1609

Server error

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Errors: 1612-18

Server has closed the secure connection

Please restart Windows and try again.

Error: 1620

Error 1699

This kind of problem can happen for a number of reasons.

If you have been able to connect in the past

- Your Internet service provider, the Internet, or QuickBooks Internet could be overloaded with traffic. Connection at off-peak hours or trying a different access phone number can sometimes help.

[Try browsing other sites.](#)

- If you're using a LAN connection (for example, at work) your slow connection could be caused by other people sharing the same gateway connection. Contact your system administrator for assistance.

If you have not been able to connect, or if the problem persists

- Review the information in [Troubleshooting.](#)

Online settings file problem

An online settings file wasn't found or couldn't be read.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2001

Connection Setup problem

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
For more details on Internet problems, see [Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2002

WINSOCK problem

Check this

Did you try to set up a direct Internet connection when your machine had not been configured to use one?

Then try this

Launch your connection first, then try to connect through QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

If the problem persists

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

Error: 2003

Connection Setup problem

We are unable to determine if Internet Connection Setup has been run.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2004

WINSOCK problem

We are unable to read WINSOCK information from the online settings file.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2005

WINSOCK problem

We are unable to read WINSOCK information from the online settings file.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2006

WINSOCK problem

The implementation of WINSOCK that your Internet Service Provider is using is incompatible with QuickBooks, or is the wrong version (must be 1.1 or later).

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
For more details on Internet problems, see [Troubleshooting](#).

If the problem persists

Reinstall the software you received from your Internet service provider.

Error: 2007

WINSOCK problem

The WINSOCK dynamic link library is not loaded.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

Reinstall the software you received from your Internet service provider.

Error: 2008

WINSOCK problem

WINSOCK was not initialised properly.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

Reinstall the software you received from your Internet service provider.

Error: 2009

WINSOCK problem

WINSOCK was not initialised properly.

Try this

- 1** Reinstall the software you received from your Internet service provider.
- 2** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2010

Please Note

To use the Internet account you specified during Internet Connection Setup, you must start the connection manually.

Try this

Run your Internet software and connect to the Internet **before** you start QuickBooks.

Error: 2011

WINSOCK problem

Try this

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

For more details on Internet problems, see:

[Troubleshooting.](#)

Error: 2012

Connection failed

The server you are trying to connect to may be inaccessible.

Try this

If you're using a direct (LAN) Internet connection, check the [proxy settings](#).

If the problem persists, see [Troubleshooting](#).

Error: 2013

Connection by name failed

Try this

If you're using a direct (LAN) Internet connection, check the [proxy settings](#).

Then, try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks](#).

Error: 2014

Online settings file problem

Unable to read online settings file.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2015

Connection Setup problem

Dial-Up Networking name invalid. Your Internet connection is not set up properly.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Workaround for using your Internet connection.](#)

If the problem persists

Reinstall the software you received from your Internet service provider.

Error: 2016

Online settings file problem

Dial-Up Networking name invalid. Your Internet connection is not set up properly.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Workaround for using your Internet connection.](#)

If the problem persists

Reinstall the software you received from your Internet service provider.

Error: 2017

Error 2018

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Error 2019

If you have been able to connect in the past

- You're probably having a temporary problem with a server. Please try again later.

If you have never been able to connect, or if the problem persists

- Review the information in [Troubleshooting](#).

Domain translation problem

Problem

Unable to translate domain name into IP address.

Try this

[Browse other sites](#)

If the problem persists

Contact your Internet service provider.

Error 2020

Domain translation problem

Problem

Unable to translate domain name into IP address.

Try this

[Browse other sites](#)

If the problem persists

Contact your Internet service provider.

Error 2021

Domain translation problem

Problem

Unable to translate IP address

Try this

[Browse other sites](#)

If the problem persists

Contact your Internet service provider.

Error 2022

Unable to establish access with remote host

Try this

[Browse other sites](#)

If the problem persists

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error 2023

Error 2024

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2025

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Online settings file problem

Online settings file cannot be found or is damaged.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2026

Server look-up failed

Try this

[Browsing other sites](#)

If the problem persists

Contact your Internet service provider.

Error 2027

Online settings file problem

Some information is missing from the online settings file.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2028

Secondary DLL required

Some online service providers, including America Online, require their own files to be in place during startup. We are unable to locate one or more of these files.

Try this

- To verify your connection, launch the service as you normally would (for example, in the case of America Online, double-click on the America Online icon.)
- If you are able to log in normally, restart Windows, launch QuickBooks, and then rerun Internet Connection Setup:
 - From the Online menu, choose Internet Connection Setup.
- If you are unable to log in, please contact your Internet or online service provider for assistance on setting up your Internet connection, then run Internet Connection Setup.
 - From the Online menu, choose Internet Connection Setup.

Error: 2029

Network connection problem

Problem

We are unable to verify the presence of a network connection.

Try this

[Browse other sites.](#)

If the problem persists

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error: 2030

Unable to allocate sufficient memory

Try this

- 1** Restart Windows.
- 2** Close all unnecessary applications.
- 3** Launch QuickBooks and try again.

Error 2031

Unable to close socket

Try this

Restart Windows and try again.

Error 2032

Unable to open socket

Try this

Restart Windows and try again.

If the problem persists, try this

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error 2033

Connection failure

Try this

If you have more than one Internet service provider, you may need to change your DNS entries. Contact your Internet service provider for help.

You may need to [reset your bindings](#).

If the problem persists

For more details on Internet problems, see

[Troubleshooting](#).

Error: 2034

Error 2035

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Dialer error

Dialing has been cancelled. Try again later.

Error: 2036

Unable to write to log file

Try this

Check your disk drive for free space and disk errors. For more information, see:

[Solutions for Windows 95 users](#)

If the problem persists

Rename the awlog.txt file in your Windows directory.

Error 2037

Error 2038

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Unable to launch dialer

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2039

Dialer not responding

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2040

Low system resources

Try this

- 1** Restart Windows.
- 2** Close all unnecessary applications.
- 3** Launch QuickBooks and try again.

Error 2041

Test function in use

Try this

- 1** Restart Windows.
- 2** Close all unnecessary applications.
- 3** Launch QuickBooks and try again.

Error 2042

Problem connecting a Windows 3.1 program with a Windows 95 program

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks and try again.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2043

Problem loading a program.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2044

Installation error

QuickBooks couldn't find a program.

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2045

Installation error

QuickBooks couldn't start a program.

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2046

Synchronisation failed

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2047

Synchronisation failed

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2048

Could not launch the dialer

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks and try again.

If the problem persists

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error 2049

Dialer cancelled

Dialer has been cancelled. Please try again.

Error: 2050

Unable to determine online path

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 2051

Unable to load AOL library

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks and try again.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2052

Unable to load needed functions from AOL library

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks and try again.
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2053

Failed to open log file

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Try this

Check your disk drive for free space and disk errors. For more information, see:

[Solutions for Windows 95 users](#)

Error 2054

Failed to write to log file

Try this

Check your disk drive for free space and disk errors. For more information, see:

[Solutions for Windows 95 users](#)

If the problem persists

Rename the awlog.txt file in your Windows directory.

Error 2055

Cannot activate dialer in asynchronous mode

Try this

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error 2056

Unable to read redial settings

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2057

Unable to read redial settings

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2058

Error 2059

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2060

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2061

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2062

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Unable to locate library file

QuickBooks is unable to find a required dynamic link library.

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2063

Unable to perform function

Unable to a load function.

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 2064

AOL must be launched in blocking mode

Try this

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

Error 2066

Check your proxy settings

If you are using a direct LAN connection, run Internet Connection Setup to verify your proxy settings:

Because proxy settings are specific to your network, you may need to confirm your settings with your System Administrator or Internet service provider.

To run Internet Connection Setup

From the Online menu, choose Internet Connection Setup.

Checking your DNS settings

Click the Print button to print this Help topic.

Here's how:

- 1** Double-click My Computer, and then double-click Dial-Up Networking.
- 2** Highlight the existing connection you are troubleshooting.
- 3** Edit Properties and verify:
 - a. Telephone number and modem setup.
 - b. Type of Dial-Up Server: = PPP: Windows 95, Windows NT, Internet
 - c. Advanced options: = Enable software compression is only option checked
 - d. Allowed network protocols: = Only TCP/IP is checked
- 4** In the Server Types window, click on the TCP/IP Settings button. Verify that:
 - a. Server assigned IP address is checked
 - b. Specify name server addresses is checked
 - c. Verify that there are DNS (non blank) entries for Primary and Secondary DNS (you can contact your Internet service provider to verify these DNS entries if necessary).
 - d. Verify that both 'Use IP header compression' and 'Use default gateway on remote network' are both checked.

Windows disk errors

Try this first:

First, determine how much disk space you have. If you are low on disk space, backup unnecessary or seldom used files, delete them from your disk, and then try using QuickBooks again.

- 1 Double-click the My Computer icon.
- 2 Click the icon for the disk you want to check.
- 3 On the File menu, click Properties.

If the problem persists:

Check your disk's surface for errors, then try using QuickBooks again.

- 1 Double-click the My Computer icon.
- 2 Click the icon for the disk you want to check.
- 3 On the File menu, click Properties.
- 4 Click the Tools tab, and then click Check Now.
- 5 Click Thorough.

If you want to change the settings ScanDisk uses when checking the disk's surface, click Options.

If you want to change the settings ScanDisk uses when checking files and folders, click Advanced.

- 6 Click Start.

Reinstall QuickBooks

It's always a good idea to back up your existing QuickBooks data files before you install the software. Also, before you install QuickBooks, be sure to turn off any virus protection programs that may be running on your computer. Some virus protection programs interfere with installation.

- 1** First, uninstall the current version of QuickBooks. From the QuickBooks Program Group, choose Uninstall QuickBooks for Windows.
- 2** Make sure that no other applications are running.
Look at the Windows 95 taskbar. If applications other than the Start menu are running, click each one then exit the application.
- 3** Insert the QuickBooks CD-ROM in your CD-ROM drive.
If your CD-ROM drive requires a caddy, make sure the QuickBooks CD is placed in the caddy correctly. If you're not sure how to do this, see the documentation that came with your CD-ROM drive.
- 4** Run the Install program.
When you insert the CD-ROM into the drive, Windows95 automatically runs the QuickBooks Installation program.
- 5** Follow the onscreen instructions.

Try browsing other sites

Exit QuickBooks, launch your browser outside of QuickBooks, and then try browsing other sites on the Internet.

If you can't view Web pages with your browser, then it's likely that QuickBooks will not be able to use your Internet connection. Contact your Internet Service Provider for help.

For specific instructions, click your browser below:

[America Online](#)

[CompuServe](#)

[Netscape Navigator](#)

[Microsoft Internet Explorer](#)

America Online

Simply connecting with America Online does not mean that your Internet connection is functioning. You need to use America Online to view a Web site.

- 1** Exit QuickBooks
- 2** Sign on to AOL.
- 3** Click "Internet" in the "Welcome" window.
- 4** In the "Internet Connection" window type **www.intuit.com** and press Enter.

CompuServe

Simply connecting with CompuServe does not mean that your Internet connection is functioning. You need to use CompuServe to view a Web site.

- 1** Exit QuickBooks.
- 2** Run CompuServe.
- 3** From the "Services" menu choose "Internet Browser". The CompuServe Web browser will be launched.
- 4** In the "Web Page:" drop-down list, type:
<http://www.QuickBooks.uk.co>
Press Enter and wait for the page to load.

Netscape Navigator

QuickBooks Internet features are supported by Netscape Navigator versions 3.0 or higher.

- 1** Exit QuickBooks.
- 2** Connect to Netscape Navigator as you normally do.

Microsoft Internet Explorer

QuickBooks Internet features work best with Microsoft Explorer version 4.0 or higher. (You can use Internet Explorer 3.02, but you might encounter a few small problems.)

- 1** Exit QuickBooks.
- 2** Connect to Internet Explorer as you normally do.

Workaround for using your Internet Connection

Here's a trick for using an Internet Connection that QuickBooks doesn't recognise, or fails to launch correctly.

- 1** Exit QuickBooks and then launch your Internet connection as you normally do.
- 2** Start QuickBooks.
- 3** In QuickBooks, from the Online menu, choose Internet Connection Setup. Then choose "I want to use a direct Internet connection". QuickBooks Internet features will use the open Internet connection as your "direct" connection.
- 4** Click Next.
- 5** Select your browser and click Next.
- 6** When you're prompted for proxy settings, leave them blank. Click Next.

If this workaround was successful for you, then you will need to remember to start your Internet connection **before** attempting to download or browse with QuickBooks.

What is Dial-Up Scripting?

Dial-Up Scripting is a Windows 95 component that is required for 16-bit Compuserve to be compatible with 32-bit QuickBooks.

- Using Windows Explorer, you can find this tool in the Windows\Intuit\Shared directory. Double-click Scrip.exe to run it.
- Alternatively, Dial-Up Scripting is available on the Microsoft web site (<http://www.microsoft.com>).

Reset your TCP/IP settings

Windows 95

- 1** Open Windows Control Panel.
- 2** Double-click the Network icon.
- 3** Select Dialup Adapter from the list of installed network components.
- 4** Click Properties.
- 5** Select the Bindings tab.
- 6** Click to remove the tick from the TCP/IP checkbox.
- 7** Click again in the TCP/IP checkbox.
You need to reselect TCP/IP here.
- 8** Click OK.
- 9** Restart Windows.

Windows NT

- 1** Open Windows Control Panel.
- 2** Double-click the Network icon.
- 3** Select the Bindings tab.
- 4** Show Binding for: all adapters.
- 5** Select the appropriate adapter.
- 6** Select TCP/IP Protocol.
- 7** Click Disable, then click Enable.

Changing Internet settings

To change the browser or Internet Service provider you use with QuickBooks, you need to run the Internet Connection Setup program.

- 1** From the Online menu, choose Internet Connection Setup.
- 2** Follow the instructions for entering information and make the changes you need.

If you have a free, limited access account, and need to set up a full Internet account, see:

[Upgrading a free CNC account to full Internet access](#)

Browser settings have not been set

You need to :

- 1 Reinstall Microsoft Internet Explorer 4.0. For instructions, see:
[Installing Internet Explorer.](#)
- 2 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2500

Operating system cannot launch the configured browser

You need to :

- 1** Try browsing other sites.
- 2** Reinstall Microsoft Internet Explorer 4.0. For instructions, see: [Installing Internet Explorer.](#)
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
For more details on Internet problems, see [Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2501

Unable to locate configured browser

You need to :

- 1** Reinstall Microsoft Internet Explorer 4.0. For instructions, see:
[Installing Internet Explorer.](#)
- 2** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2502

Unable to locate configured browser

You need to :

- 1** Reinstall Microsoft Internet Explorer 4.0. For instructions, see:
[Installing Internet Explorer.](#)
- 2** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see:

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2503

Unable to launch configured browser

You need to :

- 1** Try browsing other sites.
- 2** Reinstall Microsoft Internet Explorer 4.0. For instructions, see:
[Installing Internet Explorer.](#)
- 3** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
For more details on Internet problems, see
[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 2504

Unable to connect to your browser

Try this

- 1** Try browsing other sites.
- 2** Restart Windows.
- 3** Close all unnecessary applications.
- 4** Launch QuickBooks and try again.

Error 2505

Unable to connect to your browser

Try this

- 1** Try browsing other sites.
- 2** Restart Windows.
- 3** Close all unnecessary applications.
- 4** Launch QuickBooks and try again.

Error 2506

Problem with your browser

Try this

- 1** Try browsing other sites.
- 2** Restart Windows.
- 3** Close all unnecessary applications.
- 4** Launch QuickBooks and try again.

Error 2507

Unable to connect to your browser

Try this

- 1** Try browsing other sites.
- 2** Restart Windows.
- 3** Close all unnecessary applications.
- 4** Launch QuickBooks and try again.

Error 2508

Unable to connect to your browser

Try this

- 1** Try browsing other sites.
- 2** Restart Windows.
- 3** Close all unnecessary applications.
- 4** Launch QuickBooks and try again.

Error 2509

Incompatible browser configured

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
For more details on Internet problems, see [Troubleshooting](#).

If the problem persists

[Reinstall QuickBooks](#).

Error: 2510

Problem with AOL browser

Try this

- 1 Restart Windows.
- 2 Close all unnecessary applications.
- 3 Launch QuickBooks and try again.

If the problem persists

[Install Internet Explorer.](#)

Error: 2511

Unable to locate AOL browser file

Please reinstall the software that connects you to your Internet Service Provider.

Error: 2512

Unable to view local HTML pages

Try this

- 1** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
- 2** When you're asked "Which Web browser would you like to use," select a different browser from the drop-down list.

Error 2513

Your Internet Connection Setup was not successful

Review the suggestions and information in

[Troubleshooting](#)

Error: 3001

You cancelled Internet Connection Setup

QuickBooks did not save your changes.

To use QuickBooks Internet features, you need to complete the Internet Connection Setup program:

From the Online menu, choose Internet Connection Setup.

Error: 3002

Internet Connection Setup is missing a file

QuickBooks can't set up your Internet connection; a file is missing.

- 1** [Reinstall QuickBooks.](#)
- 2** Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

Error: 3003

Internet Connection Setup is missing a file

QuickBooks can't set up your Internet connection; a file is missing.

- 1 [Reinstall QuickBooks.](#)
- 2 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

Error 3004

Another application is running Internet Connection Setup

Please complete Internet Connection Setup for the other application or exit it.
Then try running Internet Connection Setup again through QuickBooks:
From the Online menu, choose Internet Connection Setup.

Error 3005

Error 3501

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3502

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see:

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Could not allocate sufficient memory

You may be low on system resources.

Try this

Close all other applications and try again.

If you continue to have this error

Restart your computer and open QuickBooks, then try again.

If the problem persists

Try increasing the "Files = " number in your CONFIG.SYS file.

Error: 3503

Error 3504

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3505

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 3506

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 3507

Please reinstall the software that connects you to your Internet Service Provider.

Error 3508

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3509

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3510

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3521

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3522

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.
For more details on Internet problems, see [Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Unable to save settings file

Try this

- Check your disk drive for free space and disk errors. For more information, see:
- [Solutions for Windows 95 users](#)
- Are you on a network and only have read access? Ask your network administrator.

Error: 3523

Error 3524

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 3525

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Connection settings problem

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 3526

Connection settings problem

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 3527

Connection settings problem

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error: 3528

Error 3529

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3530

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3531

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3532

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 3533

You need to :

- 1 Reinstall Microsoft Internet Explorer 4.0. For instructions, see:
[Installing Internet Explorer.](#)
- 2 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 3534

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3535

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3550

Try this

Run Internet Connection Setup:

From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Connections database problem

Problem

The connection database of your Internet software cannot be found, or is unusable.

Try this

Run Internet Connection Setup:

From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 3551

Mismatched version numbers

Possible Cause

The version numbers of your Internet software's connection database and dynamic link libraries do not match. This may be caused by a damaged file or an installation problem.

Try this

Run Internet Connection Setup:

From the Online menu, choose Internet Connection Setup.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 3552

Connections database problem

Problem

Your Internet software's connection settings file is unusable. Please [reinstall QuickBooks](#).

Error: 3553

Error 3554

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3555

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Login data size exceeded

Try this

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

If the problem persists

Please gather the information you have about your Internet service provide and contact Intuit Technical Support.

Error: 3556

Error 3557

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3558

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error 3559

Try this

Start your Internet connection outside of QuickBooks. For details, see:

[Workaround for using your Internet connection.](#)

If the problem persists

Please gather the information you have about your Internet service provide and contact Intuit Technical Support.

Error 3560

Try this

- 1 Restart Windows.
- 2 Launch QuickBooks.
- 3 Run Internet Connection Setup:
From the Online menu, choose Internet Connection Setup.

For more details on Internet problems, see

[Troubleshooting.](#)

If the problem persists

[Reinstall QuickBooks.](#)

Error 3561

Try this

- Check your disk drive for free space and disk errors. For more information, see: [Solutions for Windows 95 users](#)
- Are you on a network and only have read access? Ask your network administrator.

Connections database problem

Problem

Your Internet software's connection settings file is unusable. Please [reinstall QuickBooks](#).

Error: 3562

Internal client error

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Go through Internet Connection Setup again:
From the Online menu, choose Internet Connection Setup.

Error: 4000

Internal client error

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Go through Internet Connection Setup again:
From the Online menu, choose Internet Connection Setup.

Error: 4001

Internal client error

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Go through Internet Connection Setup again:
From the Online menu, choose Internet Connection Setup.

Error: 4002

Unable to set your browser/port settings

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Go through Internet Connection Setup again:
From the Online menu, choose Internet Connection Setup.

Error: 4003

Internet configuration is incorrect

Try this

- 1** Restart Windows.
- 2** Launch QuickBooks.
- 3** Go through Internet Connection Setup again:
From the Online menu, choose Internet Connection Setup.

Error: 4004

Feature is no longer available

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Error: 10000

Error 10001

Try this

Restart Windows and try again.

If the problem persists

[Reinstall QuickBooks.](#)

Installing Internet Explorer 4.0

If you do not have a Web browser, you can install the version of Internet Explorer that came with QuickBooks.

- 1** Exit QuickBooks.
- 2** Put the CD in the drive and run Setup.
- 3** Click the Other Installation Options button.
- 4** Select "Install Internet Explorer 4.0 Only."
- 5** After you've installed Internet Explorer, click Exit in the Other Installation Options window.

