

Troubleshoot a damaged Quicken data file

Damage to the information on a computer's hard disk may also damage a Quicken data file. Potential causes include improperly turning off the computer, general protection faults, software conflicts, or voltage fluctuations.

Here are some things to try that may fix a damaged data file:

- Try [restoring a backup of your Quicken data file](#) that was made before the data file was damaged.
- Try [making a copy of your Quicken data file in Windows Explorer](#), and then check the copy of the data file to see if the original issue still exists.
- Try [copying your Quicken data file from within Quicken](#).
- Try using Quicken's **Validate and Repair** utility. To do so, choose **File** menu > **Validate and Repair File**. If necessary, click Browse to select one of the copies of your file that you just made, and then choose one or more of the following options:

- **Validate file**

Important: We recommend that you validate your Quicken data file only if you're experiencing problems with your data and not as a regular practice.

If Quicken detects data damage, you will be asked to take a look at the Validate & Repair Log in Notepad. The log records which parts of your data were repaired.

If the issue is still present after you validate your file, you may be able to fix it with a more advanced procedure called **Super Validate**. To **Super Validate** your file, first hold down the CTRL+SHIFT keys, and then choose **File** menu > **Validate and Repair File**.

- **Rebuild investing lots**

Important: We recommend that you rebuild your investing lots only if you're experiencing problems with your data and not as a regular practice. If errors are found, your cost-basis valuations could change.

If Quicken detects data damage, you will be asked to take a look at the **Validate & Repair Log** in **Notepad**.

- **Correct investing price history**

Important: We recommend that you delete your investing price history only if you're experiencing problems with your data and not as a regular practice. Your price history will be rebuilt after deletion but prices older than five years will be lost.

If Quicken detects data damage, you will be asked to take a look at the **Validate & Repair Log** in **Notepad**. The log records which parts of your data were repaired.

- **Reset all Quicken printer settings**

This option restores all of the Quicken default settings for printing reports, graphs, and checks (**Cheques in Canada**). Choosing this option will not affect your Quicken data.

- If the issue persists, consider trying [advanced troubleshooting techniques](#).



Note for our Canadian Customers

The following terms will be different in the Canadian releases of Quicken.

Canada: "Cheque" / United States: "Check"
Canada: "Colour" / United States: "Color"
Canada: "Centre" / United States: "Center"
Canada: "Realise" / United States: "Realize"
Canada: "Behaviour" / United States: "Behavior"
Canada: "Analyse" / United States: "Analyze"