



Why Does QuickBooks Error 6190 Occur? Causes and Fixes

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QuickBooks Error 6190

Causes, Fixes & Step-by-Step Solutions

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Error 6190
We're sorry. QuickBooks encountered a problem and needs to close. We apologize for the inconvenience.

Find Causes | Easy Fixes | Company File Solutions | Expert Support

Need Help? Call Our Experts | **+1(833) 279 9443**

QuickBooks Support You Can Count On

QuickBooks Desktop is widely used by businesses to manage accounting, payroll, invoices, payments, and other financial activities. Although the software is designed to make accounting easier, users may occasionally experience technical problems. One such issue is **QuickBooks Error 6190**.

This error commonly appears when QuickBooks is unable to open or access a company file. It can prevent you from working with important financial information and may interrupt your regular accounting tasks. In many cases, the problem is related to a mismatch between the company file and its associated transaction log file.

Fortunately, QuickBooks Error 6190 can often be resolved by following a few troubleshooting steps. This guide explains what the error means, why it occurs, its symptoms, and the most effective ways to fix it.

What Is QuickBooks Error 6190?

[QuickBooks Error 6190](#) is a company-file-related error that generally occurs when QuickBooks Desktop cannot open a company file properly.

The error may appear when you try to access a company file in QuickBooks Desktop, especially when the company file and transaction log file are not synchronized.

A transaction log file has an extension such as **.tlg**, while the QuickBooks company file generally uses the **.qbw** extension. If these files become mismatched, damaged, or are located in an incorrect folder, QuickBooks may have difficulty opening the company file.

The error can also occur when the company file is being accessed in an unsuitable environment or when network-related problems interfere with company-file access.

Common Causes of QuickBooks Error 6190

There can be several reasons why QuickBooks displays Error 6190. Understanding the cause can make troubleshooting easier.

1. Company File and Transaction Log File Mismatch

One of the most common causes is a mismatch between the company file and its corresponding transaction log file. QuickBooks expects these files to work together correctly.

If one file was updated or moved without the other, QuickBooks may display Error 6190.

2. Damaged Company File

A damaged or corrupted company file can prevent QuickBooks from opening it normally. Company-file damage may happen because of system interruptions, improper shutdowns, network problems, or other technical issues.

3. Incorrect File Location

If the company file has been moved to another folder or the network location has changed, QuickBooks may not be able to locate or access the required files correctly.

4. Network Connection Problems

Users working with QuickBooks company files stored on a network may encounter this error if the network connection is unstable.

A disconnected network drive or incorrect hosting configuration can interfere with company-file access.

5. QuickBooks Hosting Issues

QuickBooks Desktop uses specific hosting settings when multiple users access a company file over a network. Incorrect hosting settings can sometimes contribute to company-file access errors.

6. Outdated QuickBooks Desktop

An outdated version of QuickBooks Desktop may experience compatibility or functionality issues. Keeping QuickBooks updated can help reduce software-related problems.

Symptoms of QuickBooks Error 6190

You may notice several signs when this error occurs. Common symptoms include:

- QuickBooks cannot open the company file.
- An Error 6190 message appears on the screen.
- QuickBooks freezes while trying to open a company file.
- The application may become slow or unresponsive.

- You may be unable to access financial records.
- The problem may occur repeatedly when opening the same company file.
- Other users on a network may have difficulty accessing the company file.

If the issue occurs repeatedly, it is important to troubleshoot the company file and QuickBooks environment rather than repeatedly attempting to open the file.

More tips:- [QuickBooks Error 15240](#)

How to Fix QuickBooks Error 6190

Try the following solutions one at a time. After completing each method, attempt to open your company file again.

Solution 1: Check the Company File Location

First, confirm that the company file is stored in the correct location.

If you use QuickBooks in a multi-user environment, verify that the company file is stored on the appropriate server or host computer.

You can also check whether the file was recently moved, renamed, or copied.

Make sure you are opening the correct company file rather than an old backup or duplicate copy.

Solution 2: Rename the Transaction Log File

The transaction log file can sometimes become mismatched with the company file.

Before making changes, create a backup of your company file.

Follow these steps:

1. Close QuickBooks Desktop on all computers.
2. Navigate to the folder containing your company file.
3. Locate the corresponding **.tlg** file.
4. Right-click the file and select **Rename**.
5. Add a word such as **OLD** to the end of the filename.
6. Do not delete the file.
7. Open QuickBooks Desktop again.
8. Try opening your company file.

QuickBooks can create a new transaction log file when necessary.

Solution 3: Use QuickBooks Tool Hub

QuickBooks Tool Hub provides several tools for diagnosing and repairing common QuickBooks Desktop problems.

To use it:

1. Download and install the latest available QuickBooks Tool Hub.
2. Open QuickBooks Tool Hub.
3. Select the appropriate company-file troubleshooting option.

4. Follow the instructions shown by the tool.
5. Allow the diagnostic process to complete.
6. Restart your computer if required.
7. Open QuickBooks and test the company file again.

Using the appropriate QuickBooks diagnostic tool can help identify problems affecting company-file access.

Solution 4: Run Quick Fix My Program

If QuickBooks itself is not working correctly, the Quick Fix My Program tool may help.

Close QuickBooks and open QuickBooks Tool Hub. Select **Program Problems** and choose **Quick Fix My Program**.

The tool will close QuickBooks processes running in the background and attempt to repair certain program-related issues.

After the process finishes, restart QuickBooks and try opening the company file.

Solution 5: Check Hosting Settings

If you are using QuickBooks in multi-user mode, incorrect hosting settings can cause company-file access problems.

On the computer where the company file is stored, open QuickBooks and review the hosting settings.

Make sure only the appropriate computer is configured to host the company file. Other workstations should not incorrectly be configured as hosts.

After changing the settings, restart QuickBooks and check whether the company file opens normally.

Solution 6: Move the Company File to a Different Folder

If the existing company-file location is causing problems, you can test the file from another folder.

First, close QuickBooks on all computers.

Create a new folder on the local computer and copy the company file into it. Open QuickBooks and browse to the new location.

If the company file opens successfully from the new location, the original folder or network location may be contributing to the problem.

For multi-user environments, however, avoid permanently moving the company file without checking the correct network setup.

Solution 7: Update QuickBooks Desktop

An outdated QuickBooks Desktop installation can sometimes contribute to unexpected errors.

To check for available updates:

1. Open QuickBooks Desktop.
2. Go to the **Help** menu.
3. Select **Update QuickBooks Desktop**.
4. Choose the **Update Now** tab.

5. Select the option to reset the update if necessary.
6. Click **Get Updates**.
7. Restart QuickBooks after the update finishes.

Keeping your QuickBooks Desktop installation current can improve performance and compatibility.

Solution 8: Restart the Computer and Network

Sometimes a simple system or network restart can resolve temporary problems.

Close QuickBooks on every computer and restart the computer where the company file is stored.

If the company file is located on a network, restart the relevant network equipment when appropriate. Then reconnect the workstations and try accessing the company file again.

This method is particularly useful when the error begins after a temporary network interruption.

Solution 9: Check File Permissions

QuickBooks needs appropriate permissions to access and modify company files.

If the company file is stored on a network, check whether the Windows user account has sufficient access to the folder.

The folder should allow the necessary read, write, create, and modify permissions required by QuickBooks.

If permissions were recently changed by an administrator, restoring the appropriate access may resolve the problem.

More tips:- [QuickBooks Error 1722](#)

Solution 10: Use QuickBooks Desktop Pro Support

If you have completed the troubleshooting steps but **QuickBooks Error 6190** continues to appear, the issue may require additional investigation.

A professional support service can help identify whether the problem is related to the company file, transaction log file, network configuration, Windows permissions, or QuickBooks installation.

For QuickBooks-related assistance, you can contact [QuickBooks Desktop Pro Support](#) at **+1(833) 279 9443**.

Before requesting assistance, keep your QuickBooks version, company-file location, operating system details, and a description of when the error started available. This information can make troubleshooting more efficient.

More tips:- [How to resolve QuickBooks Error 1006](#) _

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How to Prevent QuickBooks Error 6190

Although not every QuickBooks error can be prevented, several good practices can reduce the chances of company-file problems.

Keep QuickBooks Updated

Install available QuickBooks Desktop updates regularly to maintain compatibility and improve software stability.

Create Regular Backups

Regularly back up your QuickBooks company file. A recent backup can be extremely useful if a company file becomes damaged.

Avoid Improper Shutdowns

Do not turn off the computer while QuickBooks is actively working with the company file. Close QuickBooks properly before shutting down the system.

Maintain a Stable Network

If your company file is stored on a server, use a reliable network connection. Network interruptions can interfere with QuickBooks company-file operations.

Avoid Unnecessary File Movement

Do not frequently move, rename, or copy active QuickBooks company files without understanding how the associated files and network settings work.

Use the Correct Multi-User Configuration

If several employees need to access the same company file, configure QuickBooks multi-user mode correctly and make sure the hosting computer is properly configured.

More tips:- [Update QuickBooks Payroll Tax Table](#)

Frequently Asked Questions About QuickBooks Error 6190

What is QuickBooks Error 6190?

QuickBooks Error 6190 is generally a company-file access error that can occur when QuickBooks is unable to properly access or synchronize the company file and its associated transaction log file.

Can QuickBooks Error 6190 damage my company data?

The error itself does not necessarily mean that your financial data is permanently damaged. However, if you suspect company-file corruption, create a backup and avoid making unnecessary changes until the problem is diagnosed.

Why does QuickBooks Error 6190 occur in multi-user mode?

In multi-user environments, the error can be associated with network connectivity, hosting configuration, file permissions, or problems accessing the company file stored on the host computer.

Can updating QuickBooks fix Error 6190?

Updating QuickBooks can resolve certain software-related problems, although it may not fix every instance of Error 6190. If the problem is caused by a company-file or network issue, additional troubleshooting may be necessary.

Should I delete the transaction log file?

You should generally avoid manually deleting QuickBooks files unless you understand their purpose and have a reliable backup. If troubleshooting requires working with the transaction log file, renaming it is often safer than immediately deleting it.

Final Thoughts

QuickBooks Error 6190 can interrupt your accounting work when QuickBooks cannot properly access a company file. The problem may be caused by a company-file and transaction-log mismatch, file-location issues, network problems, incorrect hosting settings, damaged files, or software-related issues.

Start with basic troubleshooting such as checking the company-file location, restarting QuickBooks and the computer, verifying network access, and updating QuickBooks Desktop. You can then use QuickBooks Tool Hub and other diagnostic options when necessary.

Most importantly, maintain regular company-file backups and use a properly configured QuickBooks environment. These practices can help protect your financial data and reduce interruptions to your bookkeeping workflow.