

# QuickBooks Retail Point of Sale

## Errors on Opening QB POS Administrator or Terminal

### Aim

This paper explains some common error messages you can get when opening QuickBooks Retail Point of Sale Administrator or Terminal programs.

### Version of Program

This paper was written using QuickBooks and Retail Point of Sale 2009/10, but these errors apply to most versions.

I intend to progressively update this paper from time to time; check the revision date in the footer to see when the paper was last updated. I have also dated specific items throughout the article where relevant.

### Nomenclature

Throughout this article, I will generally use the following abbreviations:

- QB - QuickBooks;
- QB POS - QuickBooks Retail Point of Sale Program;
- POS Admin - QuickBooks Retail Point of Sale Administrator
- POS Terminal - QuickBooks Retail Point of Sale Terminal



### File Locations

The file locations I have used throughout this paper are unique to my computer setup. They will be different on your computer and different to the locations that I generally use for clients files. A separate paper of POS Network Setup details my recommended setup for Point of Sale.

### INDEX (Hyperlinked -Just click on the subject)

1. [The QuickBooks data file \*filename.QBW\* cannot be found](#)
2. [The Retail Point of Sale database file QBPOS.PDB cannot be found](#)

## TOPIC 1 [Added 16-May-10]

### "The QuickBooks data file 'drive:\pathname\filename.QBW' cannot be found" error on opening POS Admin

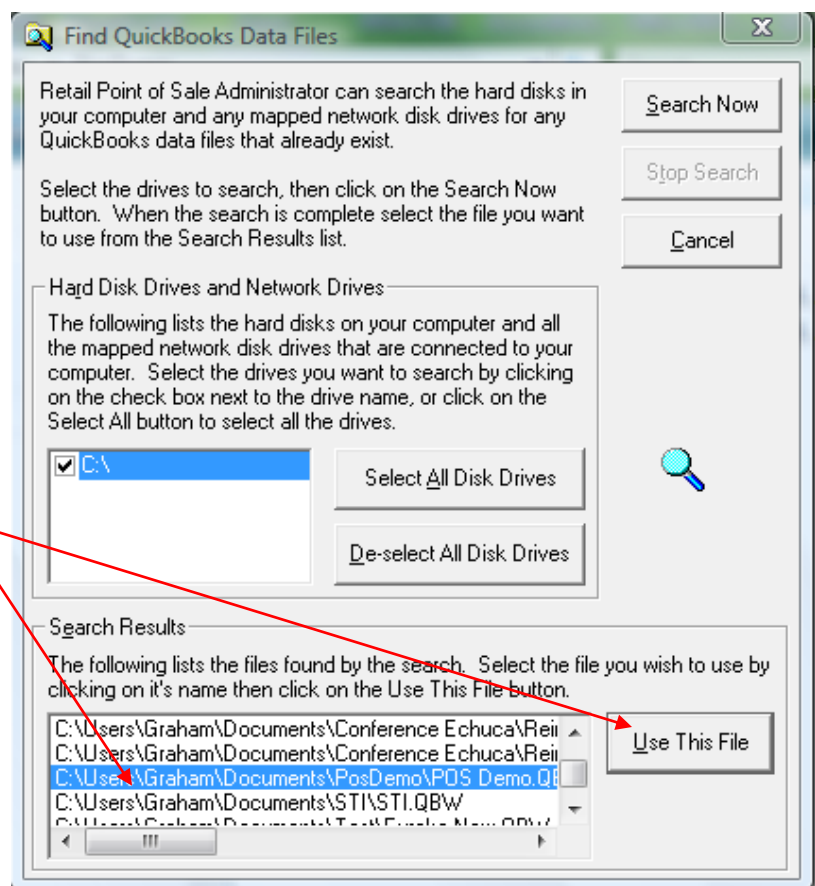
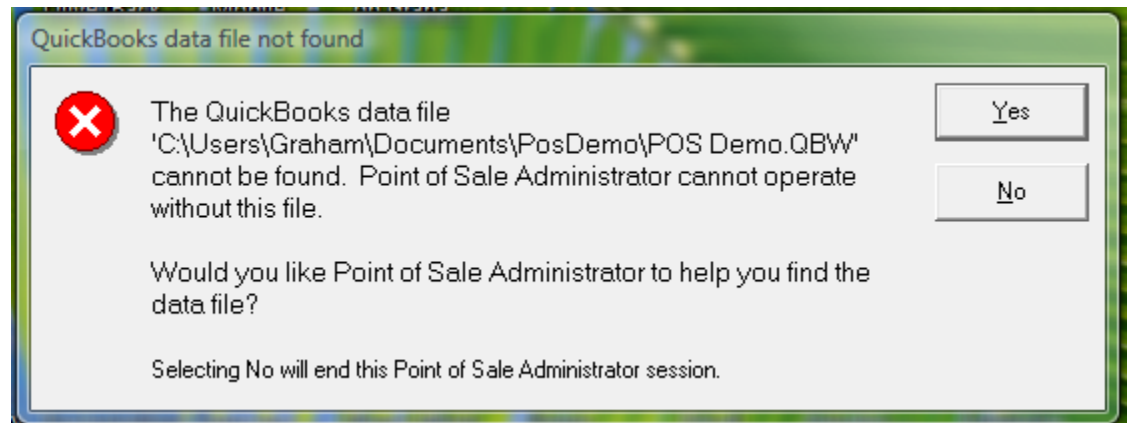
When POS Admin opens, it checks to see if it can find the QuickBooks file specified in POS Admin Tools > Options. It may not find the correct file if:

- the file has been renamed or deleted (see options at the end of Topic 2)
- the file has been moved;

If you hit yes to the following message, QuickBooks will give you the opportunity to scan you local hard disk to display all the QuickBooks files. This will find any moved or renamed files. Deleted files will need to be restored from a backup.

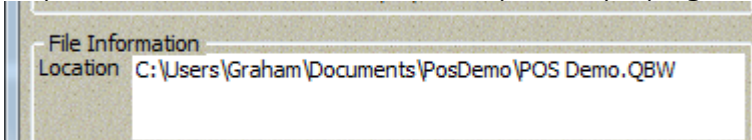
Click "Search Now" to commence.

When it has finished searching, select the CORRECT file from the list then "Use this File".



If you are unsure of the correct QuickBooks filename, this can be gleaned from QuickBooks by opening your normal QuickBooks company file, holding down the Ctrl key then pressing the number 1 (it must be the "1" above the "Q" key.)

A product Information box will open displaying the name and location of the file.



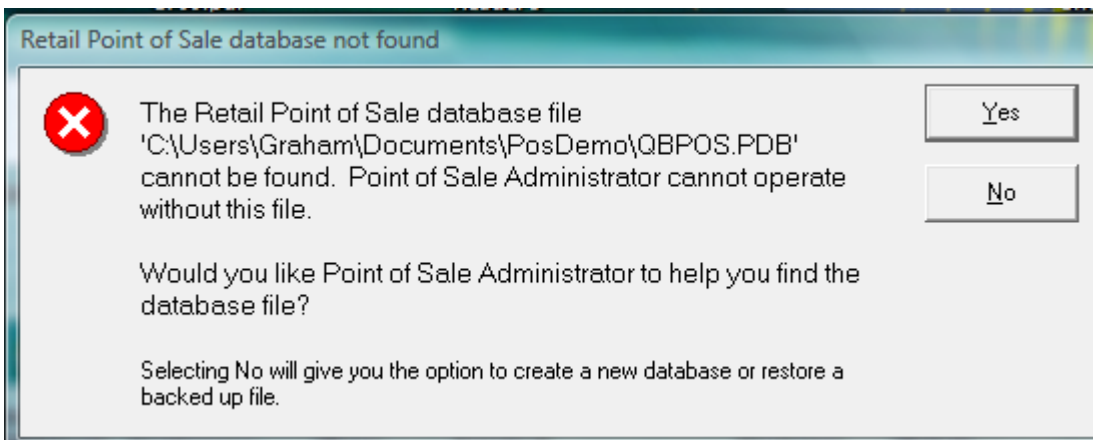
Once a QB file is selected POS will open normally. Note that POS Administrator will open normally EVEN if you select the wrong file - so be careful.

## TOPIC 2 [Added 16-May-10]

**"The Retail Point of Sale database file 'Drive:\pathname\QBPOS.PDB' cannot be found" error on opening POS Administrator or POS Terminal.**

When POS Admin or POS Terminal opens, it checks to see if it can find the QBPOS database file "QBPOS.PDB". The file will always be called this. POS Admin or POS Terminal may not find the correct file if:

- the mapped network drive or network location where the QBPOS database file resides is not available due to a networking issue.
- the file has been moved;
- the file has been renamed;
- the file has been deleted



POS Terminal has the same messages only referring to "Terminal".

## Mapped Network Drive or Location Not Available

The most common cause for this happening is that the network location or mapped network drive on which the QBPOS.PDB file resides is not available.

Write down the file name and path in the error message:

```
The Retail Point of Sale database file  
'C:\Users\Graham\Documents\PosDemo\QBPOS.PDB'
```

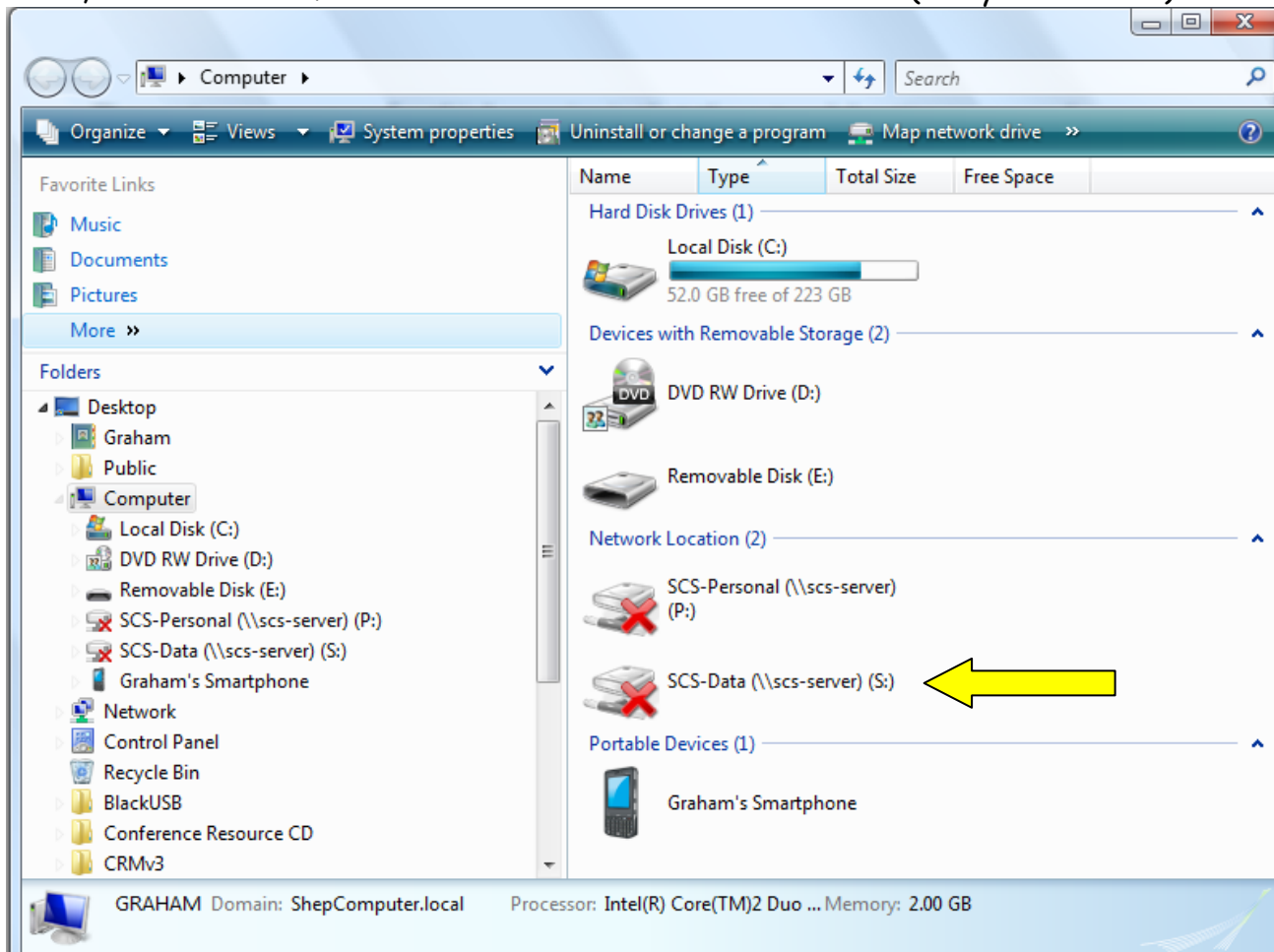
Then hit the Escape (ESC) key on the top left of most keyboards to quit the program.

When the QBPOS.PDB file is on another Drive, the location will generally start with, for example, P:\ or S:\

Next step is to open Windows Explorer or My Computer by holding down the Windows Key (pictured right) and pressing the E key

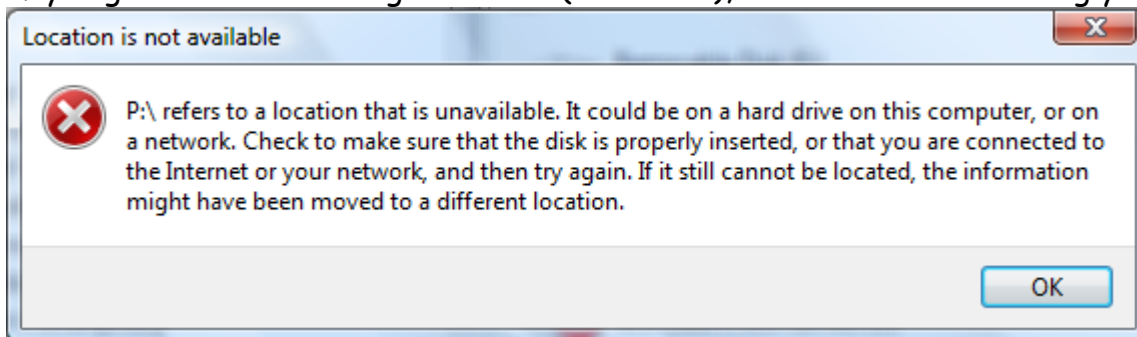


Look under Network Locations (Vista) or Network Drives (XP). If my file were on S:\ Drive, I would check for a red cross under the relevant drive (see yellow arrow)

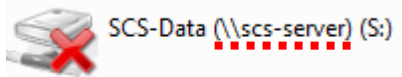


First try double-clicking on the drive. If it opens, then you can try running the POS Administrator program; it usually opens.

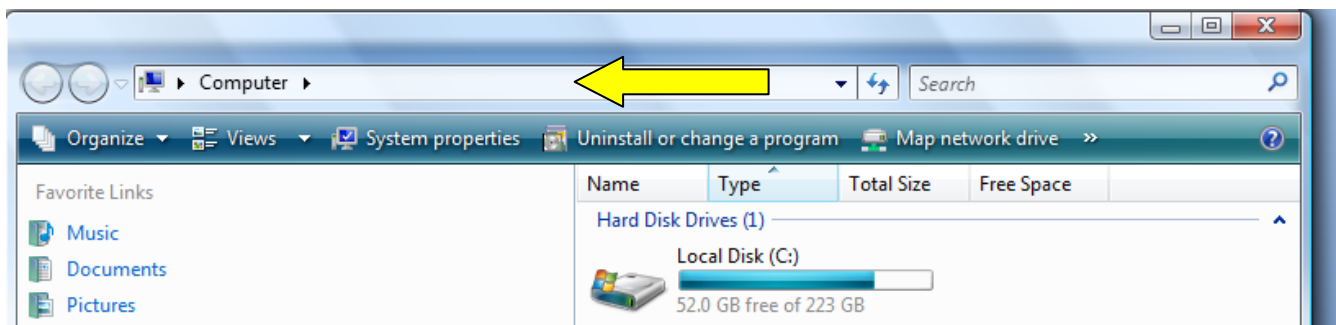
If you get an error message like this (or similar), there is one more thing you can try



Note the name of the computer where the QBPOS.PDB file is located - in brackets and underlined in the sample below.



At the top of the Windows Explorer Bar, locate the address bar (yellow arrow below).



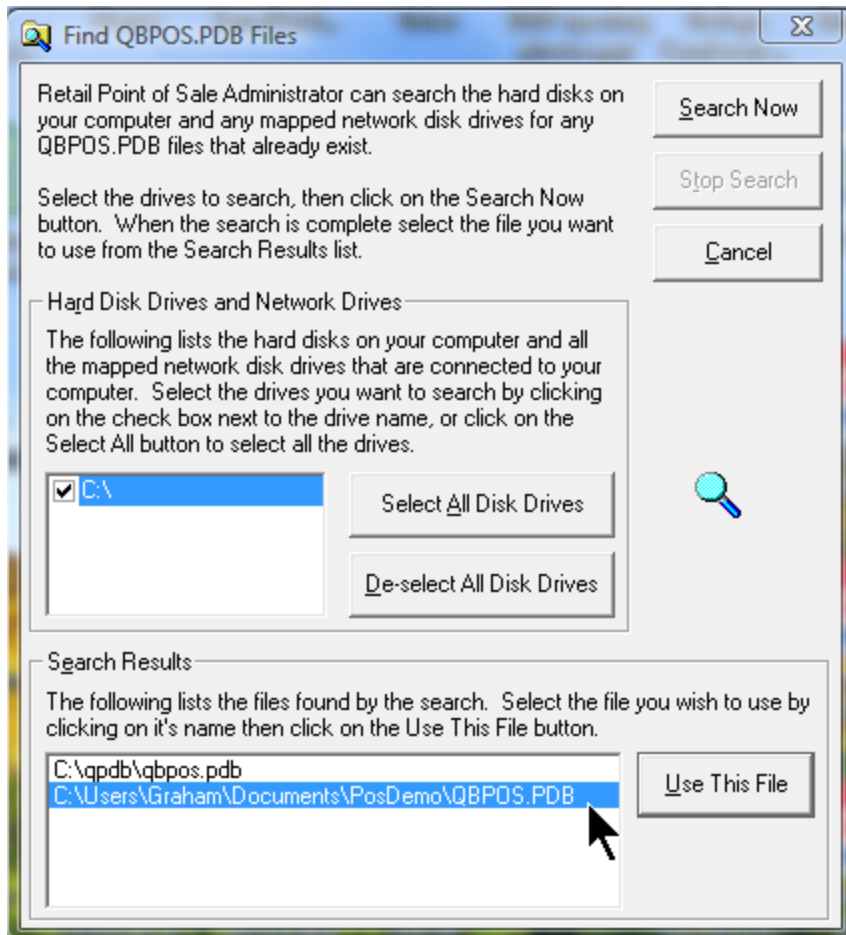
Type in the address of the computer and press the Enter Key



If it opens, then you can try running the POS Administrator program; it usually opens. If it doesn't, you can check your network connections (cabling, routers etc). If you can't find anything obvious, it may be time to call in your network guru.

## The file has been moved

If the file has been moved, pressing the "Yes" button on the error message will allow you to search the computer for the QBPOS.PDB file.



When the program finds the correct file (there should only be one file on your computer) select it, then press "Use this File" and the program should then open.

**WARNING:** Be careful of this function. If you select an old QBPOS.PDB file or a copy of a QBPOS.PDB file, then you can end up with a situation where 2 PDB files are in use. Once Administrator opens you need to check a price that you know you have changed recently or a customer you have recently created to verify that you have the right file.

## The file has been renamed

I can't imagine how this could happen, but you never know. Do a search in Windows Explorer for \*.PDB files. If you can't find it, you may need to restore a backup. Note that when you do a Compact & Repair the Database, POS with automatically copy the file as QBPOS Backup.PDB. This is not a renamed PDB database, but is may be your most recent backup!

## The file has been deleted.

Again, I can't imagine how. You will need to restore from Backup, use the Backup file mentioned last paragraph, or recreate from scratch. If this happens to you, you will appreciate why frequent backups are important.