

## Run the repair tool

1. If you haven't already, [back up your company file](#).
2. Restart your computer. This makes sure there are no programs that may affect the repair.
3. Open the Windows **Start** menu, then select **Control Panel**.  
**Note:** If you're using Windows 8 or 8.1, search "Control Panel" in the Windows **Start** menu.
4. Select **Programs and Features** then **Uninstall a Program**.

**Note:** If you don't see Programs and Features, select **Programs** instead. Then select **Program and Features**.

5. Select **QuickBooks** from the list of Programs, then **Uninstall/Change**.
6. Select **Continue**, or **Next**.
7. Select **Repair**, then **Next**.

**Note:** The repair should start right away, but it may take a while to finish. You can leave it running, and come back once it's done.

8. Once it's done, select **Finish**.

**Note:** You may have to restart your computer to complete the repair.

9. [Update your QuickBooks to the latest release](#). This makes sure you have the most recent fixes and security update.

## What to do if you get an error during a repair

In some cases, you might encounter an error while repairing QuickBooks. Don't worry, we'll help you fix these errors.

### Fix "Files in use" error

When repairing, you may get a "files in use" message, or something similar. Here's what you need to do:

- Select **Ignore**. If there's a pop-up message to reboot, select **OK** to reboot.  
**Note:** You might have to select **Ignore** a few times.
- If you don't see the Ignore button, select **Close**. Once the repair is complete, restart your computer.

If you get specific error messages instead, see [Error 1328](#) or [Error 1334](#).

### Fix Error 1628: Failed to complete script based install

This error happens if a Windows service called "Windows Installer" is not working correctly. To fix this, it's best to reach out to an IT expert or a specialist from Microsoft.