



Title Windows NT/2000 startup problems after installing QuickBooks
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Question: How do I resolve problems with Windows NT or Windows 2000 after I installed QuickBooks and restarted my computer?

Answer: This article discusses solutions to several issues that may occur in Microsoft® Windows NT® or Microsoft® Windows® 2000 after installing QuickBooks and restarting your computer:

- The desktop displays a background, but the **Start** button and desktop icons are missing.
- A long or complex error message appears after you restart your computer. For example:

Error: *** stop: 0x0000001e (0xc0000005;0x80111b35;0x00000008) kmode_exception not handled *** address 80111b35 has base at 80100000 - ntos krnl.exe.

Note: This article applies to Windows NT and Windows 2000 only.

To resolve the aforementioned issues, try the following solution:

1. If you haven't already done so, log on to Windows NT or Windows 2000 (please contact [QuickBooks Technical Support](#) if you are unable to do this).
2. With the desktop displayed, press **Ctrl+Alt+Delete**.
3. Click the **Task List** or **Task Manager** button.
4. Click the **Processes** tab to display a list of all programs that are currently running. If **Explorer.exe** is on the list, select it and then click the **End Task** button.
5. From the Task Manager **File** menu, choose **New Task (Run...)**.
6. Type **explorer** in the **Open** field and then click **OK** to reopen the desktop. If the desktop fails to reappear:
 - a. Press **Ctrl+Alt+Delete**.
 - b. From the Task Manager **File** menu, choose **New Task (Run...)**.
 - c. Type **control appwiz.cpl** in the **Open** field and then click **OK**.
7. Uninstall QuickBooks:
 - a. On the taskbar, click the **Start** button.
 - b. Choose **Settings**, and then choose **Control Panel**.
 - c. Double-click **Add/Remove Programs**.
 - d. From the list of programs, select the version of QuickBooks you want to uninstall.
 - e. Click **Change/Remove** and then confirm the file deletion.
8. (Windows NT only) Revert Microsoft® Internet Explorer 5.0 or 5.5 to a previous version:

- a. Select **Microsoft Internet Explorer**.
 - b. Click **Change/Remove** and then confirm the file deletion.
 - c. In the window that appears, select the **Restore the previous Windows configuration option** and then click **OK**.
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9. Restart your computer. If your computer starts successfully, insert the QuickBooks CD into your CD-ROM drive but do not install the program.
 10. Copy the **ie5** (or **ie5.5**) and **Qbooks** folders from the CD (usually Drive D) to your hard disk (usually Drive C). When finished, remove the CD from your CD-ROM drive.
 11. Reinstall Internet Explorer from your hard disk by double-clicking **ieexplore.exe** in the **ie5** (or **ie5.5**) folder that you copied in the previous step.
 12. Restart your computer, and then reinstall QuickBooks from your hard disk by double-clicking **setup.exe** from the **Qbooks** folder that you copied in Step 10.
 13. Restart your computer, and then start QuickBooks. Ensure that QuickBooks is able to open a company or sample data file and that the program runs normally.
 14. If you are unable to complete the above steps, or if problems persist, contact [QuickBooks Technical Support](#) for further assistance.