



Title Navigator window is missing icons or is blank
KB ID#: 123865
Categories: Accounts Payable, Accounts Receivable, Customize, Data and Utilities

Question: Why is my QuickBooks Navigator window missing icons or altogether blank?

Possible Cause: Several situations can cause missing icons or a blank QuickBooks Navigator window, including:

- Simultaneously running multiple sessions of QuickBooks.
- Disabling the graphics display option in Microsoft® Internet Explorer.
- Incorrect format for Multipurpose Internet Mail Extensions (MIME).

Answer: Follow these instructions to resolve this issue:

1. Quit all extraneous sessions of QuickBooks by choosing **Exit** from the QuickBooks **File** menu (skip to Step 3 if only one session is running).
2. Close and then reopen the Navigator in the remaining session of QuickBooks. Proceed to the next step if the problem persists.
3. From the Microsoft® Windows® taskbar, click **Start**, choose **Settings**, and then choose **Control Panel**.
4. Double-click the **Internet Options** icon.
5. In the **Internet Properties** window, click the **Advanced** tab.
6. Scroll down to the **Multimedia** section, and then select **Show pictures** (proceed to Step 8 if this option is already selected).
7. Close and then reopen the Navigator. Proceed to the next step if the problem persists.
8. Correct the MIME format by following the appropriate set of instructions for your operating system:
 - Windows® 95, Windows® 98, or Windows NT®:
 - a. On the desktop, double-click the **My Computer** icon.
 - b. From the **View** menu, choose **Folder Options** (or **Options** in Windows 95).
 - c. Click the **File Types** tab and scroll through the list to locate and select **GIF Image**.
 - d. Click **Edit**. In the **Content Type (MIME)** field, type **image/gif**, and then press **Tab**.
 - e. Click **OK** to save your changes.
 - Windows® Me or Windows® 2000:
 - a. On the desktop, double-click the **My Computer** icon.
 - b. From the **Tools** menu, choose **Folder Options**.
 - c. Click the **File Types** tab and scroll through the list to locate and select **GIF** in the **Extensions** column.
 - d. Click **Delete**, and then click **Yes** at the warning message.
 - e. Click **New**, and then type **GIF** in the **File Extension** box.
 - f. Click **Advanced** to expand the window to show the **Associated File Type** box.
 - g. From the list in the **Associated File Type** box, select **GIF Image** and then click **OK** to save your changes.