Connecting...

Waiting for agent...

Apr 23, 2020, 2:06pm

Thanks for chatting.

Agent joined conversation

AgentApr 23, 2020, 2:06pm

Thank you for getting in contact with Quicken! My name is Oscar. Could you please provide me your first and last name, the email address attached to your account and phone number.

MeApr 23, 2020, 2:06pm

QWUTIL.dll is either not designed to run on Windows error

jamie Ross [jamie@maplewoodonline.com](mailto:jamie@maplewoodonline.com)

973 8680163 or 973 762 0119

I recently upgraded - also tried to reinstall and used the patch

AgentApr 23, 2020, 2:07pm

Thank you so much.

Please tell me this error you got it while trying to install quicken 2020?

MeApr 23, 2020, 2:08pm

no error when trying to install - error when trying to launch

QWUTIL.dll is either not designed to run on Windows or it contains an error

error status 0xv000022

Try installing the program again using the original installation media or contact your system administrator or the software vendor for support

qw.exe - Bad Image

AgentApr 23, 2020, 2:10pm

No worries. Lets do the following

Uninstall Quicken with the Add/Remove Programs feature through your computer’s Control Panel.  
Create a new folder on your desktop (right-click on your desktop and select New > Folder).  
download and install MSICLEAN.exe (you can find it here <https://www.quicken.com/support/using-qcleanui-uninstall-quicken> in first)  
download and install QcleanUI.exe  
In the new folder, double-click QcleanUI.exe.  
Select Clean all versions, and then click Clean.  
QcleanUI may take several minutes to complete its task. When finished, you may see the error message highlighted below. You can disregard this error and continue with the process.  
Select Quit to close QcleanUI.

Then do this to make sure we don’t get the same issue when we reintall quicken

Go to your local disk C, in the upper left corner click on view and check the option that says “hidden items”  
In the C:\Program Data\Intuit folder, right-click the Quicken folder. Select delete then press Enter.  
In the C:\Users[your user name]\AppData\Roaming\Intuit folder, right-click the Quicken folder. Select delete then press Enter.  
Repeat steps 2 and 3 for each user on your computer.  
In the C:\Program Files or C:\Program Files (x86) folder, right-click the Quicken installation folder. Select Rename, give the folder a different, unique name, then press Enter.

Depending on system settings, this folder may not be created. If you do not see this folder in this location, you can continue to the next step.

Restart your computer and install Quicken again.

MeApr 23, 2020, 2:11pm

ok, and old data files will be fine?

AgentApr 23, 2020, 2:12pm

Those data are from quicken 2017 or 2018?

MeApr 23, 2020, 2:13pm

2017

I was able to open the new one at one point - but stopped working

AgentApr 23, 2020, 2:14pm

ok, then quicken 2020 will not have ahy issue openning them

bear in mind that if the file give you any issue we could also try to restore a backup prior to when the issue started

MeApr 23, 2020, 2:15pm

k - i’ll run the qclean now

AgentApr 23, 2020, 2:15pm

great

MeApr 23, 2020, 2:18pm

where is the msi file?

nevermind i was using the wrong one

AgentApr 23, 2020, 2:19pm

click on the link then on “First: Download and use QCleanUI”

the 2 programs that you need to download are on the number 4 and 5

MeApr 23, 2020, 2:20pm

ok, tried running qclean - it says Windows cannot access the specified device, path or path. You may not have the appropriate permission to access them

AgentApr 23, 2020, 2:21pm

Where did you stored that file?

MeApr 23, 2020, 2:21pm

should i uninstall quicken prior to running it?

I saved in on my desktop in a new folder

AgentApr 23, 2020, 2:21pm

yes, please uninstall quicken

on that folder did you saved as well the MSICLEAN?

MeApr 23, 2020, 2:22pm

yes

AgentApr 23, 2020, 2:23pm

Do you have administrator permissions?

MeApr 23, 2020, 2:23pm

yes - i tried to run as administrator

now I’m working on uninstalling quicken

AgentApr 23, 2020, 2:23pm

ok, take your time

MeApr 23, 2020, 2:27pm

still preparing to remove

AgentApr 23, 2020, 2:28pm

great

MeApr 23, 2020, 2:34pm

Error 1723 There is a problem with this Windows installer package - A DLL required for this install to complete coudl not be run. Actio QuickenCustomAction\_Uninstall\_firstCheck entry: QCA\_BeforeUninstallFirstCheck library C:\ProgramFiles\Quicken\QCustomAction.dll

AgentApr 23, 2020, 2:36pm

I see. Please tell me did went to the C drive and manually removed the files on the indicated folders?

MeApr 23, 2020, 2:37pm

did went? are you asking me if I removed files from the c drive?

AgentApr 23, 2020, 2:41pm

Yes. Did you delete the Quicken folder from the Intuit folder on the Program Data folder, as well as from each user Intuit folder?

MeApr 23, 2020, 2:43pm

no - that step was further down - should i remove those now?

AgentApr 23, 2020, 2:43pm

Yes, please. So lets do the steps again

Uninstall quicken

then run the 2 programs that you downloaded

to clean your PC

Then do this

Go to your local disk C, in the upper left corner click on view and check the option that says “hidden items”  
In the C:\Program Data\Intuit folder, right-click the Quicken folder. Select delete then press Enter.  
In the C:\Users[your user name]\AppData\Roaming\Intuit folder, right-click the Quicken folder. Select delete then press Enter.  
Repeat steps 2 and 3 for each user on your computer.  
In the C:\Program Files or C:\Program Files (x86) folder, right-click the Quicken installation folder. Select Rename, give the folder a different, unique name, then press Enter.

Depending on system settings, this folder may not be created. If you do not see this folder in this location, you can continue to the next step.

Restart your computer and install Quicken again.

MeApr 23, 2020, 2:44pm

ok 1) unistall quickenm - cannot do this - please see error

AgentApr 23, 2020, 2:45pm

what happened when you runned the QcleanUI?

MeApr 23, 2020, 2:45pm

i gave you these errors already

AgentApr 23, 2020, 2:46pm

I see. In this case, restart the PC

and try again

MeApr 23, 2020, 2:47pm

k ,can you email me this dialog?

AgentApr 23, 2020, 2:48pm

No, unfortunately I don’t have a way to do so

but please copy and paste it on a word document

if you get the same error, please contact microsoft support, so they can assist you with the unintallation process

Top of Form



Bottom of Form