

Troubleshooting QuickBooks Error PS077 and PS032: A Complete Guide

If you rely on QuickBooks for managing payroll, encountering errors can disrupt your workflow and delay crucial processes. Two common payroll update errors that QuickBooks users often face are **QuickBooks Error PS077** and **Error PS032**. These errors typically arise when downloading or installing the latest payroll updates, preventing you from accessing updated tax tables and payroll features. In this blog, we will explore the causes of [QuickBooks Error PS077 and PS032](#), and provide step-by-step solutions to resolve them.

What Are QuickBooks Error PS077 and PS032?

QuickBooks Error PS077 and **PS032** occur when users attempt to download or install payroll updates. These errors are related to issues within the QuickBooks software, problems with company files, or issues with billing information in your QuickBooks Payroll subscription. When the errors occur, QuickBooks displays an error message, such as: *“QuickBooks is having trouble installing payroll updates. Error PS077 or PS032.”*

These errors prevent the completion of payroll updates, meaning you cannot run payroll until the problem is resolved. Ignoring these errors can lead to outdated tax tables, incorrect payroll calculations, and compliance issues.

Causes of QuickBooks Error PS077 and PS032

There are several possible reasons why **Error PS077** or **PS032** occurs. Some of the most common causes include:

1. **Invalid Payroll Subscription Information:** If your QuickBooks payroll subscription is inactive or if the billing information is incorrect, you may encounter these errors during the update process.
2. **Damaged or Corrupt QuickBooks Company File:** Corrupted company files can cause problems with payroll updates, leading to **Error PS077** or **PS032**.
3. **Outdated QuickBooks Version:** Using an outdated version of QuickBooks Desktop can result in compatibility issues with payroll updates.
4. **Damaged QuickBooks Installation:** If your QuickBooks installation is incomplete or damaged, it can affect the functionality of payroll updates, triggering these errors.
5. **Insufficient Permissions:** If you do not have administrator privileges on your system, QuickBooks may be blocked from applying updates.

How to Fix QuickBooks Error PS077 and PS032

Here are several methods to troubleshoot and resolve **QuickBooks Error PS077** and **PS032** so that you can successfully update your payroll.

1. Verify Your Payroll Subscription Status

The first step is to ensure that your payroll subscription is active and that the billing information is correct.

- **Step 1:** Open QuickBooks and go to the **Employees** menu.
- **Step 2:** Select **My Payroll Service** and click on **Account/Billing Information**.
- **Step 3:** Sign in to your Intuit account and verify that your subscription is active and that your billing information is up-to-date.

If there are any issues with your subscription or billing, correct them and attempt the payroll update again.

2. Update QuickBooks to the Latest Version

Running an outdated version of QuickBooks may cause issues with payroll updates.

- **Step 1:** Open QuickBooks and go to the **Help** menu.
- **Step 2:** Select **Update QuickBooks Desktop**.
- **Step 3:** In the **Update Now** tab, click on **Get Updates** to download and install the latest updates.

After updating QuickBooks, restart the program and try downloading the payroll update again.

3. Repair the QuickBooks Installation

A damaged QuickBooks installation can trigger **PS077** or **PS032** errors. Repairing the QuickBooks installation may resolve the issue.

- **Step 1:** Press **Windows + R** to open the **Run** dialog, then type **Control Panel** and press Enter.
- **Step 2:** In the Control Panel, select **Programs and Features**.
- **Step 3:** Find QuickBooks in the list of installed programs, select it, and click on **Uninstall/Change**.
- **Step 4:** Choose the **Repair** option and follow the on-screen instructions to repair your QuickBooks installation.

Once the repair process is complete, restart your computer and try installing the payroll update again.

4. Rename CPS Folder

Sometimes renaming the CPS (Current Payroll Setup) folder can help resolve payroll update errors.

- **Step 1:** Navigate to the folder where QuickBooks is installed. This is usually located at C:\Program Files\Intuit\QuickBooks\.
- **Step 2:** Locate the **CPS** folder and right-click on it, then select **Rename**.
- **Step 3:** Change the folder name to **CPSOLD** and press Enter.

Once renamed, reopen QuickBooks and attempt to download the payroll update.

5. Run QuickBooks as Administrator

Running QuickBooks as an administrator ensures that you have the necessary permissions to install payroll updates.

- **Step 1:** Close QuickBooks if it's open.
- **Step 2:** Right-click on the QuickBooks icon on your desktop.
- **Step 3:** Select **Run as Administrator** and allow QuickBooks to open with full permissions.

Now, try downloading and installing the payroll update again.

Conclusion

QuickBooks Error PS077 and PS032 can interrupt your payroll process and delay important tasks. These errors typically occur due to issues with subscription information, outdated QuickBooks versions, or damaged company files. By verifying your payroll subscription, updating QuickBooks, repairing the software, and following the steps provided, you can troubleshoot and resolve these errors effectively. Taking these actions will help ensure that your payroll system remains up-to-date and functional, allowing you to manage your business's payroll smoothly.