

## QuickBooks Desktop Payroll Error PS038 {Fix Now }

QuickBooks Error PS038 shows up when running payroll or updating tax tables in QuickBooks Desktop 1-888-493-2290 or 1 888 493 2290 The error usually appears even after updating payroll and validating your subscription 1-888-493-2290 or 1 888 493 2290 The main culprit? Paychecks are stuck with the status “Online to send 1-888-493-2290 or 1 888 493 2290 ”

When this happens, payroll and updates stop working until the issue is fixed 1-888-493-2290 or 1 888 493 2290 This article explains the causes of PS038, how to resolve it, and tips to avoid it in the future 1-888-493-2290 or 1 888 493 2290

quickbooks desktop payroll error ps038

Causes of QuickBooks Payroll Error PS038

Error PS038 usually stems from issues with payroll data, subscription validation, or program files 1-888-493-2290 or 1 888 493 2290 The most common causes are:

Stuck online paychecks: Paychecks marked “Online to send” that never transmit to Intuit 1-888-493-2290 or 1 888 493 2290

Outdated QuickBooks Desktop: Running an old release can block payroll updates 1-888-493-2290 or 1 888 493 2290

Data corruption: File integrity issues can stop paychecks from being sent 1-888-493-2290 or 1 888 493 2290

Inactive subscription or wrong service key – QuickBooks cannot verify payroll entitlement 1-888-493-2290 or 1 888 493 2290

Internet or security blocks – Firewalls or antivirus software prevent QuickBooks from connecting to Intuit 1-888-493-2290 or 1 888 493 2290

Corrupted CPS folder – Damaged payroll update files disrupt updates 1-888-493-2290 or 1 888 493 2290

Understanding these causes makes it easier to apply the right fix 1-888-493-2290 or 1 888 493 2290

### Solutions to Fix QuickBooks Error PS038

There are several ways to fix Error PS038 1-888-493-2290 or 1 888 493 2290 You don't need to try them all—start with Method 1 and move down the list until QuickBooks opens without errors 1-888-493-2290 or 1 888 493 2290 After completing each step, restart QuickBooks to check if the issue is resolved 1-888-493-2290 or 1 888 493 2290

#### Method 1: Update QuickBooks and Send Payroll Data to Intuit

Since stuck paychecks are the top reason for PS038, start by updating QuickBooks and sending pending payroll data 1-888-493-2290 or 1 888 493 2290

Step 1: Update QuickBooks: Go to Help → Update QuickBooks Desktop → Update Now → Get Updates 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Restart QuickBooks once the updates are installed 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

update quickbooks desktop

Step 2: Send usage data: Go to Employees → My Payroll Service → Send Usage Data (or Send Payroll Data if that option isn't available) 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

how to fix quickbooks desktop payroll error ps038 - send payroll data

Step 3: Transmit payroll information: In the Send/Receive window, click Send All and enter your payroll PIN if prompted 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 4: Retry payroll update: Go to Employees → Get Payroll Updates → Download Entire Update 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Note: Sending usage or payroll data simply pushes pending items (like unsent paychecks or forms) to Intuit's servers 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 In many cases, this clears the backlog that causes PS038 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Method 2: Find Stuck Paychecks and Run Verify/Rebuild Data

If PS038 persists, find any paychecks marked "Online to send" and repair file issues

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 QuickBooks' Verify Data and Rebuild Data tools can fix corruption and clear stuck transactions 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 1:

Locate stuck paychecks – Go to Edit → Find → Advanced 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Set filters: Detail Level = Summary Only, Online Status = Online to send 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Click Find to list paychecks 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 2: Verify data – Go to File → Utilities → Verify Data 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Let QuickBooks scan for issues 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

verify data tool

Step 3: Rebuild data – Go to File → Utilities → Rebuild Data 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 Create a backup when prompted, then allow the process to complete 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

rebuild quickbooks desktop payroll data

Step 4: Re-verify (optional) – Run Verify again to confirm no errors remain 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Step 5: Test payroll update – Try downloading updates again 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If PS038 still appears and paychecks remain unsplit, continue to the next method to manually correct the stuck transactions 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Method 3: Edit and Save (Toggle) Each Stuck Paycheck

If paychecks remain stuck even after running Verify and Rebuild, you can “toggle” them to refresh their status 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

This involves opening each stuck paycheck, making a temporary edit, saving it, then reversing the change 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 The process does not affect payroll amounts but forces QuickBooks to reprocess the paycheck internally 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Steps to Toggle Stuck Paychecks

Open the oldest stuck paycheck 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Click Paycheck Detail 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Add a duplicate line of the last earnings item 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

When prompted with a Net Pay Locked message, click No to keep amounts unchanged 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Save the paycheck 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Reopen it, return to Paycheck Detail, and delete the duplicate line 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Save again 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Repeat this for all stuck paychecks, and then attempt the payroll update 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 This process forces QuickBooks to re-save the paycheck, usually clearing its “Online to send” status 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Why Method 3 Works: Intuit recommends this “toggle” process 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Adding and then removing an earnings line forces QuickBooks to re-save the paycheck, which usually clears the “Online to send” status 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 When no pending transactions remain, payroll updates should proceed without the PS038 error 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Tip: If you have many stuck paychecks, this process can be time-consuming 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 Take care to ensure net pay and taxes do not change on any paycheck 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 If you’re uncomfortable editing historical payroll records, consider moving to Method 4 or contacting a professional for assistance 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Method 4: Verify Your Payroll Subscription and Service Key

Sometimes, Error PS038 happens because QuickBooks cannot verify your payroll subscription 1-888-493-2290 or 1 888 493 2290 If the subscription is inactive or the service key is missing/incorrect, payroll updates will fail 1-888-493-2290 or 1 888 493 2290 Checking and refreshing this information can resolve the issue 1-888-493-2290 or 1 888 493 2290

### Steps to Verify Payroll Subscription

Step 1: Open Service Key Manager: In QuickBooks Desktop, go to Employees → My Payroll Service → Manage Service Key 1-888-493-2290 or 1 888 493 2290 (If you have multiple company files, do this in the main file where payroll is active 1-888-493-2290 or 1 888 493 2290 )

verify quickbooks desktop payroll service

Step 2: Check subscription status

In the Service Keys window, look under Status 1-888-493-2290 or 1 888 493 2290

If it shows Active, continue to the next step 1-888-493-2290 or 1 888 493 2290

If it shows Inactive or Expired, renew your subscription before proceeding 1-888-493-2290 or 1 888 493 2290

Step 3: Verify the service key

If the subscription is active, click Edit 1-888-493-2290 or 1 888 493 2290

Confirm that the 16-digit service key matches the one provided by Intuit 1-888-493-2290 or 1 888 493 2290

If missing or incorrect, enter the correct key 1-888-493-2290 or 1 888 493 2290

Step 3: Save and refresh

Click Next, uncheck Open Payroll Setup (if selected), then click Finish 1-888-493-2290 or 1 888 493 2290

QuickBooks may validate your service and attempt to download updates automatically

1-888-493-2290 or 1 888 493 2290

Step 4: Retry the payroll update

Go to Employees → Get Payroll Updates → Download Entire Update 1-888-493-2290 or 1 888 493 2290

If the subscription information was the issue, the update should now complete without PS038 1-888-493-2290 or 1 888 493 2290

Note: If your subscription was inactive, you may need to restart QuickBooks after renewing it and then re-run the update 1-888-493-2290 or 1 888 493 2290 Payroll updates (including tax tables) require an active subscription, so without one, PS038 or similar PS-series errors will continue to appear 1-888-493-2290 or 1 888 493 2290

Method 5: Rename the QuickBooks CPS Folder (Payroll Update Folder)

QuickBooks saves downloaded payroll updates in a folder named CPS inside its program files 1-888-493-2290 or 1 888 493 2290 If this folder or its contents are damaged, payroll update errors such as PS038 may occur 1-888-493-2290 or 1 888 493 2290 Renaming the CPS folder forces QuickBooks to create a fresh one and download new update files, often resolving the issue 1-888-493-2290 or 1 888 493 2290 Ensure QuickBooks is not running before making file changes 1-888-493-2290 or 1 888 493 2290

## Steps to Rename the CPS Folder

### Step 1: Locate the CPS folder

Open File Explorer and go to:

C:\Program Files (x86)\Intuit\QuickBooks <Year>\Components\Payroll\CPS

Replace <Year> with your QuickBooks version (e.g. 1-888-493-2290 or 1 888 493 2290 g 1-888-493-2290 or 1 888 493 2290 , QuickBooks 2023) 1-888-493-2290 or 1 888 493 2290

If you use 64-bit QuickBooks or have installed it elsewhere, adjust the path accordingly

1-888-493-2290 or 1 888 493 2290

### Step 2: Rename the folder

Right-click on the CPS folder and select Rename 1-888-493-2290 or 1 888 493 2290

Change the name to something like CPSOLD or CPS\_Old (this keeps a backup)

1-888-493-2290 or 1 888 493 2290

### Step 3: Download payroll updates again

Reopen QuickBooks 1-888-493-2290 or 1 888 493 2290

Go to Employees → Get Payroll Updates → Download Entire Update 1-888-493-2290 or 1 888 493 2290

QuickBooks will automatically create a new CPS folder and download fresh update files

1-888-493-2290 or 1 888 493 2290

### Step 4: Check if the error is resolved

Try running payroll or downloading updates again 1-888-493-2290 or 1 888 493 2290

If the error was caused by corrupted CPS files, it should now be fixed 1-888-493-2290 or 1 888 493 2290

Note: Renaming (not deleting) the CPS folder is safer, since you can restore it if needed

1-888-493-2290 or 1 888 493 2290 This method clears out potentially corrupted payroll update files and gives QuickBooks a clean slate 1-888-493-2290 or 1 888 493 2290 If PS038 persists, the problem may be related to your company file or system environment rather than the CPS folder 1-888-493-2290 or 1 888 493 2290

## Method 6: Repair QuickBooks Desktop Program (Using QuickBooks Tool Hub)

If the previous methods don't fix PS038, the issue may lie in the QuickBooks program itself

1-888-493-2290 or 1 888 493 2290 Intuit provides QuickBooks Tool Hub, a free utility

designed to resolve common Desktop problems 1-888-493-2290 or 1 888 493 2290  
Using its built-in tools can repair errors that interfere with payroll updates 1-888-493-2290 or 1  
888 493 2290

#### Step 1: Download and Install QuickBooks Tool Hub

If you don't already have it, download the latest QuickBooks Tool Hub (version 1  
1-888-493-2290 or 1 888 493 2290 6 or later) from Intuit's official website  
1-888-493-2290 or 1 888 493 2290

Close QuickBooks 1-888-493-2290 or 1 888 493 2290

Run the installer (QuickBooksToolHub 1-888-493-2290 or 1 888 493 2290 .exe) and  
follow the on-screen steps 1-888-493-2290 or 1 888 493 2290

Once installed, open Tool Hub from the desktop icon 1-888-493-2290 or 1 888 493 2290

#### Step 2: Run Quick Fix My Program

In Tool Hub, select the Program Problems tab 1-888-493-2290 or 1 888 493 2290

Click Quick Fix my Program 1-888-493-2290 or 1 888 493 2290

This will close any QuickBooks processes and run a quick repair 1-888-493-2290 or 1 888 493 2290

The process usually takes just a few minutes 1-888-493-2290 or 1 888 493 2290

When it finishes, reopen QuickBooks and your company file 1-888-493-2290 or 1 888 493 2290

Try downloading payroll updates again 1-888-493-2290 or 1 888 493 2290

run quick fix my program from quickbooks tool hub

#### Step 3: Run QuickBooks Install Diagnostic Tool

If the error remains, open Tool Hub again and go to the Installation Issues tab 1-888-493-2290  
or 1 888 493 2290

Select QuickBooks Install Diagnostic Tool 1-888-493-2290 or 1 888 493 2290

This scans for and repairs installation issues (e 1-888-493-2290 or 1 888 493 2290 g  
1-888-493-2290 or 1 888 493 2290 , 1-888-493-2290 or 1 888 493 2290 NET  
framework problems, missing DLLs) that may affect payroll 1-888-493-2290 or 1 888 493 2290

The scan can take up to 20 minutes 1-888-493-2290 or 1 888 493 2290

run quickbooks install diagnostic tool

Restart your computer after the repair 1-888-493-2290 or 1 888 493 2290

Open QuickBooks and attempt the payroll update again 1-888-493-2290 or 1 888 493 2290

#### Method 7: Repair the Company File with File Doctor

If PS038 still appears after previous fixes, the cause may be deeper corruption in your company  
file, especially in payroll data 1-888-493-2290 or 1 888 493 2290 QuickBooks File  
Doctor, included in the Tool Hub, can scan and repair file damage as well as network issues  
1-888-493-2290 or 1 888 493 2290

## Steps to Use QuickBooks File Doctor

Open QuickBooks Tool Hub → Company File Issues → QuickBooks File Doctor

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

quickBooks file doctor tool

Select your company file from the list (or browse to it) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Choose Check your file → Continue 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Enter the Admin password and start the scan 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Wait for File Doctor to finish, then reopen QuickBooks and test payroll updates 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If File Doctor reports issues but PS038 continues, consider restoring a recent backup of your company file 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

## Method 8: Check Firewall and Security Settings

At times, firewalls or antivirus software can block QuickBooks from connecting to the internet, preventing payroll updates and causing errors like those in PS038 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 To rule this out, make sure QuickBooks has the access it needs

1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Step 1: Configure Firewall Settings

Confirm that your Windows Firewall or third-party firewall allows QuickBooks internet access 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

QuickBooks Desktop uses ports 80 and 443 for payroll and updates—ensure these are open 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Add QuickBooks programs (e 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 g 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 , QBW32 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 exe) as firewall exceptions 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If unsure, you can test by temporarily disabling your firewall and retrying the payroll update 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 If the update works while the firewall is off, adjust the firewall settings accordingly 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Tool Hub also provides a utility under the Network Issues tab to help with firewall troubleshooting 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Step 2: Check Antivirus Settings

Some antivirus or anti-malware programs may block QuickBooks connections 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Add QuickBooks to the exceptions or allowed list of your antivirus software 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

As a test, temporarily disable your antivirus while running the payroll update 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 If the update works, configure your antivirus to permanently trust

QuickBooks 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

### Step 3: Verify Internet Settings

QuickBooks Desktop relies on Internet Explorer/Edge settings 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Confirm that TLS 1 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290 2 is enabled in Internet Options 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

On older systems, update the browser environment to avoid compatibility issues 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Test the Payroll Update

After adjusting your firewall, antivirus, or internet settings, retry the payroll update:

Employees → Get Payroll Updates → Download Entire Update 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If the update now works, PS038 was likely caused by blocked connectivity 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Best Practices to Prevent Error PS038

To reduce the chances of encountering QuickBooks Payroll Error PS038 in the future, follow these best practices:

Send payroll data regularly

After each payroll run, go to Employees → My Payroll Service → Send Usage Data 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Avoid leaving paychecks in “Online to send” status for long periods 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Keep QuickBooks updated

Always install the latest QuickBooks Desktop updates and payroll tax table updates (at least every 45 days) 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Updates ensure compatibility and include fixes for known issues 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Maintain an active payroll subscription

Keep your payroll subscription active and billing information current 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

If your business details change or you renew, update the service key in QuickBooks 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Back up your company file regularly

Create backups before and after payroll runs or major changes 1-888-493-2290 or 1 ↵ 888 ↵ 493 ↵ 2290

Consider scheduling automatic backups for extra protection 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Run periodic file maintenance

Use Verify Data monthly (or around payroll periods) to catch problems early 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

If errors appear, run Rebuild Data to fix them before they cause issues 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Ensure reliable internet and security settings

Use a stable internet connection when updating payroll 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Configure firewalls/antivirus to allow QuickBooks access on required ports (80, 443)

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Run QuickBooks with proper permissions

Launch QuickBooks as an administrator when sending payroll or installing updates

1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Perform payroll updates in single-user mode for best results 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Conclusion

If the issue persists after you've followed all the methods outlined here, it may require deeper investigation 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 At that point, consider contacting QuickBooks Support or working with a certified QuickBooks ProAdvisor 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290 They can assist with advanced troubleshooting or specialized data repairs 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Need expert help with QuickBooks setup, troubleshooting, or hosting? Contact Ace Cloud Hosting for 24/7 support and secure cloud hosting solutions that keep your QuickBooks running smoothly—without the errors 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

By hosting QuickBooks on the cloud with us, you not only gain uninterrupted access to your accounting data but also unlock dedicated support designed to keep your business moving forward—without the errors or downtime 1-888-493-2290 or 1 ☞ 888 ☞ 493 ☞ 2290

Still Need Help? We're Here For You!