

CASE STUDY

Lionbridge Recovers 9 Months of Financial Data from a Crashed QuickBooks File

When Tool Hub, File Doctor, and local IT support couldn't repair a 400MB desktop file, Stellar® Repair for QuickBooks® Software recovered 100% of the trapped data.



Introduction

Lionbridge, a leading provider of AI-powered language solutions, relies on QuickBooks® Desktop 2014 to manage its finances. When the company file suddenly crashed and would not open past the login screen, nearly a year of financial data was put at risk. Automatic Data Recovery (ADR) was disabled, and the most recent manual backup was nine months old — meaning that period of transactions existed only inside the unreadable file. After Intuit's own tools, IT support, and internal troubleshooting all failed, Lionbridge turned to Stellar® Repair for QuickBooks® Software to extract the data directly from the ~400MB corrupted file

Impact on the Business

- **9 months of data exposed:** Every transaction, entry, and report from the last nine months was inaccessible and at risk of permanent loss.
- **No backup fallback:** ADR was off and the sole manual backup was nine months old — restoring from it meant rebuilding almost a year of work.
- **Total lockout:** The company file could not be opened by any means, blocking all access to QuickBooks®.
- **Rework at stake:** Manually re-entering nine months of transactions could have cost hundreds of hours.

Attempted Solutions

- **Manual Troubleshooting:** Standard QuickBooks troubleshooting produced no working file
- **Local IT Technicians:** Outside IT professionals assessed and attempted repair without success.



"The biggest problem I had to tackle was the last backup was 9 months ago and ADR was turned off, so the data had to be extracted from the broken file or it would be lost — and Stellar did just as it said it would."

- Jay Holla, Lionbridge

Client

✓ Lionbridge

Solution

Stellar® Repair for Quickbooks

- **QuickBooks Tool Hub:** Intuit's official first-line repair utility could not resolve the crash.
- **QuickBooks File Doctor:** Intuit's dedicated corruption-repair tool also failed to produce results.

Solution and Benefits:

100% Data Recovered: 9 months of financial records trapped in the broken file were fully extracted and restored.

Minimal Manual Rework: Nearly all impacted data was restored; only user profiles (linked to the original crash) needed manual recreation.

Direct File Extraction: With no usable backup, data was pulled directly out of the corrupted file itself.

Massive Rework Avoided: The risk of hundreds of hours re-entering transactions was eliminated entirely.

Large File Handled: At ~400MB — near the upper end of what QuickBooks Desktop handles — the file was processed without issue.

Consistent Support: The Stellar support team guided the process start to finish and was described as professional and helpful.

Conclusion

A disabled ADR setting, a nine-month-old backup, and a corrupted QuickBooks Desktop 2014 file combined to create a near-unrecoverable data crisis for Lionbridge. When Intuit's built-in tools reached a dead end, Stellar® Repair for QuickBooks® Software went directly into the broken file and recovered 100% of the data. The case is a reminder to keep ADR enabled and manual backups current — and, when those safeguards fail and a file does crash, that Stellar® Repair for QuickBooks® Software stands between permanently corrupted records and complete restoration.

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