

How to Fix QuickBooks Error 15225: A Complete Guide for Payroll Update Issues

QuickBooks is a widely trusted accounting tool, especially for businesses that require seamless payroll processing. However, users may occasionally encounter errors while updating payroll, one of the common ones being **QuickBooks Error 15225**. This error occurs when you are trying to download or install payroll or QuickBooks updates and usually stems from incorrect Internet Explorer settings or security issues. In this blog, we'll dive into the causes of [QuickBooks Error 15225](#) and outline solutions to fix it efficiently.

What is QuickBooks Error 15225?

QuickBooks Error 15225 generally appears when you're trying to install payroll or software updates but your system cannot verify the digital signature of the update files. When QuickBooks fails to verify the authenticity of these files, it triggers this error. The message usually reads: *"Error 15225: QuickBooks is unable to verify the digital signature on the update file."*

This error is common during payroll updates, which can prevent you from accessing the latest tax tables and features. To keep your payroll running smoothly, it's essential to address this error quickly.

Common Causes of QuickBooks Error 15225

Several reasons can trigger **Error 15225** in QuickBooks, including:

1. **Invalid Digital Signature:** If the update file lacks a valid digital signature or your system can't verify it, this error can occur.
2. **Incorrect Internet Explorer Settings:** Since QuickBooks relies on Internet Explorer for web connectivity, improper browser settings, such as outdated SSL certificates, can block updates and lead to Error 15225.
3. **Firewall or Security Software Blocking Updates:** Your firewall or antivirus software might mistakenly block QuickBooks from accessing the necessary servers, preventing successful updates.
4. **Outdated QuickBooks Version:** Using an outdated version of QuickBooks may cause compatibility issues with payroll updates, triggering this error.
5. **Damaged Windows Files:** Corrupted or damaged Windows files may interfere with QuickBooks' ability to complete updates, resulting in this error.

How to Fix QuickBooks Error 15225

Now that we understand what causes **QuickBooks Error 15225**, let's look at the steps you can take to resolve the issue and successfully complete your payroll updates.

1. Verify Internet Explorer Settings

QuickBooks uses Internet Explorer as the default browser for web-based operations, so it's crucial that your Internet Explorer settings are correct.

- **Step 1:** Open **Internet Explorer** and click on the **Tools** icon (gear icon) in the upper right corner.
- **Step 2:** Select **Internet Options** and go to the **Advanced** tab.
- **Step 3:** Under **Security**, ensure that the options for **Use SSL 2.0**, **Use SSL 3.0**, and **Use TLS 1.2** are checked.
- **Step 4:** Click **Apply** and then **OK** to save the changes.

Once you've corrected your Internet Explorer settings, try the payroll update again to see if the error is resolved.

2. Manually Install Digital Signatures

Since **QuickBooks Error 15225** is linked to issues with digital signatures, manually verifying the digital signature of the update file may help fix the problem.

- **Step 1:** Go to the folder where QuickBooks is installed on your computer.
- **Step 2:** Locate the **QBW32.exe** file (or **QuickBooks.exe** file for newer versions).
- **Step 3:** Right-click on the file and select **Properties**.
- **Step 4:** Navigate to the **Digital Signatures** tab and ensure that Intuit, Inc. is listed as the signature.
- **Step 5:** Select the signature and click **Details**, then click **View Certificate** and choose **Install Certificate**.

Follow the on-screen prompts to complete the process. Afterward, try running the payroll update again.

3. Temporarily Disable Firewall or Security Software

Sometimes, your firewall or antivirus software can block QuickBooks from connecting to the update servers, causing **Error 15225**. Temporarily disabling your firewall or security software may help in this case.

- **Step 1:** Open your antivirus or firewall software.
- **Step 2:** Look for the option to temporarily disable protection.
- **Step 3:** Once disabled, try updating QuickBooks payroll again.

If the update is successful after disabling the firewall or antivirus, you can re-enable the

protection afterward. Be sure to add QuickBooks as an exception in your firewall settings.

4. Update QuickBooks to the Latest Version

An outdated version of QuickBooks can also cause **Error 15225**. Keeping your software up-to-date is essential for smooth payroll processing.

- **Step 1:** Open QuickBooks and navigate to the **Help** menu.
- **Step 2:** Select **Update QuickBooks Desktop** and then click **Get Updates**.
- **Step 3:** Once the update is complete, restart QuickBooks and try downloading the payroll update again.

5. Run QuickBooks as Administrator

Running QuickBooks as an administrator ensures that it has the necessary permissions to install updates.

- **Step 1:** Close QuickBooks.
- **Step 2:** Right-click on the QuickBooks icon on your desktop and select **Run as Administrator**.
- **Step 3:** Try downloading the payroll update again to see if the error is resolved.

Conclusion

QuickBooks Error 15225 can be frustrating, especially when it disrupts critical payroll updates. By adjusting your Internet Explorer settings, verifying digital signatures, disabling security software, and keeping QuickBooks up-to-date, you can effectively resolve this error. Taking these steps ensures your payroll system remains functional and up-to-date, allowing you to manage your business's payroll without interruptions.