

QuickBooks Error Recovery

What is Error Recovery?

When an online banking or bill payment session is interrupted, either during the transmission of requests or during the receipt of a response, the download session fails. When this occurs, QuickBooks uses a mechanism called Error Recovery to ensure that the online registers in QuickBooks match the information at the Financial Institution.

Why should the Financial Institution take Error Recovery calls?

The financial institution must be on the phone with the customer to get them out of this error recovery state. It is not possible for Intuit to know if the financial institution received the request before the session was interrupted. Therefore, this lack of access to the customer's data limits Intuits ability to offer assistance in this situation.

How does Customer Support get QuickBooks out of Error Recovery?

1. QuickBooks will display the following text and try to resend: "Your last online connection was not completed. QuickBooks will now try to complete the previous connection. After it is done, you can send your new request".
2. Hold down the **CTRL** key and click **Yes**.
3. QuickBooks will display the following message: "Would you like to skip the re-sending of the old request? This should be done on the advice of Technical Support for online banking". Click **OK**.