

OFX Post-Upgrade Troubleshooting Guide

Top 3 Post-Upgrade Troubleshooting Issues

This resource document is designed to help Financial Institutions troubleshoot the three most common post-upgrade issues. These materials include instructions for both QuickBooks and Quicken. All links are clickable in the PDF.

Issue 1: Duplicate Transactions After Reconnecting

Symptoms You Can Use to Identify the Issue

The most common report from customers is about duplicate transactions. Some customers may say their register is out of balance or that they are being asked to add an adjustment during reconciliation.

- Fix the Issue**
1. If the duplicate transactions have not been added to the register, they can be deleted individually prior to accepting.
 2. If the transactions have already been added to the register, they can be deleted from the register individually or in groups.

QuickBooks Knowledge Base Article

Delete transactions from Online Banking Center:
<http://intuit.me/2DIAsRp>

Quicken Details

If there are too many transactions to delete individually, or the customer finds it difficult to follow the instructions to delete multiple transactions, restore a backup file and download the transactions again.

Important: If the backup was not made right before following the upgrade instructions, the customer must manually delete the transactions.

Quicken Knowledge Base Articles

Edit and Delete Downloaded Investment Transactions: <http://bit.ly/2kramvM>

Delete Transactions: <http://bit.ly/2krgMvc>

Problem Description: <http://bit.ly/2wCJIEF>

Issue 2: Duplicate Accounts After Reconnecting

Symptoms You Can Use to Identify the Issue

Customers report that they are unable to link to an existing account, that they are prompted to create a new account, or that they are only given the choice to add a new account.

Fix the Issue

1. First, confirm that all accounts have been deactivated, including inactive (QuickBooks) or hidden (Quicken) accounts.
2. Then, if you're working in QuickBooks, delete any downloaded transactions that do not match the register in the Online Banking Center. If you're working in Quicken, delete the duplicate accounts.
3. Finally, repeat the reconnection steps.

QuickBooks Knowledge Base Articles

Add and match Bank Feed transactions:

<http://intuit.me/2B9Uhy0>

Hide mistakenly-added accounts:

<http://intuit.me/2FMgCFr>

Quicken Knowledge Base Articles

If the customer was prompted to create a new account:

<http://bit.ly/2lRtHTV>

If the customer needs to delete an account:

<http://bit.ly/2xMcZvq>

If the customer needs to hide an account:

<http://bit.ly/2lQGuWU>

Issue 3: Connected/Reconnected the Incorrect Account

Symptoms You Can Use to Identify the Issue

Customers report that their transactions are downloading into the wrong account.

Fix the Issue

1. First, open the account register for the incorrectly linked account.
2. If the transactions have not yet been accepted into the register in QuickBooks, delete them in the Online Banking Center. Then, deactivate the account. If the transactions have not yet been accepted into the register in Quicken, delete the transactions.
3. If the transactions have already been added to the register in Quicken or QuickBooks, restore a backup.
4. Finally, repeat the reconnection steps. Be sure the customer links to the correct account when reconnecting.

QuickBooks Knowledge Base Article

Delete Non-matching Transactions:

<http://intuit.me/2wCoXZO>

Quicken Knowledge Base Article

Handling Transactions in the Wrong Account:

<http://bit.ly/2lMnoV1>