POST-CONVERSION TROUBLESHOOTING GUIDE

Duplicate transactions after completing reactivation

This is usually caused by the customer overlapping the date range when importing the Web Connect file. Depending on the number of duplicate transactions imported, the best solution may be to restore the backup file created earlier in the conversion process. If there are not many transactions, they can be deleted prior to, or after accepting them to the register.

What you will hear from the customer:

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

Specific steps/recommendations based on products are below:

Quicken for Windows

Note: This can also be caused by a preference that is available in Quicken for Windows, "Automatically add downloaded transactions to register". This step has been included in the conversion document, but may have been overlooked by the customer.

- If the transactions have not been accepted to the register, they can be deleted one be one prior to accepting.
- If the transactions have already been accepted to the register, they can be deleted one by one, or **multiple transactions** can be deleted at one time. If there are too many transactions to delete, or the steps to delete multiple transactions is difficult for the customer; restore a backup file. Ensure the customer selects the correct date range when importing the Web Connect file to the restored backup.

Express Web Connect only: Duplicate transactions may occur due to the 90 day look back when downloading transactions. These transactions need to be manually deleted from the register. They can be deleted one by one, or **multiple transactions** can be deleted at one time.

Quicken for Mac

- If the transactions have not been accepted to the register, they can be deleted one be one prior to accepting.
- If the transactions have already been accepted to the register, they can be deleted one by one from the register. If there are too many transactions to delete, restore a backup file. Ensure the customer selects the correct date range when importing the Web Connect file to the restored backup.

<u>Quicken Connect only</u>: Duplicate transactions may occur due to the 5 day look back when downloading transactions. These transactions need to be manually deleted from the register. They can only be deleted one by one

<u>QuickBooks for Windows or Mac</u>

- If the transactions have not been accepted to the register, they can be deleted one be one prior to accepting.
- If the transactions have already been accepted to the register, restore a backup file. Ensure the customer selects the correct date range when importing the Web Connect file to the restored backup.

Duplicate accounts after completing reactivation

There are two main reasons for this issue. The customer has selected “Create a new account” when importing the Web Connect file, or they were unable to find their account in the drop down menu and created a new account anyway. *If the account is not deactivated, it will not appear in the drop down menu.*

- First, confirm all accounts have been deactivated including hidden (Quicken), or inactive (QuickBooks) accounts.
- If they are, delete the duplicate account from the account list, then import the Web Connect file ensuring the customer selects “Use existing account” and selects the correct account.
- If the customer is not able find their account in the drop down list, refer to Intuit connectivity support to assist further.

Activated the incorrect account during import of the Web Connect file

- Open the account register for the account that was linked incorrectly.
  - If the transactions have not been accepted to the register, they can be deleted one be one prior to accepting. After deleting the downloaded transactions, deactivate the account then import the Web Connect file ensuring the customer selects “Use existing account” and selects the correct account.
  - If the transactions have already been accepted to the register, restore a backup file. Ensure the customer selects the correct account to link to, when importing the Web Connect file to the restored backup.

Not as common:

Unable to deactivate account

This may be caused by data issues with the file. After following the steps in the FAQ, attempt to deactivate the account. *If the issue still persists, refer to Intuit connectivity support to assist further.*

Click on the product name to view the FAQ on the support site.

Quicken for Windows

Quicken for Mac 2005-2007

QuickBooks for Windows

QuickBooks for Mac

Error Codes

Although not common, these errors may occur. In order to research these errors, we need to review log files.

Quicken	OL-XXX	Quicken file name: OFXLOG.txt
QuickBooks	OLSU-XXXX	QuickBooks file name: ~QBOFX32

Steps to locate the log files can be found here: http://fi.intuit.com/support/logfileslocation.cfm