

Using Error Recovery for OL-206 Errors

QuickBooks for Windows

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 transaction data in QuickBooks matches 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 the 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 Intuit's ability to offer assistance in this situation.

How Does Customer Support get QuickBooks out of Error Recovery?

1. When you open QuickBooks, it displays the following text and then tries to resend the request: "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 the **CTRL** key and click **Yes**.

QuickBooks displays: "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."

3. Click **OK**.