

# Quicken Windows 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, Quicken uses a mechanism called Error Recovery to ensure that the online registers in Quicken 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 Quicken get out of Error Recovery?**

Follow the instructions to walk a customer out of Error Recovery:

[https://quicken.custhelp.com/cgi-bin/quicken.cfg/php/enduser/std\\_adp.php?p\\_faqid=2581](https://quicken.custhelp.com/cgi-bin/quicken.cfg/php/enduser/std_adp.php?p_faqid=2581)