

QUICKEN, QUICKBOOKS AND THIRD-PARTY ACCOUNT SOFTWARE TROUBLESHOOTING

The creation of the new digital banking platform also created a new URL address to tie into Quicken and QuickBooks. This means that the existing link to these products for all clients will no longer work. To help establish a connection to the new URL link follow the troubleshooting steps below.

HOW TO FIX THE LINK IS DETERMINED BY WHETHER YOU ARE USING A PAID SUBSCRIPTION OR A FREE VERSION OF THE SOFTWARE.

Start by asking yourself:

1. Am I using a paid subscription or a free version?
 - a. Paid:
 - i. In the Quicken/QuickBooks program disconnect from the bank and then reconnect to the bank. With the new online platform, a new URL for accessing the site was put into place. The disconnect and reconnect should automatically redirect you to the new URL.
 - b. Free Version (of either QuickBooks/Quicken or any 3rd party aggregator such as Mint)
 - i. A new URL was put into place with the switch to the new online platform. Intuit has suggested that it averages five business days to get the URL update into place. You can attempt to do a disconnect and reconnect prior to the five business days but we cannot control when the update will be in place to repair the broken connection.
2. Temporary work around:
 - a. Login directly to online banking, download account information (QFO type for Quicken, QuickBooks software) and save the download to your PC.
 - b. Login to Quicken, QuickBooks, 3rd Party software and upload the saved file into the software.
3. See common Quicken and QuickBooks error types below. Recommended actions are located below the error.
 - a. The Website links are provided as an additional method of assistance. These links go directly to pages in the Intuit troubleshooting guides.



BANK ERROR 101.

<https://quickbooks.intuit.com/learn-support/en-us/banking-topics/fix-banking-error-101/00/398601>

Attempt to login to Platinum Bank directly (outside of Quicken/Quick Books).

1. If you can successfully login and maneuver around; try to disconnect and reconnect from the Quicken/Quickbooks platform to get the new URL?
2. If you cannot complete a direct login to the Platinum Bank site.

BANK ERROR 102 OR 105.

<https://quickbooks.intuit.com/learn-support/en-us/set-up-bank-connection/fix-banking-error-102/00/370053>

These errors indicate a break in the connection between QuickBooks and the bank. To troubleshoot try the following steps in order:

1. A manual update maybe required in QuickBooks Online program. To complete this update, follow these steps:
 - Sign in to QuickBooks Online.
 - Go to Bookkeeping and select Transactions.
 - Go to Bank Transactions and select Update.
2. If step one fails, attempt to login to the Platinum Bank site outside of the QuickBooks Online program.
 - If successful, reach out to intuit for support.
 - If you are on the Paid version, you may reach out right away.
 - If you are on the free version, you will need to wait 5 business days before reaching out.
 - If unsuccessful, please contact the bank for support.



BANK ERROR 103.

<https://quickbooks.intuit.com/learn-support/en-us/login-issues/fix-banking-error-103/00/186232>

This error code usually indicates that the User ID or password stored in the QuickBooks vault is incorrect.

1. Confirm your sign in info is correct.
 - Attempt to login to the Platinum Bank site directly (outside of QuickBooks).
 1. Make note of the web address.
 2. If you can successfully sign in you know that your user Id and password are correct.

2. Update your login credentials in QuickBooks.
 - For Existing Customers:
 1. Go to Bookkeeping, then transactions, then select Bank Transactions.
 2. Select the account you need to update.
 3. Select Edit.
 4. Select Edit sign in info.
 5. If your browser prefills the user ID or password delete these fields. This ensures that incorrect info isn't prefilled.
 6. Manually enter your User ID and Password.
 7. Select Update.

BANK ERROR 106.

<https://quickbooks.intuit.com/learn-support/en-us/banking-topics/fix-banking-error-106/00/185564>

QuickBooks is unable to locate the requested account on the Platinum Bank website.

1. Was the account closed or access removed from online banking?
 - If an account needs to be disconnected from Quick Books Online it is recommended to use the Quick Books Help section. Direct link is located towards the end of this document. There are many scenarios and we want you to select the option that best fits your need.



BANK ERROR 108.

<https://quickbooks.intuit.com/learn-support/en-us/sync-bank-feeds/fix-banking-error-108/00/369802>

This error indicates that there may be a message in online banking that needs acknowledgement prior to being able to create a connection with QuickBooks.

1. Login to the Platinum Bank site directly (outside of QuickBooks) and review any messages. Once messages have been acknowledged, you should be able to access the site thru QuickBooks.
 - New messages are usually for things such as updated Terms and Conditions of Service, Announcements for maintenance or site changes.
 1. If no new messages are displayed you may need to disable popup blockers to allow the message to populate.

BANK ERROR 185.

<https://quickbooks.intuit.com/learn-support/en-us/direct-feeds/how-to-fix-banking-error-185/00/186185>

This error indicates that Platinum Bank requires additional information after entering your login credentials, such as answering a security question or a one-time passcode.

1. You may need to turn off popup blockers.
2. If you are being prompted for a one time passcode, each time you see this error you will need to supply the one time passcode to proceed.



BANK ERROR 324.

<https://quickbooks.intuit.com/learn-support/en-us/set-up-bank-connection/fix-banking-error-324-standard-feeds/00/186313>

This error indicates that QuickBooks cannot locate the account you set up when trying to connect to Platinum Bank. The account may have been moved to a new server, the account name changed or the account may have been closed. Update and check your connection in:

1. QuickBooks Online:
 - Sign in to QuickBooks
 - Go to Bookkeeping, Transactions, Bank Transactions or go to Banking
 - Select Update
 - If you still see the error, look for a banner on the Banking page. Select Check Connections link and follow the steps to fix the issue.
2. QuickBooks Self Employed:
 - Sign in to QuickBooks
 - Select the profile Icon and then Bank Accounts.
 - Select Refresh all.
 - If you still see the error, go to the Transactions menu. Look for a banner. Select Check Connections link and follow the steps to fix the issues.

QUICKEN LOG FILES.

<https://www.intuit.com/partners/financial-institutions/professional-services/ofx/support/log-file/>

To assist Quicken Support with troubleshooting, Quicken keeps two separate log files of online activity. You will find information about your most recent online activity at the bottom of the files. The two primary log files are:

1. OFXLOG:
 - Choose the Help Menu>Contact Support> Log Files, then click on the OFX log link.
 - Click Save As to save the OFXLOG as a text file
2. CONNLOG:
 - Choose the Help Menu>Contact Support>Log Files, then click the Connection Log link.
 - The file will open in Notepad. Save a copy of the file by selecting Save As and select a name and location for the file.



QUICKBOOKS LOG FILES.

<https://www.intuit.com/partners/financial-institutions/professional-services/ofx/support/log-file/>

Bank feed logs record what happens during an online connection with the bank. If the connection fails, or an error is generated, the logs can help pinpoint the failure. A preference must be set to create log files. Make sure to do this prior to attempting to reproduce the error:

Preference setting:

1. Select Edit, then select Preferences.
2. Select Checking, then select Company Preference.
3. Select Turn on Bank Feeds Log Files, then select OK.
 - If you don't see the option to turn on bank feeds logs, switch to Express mode.

Logs go to:

1. C:\Users\YOUR USER NAME\AppData\Local\Intuit\QuickBooks\Log\XX.o
 - XX.o represents your version of the QuickBooks Desktop.

Go to the Folder location using file explorer and search for the Bank Feeds Log files referenced below:

1. Direct Connect:
 - ~qbofx32(encrypted)
 - `qbofxod(encrypted)
 - Connlog.txt
2. Web Connect:
 - These files are not encrypted and can be opened as a .txt file
 1. .QBO are files you download from Platinum Bank which can be imported into QuickBooks
 2. The Connlog.txt file contains connection data that may reveal the cause of the failure.



DISCONNECT OR DELETE AN ACCOUNT CONNECTED TO ONLINE BANKING.

<https://quickbooks.intuit.com/learn-support/en-us/chart-of-accounts/disconnect-or-delete-an-account-from-the-downloaded-transactions/00/185413>

Bank cannot advise on this topic.

CONNECT BANK ACCOUNT TO QUICKBOOKS ONLINE.

<https://quickbooks.intuit.com/learn-support/en-us/chart-of-accounts/connect-bank-and-credit-card-accounts-to-quickbooks-online/00/186370>

Bank cannot advise on this topic.

PLATINUM BANK SUPPORT CHANNEL TO QUICKBOOKS ONLINE CONNECTIVITY GROUP.

<https://ofx-partner.intuit.com>

If all attempts have failed and you continue to have issues, please contact the bank.

