

## ByAllAccounts® Incident FAQs

### **Q: My access to AccountView is not working. What should I do?**

A: ByAllAccounts is continuing to see intermittent errors, but clients should continue to attempt access as we work to resolve all errors.

### **Q: My access to AdminTool is not working. What should I do?**

A: ByAllAccounts is continuing to see intermittent errors, but clients should continue to attempt access as we work to resolve all errors.

### **Q: Is there any user action if accounts receive a 1003 One Time Code error?**

A: Yes, please have this process completed within our system.

- To complete the one-time code device registration process within AccountView, you will go to the Credentials Tab.
- Select the failing credentials, then select the Edit Credentials button, and then select the Save and Verify button.
- Follow the screen prompts and enter the code received from the institution.
- Once the code is accepted, please click Save, Save and Aggregate.

### **Q: Are there error codes which cannot be resolved via user action?**

A: Yes, our engineering teams are working to resolve the following errors codes/messages, and there is no need to log a case now.

- Error 503 - Connection failures.
- Error 403/404 - Access denied, resource not available.
- Incorrect Error 1007 credential errors - Credential authentication failures, access denied, access blocked.
- Aggregation is not completing, resulting in stale data.

### **Q: What should I do if I received a scheduled time to run CI and receive the 504 error?**

A: Please do not run again. Report that you received the error to ByAllAccounts' Support, and we will provide further guidance.

### **Q: Why are account aggregations showing In Progress?**

A: We are seeing aggregation for some institutions are not completing. We do not suggest manual aggregation, as this causes an additional load on our system which causes additional errors.

### **Q: Is there a list of the major impacted financial institutions post migration?**

A: Please find a link of top impacted institutions that our teams are working to resolve [here](#). This list is subject to change as our teams are actively working to resolve newly received aggregation issues due to the migration. We recommend utilizing our Health Dashboard within AccountView for a more accurate representation of our ability to connect successfully to the financial institution. More information on our Financial Institution Health Dashboard can be found [here](#).

**Q: Why did this issue occur and was not caught in testing ahead of the AWS migration?**

A: We are working on reconciling the root cause analysis to provide the details on how these issues occurred. We will also provide the short and long-term mitigation we are taking to ensure these issues do not occur again. Contact us if you or your firm wants to receive a copy of the root cause analysis once available.