

Troubleshooting Aggregation and Data Issues FAQ

Overview

AccountView can help advisors identify aggregation or data errors related to accounts, credentials, or institutions. This document addresses the following common questions about troubleshooting in AccountView:

- ▶ [Overview \(page 1\)](#)
- ▶ [Where are aggregation errors displayed in AccountView? \(page 1\)](#)
- ▶ [Where can I access error messages related to an aggregation issue? \(page 2\)](#)
- ▶ [Is there a way to contact my client directly to resolve an aggregation issue related to credentials? \(page 2\)](#)
- ▶ [Where can I view additional insights into individual Financial Institution Health? \(page 3\)](#)
- ▶ [What's the difference between the "Email Technical Support" and "Contact Us" buttons? \(page 4\)](#)
- ▶ [What is data validation? \(page 4\)](#)
- ▶ [How might data validation impact an advisor? \(page 4\)](#)
- ▶ [Where can I view the data validation status for an institution? \(page 5\)](#)
- ▶ [What do the data validation statuses mean? \(page 5\)](#)
- ▶ [How can I view position values or position history? \(page 6\)](#)
- ▶ [What do the different sources on the Financial Data tab mean? \(page 6\)](#)
- ▶ [Which transactions are available for export? \(page 7\)](#)
- ▶ [How can position and transaction data be exported? \(page 7\)](#)

Where are aggregation errors displayed in AccountView?

Aggregation errors can be displayed in multiple locations in AccountView, depending on the context of the error.

First, the **Home** tab displays status on the main dashboard. The failure button will take you to the list of out-of-date accounts.

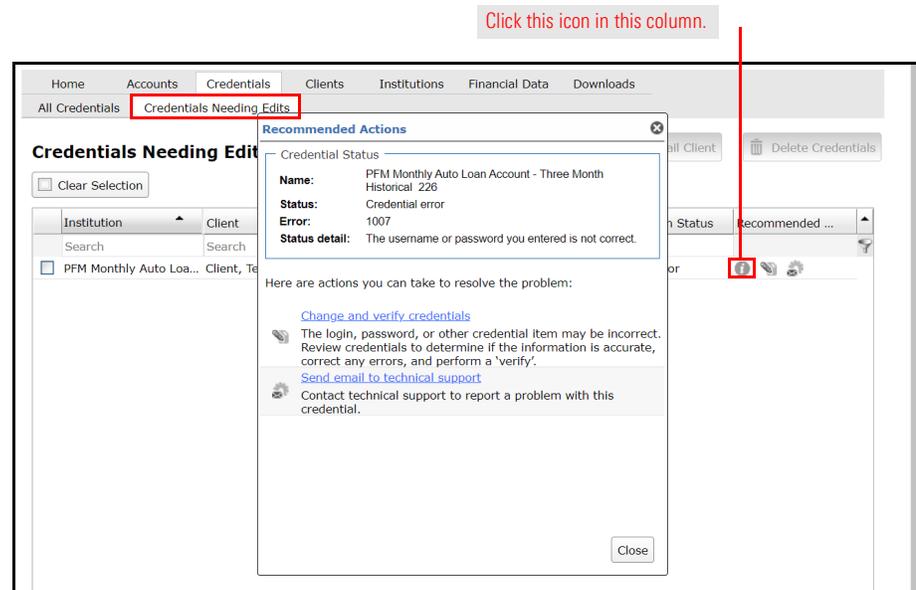
Next, within the **Accounts** tab, the **All Accounts** sub-tab displays a list of accounts, including alarms for any issues or required actions.

Additionally, the **Out-of-Date Accounts** sub-tab provides more detailed information, including the list of accounts, the dates of the last successful aggregation and aggregation attempt, and corresponding recommended actions. This sub-tab contains information to help troubleshoot the widest range of use cases.

Finally, within the **Credentials** tab, the **Credentials Needing Edits** sub-tab provides a list of credentials with authentication status and recommended actions. This tab proves useful when a user cannot initially connect to an institution, and therefore the issue won't appear on the Accounts tab.

Where can I access error messages related to an aggregation issue?

When reviewing the **Out-of-Date Accounts** or **Credentials Needing Edits** sub-tabs, click the **information** icon in the Recommended Actions column. Read the error message for information about why the account is failing to aggregate. For example, it may indicate an authentication error for the credential information provided.



Is there a way to contact my client directly to resolve an aggregation issue related to credentials?

Yes, in many cases you may need to reach out the client to fix an issue. This can be completed either through your own communication channel or through the AccountView "Send Email to Client" feature, which is located under **Recommended Actions** in the **Out-of-Date Accounts** and **Credentials Needing Edits** sub-tabs.

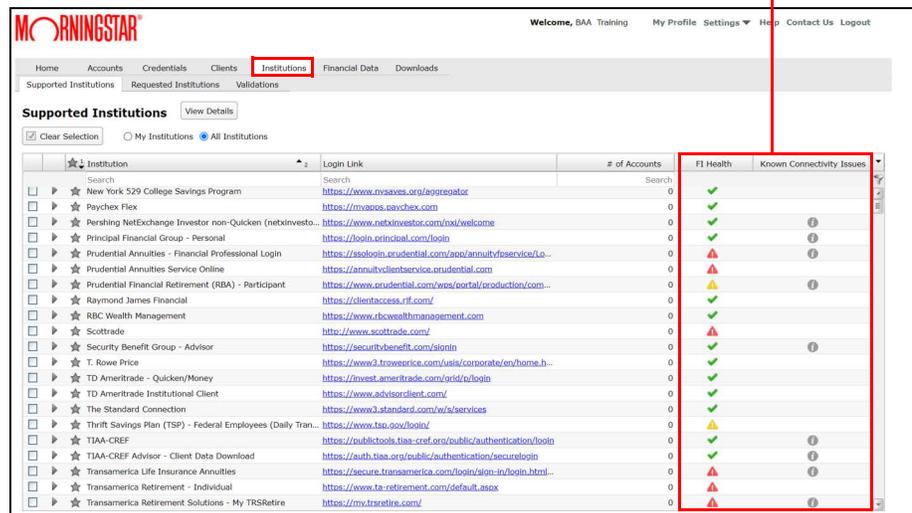
Where can I view additional insights into individual Financial Institution Health?

The Institutions tab contains two columns representing FI Health and Known Connectivity Issues at the financial institution. Further, you can select the drop-down field to view additional information about any financial institution, including the following information:

This content...	Shows you...
Special Setup Instructions	Valuable information you should be aware of before attempting to link accounts. In some cases, the user is required to take an action outside of the ByAllAccounts application. These Special Setup Instructions are also displayed during the account linking experience in both AccountView and Morningstar Connect.
Known Connectivity Issues	Any known active issues related to a financial institution's connectivity or data will be displayed here. This information is also displayed during the account linking experience in both AccountView and Morningstar Connect.
FI Health	<p>FI Health represents the status of the aggregation service's ability to connect successfully to a financial institution.</p> <p>FI Health is calculated daily, based on the presence and rate of user actionable and non-user actionable aggregation errors the financial institution has experienced over the trailing 72 hours.</p>

Note: Other key details are also displayed, including the availability of position and transaction data, and credential access requirements.

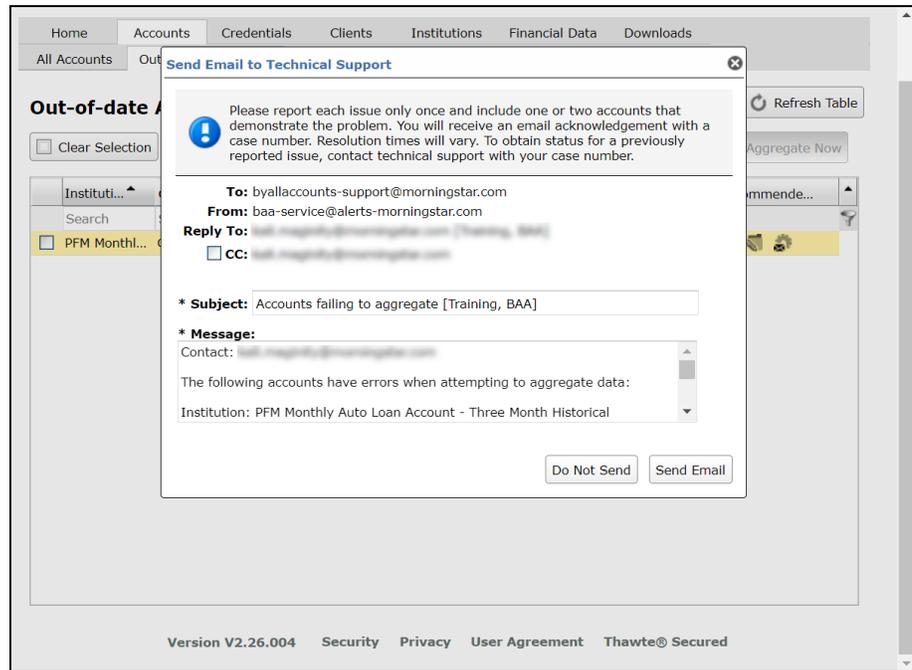
Note the two columns on this tab.



What’s the difference between the “Email Technical Support” and “Contact Us” buttons?

Depending on your user group, you may have the option to email technical support in situations where the recommended actions aren’t helpful, or the error message is too ambiguous to yield an action. This creates an automated message pre-populated with important error and account details. You can further edit this message to provide additional context before submitting it.

Alternatively, for an issue unrelated to a specific account, you can use the generic **Contact Us** button in the top-right corner of the screen, or even call or send a direct email. The specific contact details will vary by user group.



What is data validation?

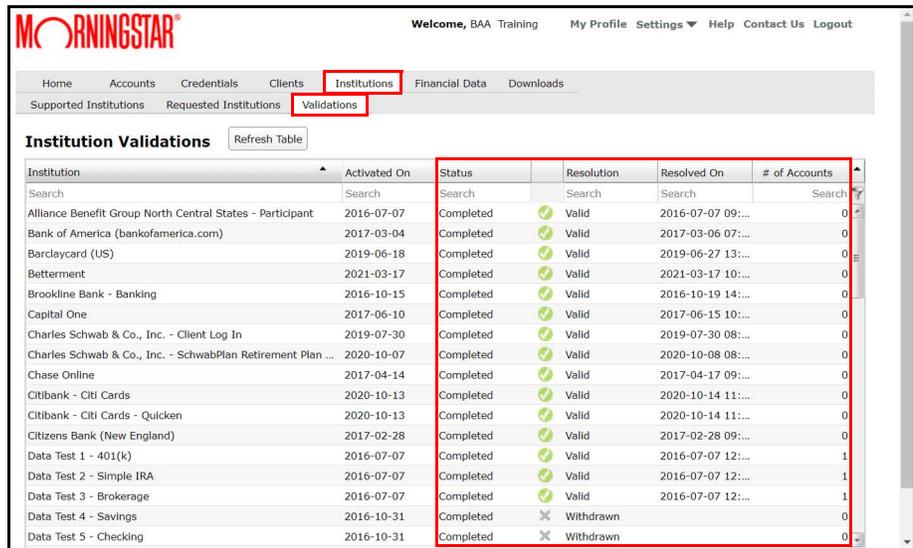
The data validation process is important for ensuring the quality and accuracy of your data, both for use in the aggregation service as well as other downstream systems. When a customer successfully links an account at a financial institution they have not used previously, the data must undergo data validation. Morningstar employs a data validation team to performs quality assurance on the data being aggregated. For example, this team may identify missing or misidentified transactions, positions that not linked properly, or other data issues. Not all customers’ data requires validation, depending on the use case.

How might data validation impact an advisor?

The results of the validation are important and may impact an advisor. Only when no issues are identified, or if issues were identified and resolved, will the financial institution data be considered successfully validated. Until this happens, for some customers the data will not flow “downstream” to other systems that require it.

Where can I view the data validation status for an institution?

Navigate to the **Institutions** tab, then the **Validations** sub-tab. For each financial institution, the table displays the status, resolution, resolution date, and number of accounts.



What do the data validation statuses mean?

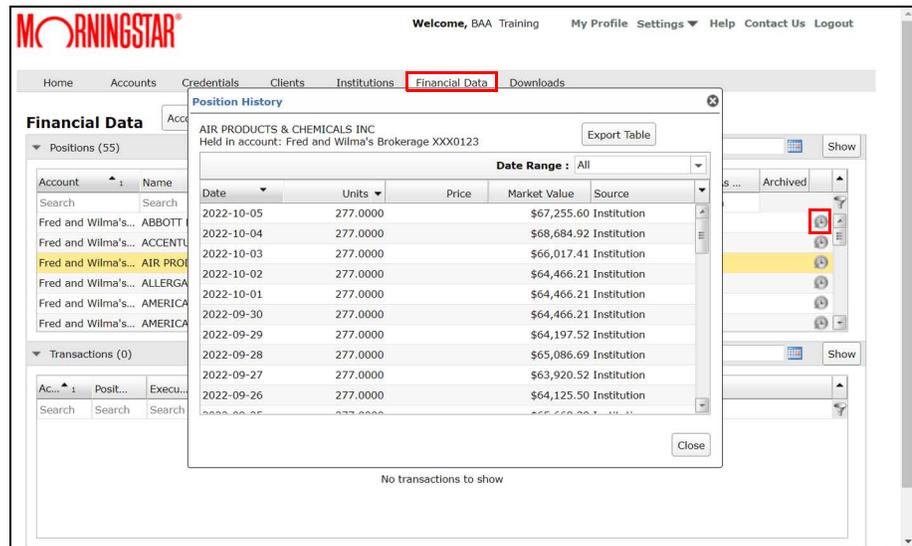
The following table describes the common statuses displayed in the Resolution column of the Validations sub-tab:

This status...	Means the validation is...
Valid	Complete and no action is required.
In Process	Underway; simply wait for the validation to complete.
Blocked	Being prevented by an aggregation error, such as a credentials error or other connectivity issue. These can often be resolved by the advisor or account holder; other times errors need to be reported to the service organization.
Withdrawn	No longer being considered, due to the account in question having been deleted, and thus the financial institution has been withdrawn from the validation queue.

How can I view position values or position history?

To display a history of a position within an account, do the following:

1. Select the **Financial Data** tab.
 2. Select one or more accounts.
 3. Click **Get Financial Data**.
 4. To the right of the position, click the **clock** icon. The earliest position available depends on the following factors:
 - ▶ when the account was first aggregated, and
 - ▶ the position retention period set for the data.
- ☞ Note: Position retention may vary by customer.



What do the different sources on the Financial Data tab mean?

The Source column indicates the source of the position’s value, as described in the following table:

This value...	Means the position’s value was...
Institution	Derived from the financial institution during a successful aggregation.
Stale	Derived from the financial institution, yet the institution may not have provided up-to-date values for the position at the time of aggregation.
Carried Forward	Carried over from the last successful aggregation, due to the account not successfully aggregating during the most recent attempt.

Which transactions are available for export?

The range of transactions displayed can be changed either to one of the available default ranges, or to a custom range. The transactions available for export depend on the amount of historical transaction data made available by the financial institution, and the transaction retention period set for your firm.

Note: Transaction retention may vary by customer.

How can position and transaction data be exported?

On the **Financial Data** tab, click **Export Actions** to select from multiple options for exporting position and transaction data, as described in the following table:

This action...	Allows you to produce...
Export	A .csv file containing the details shown on the screen, as well as additional details for the transactions and positions. This may not be available to you, depending on your configuration.
Export Table	A simple .csv export of the data and columns displayed on the screen.
Extract Account Source	<p>An extract of the position and transaction data directly from the source it was aggregated from. This may not be available to you, depending on your configuration.</p> <p>This option is helpful when troubleshooting an issue related to missing or incomplete data. Viewing it at the source helps you understand whether the problem is the result of a data limitation at the source, or whether the aggregation service failed to completely or accurately capture the available data during aggregation. If the latter is observed, you may want to report the issue to aggregation support.</p> <p><i>Note:</i> If an account is failing to aggregate with a credential error, you should not run an Extract Account Source, as this could lock out the account.</p>

