

Outbank Helpdesk

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Known "WebConnect" error messages

Ralf Sangl - 2019-03-18 - in Known Issues / Bank errors

As your bank does not provide data fetching via "HBCI+" or "FinTS PIN/TAN", we have to get the data from the online banking website of the bank. When your bank changes its online banking website, we have to adjust Outbank accordingly.

To solve the issue, please send our support a screenshot of the error message directly from the app ('Settings' > 'Help')

Please, also take note of known error messages:

- **Error with PayPal setup: "To use PayPal with Outbank, you wil have to request API credentials"**

Read [this article](#) to learn how to request API credentials.