

Invoice Integration Breaks Due to Retired Product Status in Dynamics CRM

Issue 1 : The Invoice integration from QuickBooks desktop to Dynamics CRM online breaks due to Retired status of products in MSCRM online.

Description: Whenever you are trying to process Invoices from QuickBooks desktop to Dynamics CRM online and encounter an error in logs - as shown in below image.

Step:QuickBooksInvoiceToMSCRMInvoice

Error:ERRORCODE : -2147157752 ERRORMESSAGE : You can only add Active
com.avankia.appmashups.msrm2011.IOrganizationService_Execute_Organizati
IOrganizationService_Execute_OrganizationServiceFaultFault_FaultMessage

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Resolution : Follow the steps below to resolve the error:

Step 1 : Check the product line items in Dynamics CRM against the Invoice number for which the sync is interrupted.

Step 2 : Mark all the product lines as Active from Retired state.

Step 3 : Edit the invoice in QuickBooks. Then, Initiate the sync again from web connector to push the Invoices to CRM.