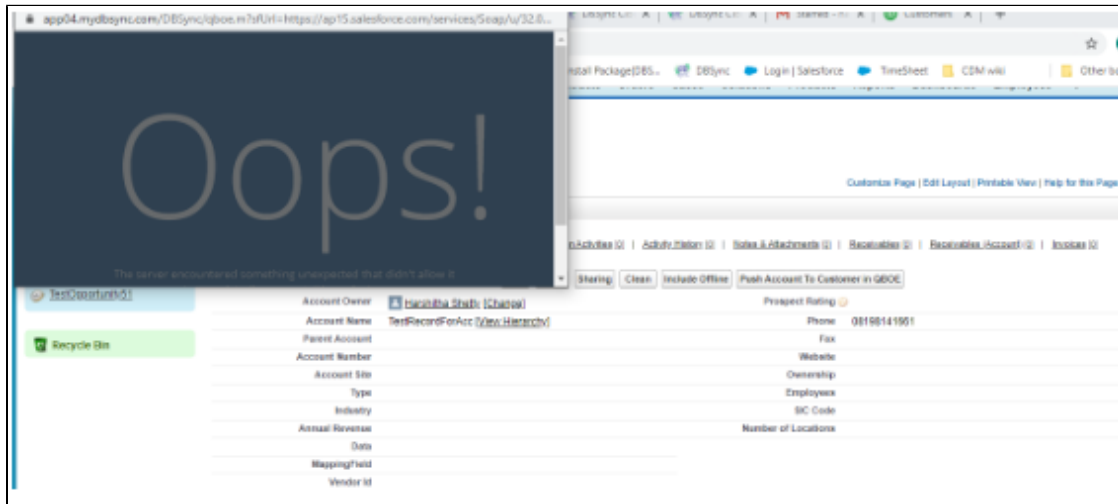


The server encountered something unexpected

Issue:

When inserting an Account from Salesforce to Quickbooks as Customer using the QBOE button the user might get an error saying 'the server encountered something unexpected that didn't allow it to complete the request' error which in turn will redirect to the page shown below.




Solution:


The above error occurs normally when there is a mismatch in the server URLs.


Steps to check if the URLs are matching:

- 1) Navigate to setup -> manage users -> users -> click on the respective user
- 2) Check for the DBSync Server URL field in Salesforce

▼ DBSync

DBSync Id  harshitha.s@avankia.com

DBSync Server URL  https://app04.mydbsync.com/DBSync

DBSync_Password  *****

Edit

Sharing

Change Password

Incorrect URL: <https://app04.mydbsync.com/DBSync>

- 3) Click on to Company after logging into your DBSync account.
- 4) Now click edit and then hit on DBSync Org Properties to check for the server URL.
URL in DBSync:<https://app08.mydbsync.com/cw/login.m>

Purchases	DBSync Org Properties	Users	
ID	Orgid	URL	
Edit	7998	9956	https://app08.mydbsync.com/cw/login.m

It is seen that the server URLs are mismatching.

5) Now go back to the DBSync Server URL field in Salesforce by following steps 1 and 2.

6) Now replace the URL with the above-mentioned URL in step 4.

Correct URL: <https://app08.mydbsync.com/cw>

▼ DBSync

DBSync Id ? harshitha.s@avankia.com

DBSync Server URL ? <https://app08.mydbsync.com/cw>

DBSync_Password ? *****

Edit

Sharing

Change Password

7) Now hit on the Push Account to Customer in QBOE button wherein it would sync the record successfully.

app08.mydbsync.com/cw/qboe.m?sfurl=https://ap15.salesforce.com/services/Soap/u/32.0/...

DBSync

QuickBooks Online Integration

Update to QuickBooks Online completed.

TestOrgExtUnit51

Recycle Bin

Account Owner Harshitha Shetty (Change)

Account Name TestRecordForAcc (View Hierarchy)

Parent Account

Account Number

Account Site

Prospect Rating

Phone 08106141661

Fax

Website

Ownership

Sharing

Clean

Include Offline

Push Account To Customer in QBOE