

# SedonaCloud - API Questions and Errors

04/09/2025 12:45 pm EDT

## Common Errors

I'm able to get an access token but when I make requests to the API I'm getting the error: "HTTP Error 400. The size of the request headers is too long."

**Answer:** Update the API user roles. The error "request headers is too long" comes from the API access token being too large to add in an HTTP header. To correct this, either change the API user to a "Company Admin" or remove some of the user roles. The API supports between 275-325 custom roles

## Common Questions

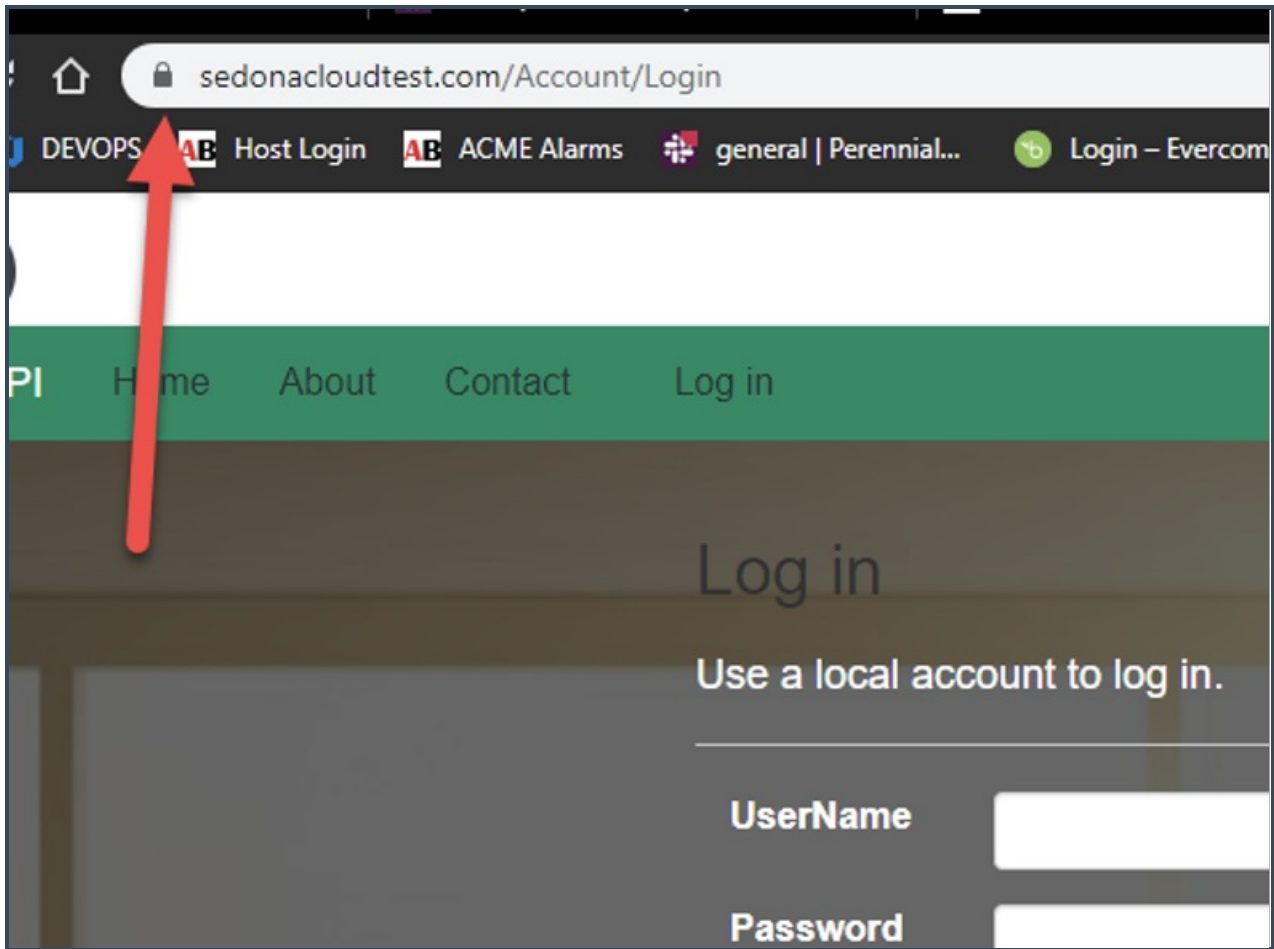
## Sales Automation & SedonaCloud API Troubleshooting Guide

### Step 1 - Verify SedonaCloud API is Online

1. Copy and paste their API URL into Chrome. Does the SedonaCloud Login screen come up?

a. Yes

i. Is the SSL certificate valid? You can check this by clicking this lock icon in the URL field of the browser. Chrome will give you a warning about a potentially dangerous site if the SSL certificate is invalid.



1. Yes
  - a. Go to step 2
2. No
  - a. Have their IT department install a valid SSL certificate on their web server
  - b. No
    - i. Can the dealer access the API from their computer?
      1. Yes
        - a. SedonaCloud needs to be public-facing, meaning it should be accessible from any computer on the internet.
      2. No
        - a. Their SedonaCloud instance is not running. Have their IT/MSP investigate why the API is down on their IIS server and Windows Logs.

### Step 2 - Verify Endpoint

1. Log into the Dealer's AlarmBiller account through Host. (<https://host.alarmbiller.com>)
2. Navigate to set up, then services. (This can be done from any module)
3. In the services area, hit the 'Test Service' button to see if the credentials entered are valid. Were the credentials valid and you received a success message?

Services				
+ Add new record				
Name	Service	Service Type	Endpoint	
SedonaCloud - 1.0	SedonaCloud - 1.0	SedonaCloud	https://sedonacloudtest.com	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Test Service"/>
1		10	items per page	1 - 1 of 1 items <input type="button" value="Refresh"/>

- a. Yes
  - i. Go to step 3
- b. No
  - i. Can you utilize the username and password in the service to login to the endpoint listed?
    - 1. Yes
      - a. This most likely means that there is an issue with the issuer being utilized in SedonaCloud when trying to utilize the API not matching the authorization endpoint. Let IT know this is the issue so they can resolve the SedonaCloud issuer
    - 2. No
      - a. More than likely, this is an issue with the credentials that were entered into the services area of the module being utilized. We will need to reach back out to them and ensure that they're utilizing the correct credentials in this area

### Step 3 - Test API Through Application

1. There are different ways to test this in different modules:
  - a. Sales Automation: Create a new lead, then hit the "Select Sedona Customer" dropdown to pull in SedonaOffice customers
  - b. EForms: Navigate to the templates area of eForms, add a template that is integrated with SedonaOffice at any level. Add a shared data field to the eForm and save the form. Preview the form and hit the dropdown to pull in the SedonaOffice entity you will be previewing
  - c. Time & Attendance: Navigate to setup, then to employees, then edit an employee and hit the SedonaOffice Tech dropdown to pull the SedonaOffice techs
2. Did the test successfully pull SedonaOffice information?
  - a. Yes
    - i. Their problem is more than likely with one specific area of the API being utilized.
      1. Things to consider:
        - a. Is SedonaCloud on the latest version? There may be a fix already for the issue they're experiencing. Recommend them to update to the latest version.
        - b. What version of SedonaOffice are they using? SedonaCloud was designed for 6.1+ databases. There is a 5.7 patch that can be installed to help
        - c. If you've gotten this far please contact development.
      - ii. Looks like the user can properly authenticate but cannot utilize the API
        1. Go to step 4

### Step 4 - Troubleshooting the API calls between AlarmBiller and SedonaCloud

1. Log into the Dealer's SedonaCloud Host portal
  - a. Login using the following:

- i. Username: Perennial
  - ii. Password: (please see Jesslynn Lupo, Ben Most or Pete Fournier for password)
2. Look at their most recent error Logs
- a. Known errors and solutions (look at the 'Stack Trace' field on the error page.
    - i. System.InvalidOperationException: IDX20803: Unable to obtain configuration from: '[PII is hidden]'. ---> System.IO.IOException: IDX20804: Unable to retrieve document from: '[PII is hidden]'
    - 1. This most likely means the API cannot authenticate the access token being sent to the API. Have IT verify that the 'hosts' file on their API web server. There needs to be an entry referencing their IP and domain name.
3. Please contact development for further issues.
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