

SalesAutomation & SedonaCloud API Troubleshooting Guide

02/09/2024 1:20 pm EST

Step 1: Verify SedonaCloud API is Online

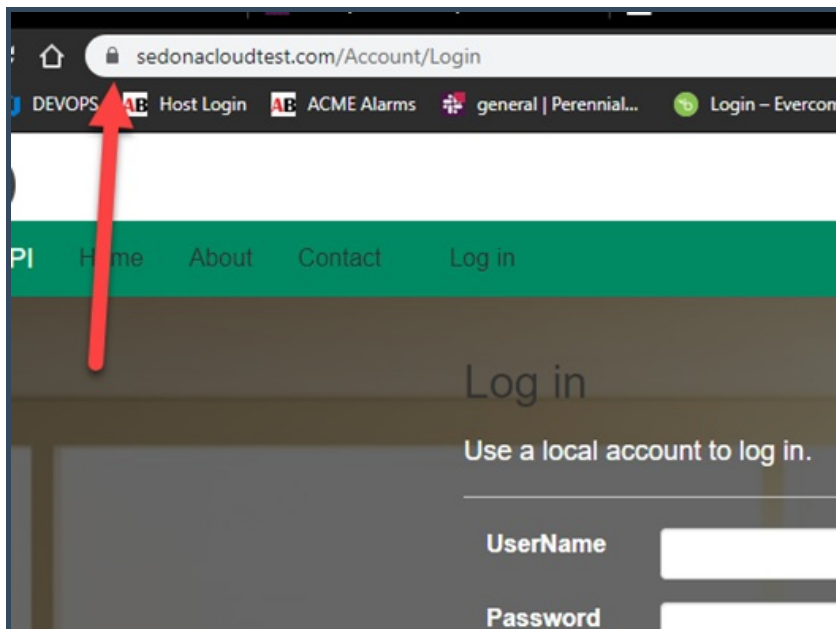
1. Copy and paste their API URL into Chrome.

- Does the SedonaCloud Login screen come up? = YES

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.

If YES: Go to Step 2

If NO: Have their IT department install a valid SSL certificate on their webserver



- Does the SedonaCloud Login screen come up? = NO

Can the dealer access the API from their computer?

If YES: SedonaCloud needs to be public-facing, meaning it should be accessible from any computer on the internet. There are special cases where they can whitelist AlarmBillers' IP addresses and it can communicate this way. Contact IT and they can make it happen.

If NO: Their SedonaCloud instance is not running. Have their IT look into why the API is down. If their IT cannot fix it, contact our IT support.

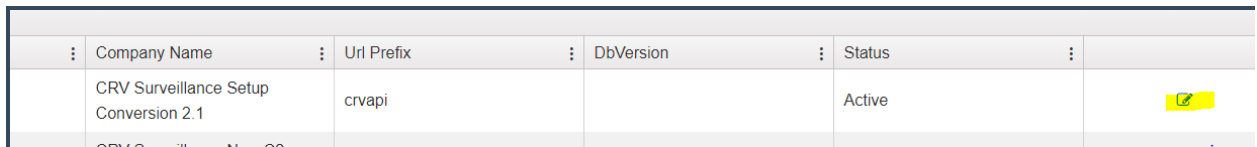
Step 2: Verify DB Connection

1. Log into SedonaCloud
2. Verify the DB Populated- If it looks like the following picture you will have to edit the DB



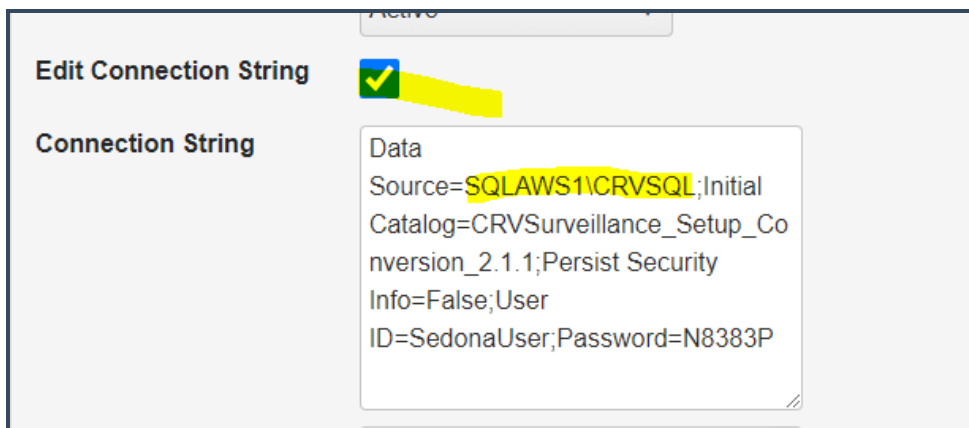
Id	Company Name	Url Prefix	DbVersion	Status	
1	CRV Surveillance Setup Conversion 2.1	crvapi		Active	

3. Ask the customer for the full instance name of the SQL Server- SedonaITSupport can provide for SO Cloud customers
4. Click the edit icon



Id	Company Name	Url Prefix	DbVersion	Status	
	CRV Surveillance Setup Conversion 2.1	crvapi		Active	

5. Hit Edit Connection String and Change Data Source = to the SQL Server Name



Edit Connection String 

Connection String

Data Source=SQLAWS1\CRVSQL;Initial Catalog=CRVSurveillance_Setup_Conversion_2.1.1;Persist Security Info=False;User ID=SedonaUser;Password=N8383P

6. Click Submit; If successful DB version will populate

Step 3: Verify Endpoint

1. Log into the Dealer's AlarmBiller account through Host. (<https://host.alarmbiller.com>)
2. Navigate to setup, 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.

Services				
+ Add new record				
Name	Service	Service Type	Endpoint	
SedonaCloud - 1.0	SedonaCloud - 1.0	SedonaCloud	https://sedonacloudtest.com	Edit Delete Test Service
1			10 items per page	1 - 1 of 1 items

Were the credentials valid and you received a success message?

- If **YES**: Go to step 3
- If **NO**: Can you utilize the username and password in the service to login to the endpoint listed?

YES: 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 change resolve the SedonaCloud issuer

NO: 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 4: Test API through the Application

1. There are different ways to test this in different modules:

- Sales Automation: Create a new lead, then hit the "Select Sedona Customer" dropdown to pull in SedonaOffice customers
- 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
- 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

If **YES**: Their problem is more than likely with one specific area of the API being utilized. Things to consider:

- Is SedonaCloud on the latest version? There may be a fix already for the issue they're experiencing. Try having IT updating them to the latest version.
- 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
- If you've gotten this far please contact development.

- Looks like the user can properly authenticate but cannot utilize the API
 - Go to step 5

Step 5: Troubleshooting the API calls between AlarmBiller and SedonaCloud

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

Username: Perennial

Password: (please see Jesslynn Lupo or Pete Fournier for password)

2. Look at the most recent error Logs

- Known errors and solutions (look at the 'Stack Trace' field on the error page.
- System.InvalidOperationException: IDX20803: Unable to obtain configuration from: '[PII is hidden]': ---> System.IO.IOException: IDX20804: Unable to retrieve document from: '[PII is hidden]'
- 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.
- Please contact development for further issues.