

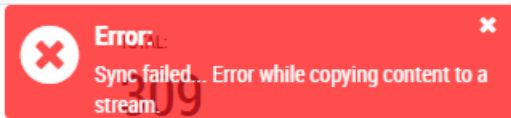
Sales Automation Sync for ForteAuthorizations Fails with Error

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Sales Automation Sync for ForteAuthorizations Fails with Error

Issue:

When a customer tries to run the sync for ForteAuthorizations, they receive an error stating Sync failed. Error while copying content to stream processing your request.

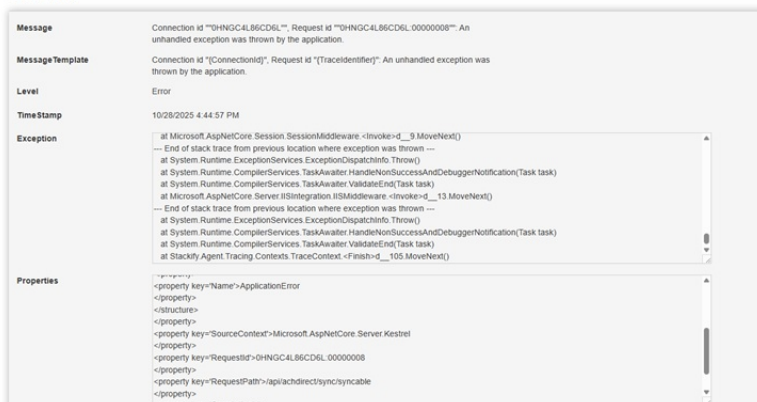


Resolution:

We have seen this error when trying to use the sync process if there are Branches in the SedonaOffice company that have a MerchantID that does not exist in the AR_ACH_Direct table.

You will see an error in the SedonaWeb2.0 Logs as well.

Log Detail



You can check the branches to see if they have an invalid merchant id using the select statements below.

```
select * from AR_ACH_Direct
```

```
select ACH_Direct_MerchantId, * from AR_Branch
```

You will need to correct the bad branch records and add a valid Merchant ID
