

QuickBooks Online - Why do I get "INTERNAL_SERVER_ERROR" when syncing customer invoices

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The below error might be seen when trying to sync customer invoices:

```
java.lang.RuntimeException: {"message":"getCustomerById failure","endpoint":"https://console.cloud-elements.com/elements/api-v2/hubs/finance/customers/1042","headers":{"Content-Type":["application/json"],"Authorization":["Elementxxxxxxxxxxxxxxxxx=, User=xxxxxxxxxxxxxxxxx"]},"responseStatusCode":"INTERNAL_SERVER_ERROR","responseBody":{"requestId":"xxxxxxxxxxxxxxxxx","message":"Unknown internal error\"}}}
```

QuickBooks Online only allows one connection per user ID. If you create one instance, and a second instance with the same user ID, then the second instance will revoke access to the first one.

QuickBooks online has a sync token attached to each ID. When you perform a GET /invoices call, the ID will appear as: 1234|3. This translates to |

The sync token helps manage concurrent requests. Only the request with the most recent sync token will succeed. When you PATCH /invoices, send the ID with the most recent sync token.
