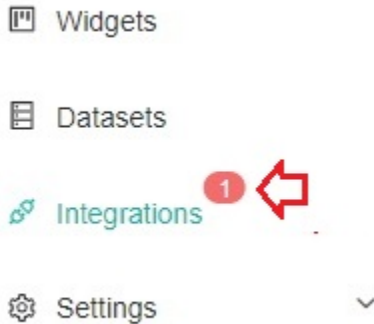


How can I fix the red number alert on Integrations

The client sees a red number on Integrations on the MSPbots menu. What does the number mean, and how can it be fixed?



Successful integrations are confirmed when you see a Success message and a green play button that shows your app's integration with MSPbots is running.



The red number in the Integrations section shows the total count of integrations with errors and waiting to be connected. The errors and warnings could mean that one or more of your integrations with MSPbots are having sync problems. Change in credentials or expired APIs, passwords, or tokens may be causing these sync issues.

To investigate these, go through the list of your integrations and look for any of the following:

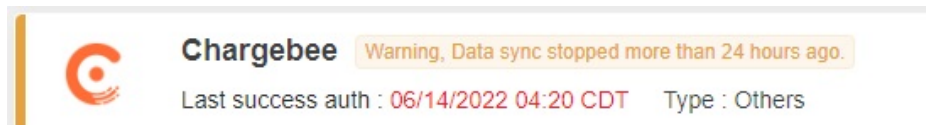
- Warning messages - These are messages with a description of the error. Below are some examples.

Warning. Data sync stopped more than 24 hours ago.

Authorization is incorrect.

The URL is incorrect.

Sorry, authentication failed



To fix this, ensure that the credentials you entered to connect to MSPbots are correct and valid (not expired). If the sync error remains unresolved, message support@mspbots.ai for help.

- Red play button - This means that the connection is not running. To fix this, ensure that the credentials you entered to connect to MSPbots are correct and valid (not expired). If the sync error remains unresolved, message support@mspbots.ai for help.
- A red number and icon for API errors - This number is the count of API errors encountered. To fix this:

1. Hover over the red number and icon and click the **click for detail** link.

Kaseya VSA

Warning, Data sync stopped more than 24 hours ago.

Last success auth : 09/01/2022 03:18 CDT

Type : RMM

1 API errors, click for detail.

1

This action shows the details of the sync error and the number of failed synchronizations.

Kaseya VSA - AGENTS-SYNC

API Count

8

Success Count

4

Fail Count

1

API List

All

API	Last Sync Time	Status	Action
AGENTS-SYNC	09/01/2022 02:13 CDT	Failed	
ASSETS-SYNC	09/01/2022 02:13 CDT	Succeeded	
INVENTORY-SYNC	09/01/2022 01:57 CDT	Succeeded	
MANAGEMENT-SYNC	09/01/2022 02:14 CDT	Succeeded	
NEW SYNC	0	Pending	
INVENTORY-SYNC	0	Pending	
MANAGEMENT-SYNC	09/01/2022 02:13 CDT	Succeeded	

Sync Frequency

180 Seconds

Last successful data acquisition

2022-09-01T07:13:57Z

API - Dataset

Kaseya VSA Agents

API URL

Sync Total

0

Success Count

0

Fail Count

0

Sync History

2022-11-12 - 2022-11-12

All

Start Time	Sec	Status
No Data		

Total 0

10/page

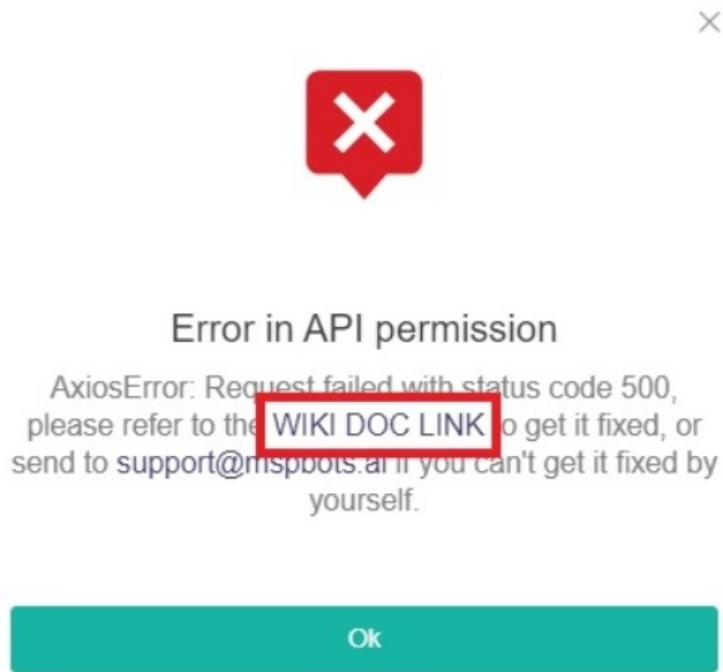
< 1 >

Go to 1

2. Find the API with the error and click the **Sync Data** icon. This will show an error pop-up.

API	Last Sync Time	Status	Action
AGENTS-SYNC	09/01/2022 02:13 CDT	Failed	
ASSETS-SYNC	09/01/2022 02:13 CDT	Succeeded	
INVENTORY-SYNC	09/01/2022 01:57 CDT	Succeeded	

3. Click [WIKI DOC LINK](#) on the pop-up screen for the guide on how to verify if you have entered your credentials correctly.



If the sync error remains unresolved, message support@mspbots.ai for help.