

Xero Connection has Dropped

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Problem

The Xero connection has stopped working and attempts to reconnect are failing.

Causes

This problem can be caused by several issues.

Session has Expired

When a connection between Xero and Emersion is [first established](#), a session is created. All sessions are automatically set to expire in 12 months' time. Service providers must have a session that is current (i.e. the expiry date has not passed) or they will be unable to reconnect.



In computer science, a **session** is a semi-permanent interactive information interchange between two or more communicating devices. A session is established at a certain point in time, and then torn down at some later point.

Token has Expired

Similar to a session a token is generated as part of the two step process when first [authenticating](#) the Emersion application to your Xero company. This token is regenerated every time a transaction takes place and is only valid for 30 minutes.

From time to time, various API failures, unavailability of the Xero API endpoint or lack of API activity in general for a given service provider account may result in this token expiring and not being renewed.

If this happens, your session will be disconnected and you will be required to connect.

Access has been Revoked by Emersion

If your access is revoked by Emersion, your Xero configuration that is stored in the database will be set to *Inactive*. Service providers with an inactive configuration status will be unable to reconnect.

Access has been Revoked by Xero

You or a member of your staff may have either purposely or accidental revoked access to Emersion by disconnecting the connected application (app) within Xero itself. To confirm if this is the case, whilst logged into your Xero account/company navigate to **Settings > General Settings > Connected Apps**. If you don't see *Emersion Payment Integration* in the list, the app has been disconnected.

Demo Company (AU) ▾DashboardBusinessAccountingPayrollProjectsContacts

AppsMarketplaceConnected

Connected App	Details	
Emersion Billing and Payment Integration	https://www.emersion.com/xero-integration	Disconnect app
Square	Run your business with free point of sale software and free back office tools	Setup

Visit the App Marketplace

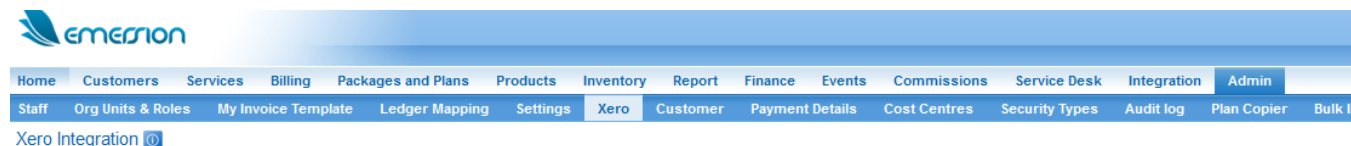
If you still require a connection between Emersion and Xero, you will be [required to reconnect](#).

Access has been Disabled by Emersion

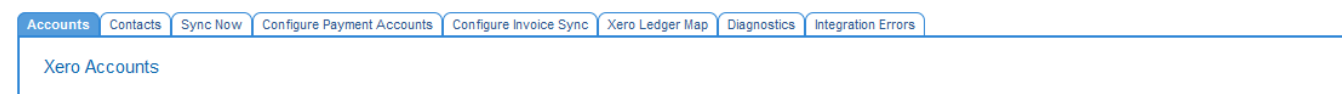
Our system pro-actively monitors all Xero connections. If 5 errors in an hour are detected, the system will automatically set the Xero configuration to disabled and create a support ticket for the Emersion Customer Service team. This is done to avoid our system making unnecessary attempts to call the Xero platform for connections that are expired or closed.

This type of error typically stems from a failed [OAuth token renewal](#) and is mandatory before further secure API transactions can be processed. Emersion will disable your Xero configuration and you will be required to [Contact Emersion Support](#) in order to re-enable it.

"Your Xero configuration is currently in a disabled state. You must be connected to Xero in order to be able to use this facility. Contact Emersion if you believe this is incorrect or to reenale the configuration."



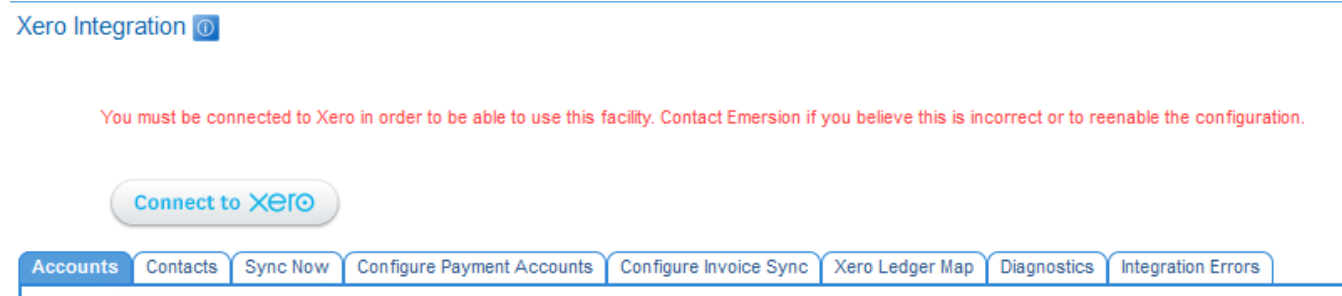
Your Xero configuration is currently in a disabled state. You must be connected to Xero in order to be able to use this facility. Contact Emersion if you believe this is incorrect or to reenale the configuration.



Further this re-enabling your config, you will need to [re-authorise the connection](#).

Solution

- You should Connect to Xero at the earliest possible time to ensure future synchronisation. See [this article](#) for assistance.



- Service providers can not reactivate their own Xero Configuration if it has been marked *Inactive* in Emersion. Please create a [support ticket](#) for the Emersion Customer Support team to help you.

Related Articles

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- [Xero Integration Errors](#)
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