

# Xero Error: Token not valid

Last Modified on 04/16/2024 10:32 am EDT

## Overview:

Did you receive an error when attempting a sync that read:

Error: Unexpected Exception =  
oauth\_problem=token\_rejected&oauth\_problem\_advice=The%20access%20token%20is%20not%20valid

This article will explain what that error is and how to resolve it.

## What is it?

This error is thrown by Xero when the Token has expired. The Token will expire if it is not utilized in a specified time period. This means a sync must occur within the set time window or the token will expire.

## Resolution:

Currently the time window that the Xero token will expire is at 7 days. It is recommended that you sync Order Time with Xero a minimum of once every 5 days to ensure that the token will not expire.