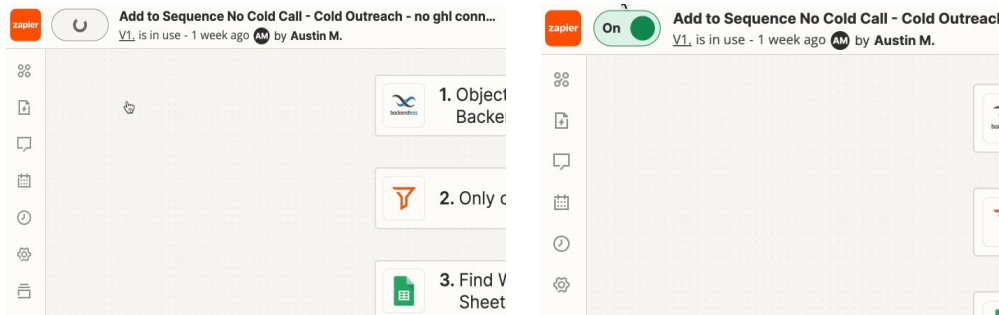


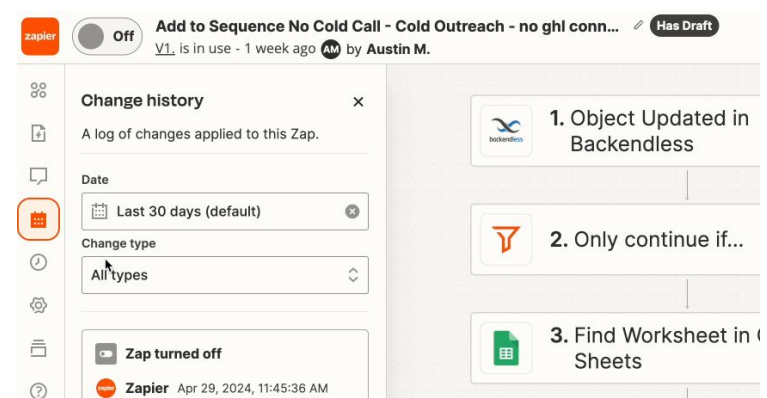
Backendless to Zapier Timeout

Upon Accessing Zap that has initial trigger to connect to Backendless, Zap connects to Backendless. But Turns off after refresh of browser (see video in email attachment)

In Browser, Zap Turns on in ~15 seconds



After Browser Refresh, Zap Turns off. Should Stay On)



Shut off of Zap is followed by this email notification.

But when you try again, the same issue occurs.



Your Zap could not be turned on

We were not able to turn on your Zap “**Add to Sequence No Cold Call - Cold Outreach - no ghl connection**” due to the following issues after running our checks...

Step 1 - Object Updated in Backendless

The app returned “The clearance task for the previous Business Logic Deploy is in in the process now. Please, wait about 1 minute before retry.”.

[Review your Zap](#)

If you still experience issues or need help with your Zaps, [reach out to our support team](#).

Zapier explain this has happened with Backendless prior, which needed an account setting adjustment.

Zapier Support <help@zapier.zendesk.com>

to me ▾

Mon, Apr 29, 11:54 AM (8 days ago)



Hi Austin,

Thank you for taking the time to reach out to Zapier Support! My name is Alexis and I'm happy to assist you today.

I'm sorry to hear about the issue with your [Add to Sequence No Cold Call – Cold Outreach – no ghl connection](#) turning off automatically when publishing.

Looking at our logs, I can confirm that Zapier is running into an issue with Backendless when enabling the Zap, and hence, the Zap gets turned off in a few seconds.

Backendless is returning this message: "The clearance task for the previous Business Logic Deploy is in the process now. Please wait about 1 minute before retrying."

As I can see that you tried to turn the Zaps on multiple times, I suspect waiting a minute will not resolve the issue, and that message may indicate something else.

I did some digging and found that another user ran into this same behavior. They contacted Backendless support and need to adjust their Backendless plan to resolve this. Although, there aren't additional details on what this plan adjustment entails.

For the next steps, I'd recommend contacting Backendless Support directly and asking them to check if they can explain the error and offer a solution. I've drafted a message that you may pass on to their Support team below (or feel free to modify it as you see fit).

Awaiting Backendless
Corrective Action and/or
direction - May 7th,
2024

Thank you!
Austin B. Moore
Revive Ai, CEO