



Reauthenticating

SaaS Backup For Salesforce

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Table of Contents


Reauthenticating 1

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Salesforce allows usage of a maximum of 5 tokens before you must reauthenticate your credentials. If you attempt to initiate a backup or restore and all your tokens have been used, you receive the following error message: “expired access/refresh token”. If you receive this message, you must reauthenticate before proceeding.

Steps

1.

In the top left corner of the dashboard, click  .

2. Under **SERVICE SETTINGS**, select **Salesforce**.

3. Click **GRANT ACCESS PERMISSIONS**.



4. Click the **PRODUCTION** or **SANDBOX** tab to select the instance you need to reauthenticate.

5.

Click  .

You are redirected to **Salesforce** to enter your credentials. After reauthenticating, you can initiate your backup or restore job.

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