




[Salesforce] Number of redirects hit maximum amount

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

	[Salesforce] Number of redirects hit maximum amount			
			ASC Onboard	DiagnosticsConnect
	Wednesday, October 06, 2021 1:17 PM			
	Thanks to Harish Ravishankar <Ravishankar.Harish@microsoft.com> for creating this TSG.			

Issue Description	<p>Customer is trying to setup a Salesforce Connector Linked service in Azure Data-factory fails with the following error which is misleading</p> <p>Error: ERROR [HY000] [Microsoft][Salesforce] (23) Error in Http Request: Number of redirects hit maximum amount ERROR [HY000] [Microsoft][Salesforce] (23) Error in Http Request: Number of redirects hit maximum amount Activity ID: 767537d3-cd32-41cd-9a65-5302eab6fec9.</p>
Symptoms	<p>Fails with All versions API listed in: https://docs.microsoft.com/en-us/azure/data-factory/connector-salesforce?tabs=data-factory. </p> <ul style="list-style-type: none"> • The connector was not yet setup, so the errors of Redirects hitting the Maximum amount is misleading in the investigation. • Customer can connect to the salesforce URL and authenticate it from local • Able to PSPING the Azure Data-factory FQDN. Firewall/NSG issues ruled out. • Occurs with Both Self-hosted Integration runtime and AIR. • Error on the salesforce connector <p>"code":9603,"message":"ERROR [HY000] [Microsoft][SalesforceMarketingCloud] (1017) Authentication failed: Malformed response received from the authentication server that does not include the following required parameters for the next authentication step: \"Auth_AccessToken\" located at \"accessToken\" from the server response; \"Auth_Expires\" located at \"expiresIn\" from the server response.</p>
Cause	<p>This occurs because the required "Security Token "generated from the Salesforce tenant has expired. Regenerating the Security token on the Salesforce side leads to resolution of above errors if occurring during the setup stage of the connector.</p>
Resolution	<p>Article from Salesforce on regenerating the token " https://help.salesforce.com/s/articleView?id=sf.user_security_token.htm&type=5 </p> <div data-bbox="305 909 1084 1738"> <p>New linked service (Salesforce)</p> <p>Name * <input type="text" value="Salesforce1"/></p> <p>Description <input type="text"/></p> <p>Connect via integration runtime * ⓘ <input type="text" value="AutoResolveIntegrationRuntime"/></p> <p>Environment url <input type="text" value="https://login.salesforce.com"/></p> <p>User name * <input type="text"/></p> <p>Password Azure Key Vault</p> <p>Password * <input type="password"/></p> <p>Security token Azure Key Vault</p> <p>Security token <input type="password"/></p> <p>API version <input type="text" value="Default"/></p> </div>
More Information	<p>Please note, if you receive above error after the Linked service is successfully created, it might be to do with the API limits explained in: https://developer.salesforce.com/docs/atlas.en-us.218.0.salesforce_app_limits_cheatsheet.meta/salesforce_app_limits_cheatsheet/salesforce_app_limits_platform_api.htm </p>
Tags	<p>Salesforce, maximum amount, token expires</p>

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