

[SalesforceMarketingCloud] Salesforce Marketing Cloud Linked Service Connection Failed

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

[SalesforceMarketingCloud] Salesforce Marketing Cloud Linked Service Connection Failed

Friday, November 15, 2019

2:48 PM

SME	
Symptoms	<p>Customer trying to establish linked service with Salesforce Marketing Cloud Connector but getting below exception:</p> <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>
Resolution	<p>It's confirmed by the driver team that Salesforce Marketing Cloud recently added a new OAuth 2.0 authentication process that the driver doesn't support very well.</p> <p>In order to workaround the issue, please follow below steps:</p> <ol style="list-style-type: none"> 1. Go to ADF portal, and create an ODBC linked service 2. Set "Authentication type" as "Anonymous" 3. Set "Connection String" as "Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};host=<host>;Auth_Type=OAuth_2.0;Auth_Client_ID=<ClientID>;Auth_Client_Secret=<ClientSecret>;Auth_AccessToken=<AccessToken>;UseEncryptedEndpoints=1;UseHostVerification=1;UsePeerVerification=1" <p>(The host can be found in the Salesforce Marketing Cloud dashboard -> Settings -> Apps tab -> Installed apps table -> click on the package you've installed, find the "REST Base URI" without "https://")</p> <p>How to retrieve access token: https://developer.salesforce.com/docs/atlas.en-us.mc-app-development/meta/mc-app-development/access-token-s2s.htm</p> <p>Note: Please make sure input the connection string correctly to prevent other unsupported words, otherwise, it may generate the driver not found related error.</p>
Detail	<p>https://icm.ad.msft.net/imp/v3/incidents/details/139352036/home</p> <p>https://icm.ad.msft.net/imp/v3/incidents/details/158439667/home</p>
Tags	SalesforceMarketingCloud

Feedback on TSG for Salesforce Marketing Cloud Driver

Friday, May 8, 2020

11:37 AM

The connection string will depend on the SFMC package type and API Integration Type –

Connection Strings:

Package Type: Enhanced

API Integration Type: Server to Server

Format of Connection String: *Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};Auth_Client_ID=CLIENTID;Auth_Client_Secret=SECRET;HOST=HOST;USEPEERVERIFICATION=0;USEHOSTVERIFICATION=0;Auth_Type=Enhanced sts OAuth 2.0;*

Sample String: *Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};host=https://xyz;Auth_Client_ID=<ClientID>;Auth_Client_Secret=<ClientSecret>;UseHostVerification=0;UsePeerVerification=0;Auth_Type=Enhanced sts OAuth 2.0;*

Note: We must make sure to omit ".rest.marketingcloudapis.com" in HOST when using it for Enhanced Package type.

Package Type: Enhanced

API Integration Type: Web

Format of Connection String: *Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};Auth_Client_ID=CLIENTID;Auth_Client_Secret=SECRET;HOST=HOST;USEPEERVERIFICATION=0;USEHOSTVERIFICATION=0;Auth_Type=Enhanced OAuth 2.0;*

Sample String: *Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};host=https://xyz;Auth_Client_ID=<ClientID>;Auth_Client_Secret=<ClientSecret>;UseHostVerification=0;UsePeerVerification=0;Auth_Type=Enhanced OAuth 2.0;*

Note: We must make sure to omit ".rest.marketingcloudapis.com" in HOST when using it for Enhanced Package type.

Package Type: Legacy

API Integration Type: Legacy Server to Server

Format of Connection String: *Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};Auth_Client_ID=CLIENTID;Auth_Client_Secret=SECRET;HOST=HOST;USEPEERVERIFICATION=0;USEHOSTVERIFICATION=0;Auth_Type=Enhanced sts OAuth 2.0;*

Sample String: *Driver={Microsoft Salesforce Marketing Cloud ODBC Driver};host=xyz;Auth_Client_ID=<ClientID>;Auth_Client_Secret=<ClientSecret>;UseHostVerification=0;UsePeerVerification=0;Auth_Type=OAuth_2.0;*

Note: The host can be found in the Salesforce Marketing Cloud dashboard -> Settings -> Apps tab -> Installed apps table -> click on the package you've installed, find the "REST Base URI" without "https://"

Note: Campaign Reader scope is mandatory to successfully connect to the SFMC using Linked Service. Otherwise will get the below Authorization Error if they miss this access.

REST API Permission IDs and Scopes - <https://developer.salesforce.com/docs/atlas.en-us.mc-apis.meta/mc-apis/rest-permissions-and-scopes.htm>

ERROR [HY000] [Microsoft][SalesforceMarketingCloud] (60) API Connection Failed (Unauthorized Access). Check credentials. HTTP Response code: 403 ERROR [HY000] [Microsoft][SalesforceMarketingCloud] (60) API Connection Failed (Unauthorized Access). Check credentials. HTTP Response code: 403 Activity ID: 6f0b4ac4-0ee7-4eda-873a-32c7dd0aa68c

References:

1. Installed Package Types in SFMC - <https://developer.salesforce.com/docs/atlas.en-us.mc-app-development/meta/mc-app-development/installed-package-types.htm>
2. API Integration Permission Scopes in SFMC - <https://developer.salesforce.com/docs/atlas.en-us.mc-app-development/meta/mc-app-development/data-access-permissions.htm>

Note: Please make sure input the connection string correctly to prevent other unsupported words, otherwise, it may generate the driver not found related error.

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