

Troubleshooting Salesforce OAuth

Our Snapshot product supports every method of authentication in Salesforce, including username and password, security tokens, scratch orgs, sandboxes, multi-user authentication, custom domains, and OAuth endpoints. There are many ways to configure OAuth, and sometimes troubleshooting is required to get the settings right. This technical note explains some of the common problems you might encounter logging in to your license org or taking a snapshot with OAuth.

Bad Endpoint

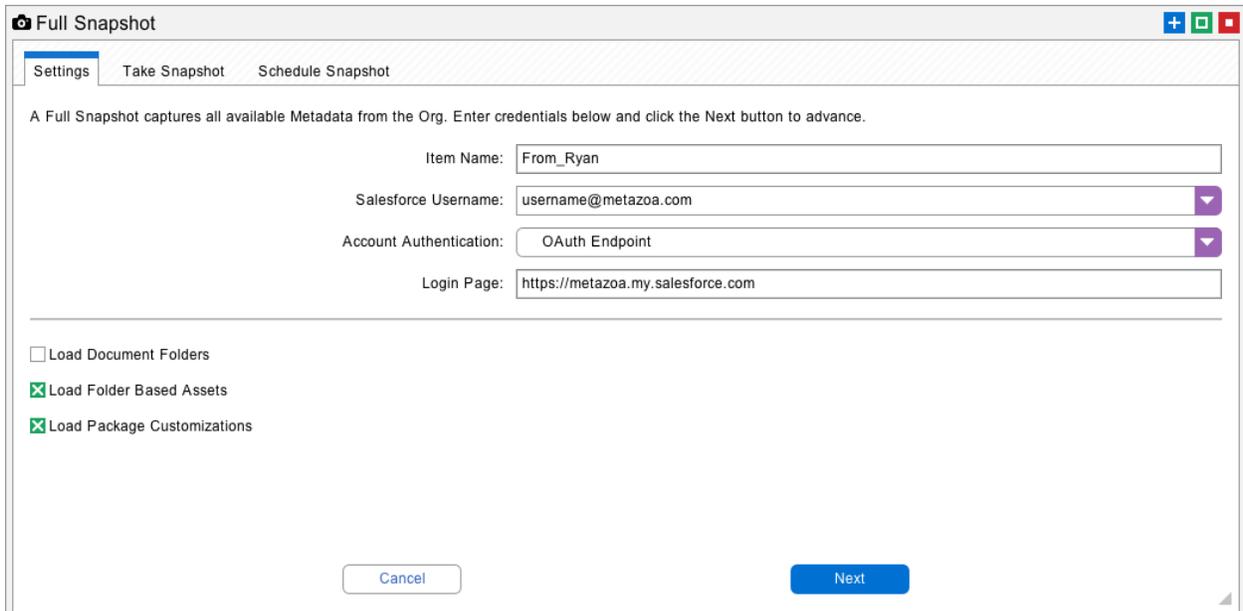
There is a difference between the OAuth endpoint for Lightning login and the endpoint required for API access. The Lightning URL will look something like this, with your “my domain” prefix and the “lightning.force.com” suffix:

<https://metazoa.lightning.force.com>

But the Salesforce classic endpoint for that org will look something like this, with your “my domain” prefix and the “my.salesforce.com” suffix:

<https://metazoa.my.salesforce.com>

For API access, use the Salesforce classic endpoint with the “my.salesforce.com” suffix. Unfortunately, the Lightning URL appears to work, and takes you through the authentication flow, but the required access privileges will not be granted. One more tip: the username that you supply should match the destination Salesforce username after authentication.



Full Snapshot

Settings Take Snapshot Schedule Snapshot

A Full Snapshot captures all available Metadata from the Org. Enter credentials below and click the Next button to advance.

Item Name:

Salesforce Username:

Account Authentication:

Login Page:

Load Document Folders

Load Folder Based Assets

Load Package Customizations

Not Installed

After you have installed the Metazoa Managed Package in the license org you should be able to log in to the Metazoa Player and start using Snapshot. If you can't log in, you may also need to approve the Metazoa Snapshot connected app in the license org. Search for "OAuth" in the Setup Menu and select "Connected Apps OAuth Usage" as seen below. Navigate to the Metazoa Snapshot connected app and click the "Install" button. When this is done, the button will display the "Uninstall" option.

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Personal Setup

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- [▶ Import](#)
- [▶ Desktop Integration](#)
- [▶ My Chatter Settings](#)
- [▶ My Connected Data](#)

Connected Apps OAuth Usage Help for this Page

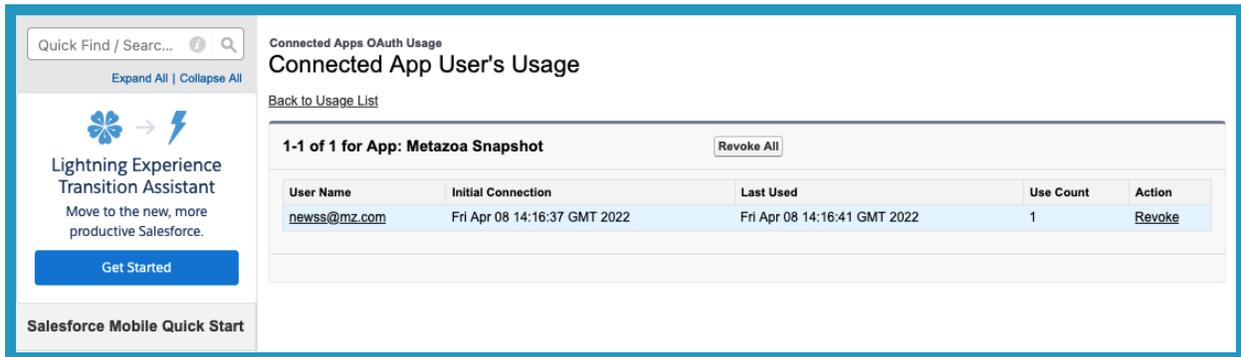
Manage OAuth connected apps in use in this org. **Install** apps to manage policies. **Block** apps to prevent new sessions with the connected app. **Block** to end all current user sessions with the connected app.

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Connected App	Description	Manage App Policies	User Count	Actions
AppExchange			39	Block Install
Community			1	Block Install
Copado DevOps (N.A.)	** PRIMARY Copado Connected App for North America (US) Region **		1	Block Install
Data Cloud Salesforce Org Registration			1	Block Install
Dataloader Partner	The Data Loader is an easy to use graphical tool that helps you to get your data into Salesforce objects.	Manage App Policies	1	Block Uninstall
DevOps Center			1	Block Install
Global Connected App			1	Block Install
Lightning Readiness			1	Block Install
Metazoa Snapshot	Metazoa Snapshot for Org Management	Manage App Policies	1	Block Uninstall
Partner Community			1	Block Install
Salesforce CLI	The single command-line interface for Salesforce.		1	Block Install

Bad Token

On the “Connected Apps OAuth Usage” screen discussed above, you will notice that the number in the “User Count” column also has a little link. Click that link to navigate to the “Connected App User’s Usage” screen shown below. On this screen you can choose to “Revoke” the OAuth refresh token. If you do this, then the next time you log in you will go back through the OAuth authentication flow. This is useful when something has happened to the refresh token, and you want to force creation of another one.



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Connected Apps OAuth Usage
Connected App User's Usage

[Back to Usage List](#)

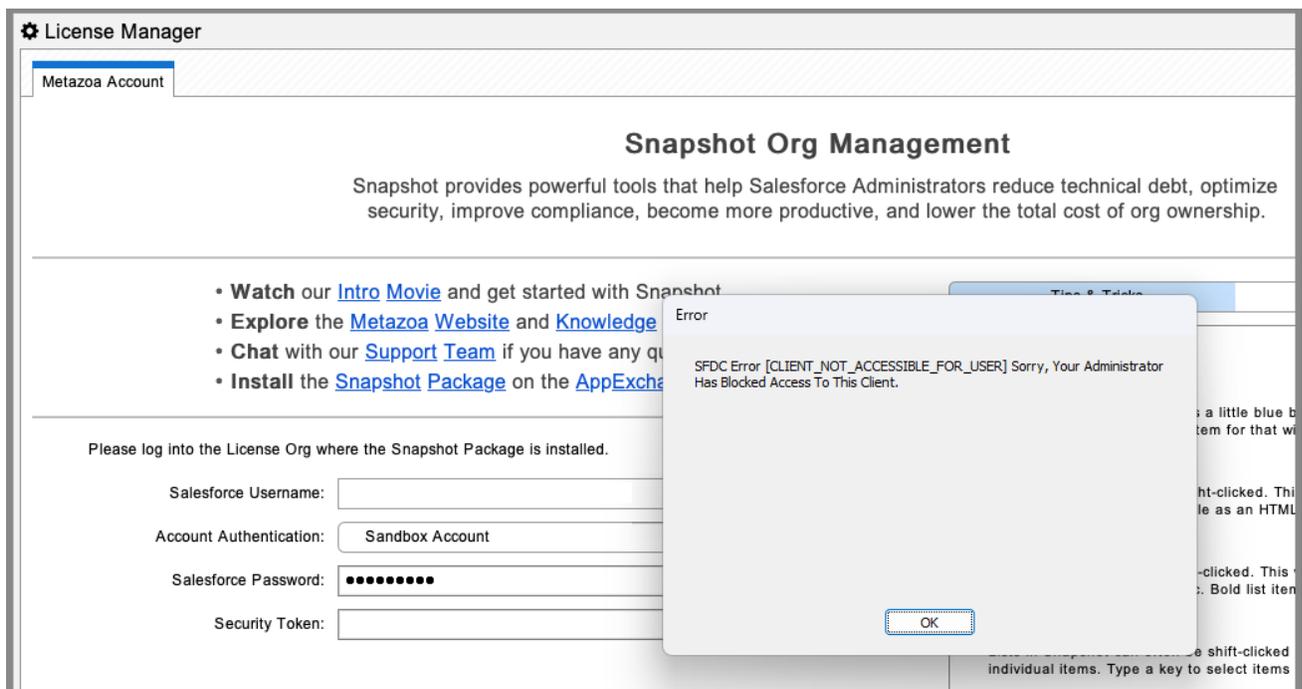
1-1 of 1 for App: Metazoa Snapshot [Revoke All](#)

User Name	Initial Connection	Last Used	Use Count	Action
news@mz.com	Fri Apr 08 14:16:37 GMT 2022	Fri Apr 08 14:16:41 GMT 2022	1 Revoke	

Blocked Access

If you see the error message "Sorry, your administrator has blocked access to this client" then new Connected Applications (like Snapshot) are blocked by default in the Salesforce org. There are two methods to fix this problem. You can either enable users to self-authorize the Connected Application or you can assign the Connected Application to the user with a Profile or Permission Set.

Navigate in Salesforce Setup to the Manage Connected Apps interface. Select the Metazoa Snapshot Application. Under OAuth policies, change the "Permitted Users" picklist to "All users may self-authorize" and click Save.



The screenshot shows the Salesforce License Manager interface for a Metazoa Account. The main heading is "Snapshot Org Management". Below this, there is a list of instructions: "Watch our [Intro Movie](#) and get started with Snapshot", "Explore the [Metazoa Website](#) and [Knowledge](#)", "Chat with our [Support Team](#) if you have any questions", and "Install the [Snapshot Package](#) on the [AppExchange](#)".

Below the instructions, there is a section titled "Please log into the License Org where the Snapshot Package is installed." with the following fields:

- Salesforce Username:
- Account Authentication:
- Salesforce Password:
- Security Token:

An error dialog box is overlaid on the screen, displaying the message: "Error: SFDC Error [CLIENT_NOT_ACCESSIBLE_FOR_USER] Sorry, Your Administrator Has Blocked Access To This Client." with an "OK" button.