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[V8] ISSUE: Cannot connect to Office 365 on the backup set, reason = "Failed to login to Office 365, reason = [ServiceException] Message = Forbidden, response code = 403"

ISSUE: Cannot connect to Office 365 on the backup set, reason = "Failed to login to Office 365, reason = [ServiceException] Message = Forbidden, response code = 403"

Article ID: 8077
Reviewed: 20/04/2020

Product Version:
AhsayCBS / AhsayOBM / AhsayACB: 8.1.0.0 or above
OS: All platforms

Problem Description

When creating an Office 365 backup set on the AhsayCBS web console, AhsayOBM / ACB user interface, the following warning message is displayed:

Cannot connect to Office 365 on the backup set, reason = "Failed to login to Office 365, reason = [ServiceException] Message = Forbidden, response code = 403"

Example: Warning on AhsayCBS web console when creating a Run On Server (Agentless) backup set

Cause

This issue can occurs when the IP address of the AhsayCBS server, AhsayOBM / ACB client computer where the Office 365 backup set was created has not been added to the "IP Allowed List" under the "Connection Filter" in the Microsoft Office 365.

Resolution

To resolve this issue, add the IP address of the AhsayCBS server, AhsayOBM / ACB computer (where the backup set was created) to the "IP Allowed List".

1. Login to office 365, click on Admin icon to access to Microsoft 365 admin center.

2. Click on Exchange to access the Exchange admin center

3. Click on connection filter

4. Click on the pencil icon to edit the default connection filter policy

5. Under the IP Allow list, click the + sign to add your IP address and click [Save]

Refer to the following Microsoft Document for more details:
https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/configure-the-connection-filter-policy?view=o365-worldwide

Keywords

response, 403, connection filter, allow, ip, addr, address, whitelist, forbidden