

ISSUE: Failed to get OAuth2Tokens after retrieved from OneDrive

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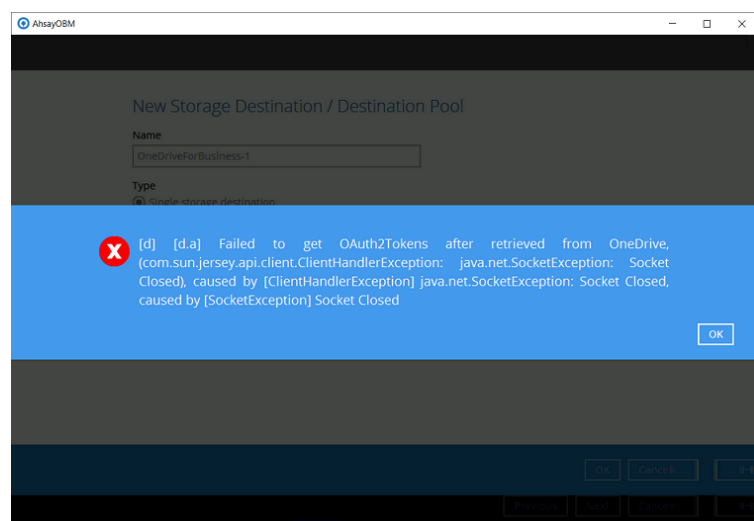
Product Version:

AhsayOBM / AhsayACB:7.3.0.0 or above

OS: All Platforms

Problem Description

When adding either OneDrive or OneDrive for Business as a destination for a backup set the following error "**Failed to get OAuth2Tokens after retrieved from OneDrive**" is displayed on AhsayOBM/AhsayACB UI



Cause

This error is caused by the firewall on the AhsayOBM/AhsayACB machine blocking access to Microsoft IP addresses.

Resolution

To resolve this issue, configure your firewall to allow out going connections to the following Microsoft IP addresses.

Allow out going connections to the following Microsoft IP Addresses (40.126.9.* and 20.190.137.*):

Example:

40.126.9.5
40.126.9.6
40.126.9.7
40.126.9.8
40.126.9.65
40.126.9.66
40.126.9.67
40.126.9.68

20.190.137.0
20.190.137.1
20.190.137.2
20.190.137.97
20.190.137.98
20.190.137.99

Keywords

OneDrive, OneDrive For Business, OAuth2Tokens, firewall, blocked IP addresses

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