

SalesForce - Troubleshooting OAUTH Problems

Sometimes you might have difficulty getting the jtel user to authenticate against the sales force system for REST queries.

For example, you might experience an OAUTH failure in the IVR application, which you will see in the call logs.

The following is a guide to help you fix this. All settings can be found under the Menu **User Data ... Client Master Data** on the **SalesForce** tab.

User and Password

Make sure the user name and password are correct.

This sounds obvious! But enter them in again anyway in jtel just to make sure.

Client ID and Client Secret

Make sure the Client ID and Client Secret are correct - copy these from the app settings in SalesForce.

Security Token

The security token for a user changes every time the password is changed in SalesForce.

This means that on every password change, you will have to update the security token in the jtel system.

For this reason, we recommend not having a password policy for the jtel SalesForce user which requires the password to be changed too often!



As part of your password change procedure, make a note to update the jtel system each time the password is changed.

You can get a new security token for the jtel user by logging into salesforce and searching for "Security Token" in your account settings. It will always be sent by email - so you need access to the email account associated with the jtel SalesForce user.

Live and Sandbox

Always make sure to update the settings for production and sandbox, even if you are only using a production system.

The jtel system will make calls to the configured sandbox instance for test IVR calls and test dialler campaigns.