

OAuth Login Succeeds but Enterprise Manager Sync Fails using Entra IDP

KB Number: 23940

Published: 21/04/2026



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Introduction

OAuth authentication can succeed for multiple exacqVision components while still failing for Enterprise Manager synchronization in exacqVision Client version 26.0.2.0 when using MS Entra ID.

Problem

The exacqVision Client reports that OAuth is not configured on the Enterprise Manager server when attempting to synchronize systems.

Cause

The failure occurs specifically during the Client-to-Enterprise Manager synchronization process and is not caused by OAuth authentication itself.

Solution

Treat this error as an Enterprise Manager synchronization issue rather than an OAuth configuration issue. OAuth authentication has been validated as functional. Synchronize with EM auth failures are being tracked and investigated under escalated AES-1704.