Recycled Connection Strings for PROD Environments

2025-07-21 - Alice Petruzzella - Comments (0) - Lasernet FO Connector News

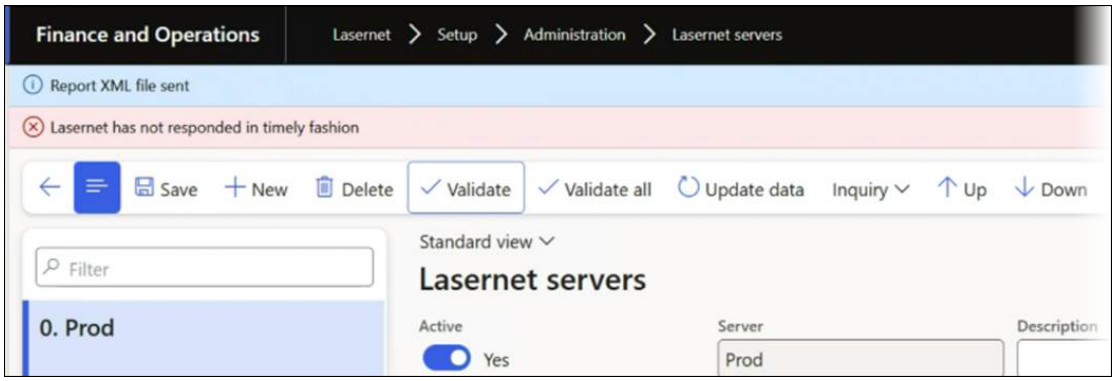
Several customers are encountering an issue resulting from Microsoft's rotation of the access keys for the Azure Storage managed by Microsoft Dynamics 365 Finance and Operations.

This is due to Microsoft recycling the connection strings.

The following error occurs when validating the Lasernet server in Lasernet FO Connector:

Error

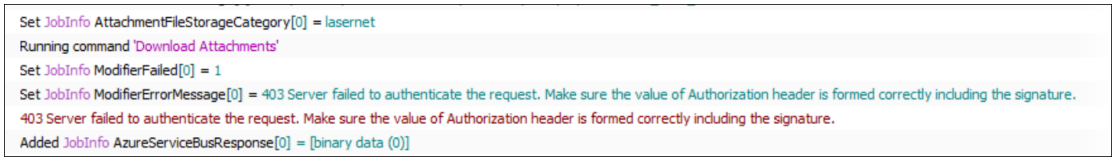
Lasernet has not responded in timely fashion



The following error occurs in Lasernet Monitor or when testing the Lasernet Azure Storage connection. This error also occurs in the Windows Event Viewer for the Lasernet Cloud Print Connector solution when the internal Azure Storage account is being used.

Error

403 Server failed to authenticate the request. Make sure the value of Authorization header is formed correctly including the signature.

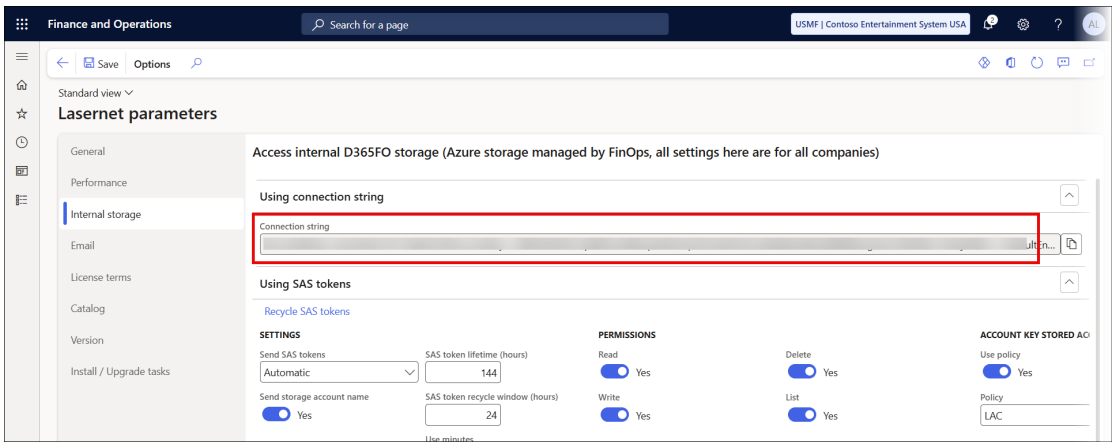


Solution

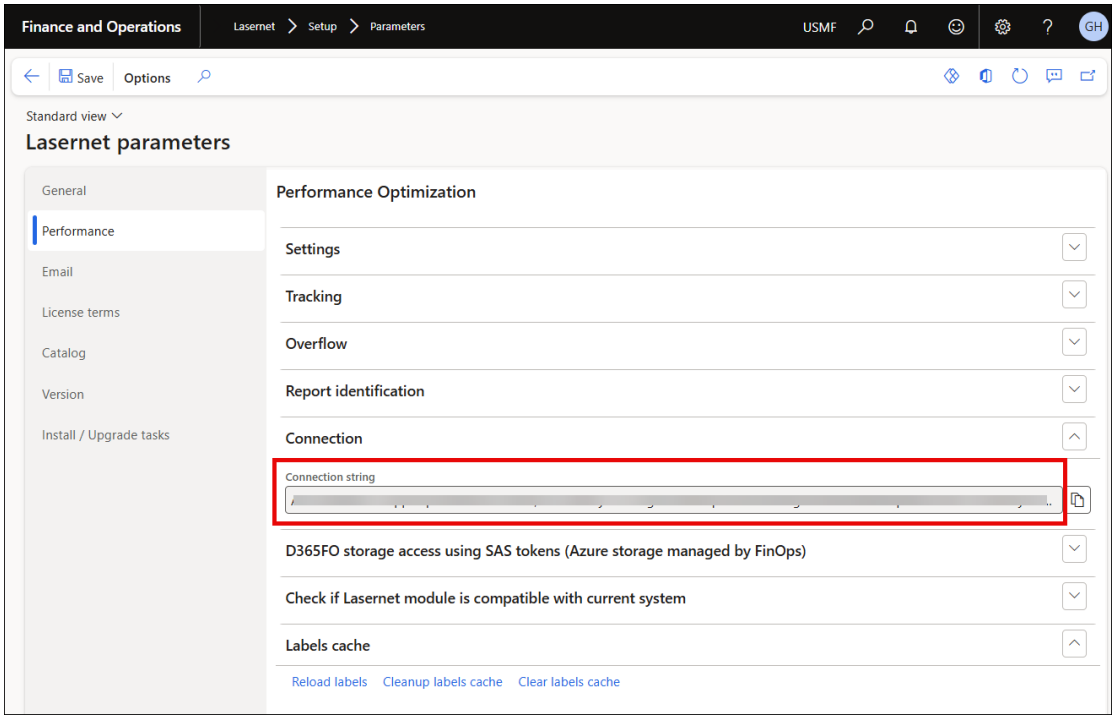
To solve this issue, replace the existing connection string used for Azure Storage in both your Lasernet configuration and Lasernet FO Connector settings with a valid connection string.

Follow these instructions if you are using the Internal Azure Storage account:

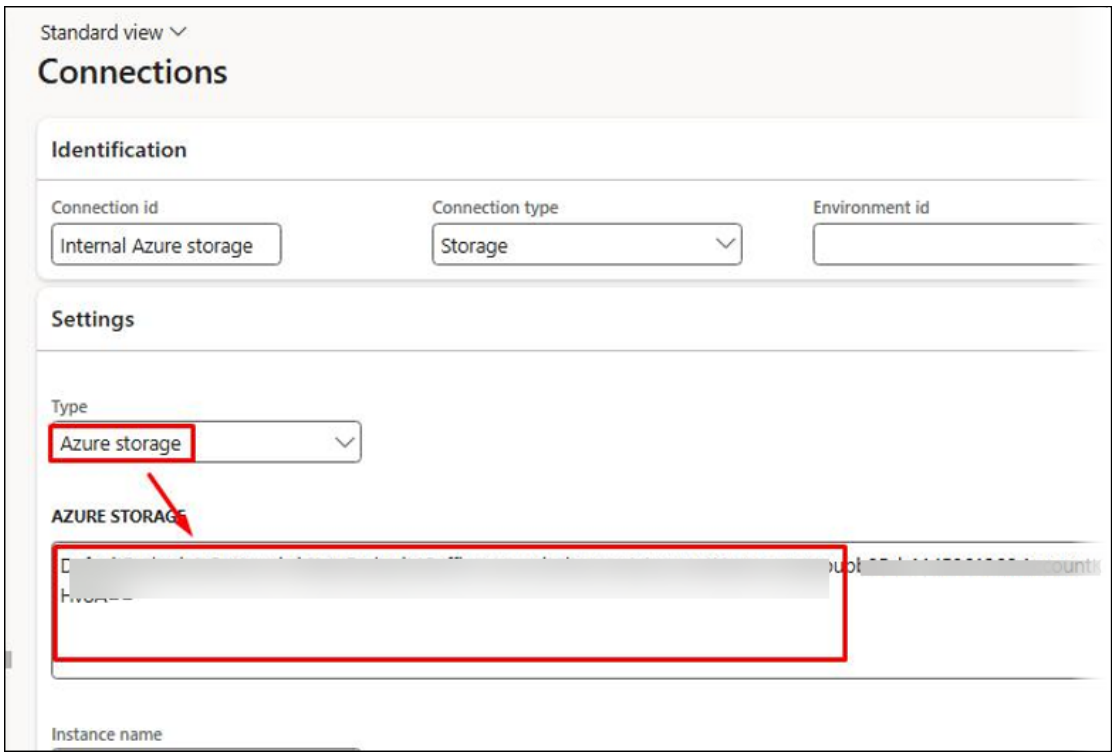
- In Lasernet FO Connector 7.1.1, navigate to **Lasernet** > **Setup** > **Parameters** > **Internal storage** and copy the string found in the **Connection string** field.



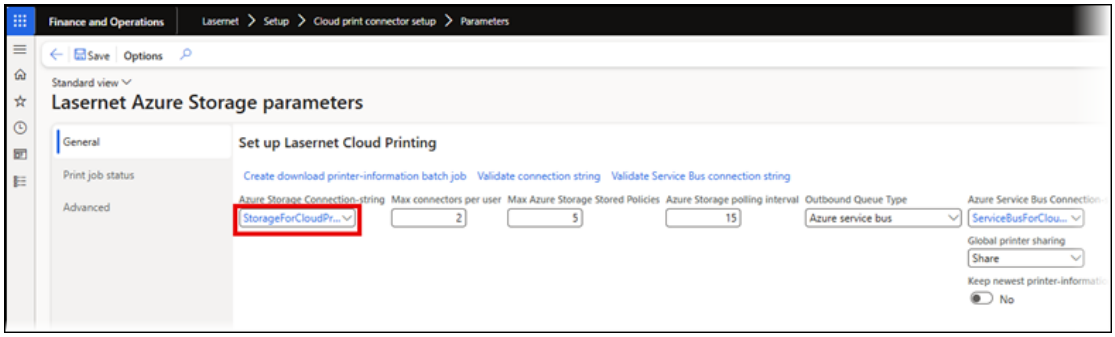
- In Lasernet FO Connector 7.1 and earlier, navigate to **Lasernet > Setup > Parameters > Performance > Connection** and copy the string found in the **Connection string** field.

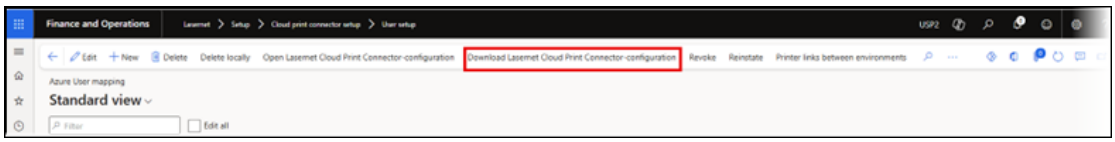


While the **Dynamics 365 Azure storage** connection **Type** can be used to connect to the Internal Azure Storage managed by FinOps, it is also possible to use the **Azure storage** connection **Type** and paste the connection string in the **AZURE STORAGE** field.



If you are using the Lasernet Cloud Print Connector and the **Azure Storage Connection-string** references the internal Azure Storage, you will need to redownload the Connector Configuration from **Lasernet > Setup > Cloud print connector setup > User setup** and reload it into the Cloud Print Connector application.





Additional Information

This error message can indicate that there is a problem with the connection string you are using.

One possible reason the connection string may suddenly become invalid is that the access keys for the Azure Storage have been rotated. This can be done by a user from within Azure as well as by Microsoft, as they manage the Internal Azure Storage.

A similar error may occur when looking up a container for which the expired connection string was used.

The solution proposed in this article will only work if you have a valid connection string for your Azure Storage, which contains the complete access key.

Note

The use of connection strings for the internal Azure Storage managed by FinOps will be deprecated by Microsoft in 2025. If your connection string is no longer valid, you may need to switch to SAS. We also recommend updating your cloud print connector solution to use an external Azure storage account as soon as possible to

avoid downtime. For more info, consult this news post.