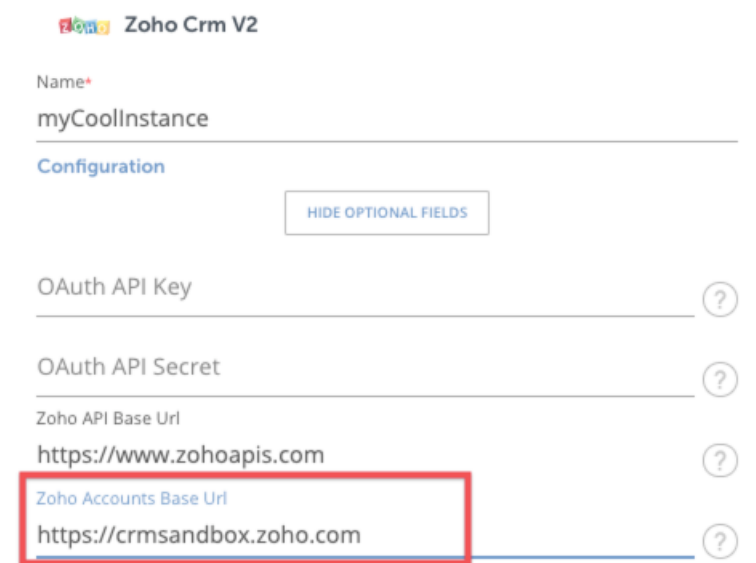


How to Point a ZohoCRM v2 Instance to a Sandbox Environment

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By default, the ZohoCRM v2 connector uses Zoho's production base url. If you're using credentials from a sandbox environment, you'll need to update the base url accordingly. To do so, navigate to your instance's edit screen, then click on "SHOW OPTIONAL FIELDS", and enter "<https://crmsandbox.zoho.com>" as your base url.



The screenshot shows the 'Zoho Crm V2' configuration interface. The 'Name' field is set to 'myCoolInstance'. Under the 'Configuration' section, there is a 'HIDE OPTIONAL FIELDS' button. Below this, several fields are listed: 'OAuth API Key', 'OAuth API Secret', 'Zoho API Base Url' (set to 'https://www.zohoapis.com'), and 'Zoho Accounts Base Url' (set to 'https://crmsandbox.zoho.com'). The 'Zoho Accounts Base Url' field is highlighted with a red rectangular box. Each field has a help icon (question mark) to its right.

To authenticate a Zoho connector instance for a non-US or non-production account, the API Base URL and Accounts Base URL values in the connector instance configuration need to be set to the proper domain-specific Zoho values. If a request contains an incorrect domain-specific Zoho Accounts URL, the Zoho APIs fail instead of returning the required base URL in the API response. This means that the user must specify which domain they want to authenticate against.

Example:

- api.base.url: "<https://www.zohoapis.eu>"
- oauth.base.url: "<https://accounts.zoho.eu>"