

ControlSuite AutoStore SharePoint eConnector intermittently fails to upload documents with 'Cannot get access token from Token Vault - Internal error' (Token Vault DbUpdateConcurrencyException)

000045946 | Troubleshooting | Last updated 2026-09-11 | ControlSuite AutoStore, ShareScan

Issue

Documents intermittently fail to upload from AutoStore to SharePoint through the SharePoint eConnector. At the time of failure, the AutoStore log shows that the SharePoint eConnector could not obtain an access token from Token Vault:

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2026/08/21 06:57:06:44(UTC+09:30) 12548 [UNF] SharePoint eConnector:
Cannot get access token from Token Vault
(https://ct-tungsten-cd.tungsten.com.au:8381) - Internal error.
```

At the same time, the Token Vault log shows an unhandled exception thrown from TokenController. Get:Microsoft.EntityFrameworkCore.DbUpdateConcurrencyException: The database operation was expected to affect 1 row(s), but actually affected 0 row(s); data may have been modified or deleted since entities were loaded.

The issue occurs randomly and affects all users on the system. Once a document fails, resending it generally succeeds. Affected environment: ControlSuite 2025.2 with Token Vault 2025.3.0.0.20313.

Cause

The DbUpdateConcurrencyException is thrown by Entity Framework Core when it attempts to update a database row (in this case, a refresh token record, via RefreshTokenRepository.Update) and finds that zero rows were affected instead of the expected one. This means the row had already been changed, by another process, between the moment Token Vault read it and the moment it tried to save the update, which commonly happens when two requests attempt to refresh and persist the same token record at nearly the same time.

This is a known concurrency-handling issue in the refresh token update logic of Token Vault. The issue has been addressed by Tungsten Engineering in Token Vault 2025.3 Update 2 (build , hotfix HF22503).

Solution

Upgrade Token Vault to version HF22503, which contains a concurrency-related fix that resolves this intermittent issue:

Fix: TokenVault25.3.2.0_HF22503.exe

1. Download the hotfix TokenVault25.3.2.0_HF22503.exe (Support Case required)
2. Back up the Token Vault database and configuration before applying the update.

- 3. Stop the Token Vault Windows service, run the hotfix installer, and restart the service once installation completes.
- 4. Confirm that Token Vault reports a new build number 2025.3.2.0.20316
- 5. As an interim workaround, until the hotfix is applied, resend or reprocess any document that fails with this error; the retry typically completes successfully, since the token has usually already been issued by the time of the resend.
- 6. Monitor the Token Vault and AutoStore logs after the upgrade to confirm that the error no longer occurs.

Applies to

Product	Version
ControlSuite / Token Vault / AutoStore	Token Vault 2025.3 / AutoStore 2025.2

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45946>