

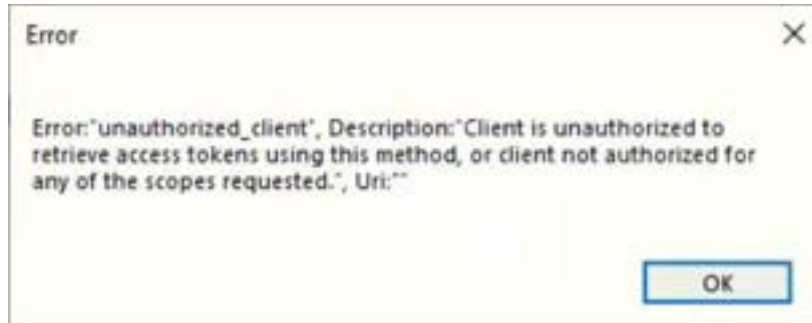
Kernel G Suite Backup

Troubleshooting Guide



'Unauthorized Client Error' in Kernel G Suite Backup Tool

When the Kernel G Suite Backup tool finds that the client does not have the sufficient authority to process the request, then the software gives an error:

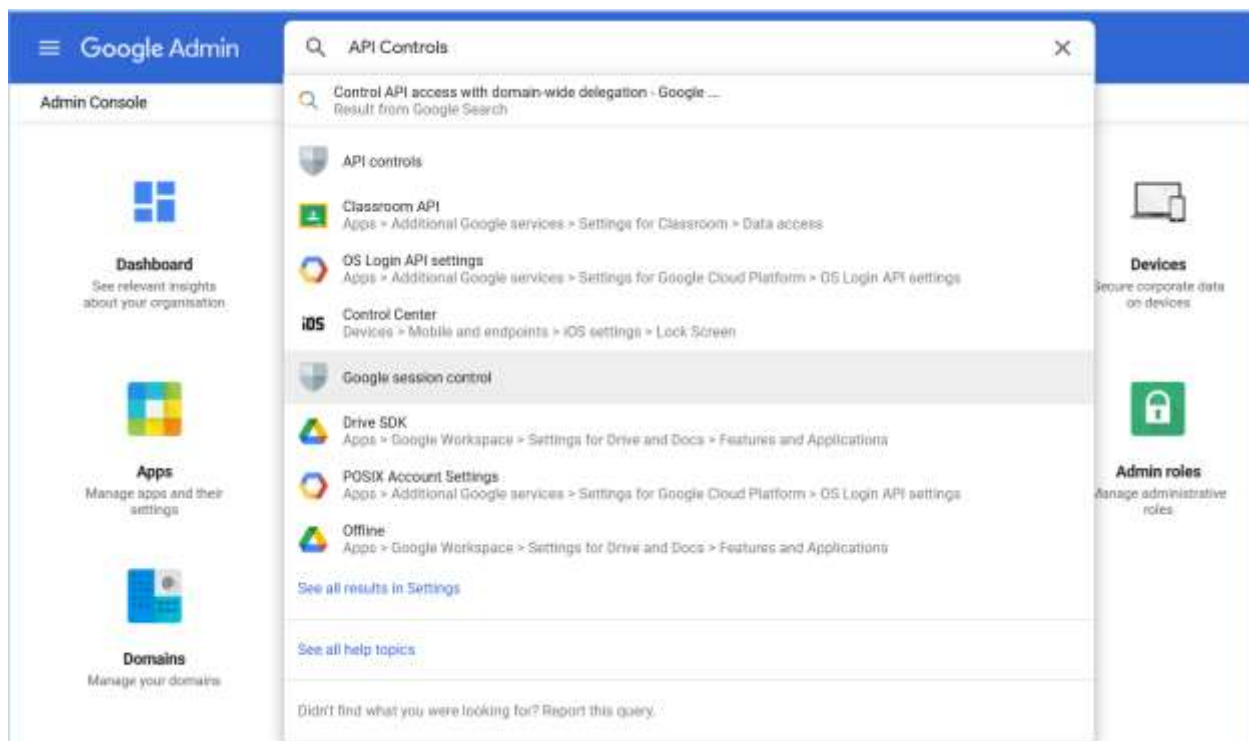


Here is the complete process to overcome the error-

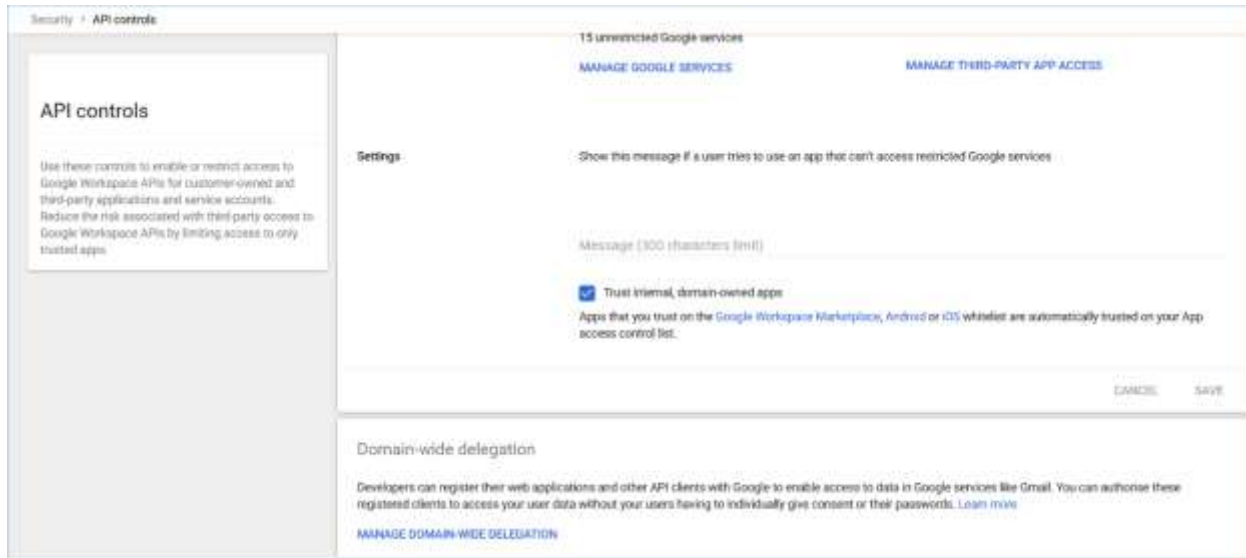
1. Login to Admin console of the G Suite account with the URL – <https://admin.google.com>



2. In the search bar, type **API Controls** and click it.



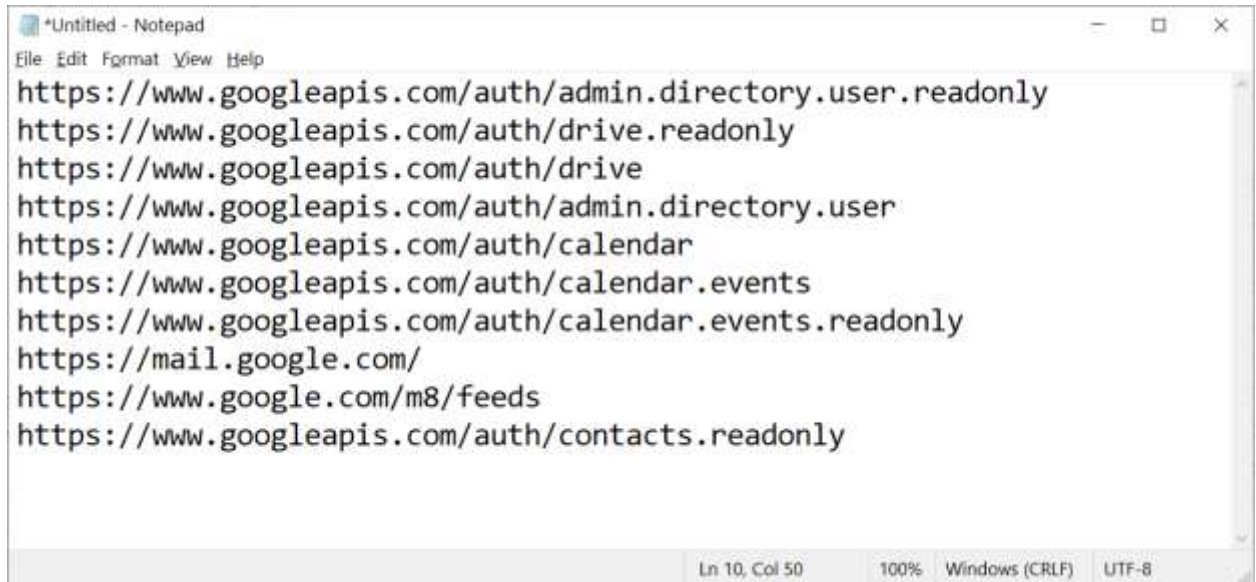
3. Click the option 'Manage Domain-wide delegation' under **Domain-wide delegation**.



4. Choose the service account and click the **Edit** option.

Name	Client ID	Scopes	
LAOS5L4PP	116474567751346027448	.../auth/admin.directory.user .../auth/admin.directory.group	
ShareTest2907	116245133040271947519	.../auth/admin.directory.user .../auth/admin.directory.group	View details Edit Delete
Kernel Migrator for SharePoint	756546380014-dg5v7g1DhysL...	.../auth/drive.file .../auth/drive +2 More	
Kernel Migrator for SharePoint	756546380014-7sbg82c9Dk907...	.../auth/drive .../auth/drive.apps.readonly +2 More	
Kernel Migrator for SharePoint	10905667091715348477	https://mail.google.com/ .../auth/contacts.readonly +6 More	
G Suite Data Migration Service	850661971872-ae67d9e6a6d419...	https://mail.google.com/ .../auth/email.migration +2 More	
Kernel App	10662445421564475955	.../auth/admin.directory.user.readonly .../auth/drive.readonly	
Kernel App	117164586389150914306	.../auth/admin.directory.user.readonly .../auth/drive.readonly	
Kernel App	116207848923608397743	.../auth/admin.directory.user.readonly .../auth/drive.readonly +8 More	
g-suite-1-094211	113081601035090207104	.../auth/admin.directory.user.readonly .../auth/drive.readonly +8 More	

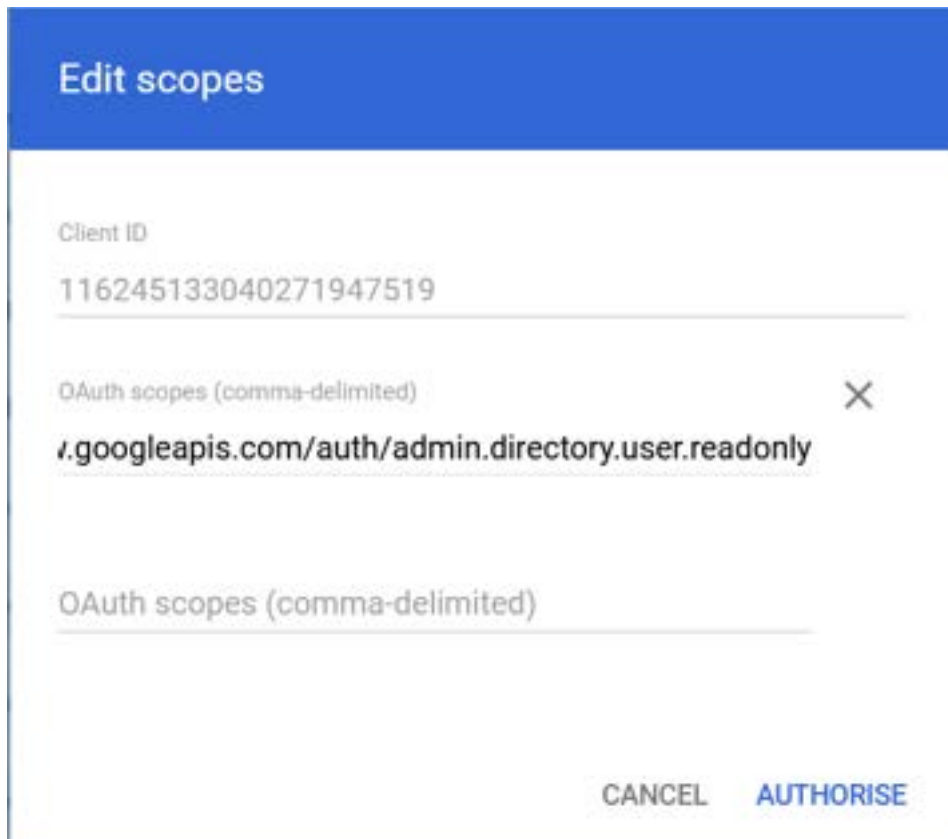
7. Paste all the selected URLs in a Notepad file as it will be easier to select them from there.



A screenshot of a Notepad window titled '*Untitled - Notepad'. The window contains a list of ten Google API URLs, one per line. The status bar at the bottom indicates 'Ln 10, Col 50', '100%', 'Windows (CRLF)', and 'UTF-8'.

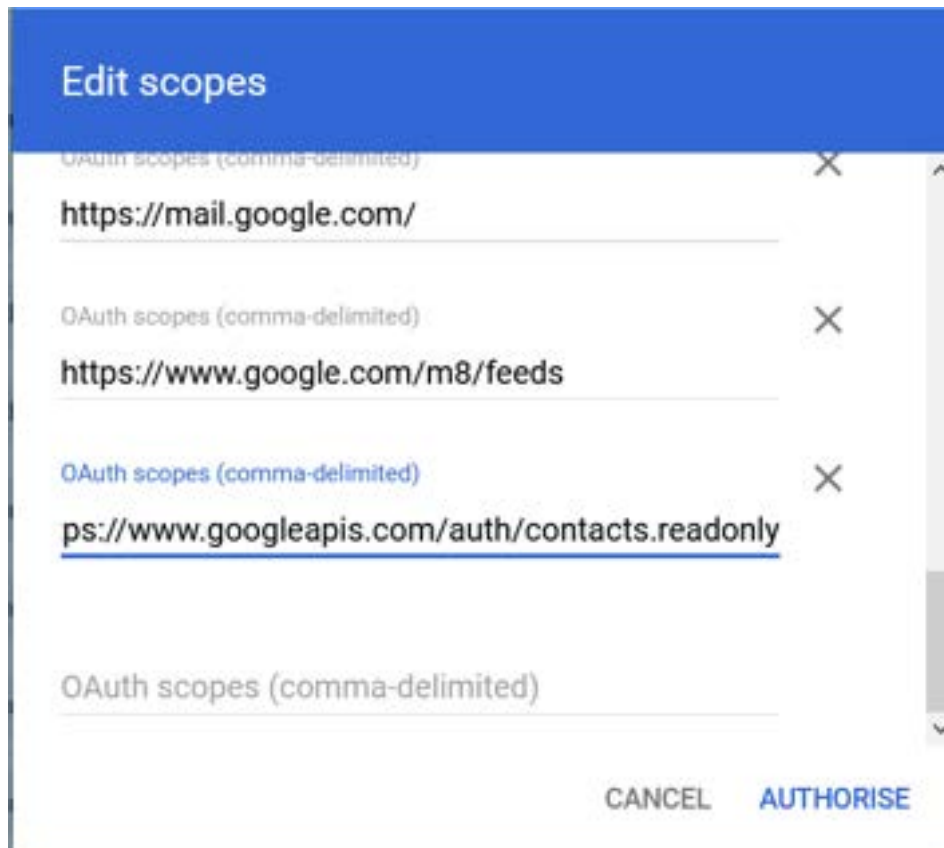
```
https://www.googleapis.com/auth/admin.directory.user.readonly
https://www.googleapis.com/auth/drive.readonly
https://www.googleapis.com/auth/drive
https://www.googleapis.com/auth/admin.directory.user
https://www.googleapis.com/auth/calendar
https://www.googleapis.com/auth/calendar.events
https://www.googleapis.com/auth/calendar.events.readonly
https://mail.google.com/
https://www.google.com/m8/feeds
https://www.googleapis.com/auth/contacts.readonly
```

8. Copy and paste the first API URL in the **OAuth Scope** field.



A screenshot of the 'Edit scopes' dialog box. The dialog has a blue header with the text 'Edit scopes'. Below the header, there are two input fields. The first field is labeled 'Client ID' and contains the value '116245133040271947519'. The second field is labeled 'OAuth scopes (comma-delimited)' and contains the value 'https://www.googleapis.com/auth/admin.directory.user.readonly'. There is a close button (X) to the right of this field. Below the second field, there is another empty input field labeled 'OAuth scopes (comma-delimited)'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'AUTHORISE'.

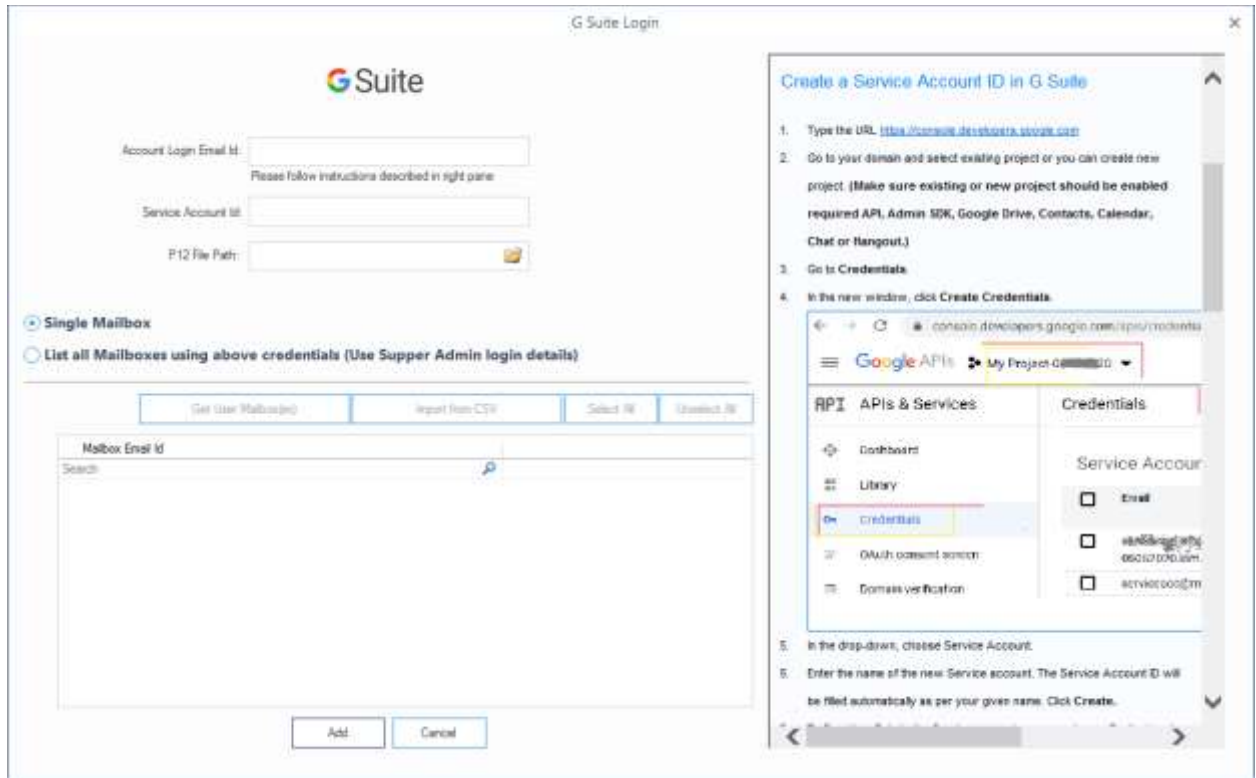
9. Perform the same copy & paste operation to include all the API URLs in the **OAuth Scope** field. Then click the **Authorize** button.



10. A message appears at the bottom of the screen that the client is now updated with 10 scopes.

The OAuth client 116245133040271947519 is now updated with 10 scopes

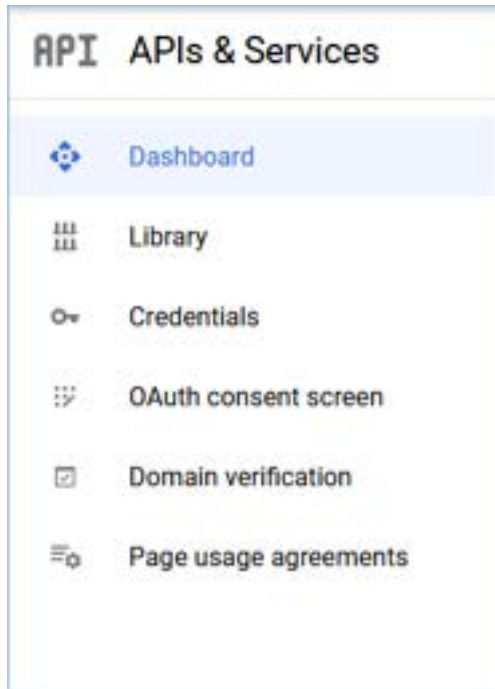
11. Go back to the software window and copy the developer URL from the help section.



12. Open the developer console using the URL – <https://console.developers.google.com>



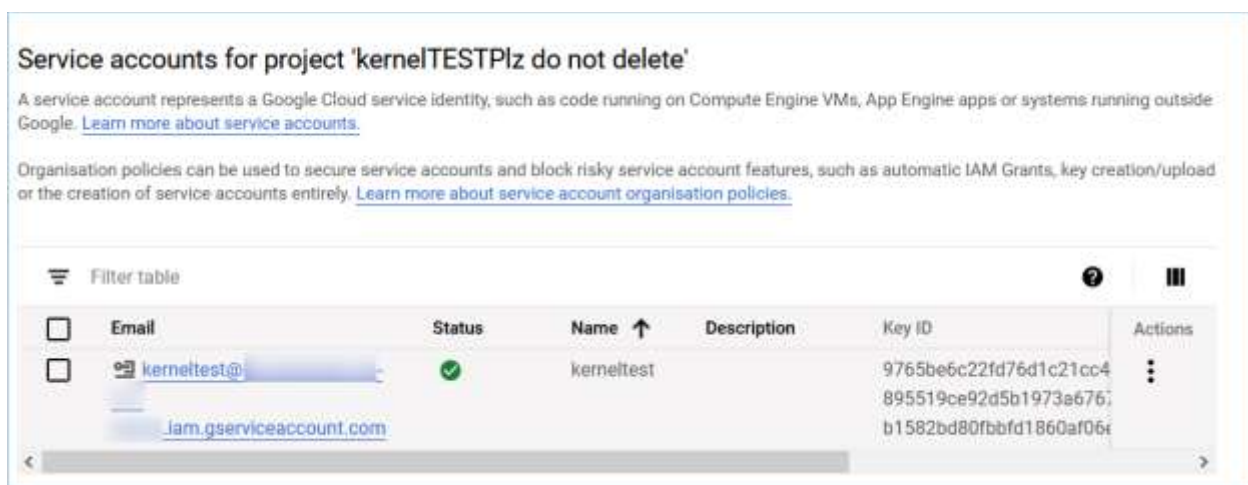
13. Under the **APIs & Services** section, click **Credentials**.



14. Select the service account from the list and click **Manage Service Accounts**.



15. Double-click on the service account.



16. Go to the **Keys** section and click **Add Key**. Then choose the **Create new key** option.

Keys

Add a new key pair or upload a public key certificate from an existing key pair. Please note that public certificates need to be in RSA_X509_PEM format. [Learn more about upload key formats](#)

ADD KEY ▾

- Create new key
- Upload existing key

Key	Key creation date	Key expiry date	
9765be6c22fd76d1c21cc4fe8f02d2b3cf364a30	19 Jan 2021	1 Jan 10000	🗑️
🔒 <input checked="" type="checkbox"/> Active 895519ce92d5b1973a67676032e4a09ba29b929a	19 Jan 2021	1 Jan 10000	🗑️
🔒 <input checked="" type="checkbox"/> Active b1582bd80fbbfd1860af06ebdb784944741d4a1d	19 Jan 2021	1 Jan 10000	🗑️

17. Select the second option of **P 12** and click **Create**.

Create private key for 'kerneltest'

Downloads a file that contains the private key. Store the file securely because this key cannot be recovered if lost.

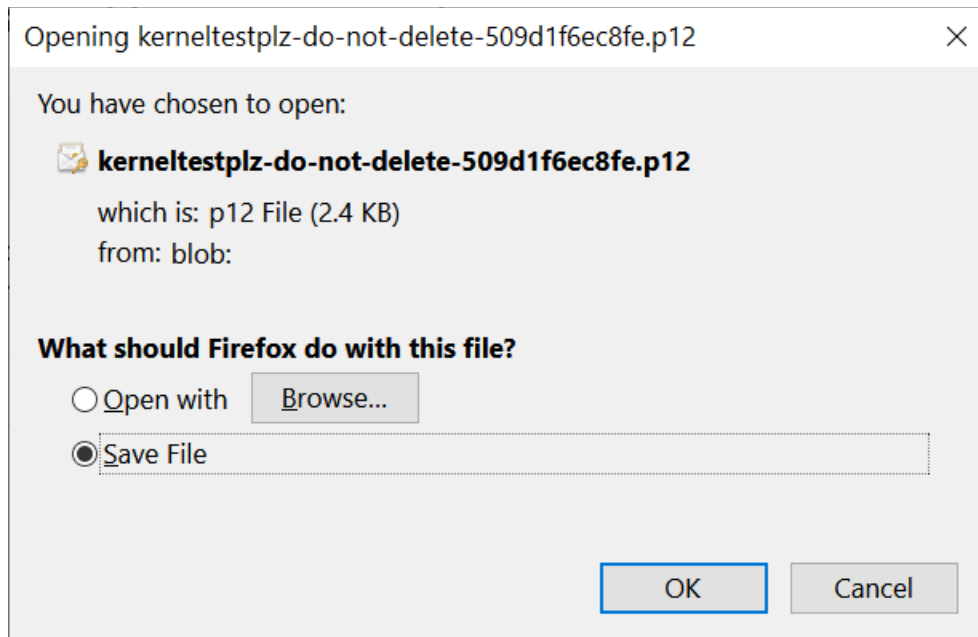
Key type

JSON
Recommended

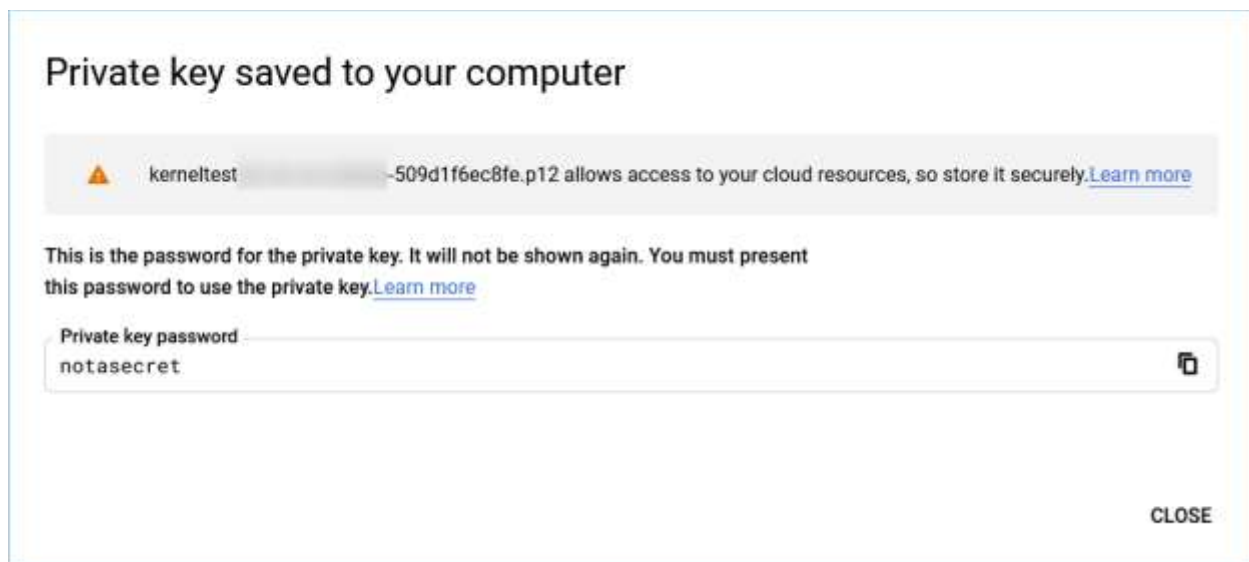
P12
For backward compatibility with code using the P12 format

CANCEL CREATE

18. Save the P 12 key. Click OK.



19. A new P 12 key is saved on the local computer. Click Close.



20. Go to **Service account details** on the same page and copy the email address of the service account.

Service account details

Name
kerneltest


Description

Email
kerneltest@.iam.gserviceaccount.com

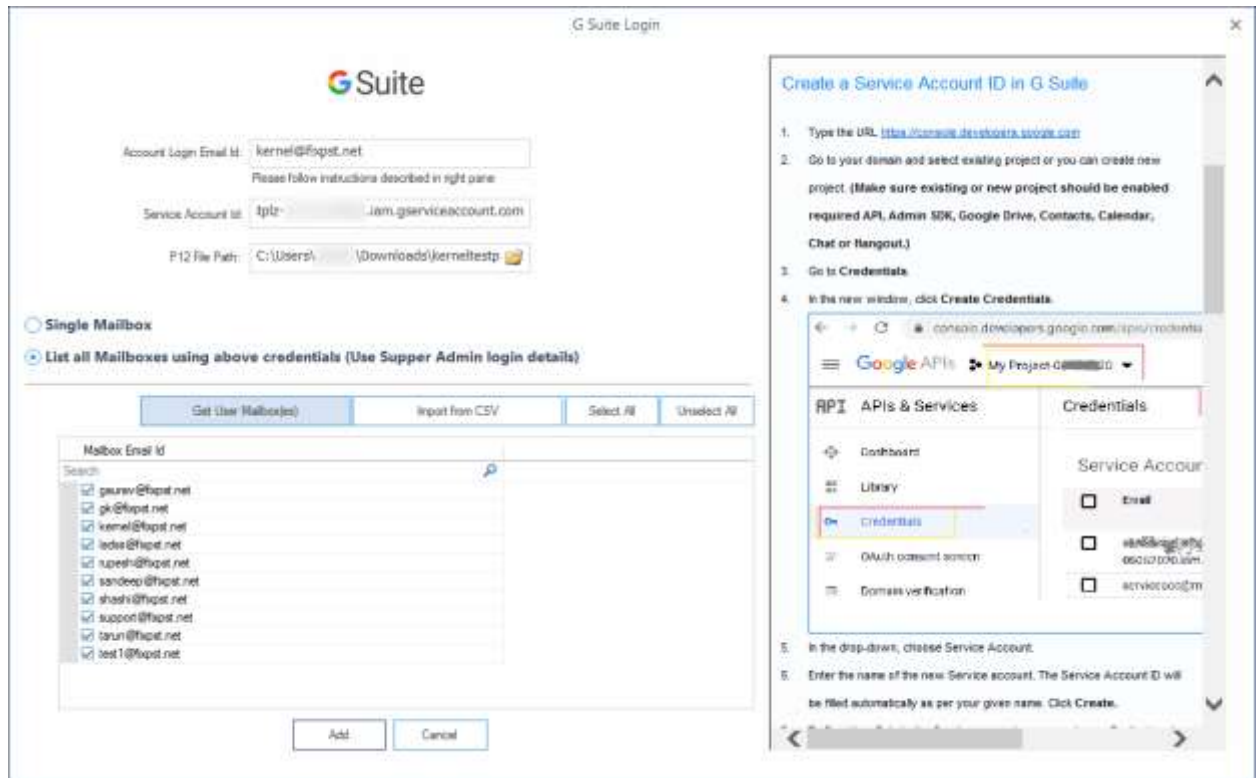
Unique ID
109365667091715348477

Service account status

Disabling your account allows you to preserve your policies without having to delete it.

 Account currently active

21. Finally, come back to the **G Suite Login** page of the software and provide the Super Administrator credentials, the selected service account, and the newly created P 12 key. Then select the second option – **List all mailboxes using above credentials**. Then click the button **Get User Mailboxes**.



The software has successfully retrieved all the G Suite mailboxes without any error.

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