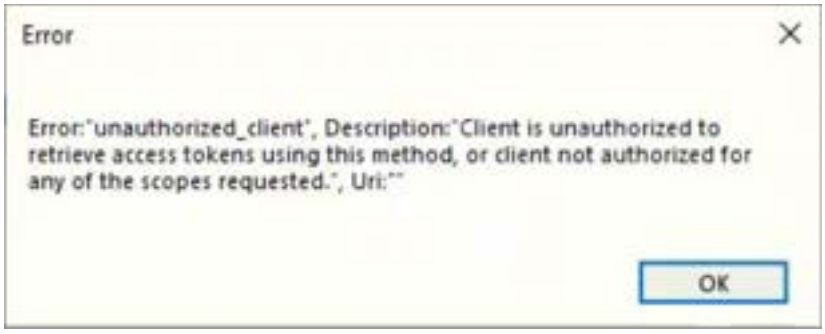
Kernel
G Suite Backup

Troubleshooting Guide

‘Unauthorized Client Error’ in Kernel G Suite Backup Tool

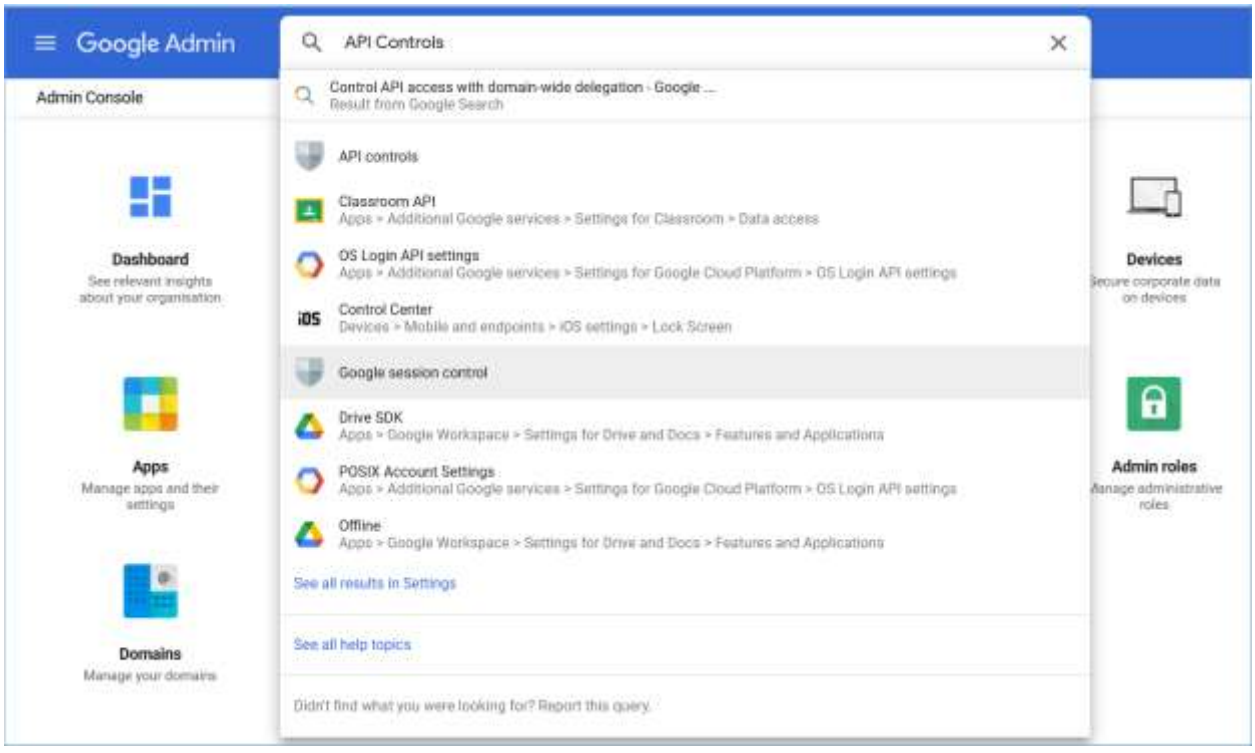
When the Kernel G Suite Backup tool finds that the client does not have the sufficient authority to process the request, then the software gives an error:



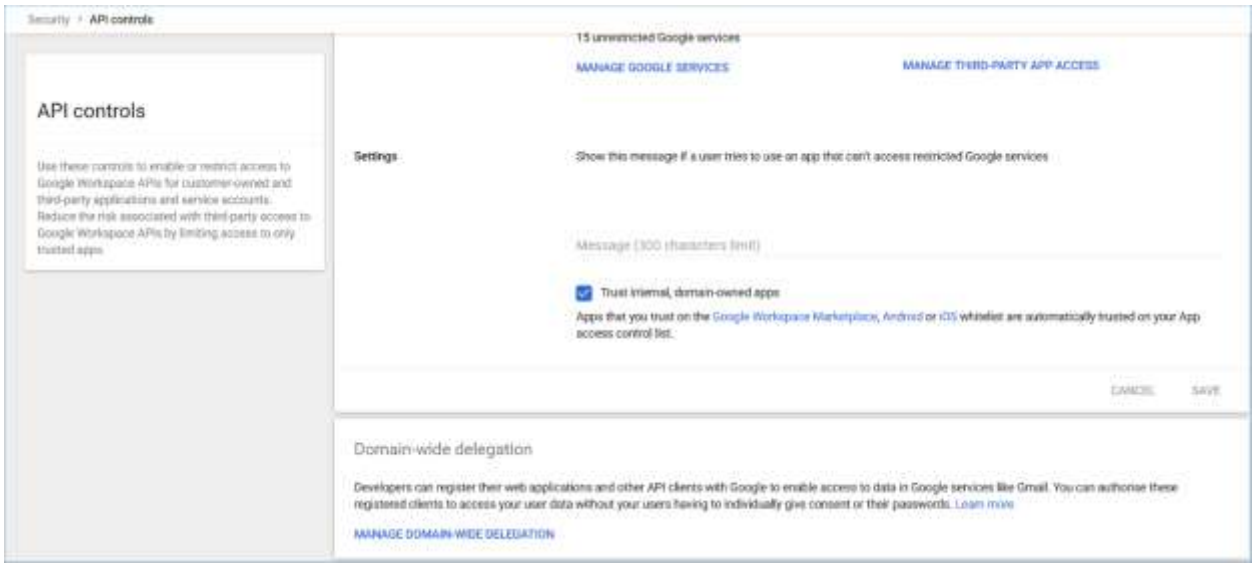
Here is the complete process to overcome the error-

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

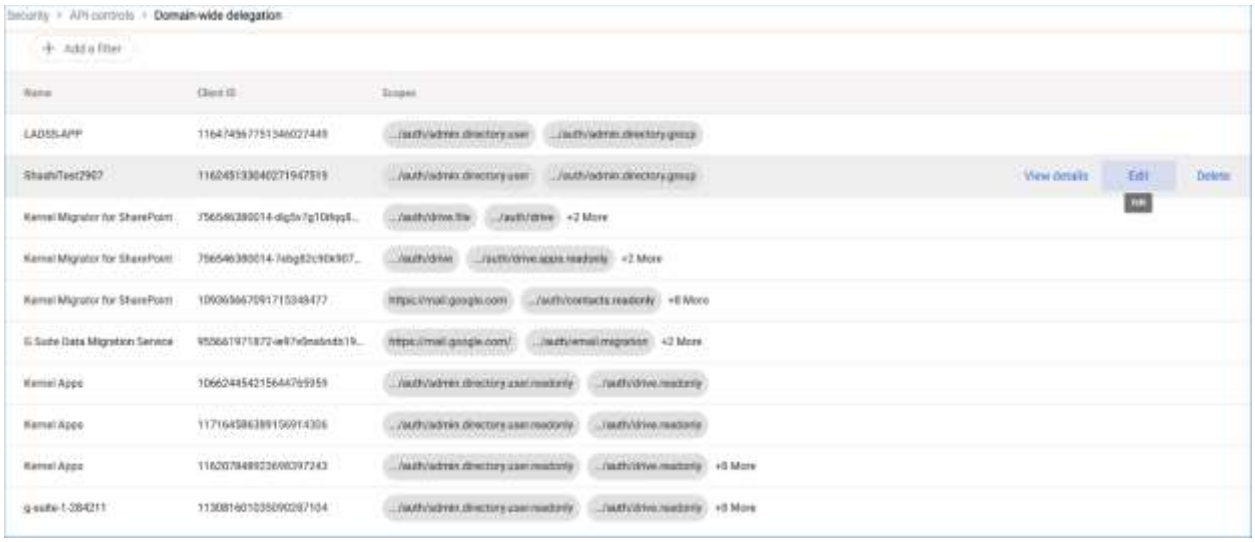
2. In the search bar, type **API Controls** and click it.



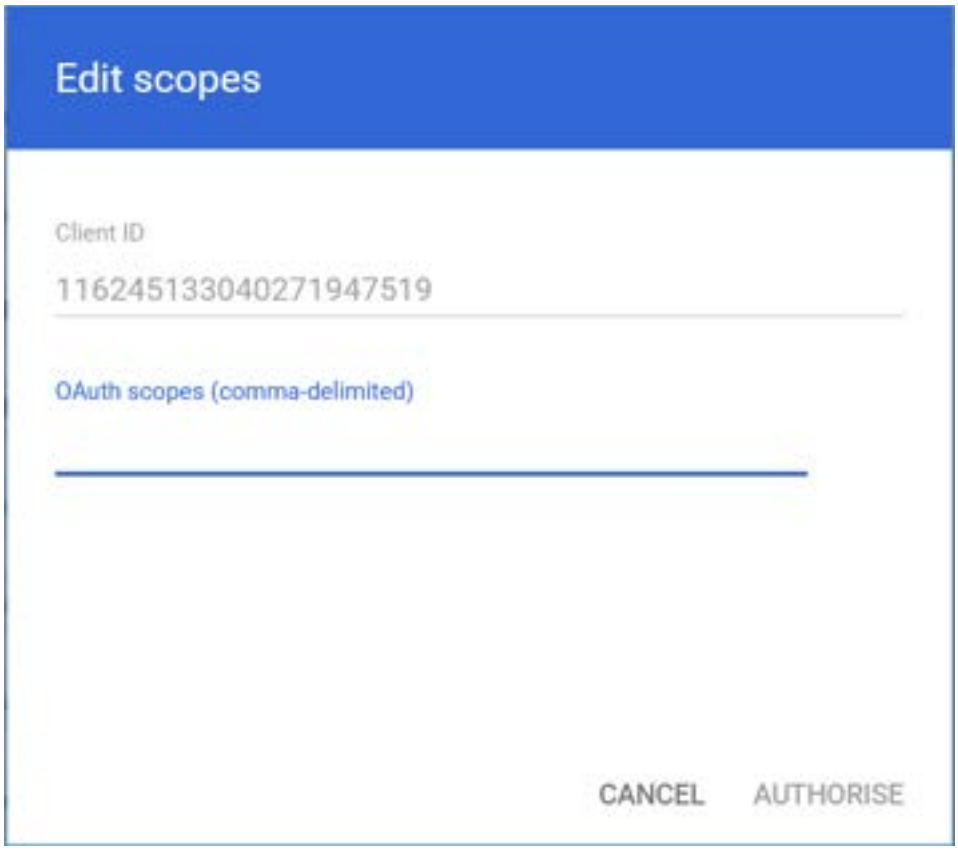
3. Click the option ‘Manage Domain-wide delegation’ under **Domain-wide delegation**.



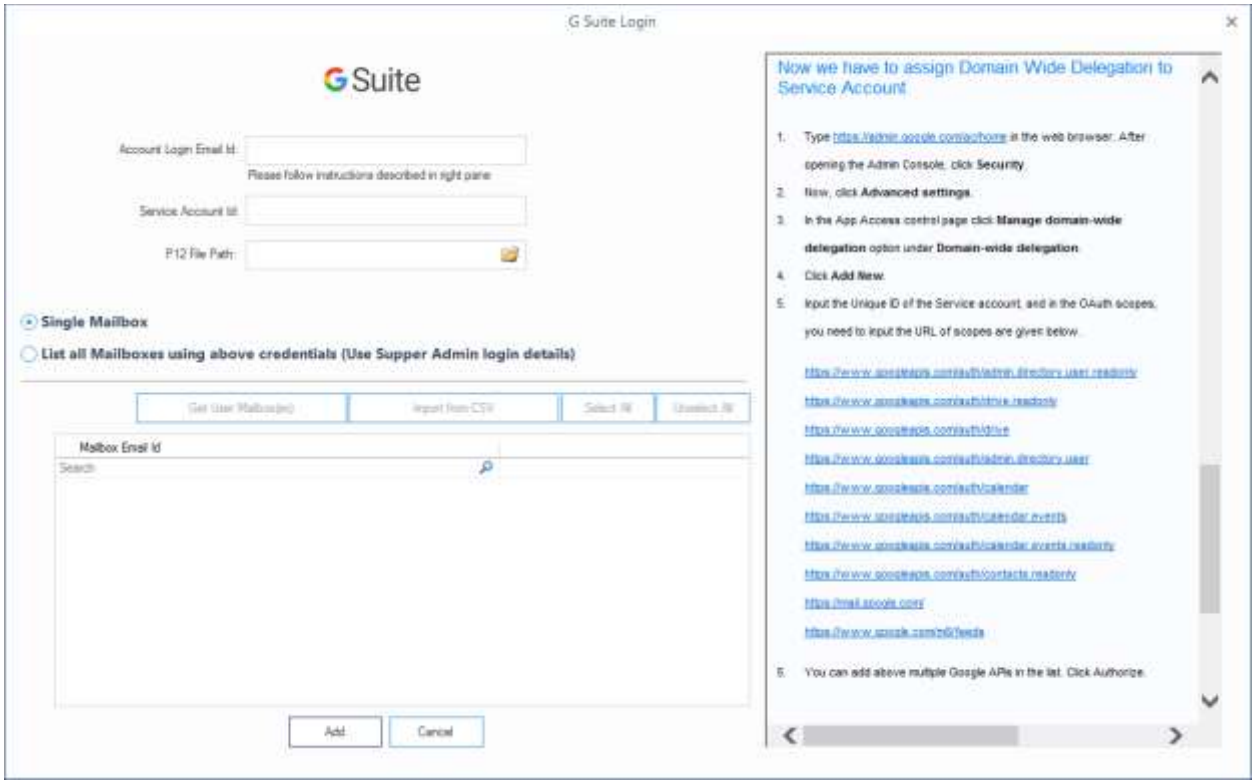
4. Choose the service account and click the **Edit** option.



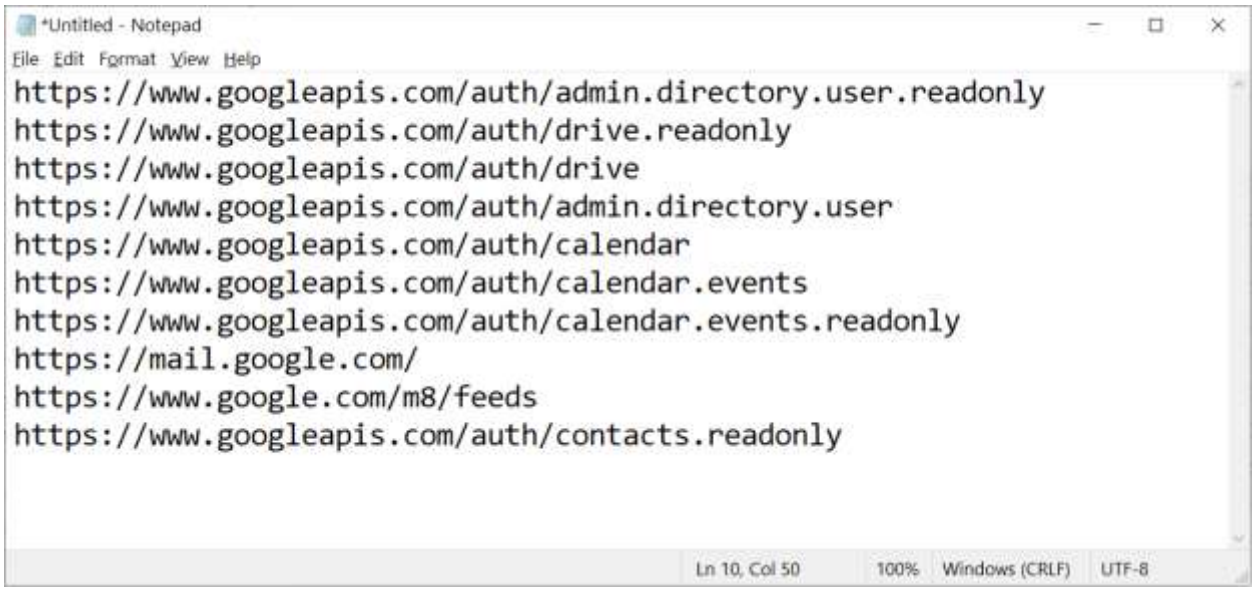
5. You need to fill the **OAuth scopes** field.



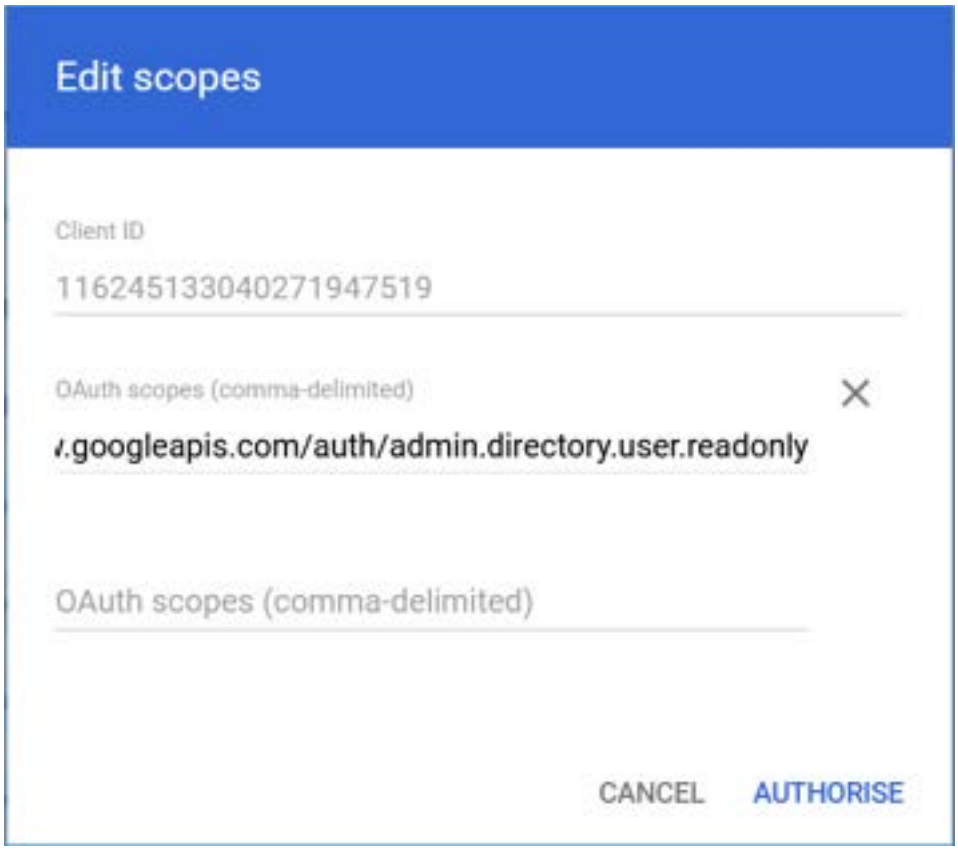
6. Come back to the **G Suite Login** page of the Kernel software and copy the URLs in the help window.



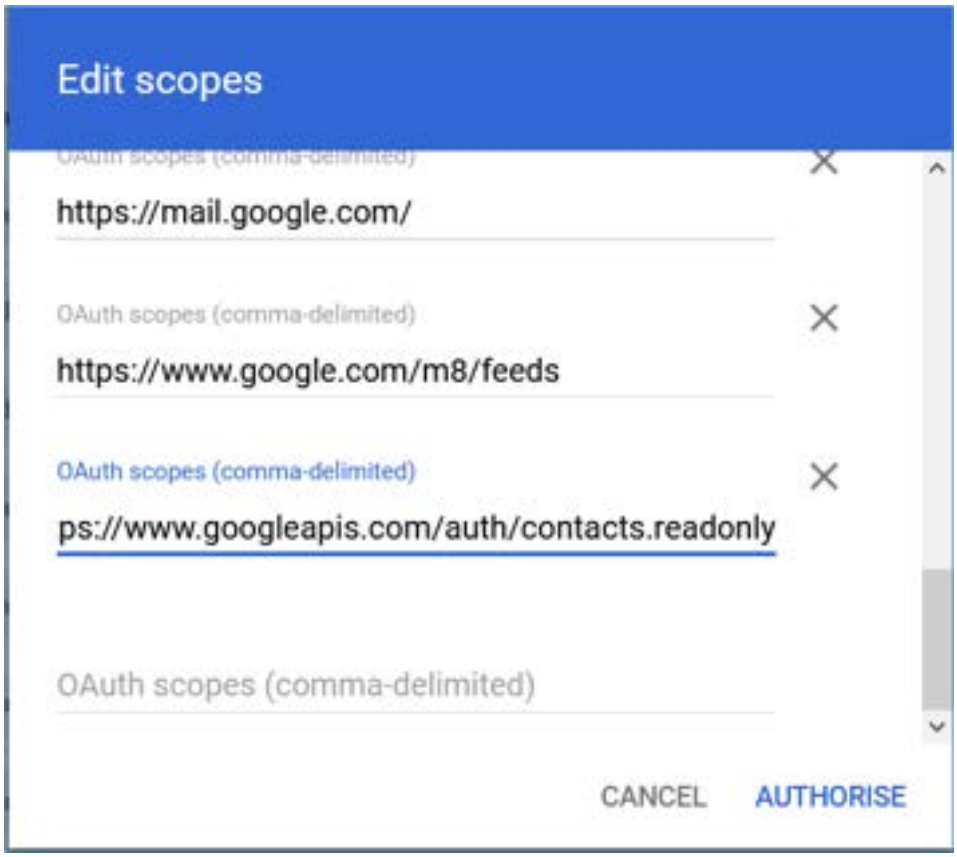
7. Paste all the selected URLs in a Notepad file as it will be easier to select them from there.



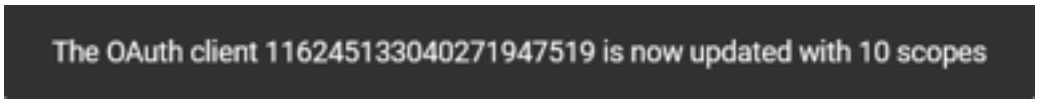
8. Copy and paste the first API URL in the **OAuth Scope** field.



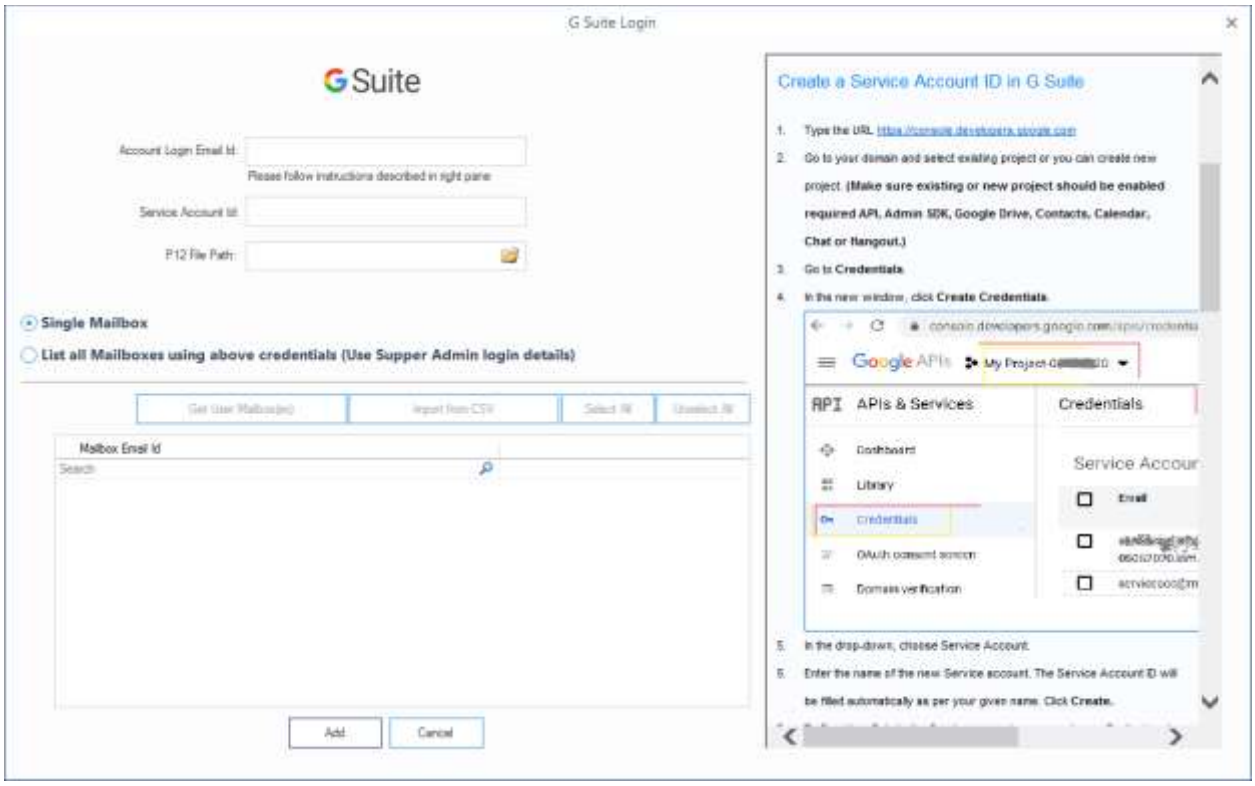
9. Perform the same copy & paste operation to include all the API URLs in the **OAuth Scope** field. Then click the **Authorize** button.



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

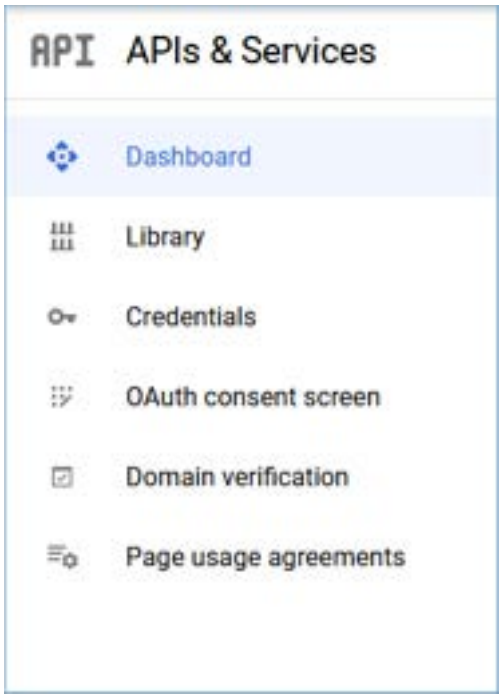


11. Go back to the software window and copy the developer URL from the help section.



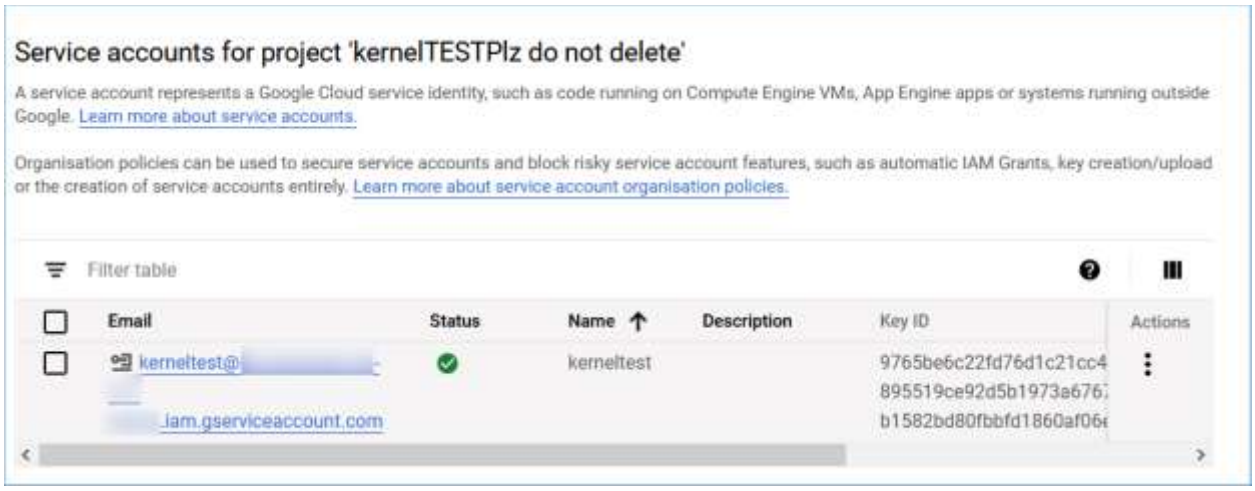
12. Open the developer console using the URL – https://console.developers.google.com

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

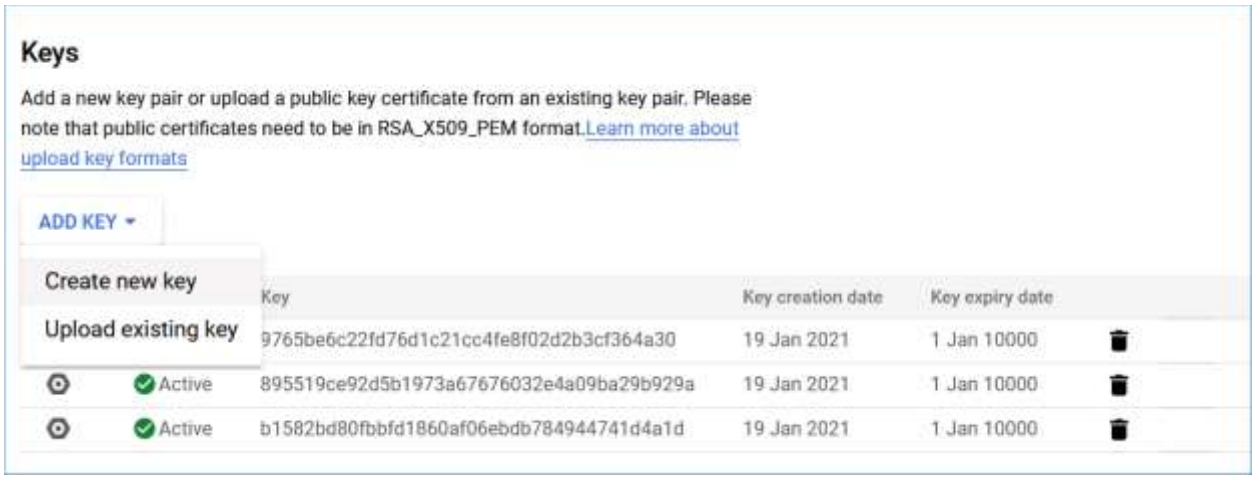


14. Select the service account from the list and click **Manage Service Accounts**.

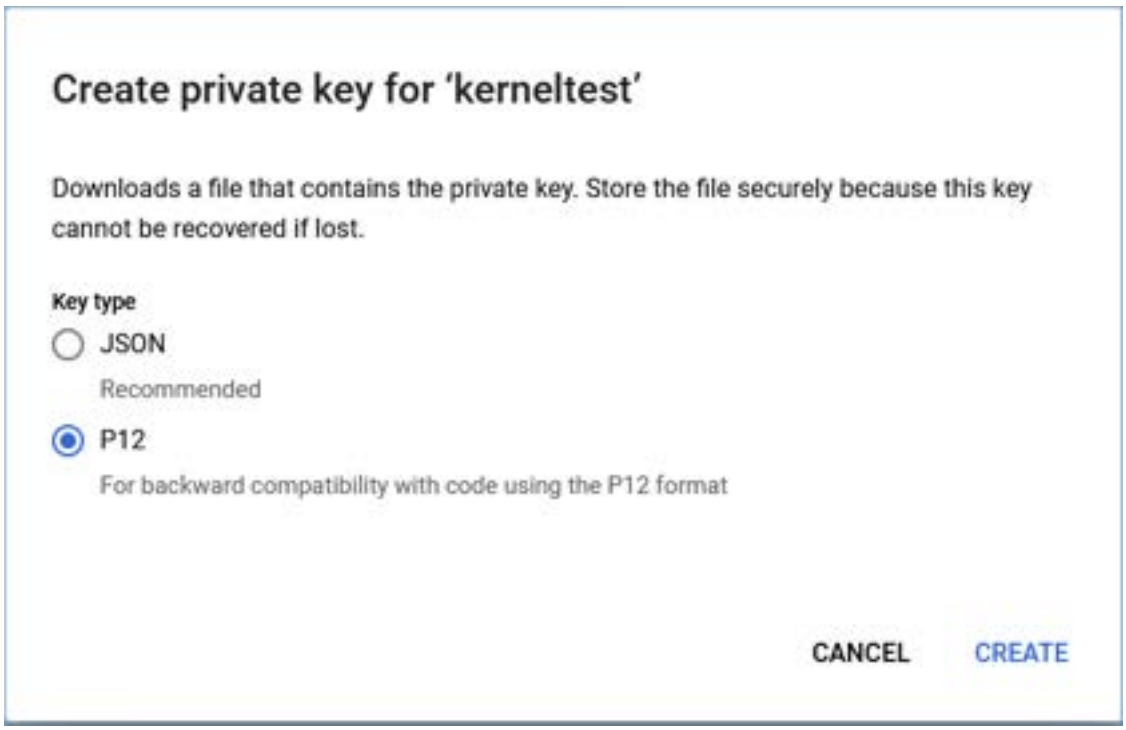
15. Double-click on the service account.



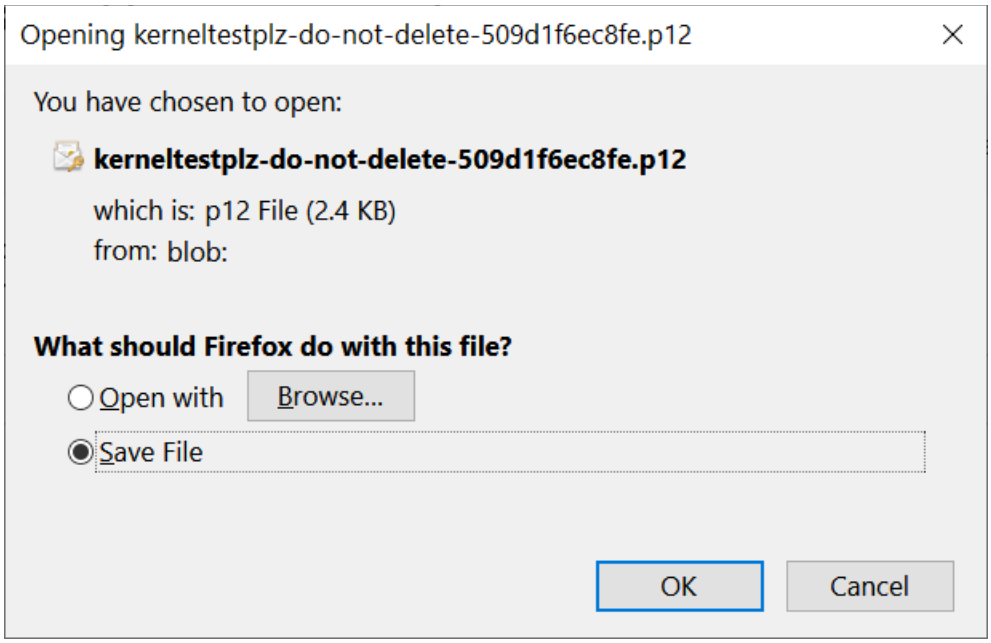
16. Go to the **Keys** section and click **Add Key**. Then choose the **Create new key** option.



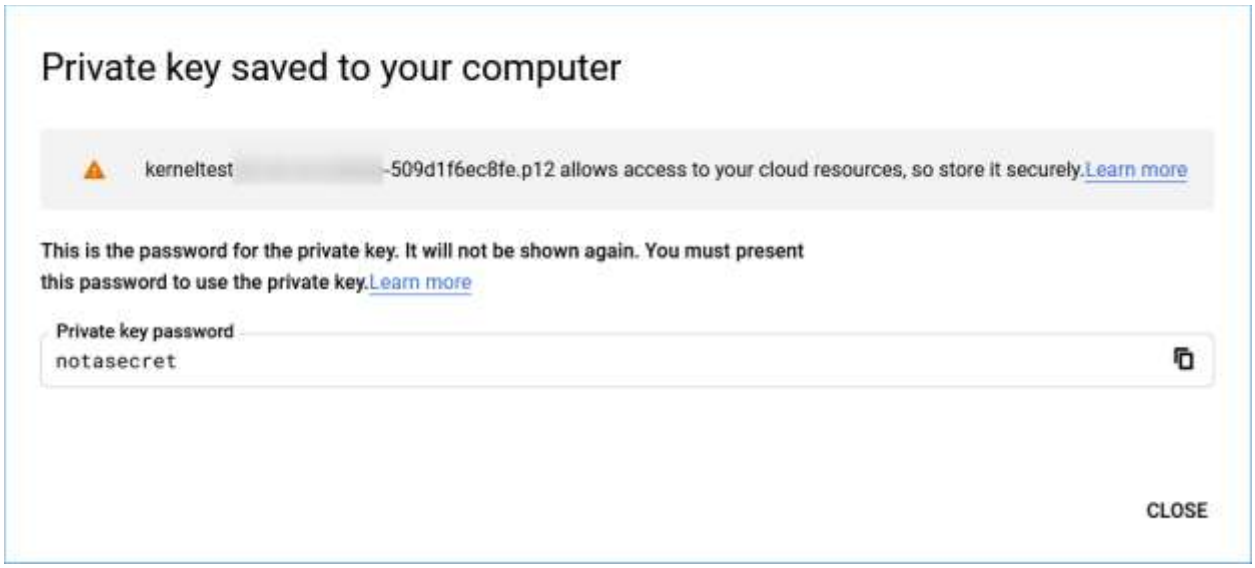
17. Select the second option of **P 12** and click **Create**.



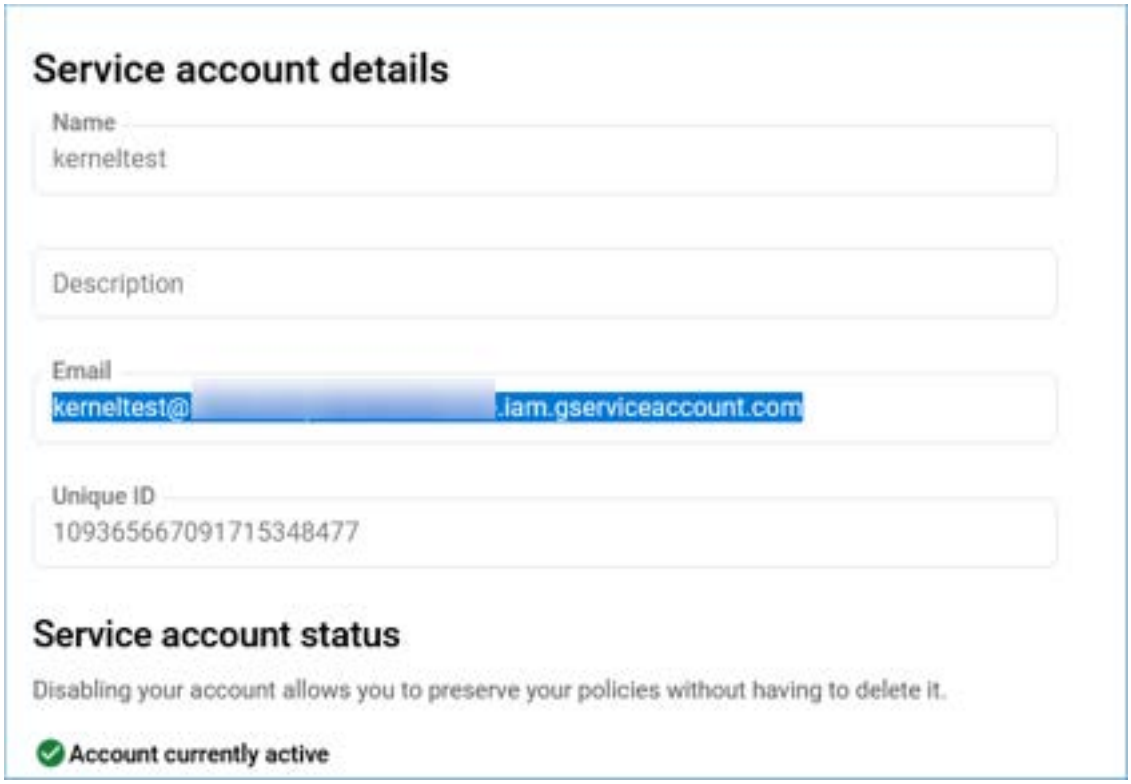
18. Save the P 12 key. Click OK.



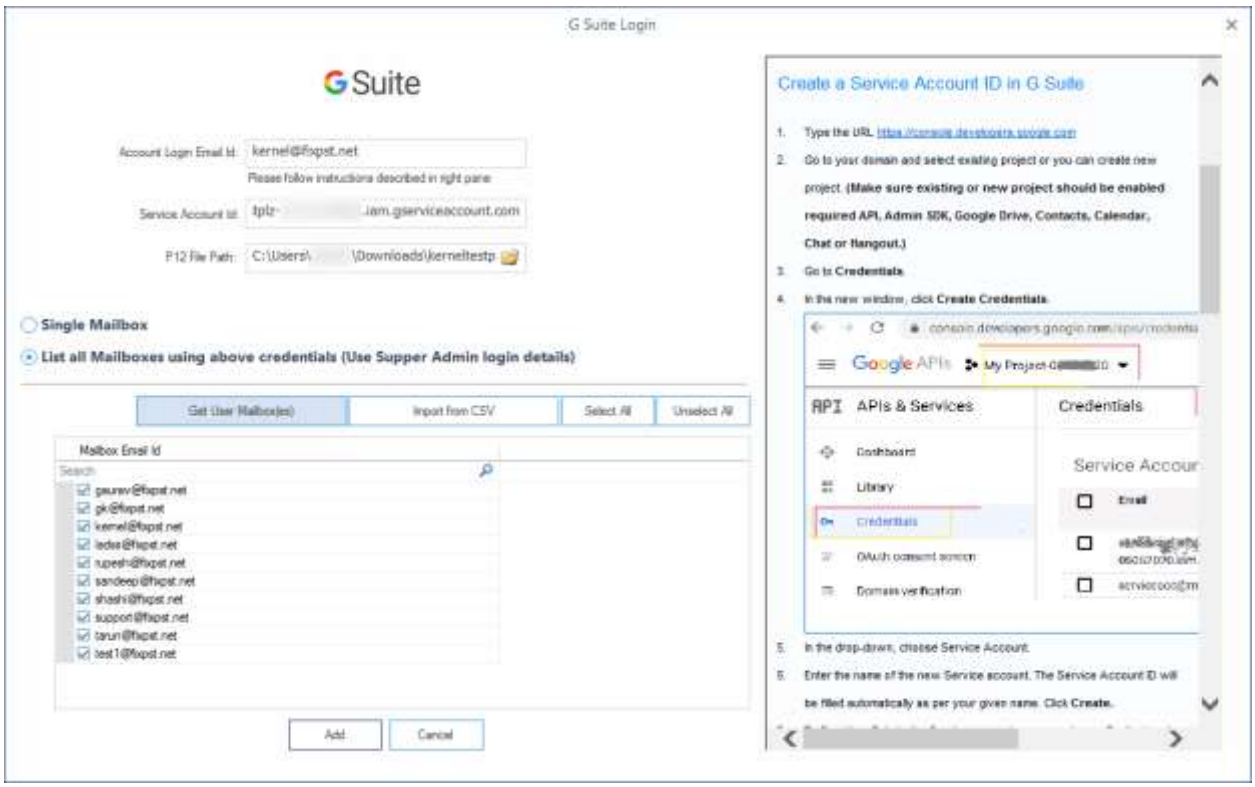
19. A new P 12 key is saved on the local computer. Click Close.



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



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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