

[V7] ISSUE:"Failed to access destination. Reason="{\"Error_summary\":invalid_access_token/...,\"error\":{\".tag\":\"invalid_access_token\"}}\" error after selecting DropBox destination to restore files

Article ID: 5263

Reviewed: 2017-07-28

Product Version:

AhsayOBM / AhsayACB: 7.5.0.0 to 7.x

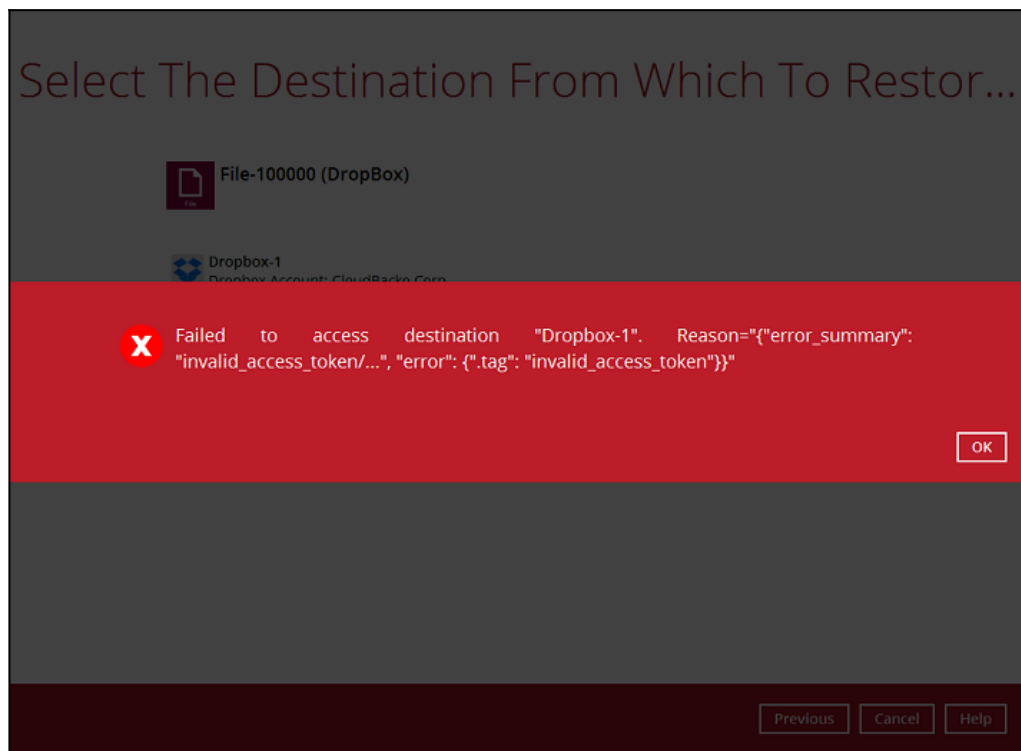
OS: ALL

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Description

When performing a restore on AhsayOBM/AhsayACB the following error is shown after selecting Dropbox backup destination **"Failed to access destination.**

Reason="{\"Error_summary\":invalid_access_token/...,\"error\":{\".tag\":\"invalid_access_token\"}}\" .



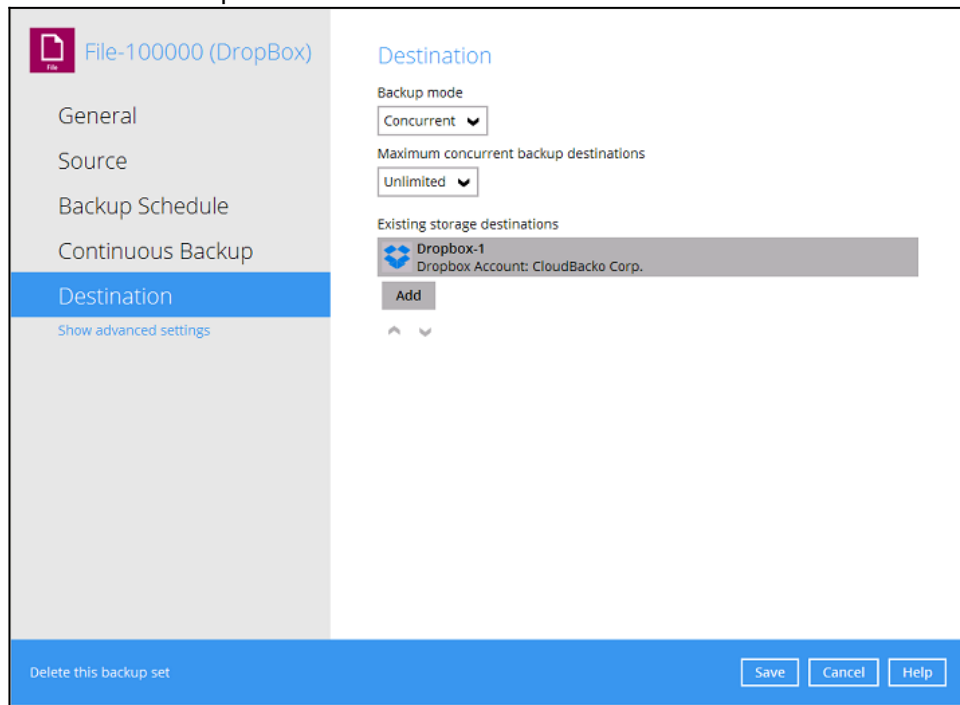
Cause:

The DropBox authentication token has expired. This could be caused by long periods without regular use, i.e. no regular backups or restore from the backup destination.

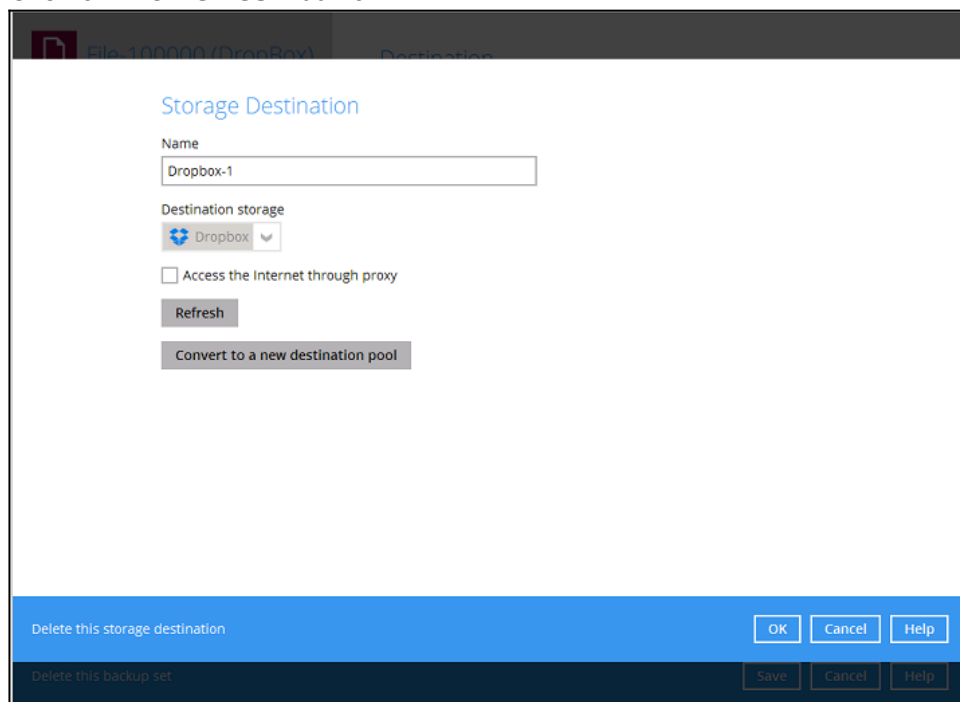
Resolution

To resolve this problem, refresh the Dropbox authentication token:

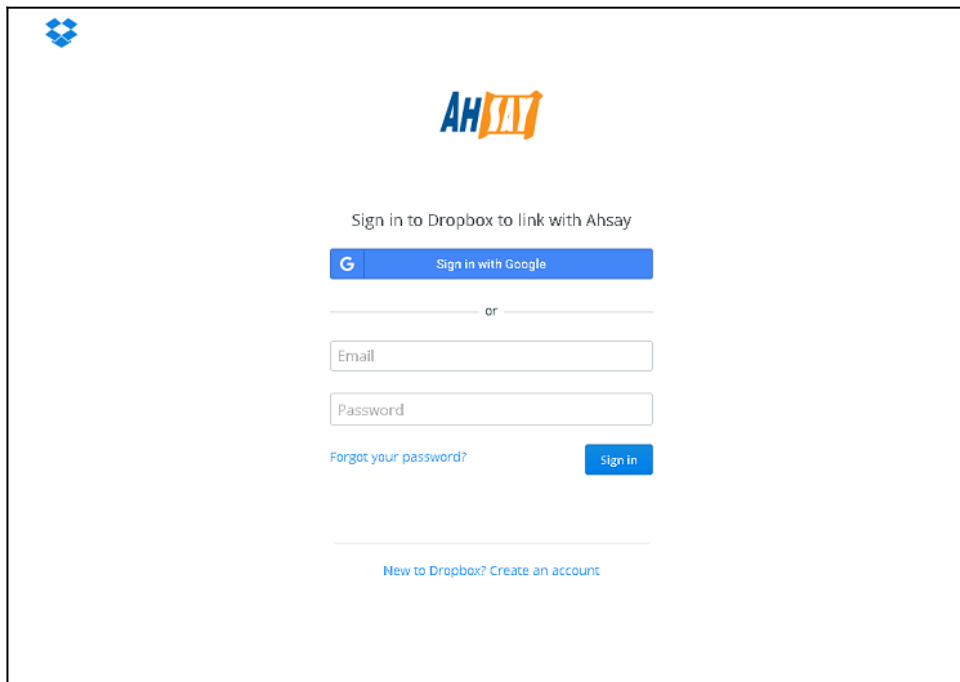
1. On the AhsayOBM/AhsayACB UI
2. Go to [Backup Sets] and select the affected backup set.
3. Click on the Dropbox Destination.



4. Click on the **Refresh** button.



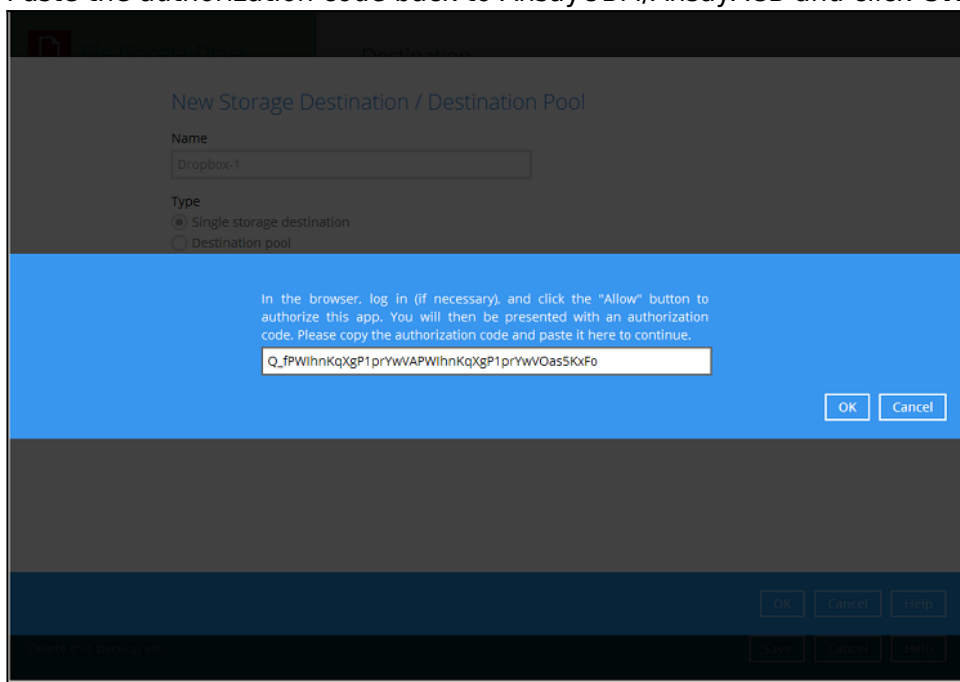
5. A web browser session will be launched. Enter the Dropbox login credentials.



6. Copy the authorization code for Dropbox.



7. Paste the authorization code back to AhsayOBM/AhsayACB and click **OK**.



8. After the authorization code has been verified. Click **OK** to continue.

New Storage Destination / Destination Pool

Name
Dropbox-1

Type
☒ Single storage destination
☐ Destination pool

Destination storage
Dropbox

☐ Access the Internet through proxy

✓ Test completed successfully

OK Cancel Help

Delete this backup set Save Cancel Help

9. Click **Save** to update the backup set.



Keywords

DropBox, expired token, OAuth, invalid token, Failed to access destination

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