

# 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:** 28/07/2017

**Product Version:**  
AhsayOBM / AhsayACB: 7.5.0.0 or above  
OS: ALL

## 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\"}}\" .**



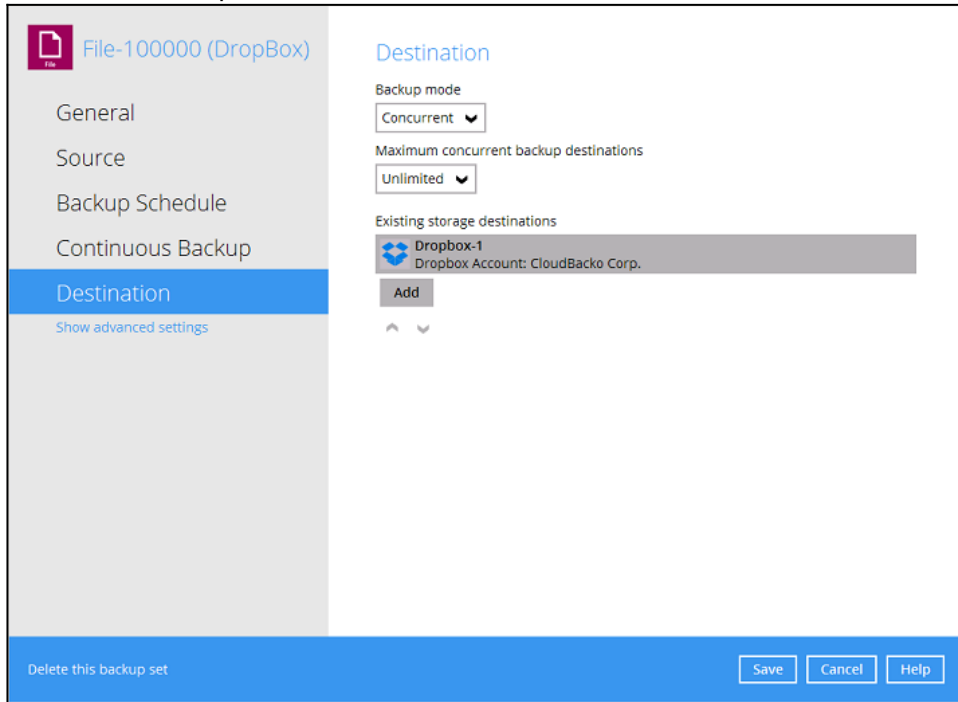
### Cause:

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.

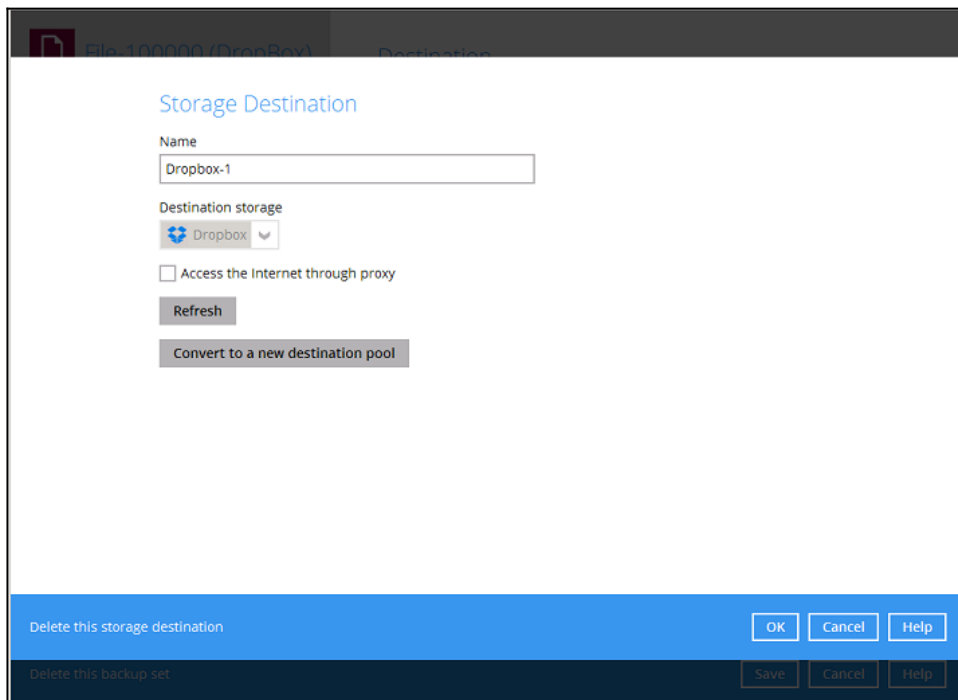
# Resolution

To resolve this problem, refresh the Dropbox authentication token:

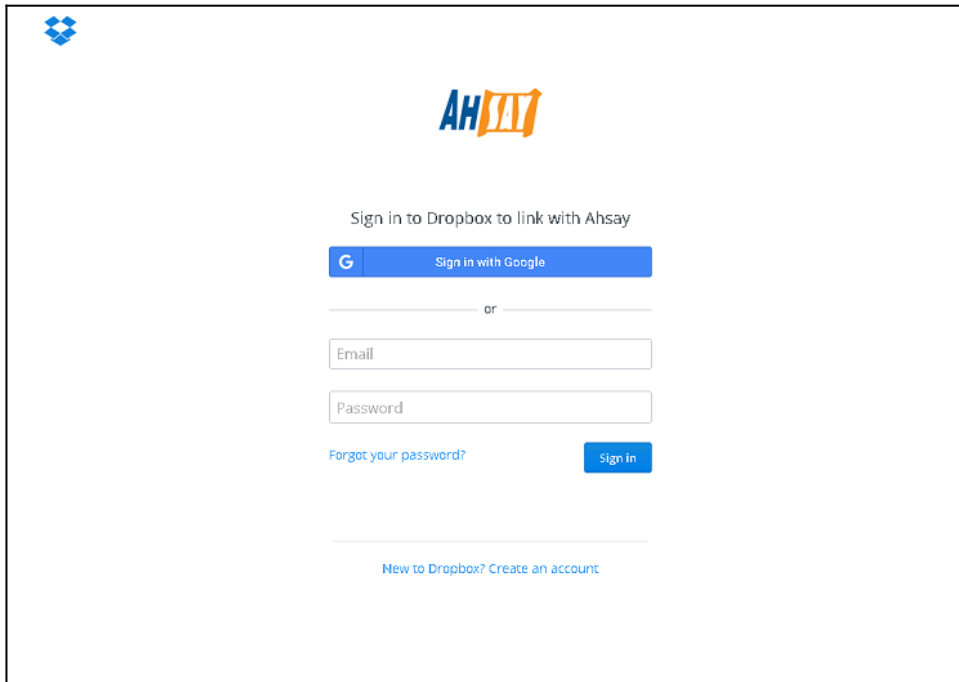
1. On the AhsayOBM/AhsayACB UI
2. Go to [Backup Sets] and select the affected backup set.
3. Click on the Dropbox Destination.



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



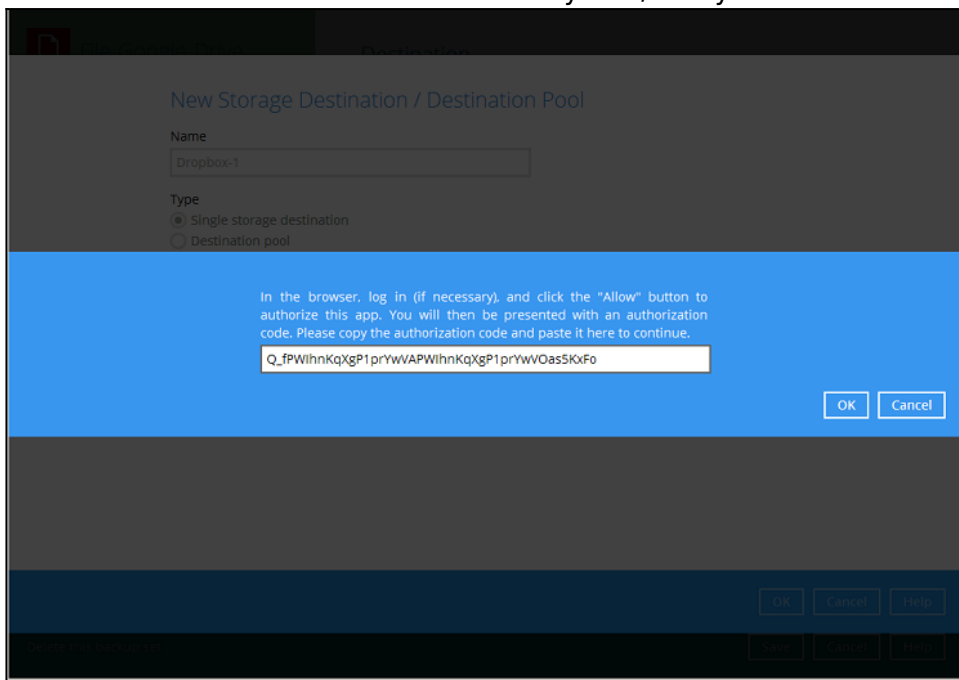
5. A web browser session will be launched. Enter the Dropbox login credentials.



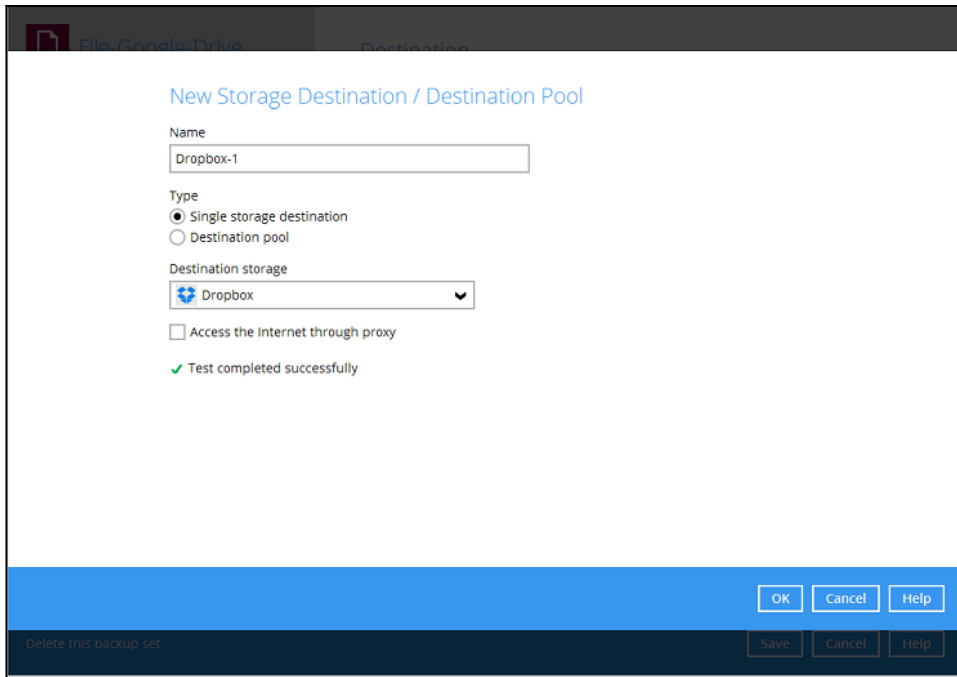
6. Copy the authorization code for Dropbox.



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



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



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



## Keywords

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

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