

# [V7] ISSUE:"[GDriveManager.getAppName] Invalid sClientid: null" error after selecting Google Drive backup destination to restore files

**Article ID:** 5262

**Reviewed:** 2017-07-28

**Product Version:**

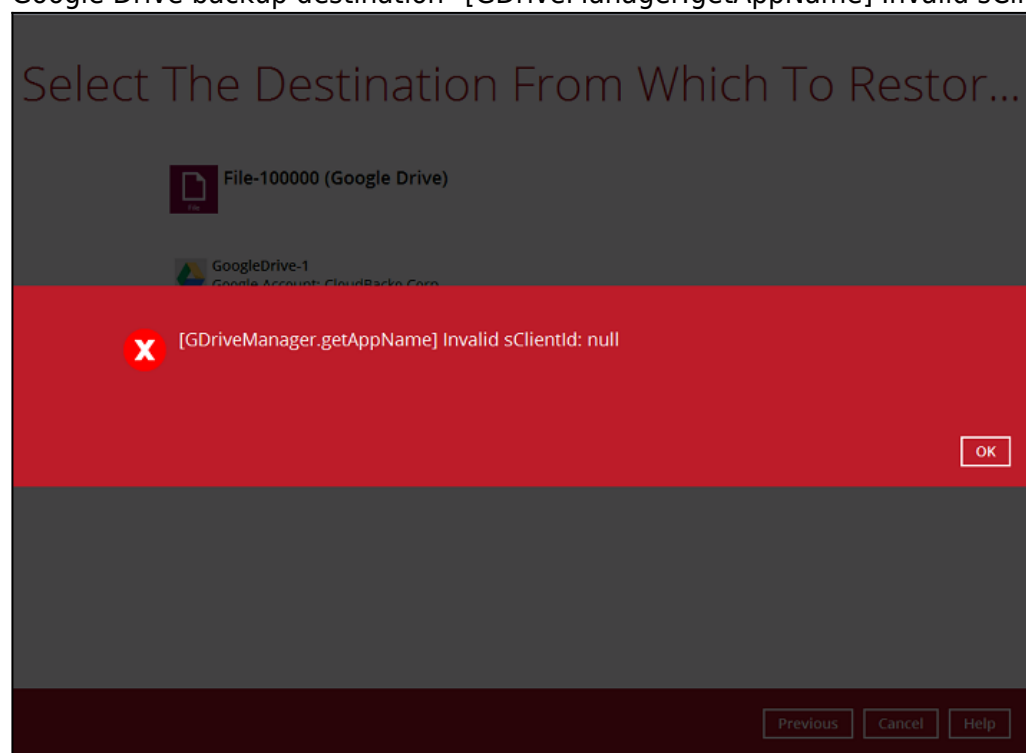
AhsayOBM / AhsayACB: 7.5.0.0 to 7.x

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 Google Drive backup destination "[GDriveManager.getAppName] Invalid sClientid: null" .



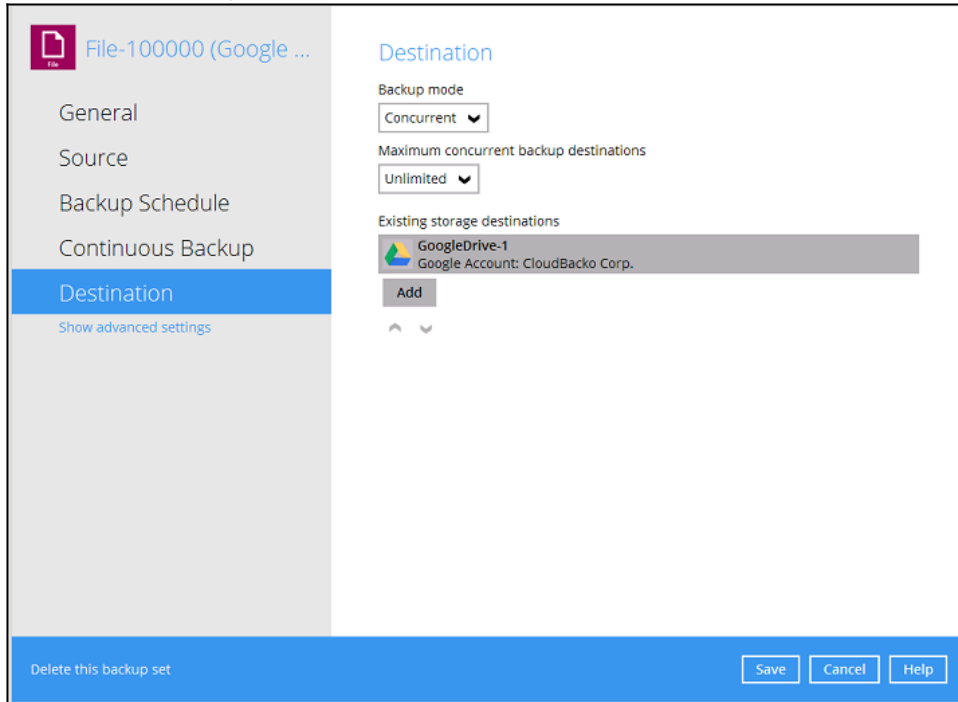
**Cause:**

The Google Drive 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.

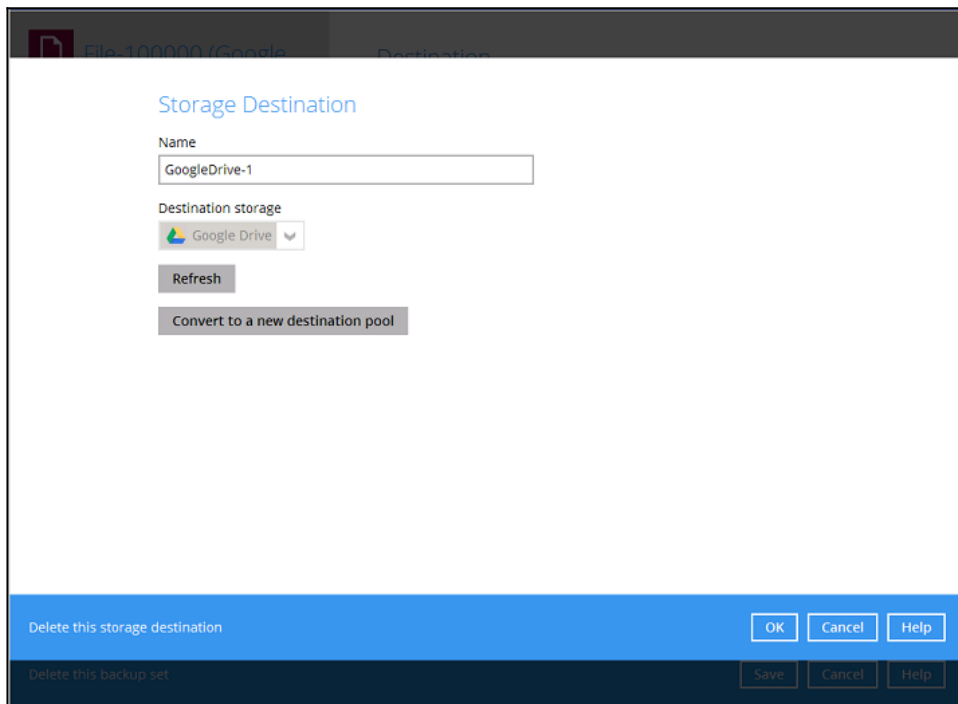
# Resolution

To resolve this problem, refresh the Google Drive authentication token:

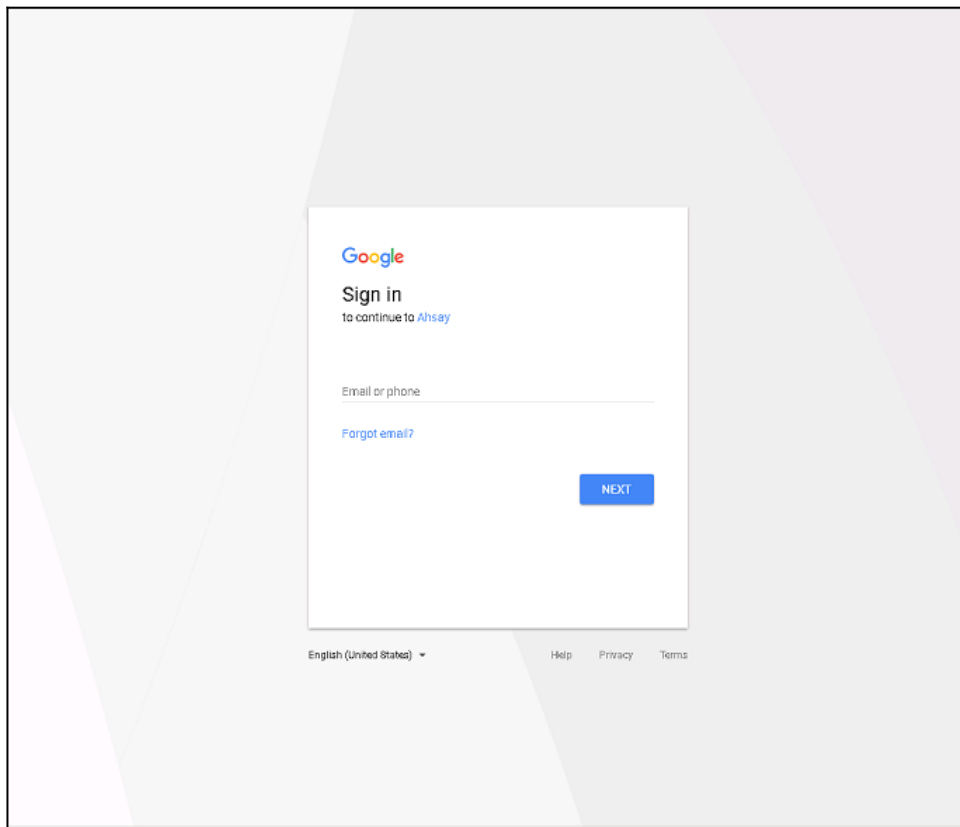
1. On the AhsayOBM/AhsayACB UI
2. Go to [Backup Sets] and select the affected backup set.
3. Click on the Google Drive Destination.



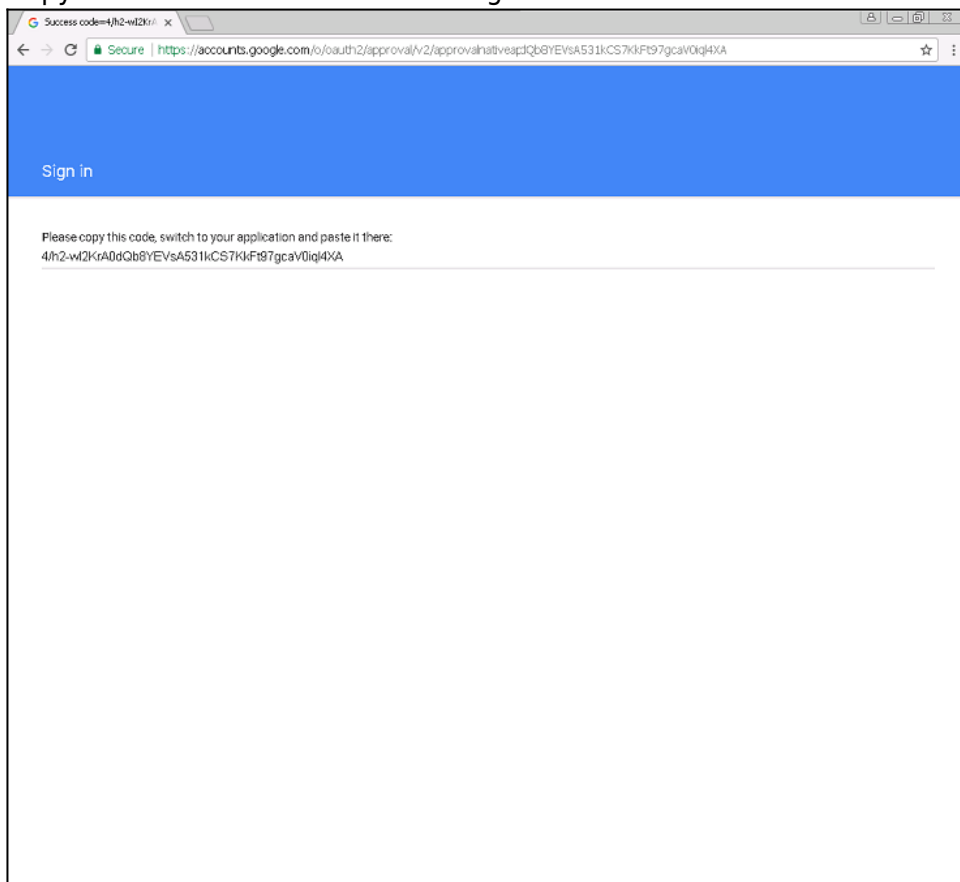
4. Click on the **Refresh** button.



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



## 6. Copy the authorization code for Google Drive.



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

New Storage Destination / Destination Pool

Name

GoogleDrive-1

Type

☒ Single storage destination

☐ Destination pool

In the browser, log in (if necessary), and click the "Allow" button to authorize this app. You will then be presented with an authorization code. Please copy the authorization code and paste it here to continue.

4/h2-wl2KrA0dQb8YEVSa531kC57KkFt97gcaV0iqI4XA

OK Cancel

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

New Storage Destination / Destination Pool

Name

GoogleDrive-1

Type

☒ Single storage destination

☐ Destination pool

Destination storage

Google Drive

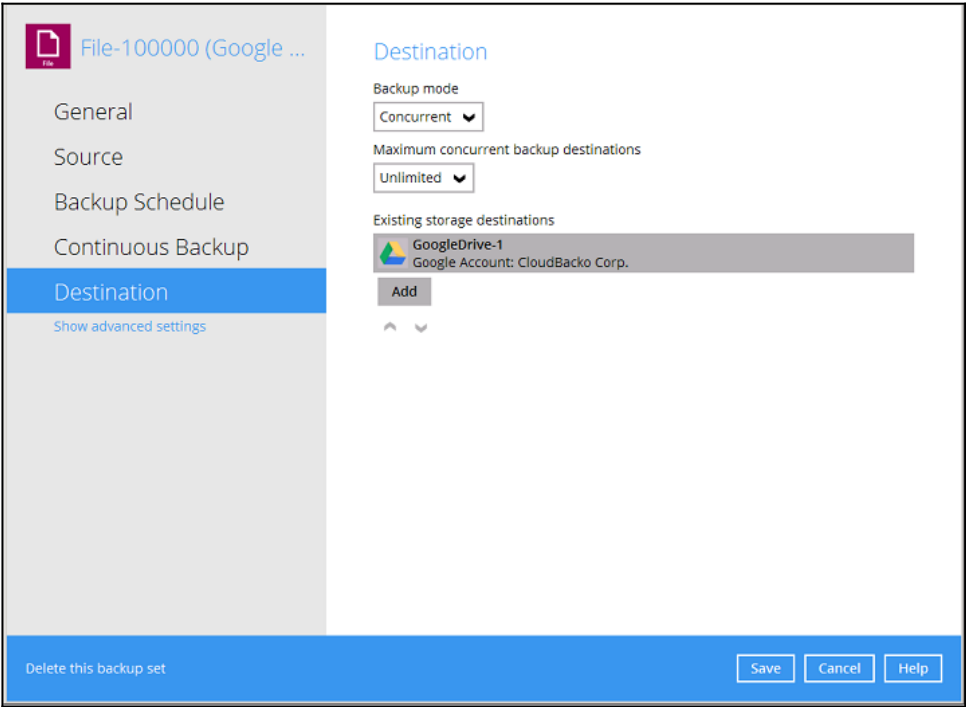
Test completed successfully

OK Cancel Help

Delete this backup set

Save Cancel Help

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



## Keywords

Google Drive, expired token, OAuth

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