

Troubleshooting Guide for MacSonik Google Workspace Backup Tool

Resolve common backup, authentication, and configuration issues with quick solutions to ensure a smooth and reliable Google Workspace backup experience.

<u>Issues</u>	<u>Possible Cause</u>	<u>Solutions</u>
Google Workspace Authentication Failed	Incorrect permissions, expired authentication session, or restricted API access.	Reconnect your Google Workspace account using OAuth 2.0 authentication and ensure all required permissions are granted.
Unable to Access Google Workspace Data	Insufficient account privileges or restricted access to Gmail, Drive, or other Workspace services.	Verify account permissions and ensure access is enabled for all selected Google Workspace data types.
Backup Process Is Taking Too Long	Large mailbox size, high data volume, or slow network connection.	Use date filters, folder filters, and user selection options to reduce unnecessary data processing.
Missing Emails or Files After Backup	Incorrect filters, excluded folders, or incomplete backup process.	Review backup settings, verify selected data, and restart the backup with required options enabled.

Duplicate Data in Backup	Multiple backup attempts or existing archived copies.	Enable duplicate detection to remove redundant emails and maintain an organized backup repository.
Large PST File Issues	High mailbox volume causing oversized PST files.	Use the PST split option to divide large PST files into smaller, manageable parts.
Backup Failed Due to Network Issues	Unstable internet connection or temporary service interruption.	Check network connectivity and resume the backup process from the previous progress point.
Backup Report Shows Errors	Permission issues, unsupported items, or processing failures.	Review detailed backup logs, fix configuration issues, and retry the backup operation.
Google Drive Files Not Backed Up	Drive permissions not granted or incomplete account authorization.	Reconnect the account and verify Google Drive access permissions before starting the backup.
Email Attachments Missing	Attachment settings disabled or incomplete email processing.	Enable attachment preservation options and verify export settings before backup.

Troubleshooting FAQs

Q1. Why is my Google Workspace account authentication failing during backup?

Ans. Authentication may fail due to incorrect permissions, expired authorization, or restricted Google Workspace access. Reconnect your account using OAuth 2.0 authentication and ensure all required permissions are granted before starting the backup.

Q2. Why can't MacSonik access my Gmail or Google Drive data?

Ans. This issue usually occurs when the required access permissions are not enabled. Verify that the connected Google Workspace account has permission to access Gmail, Drive, and other selected services.

Q3. Can I restart the backup if my system shuts down during the process?

Ans. Yes, after restarting your system, you can run the backup again and continue protecting your Google Workspace data. Using incremental backup helps avoid unnecessary reprocessing of previously backed-up data.

Q4. What should I do if the backup report shows failed items?

Ans. Review the detailed backup report and logs to identify failed accounts, files, or emails. Resolve permission or configuration issues and retry the backup process.

Q5. Why am I getting a "403 Forbidden" error?

Ans. The account may not have sufficient permissions, required APIs may be disabled, or Google Workspace security policies may be blocking the request.

Q6. What log files should I collect before contacting support?

Ans. Share the backup log, software version, Windows version, license details, error screenshots, and a description of the issue along with the steps to reproduce it.

Q7. Why is the software crashing during backup?

Ans. Update to the latest version, verify system requirements, close unnecessary applications, and check whether antivirus software is blocking the process.

Q8. Why is my activation key showing "Invalid Activation Key"?

Ans. Verify that the activation key is entered exactly as provided, without extra spaces. Ensure you are using the correct key for the purchased product and edition.

Q9. Can I use the same activation key on multiple computers?

Ans. It depends on your license type. A Single User License is generally valid for two systems, while Technician or Enterprise licenses may allow activation on multiple systems as per the license terms.

Q10. When my activation is successful but some premium features are still locked?

Ans. Verify that you have activated the correct licensed edition (Single User, Admin, Technician, or Enterprise). Some advanced features are available only in higher editions.