

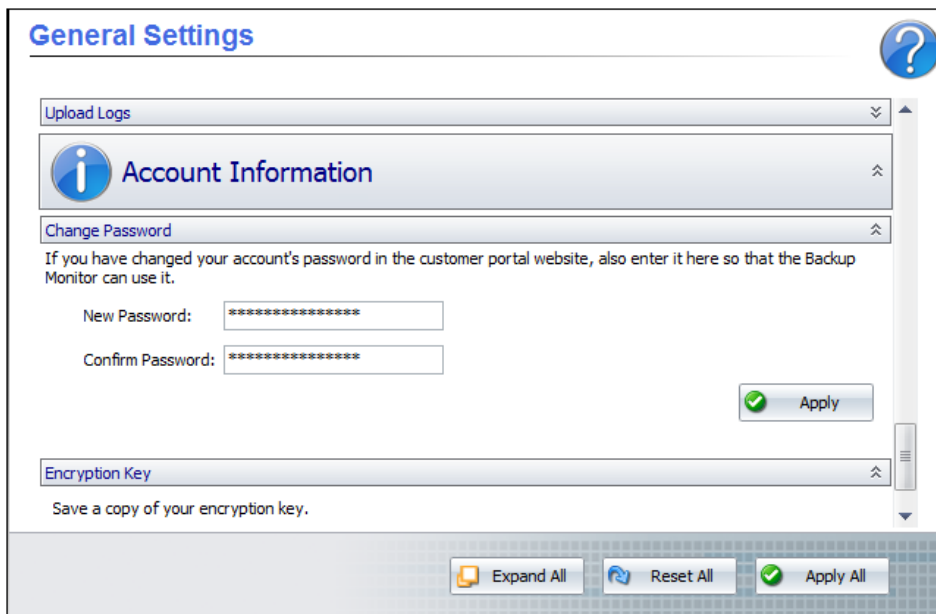
## Authorization Required Error

<https://campus.barracuda.com/doc/93197261/>

This message means that you do not have the correct password entered into the software for this computer. If you have changed the password for the computer account from the management portal, it must also be updated in the Backup Monitor as well.

### Resolution

1. Open the Backup Monitor and go to the **Preferences** tab.
2. Scroll to the bottom where the **Change Password** section is. Type the computer account password in the fields and hit **Apply**.



The screenshot shows the 'General Settings' window with a sidebar on the left containing 'Upload Logs', 'Account Information', 'Change Password', and 'Encryption Key'. The 'Change Password' section is expanded, showing a message: 'If you have changed your account's password in the customer portal website, also enter it here so that the Backup Monitor can use it.' Below this are two password fields labeled 'New Password:' and 'Confirm Password:', both containing masked text (asterisks). An 'Apply' button with a green checkmark icon is to the right of the fields. At the bottom of the window are three buttons: 'Expand All', 'Reset All', and 'Apply All'.

3. You will then run a test connection to verify the password is correct. If the test connection completes successfully, the password is good; if not, the test connection will tell you the password is incorrect.
4. If you cannot guess the correct password, you will need to [reset that computer account's password](#).

## Figures

1. updatepassword.png

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