Troubleshooting GAT+ Initial Run Problems

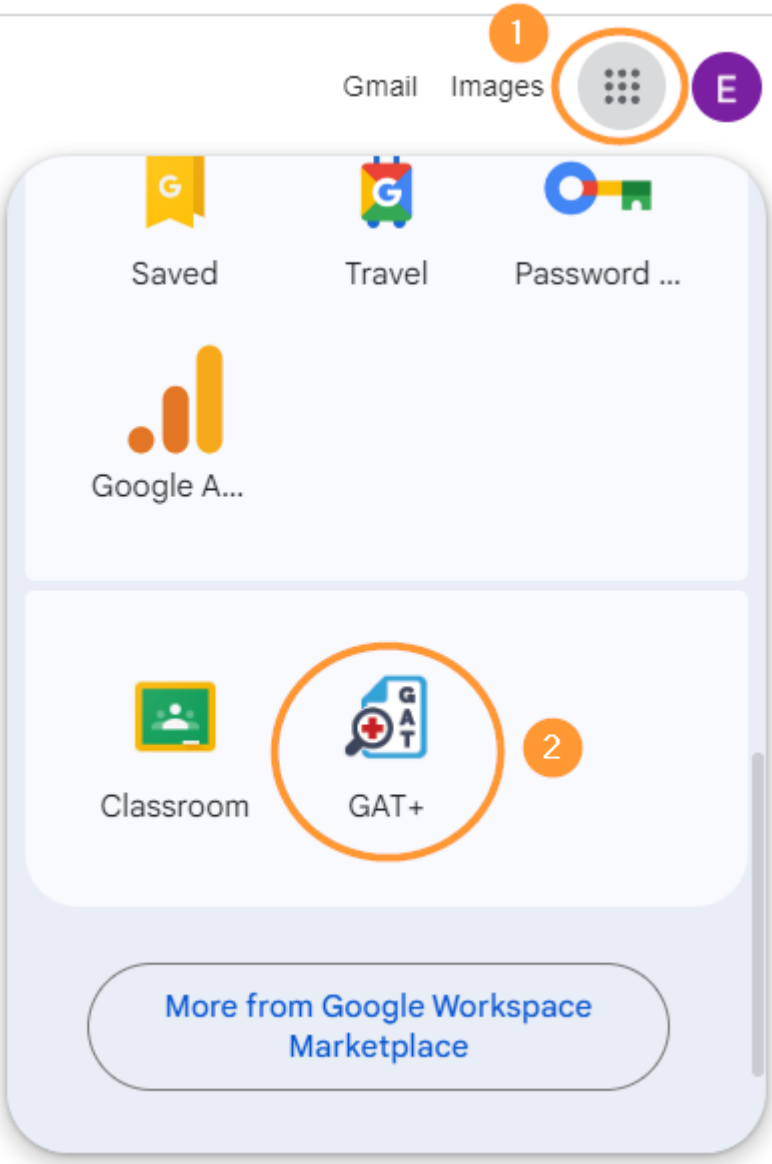
Getting Started · https://gatlabs.com/knowledge/tech-tips/initial-run-problems/

Facing GAT+ Initial Run Problems?

Typically, these issues are straightforward to resolve. Don't panic – fixing them is usually simple.

HAS A SUPER ADMIN FROM YOUR DOMAIN EVER USED GAT+?

To check if GAT+ is already installed click on your **Google Apps** button and navigate to the **3rd party apps section**, you should see the **GAT+** logo.



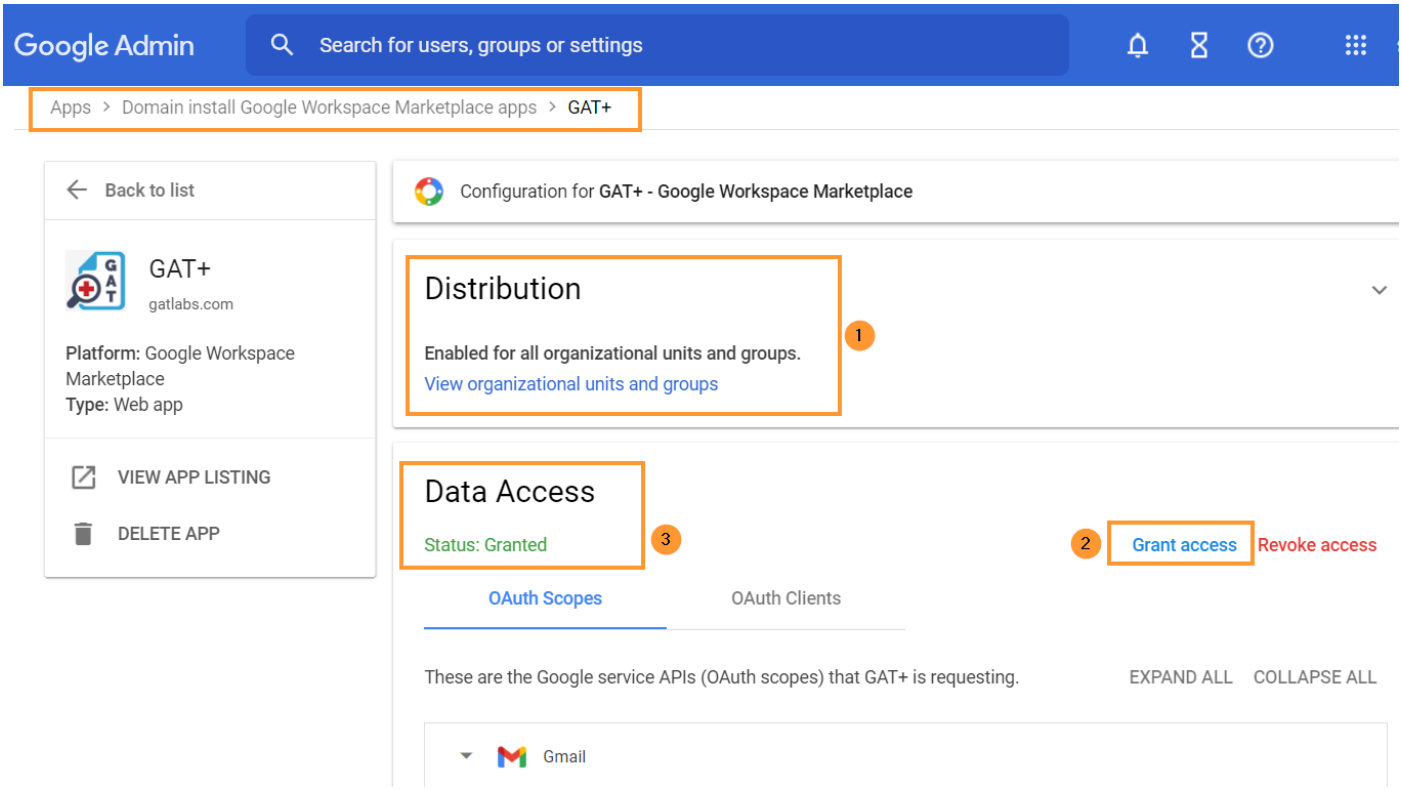
Alternatively, you can navigate to your Google Workspace Admin Console.

Navigate to **Apps** > **Google Workspace Marketplace Apps** > **Apps list** > **GAT+**

You will need to click and **grant access to GAT+**

- **Distribution** - it has to be **Enabled for all organizational units and groups**
- **Data Access** - status **Granted**
- **Grant access** - click to **grant access to GAT+**

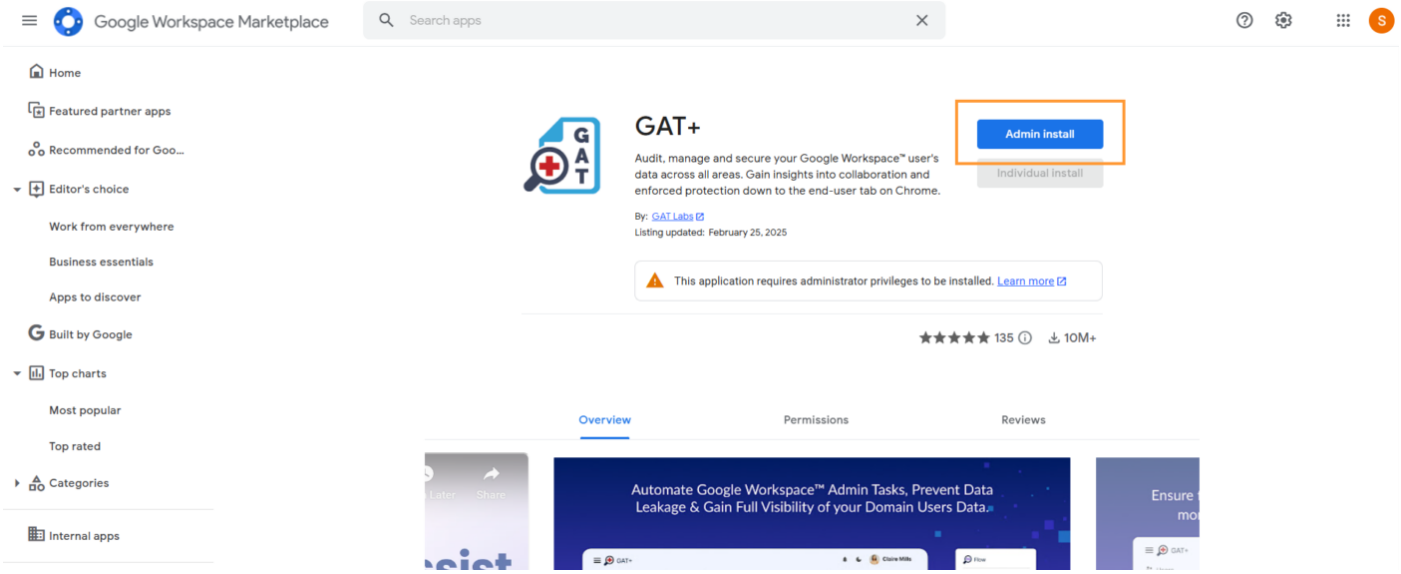
Make sure it's enabled for **everyone** and **Data access is granted**, this post will guide you through the process.



Still, having problems? do you need a fresh trial license?

IS YOUR DOMAIN TRYING GAT+ FOR THE FIRST TIME?

Navigate to the Google Workspace Marketplace the tool can only be installed by a Google Workspace Super Admin via the **ADMIN INSTALL** button.



Remember, for addressing GAT+ Initial Run Problems, installation from an **incognito window** is not possible unless you're **logged** into your **Super Admin account.**

Important Note: To ensure optimal functionality and avoid any GAT+ Initial Run Problems, **install GAT+ in the root Organization Unit (marked as 'On for Everyone').**

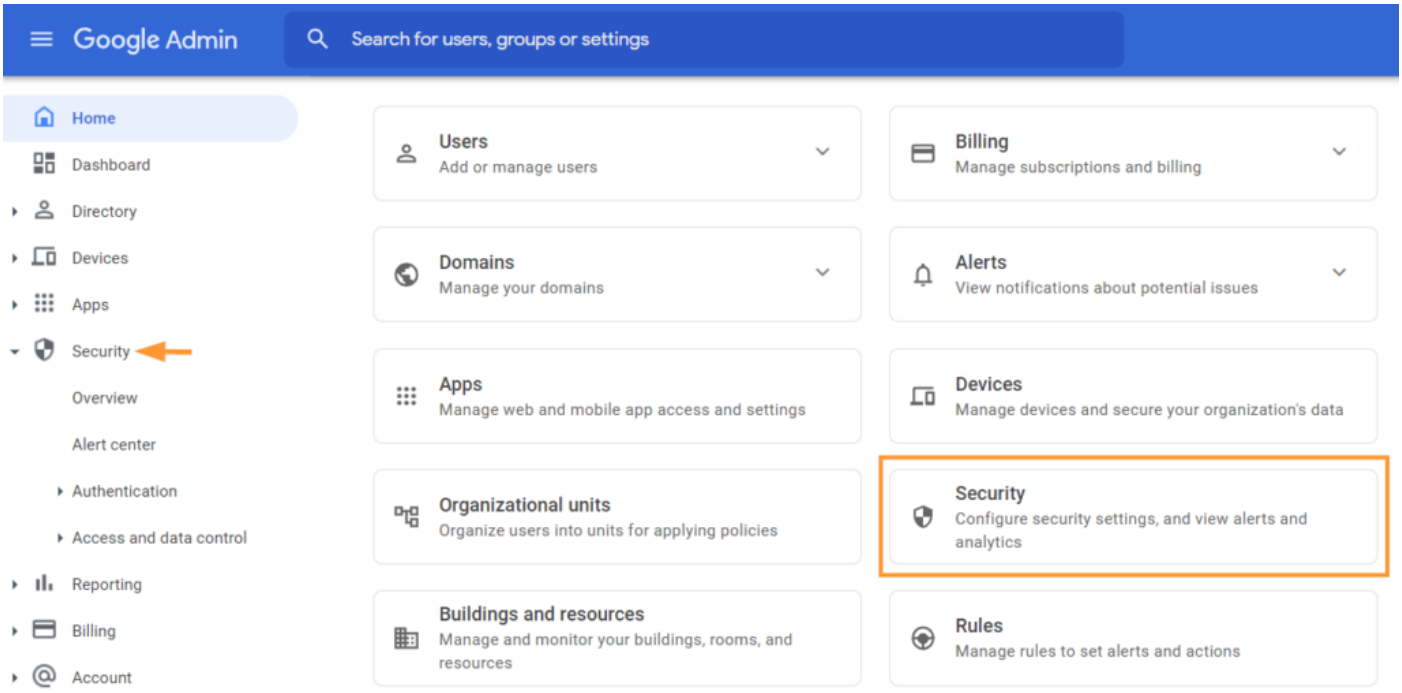
Access by Super Admin Only

By default, the tool can be accessed **ONLY by Super Admins** of the domain.

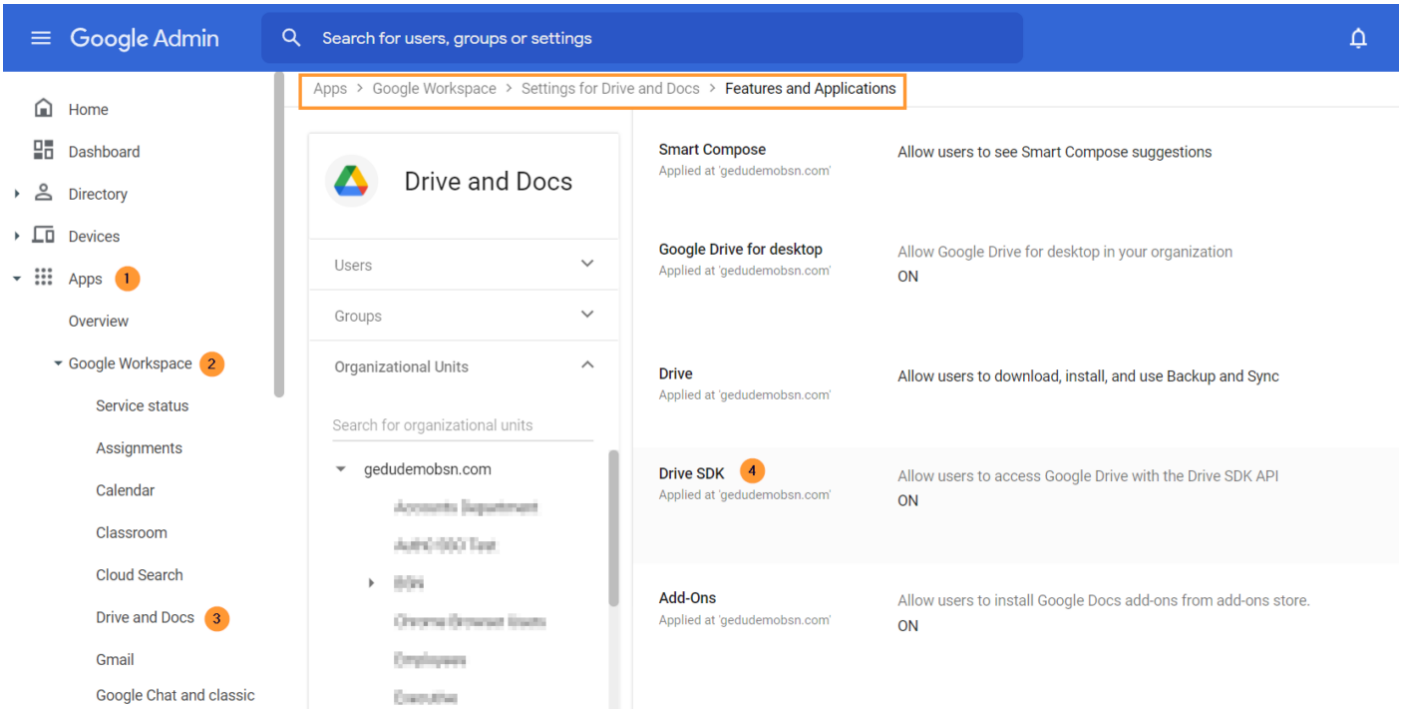
Non-admin accounts cannot log in to the tool.

Are Some Auditing Areas in GAT+ Empty?

To check this, go to the Security section in your Google Workspace Admin console.



Navigate to **Apps > Google Workspace** > click on **Drive and Docs** then click on **Features and Applications**



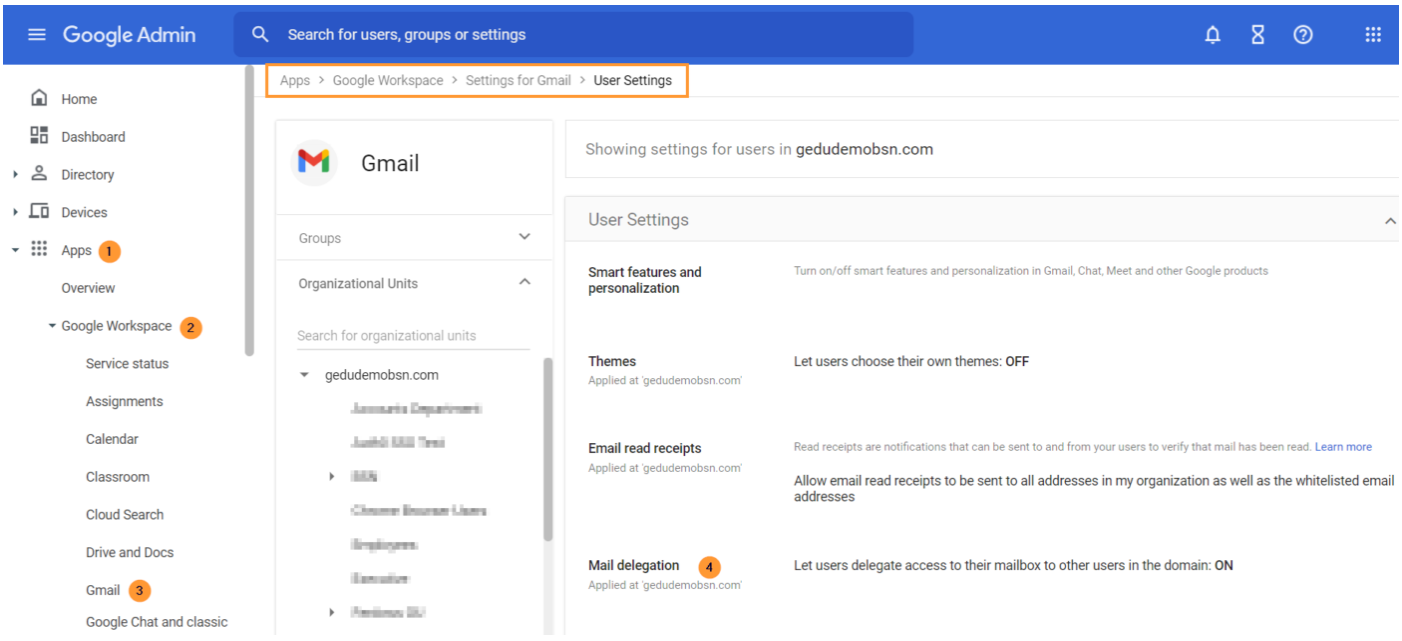
Select the root Org. Unit and make sure the **Drive SDK** is **ON**

PLANNING ON USING EMAIL DELEGATION WITH GAT UNLOCK?

You can use GAT Unlock to remotely set mail delegation for any user account.

As a Super Admin, you can give any user mail delegation access to another user's account.

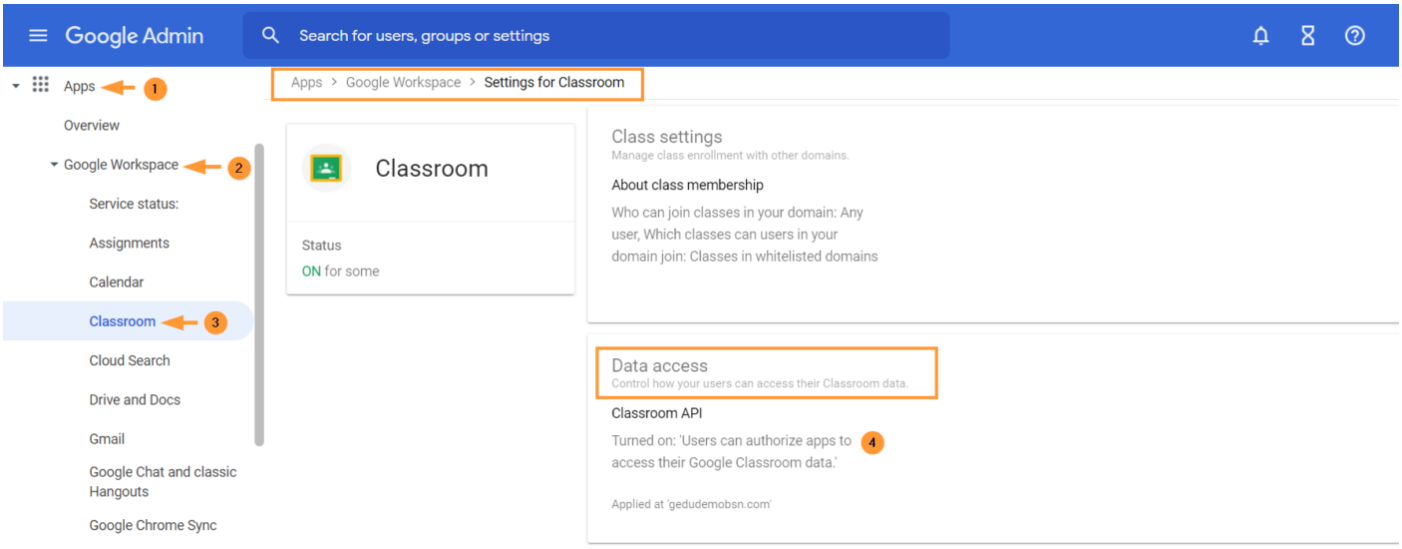
Navigate to **Apps > Google Workspace >** click on **Gmail** > then click on **User settings**



Turn **ON** the option to set **Mail Delegation**.

HAVE YOU ENABLED GOOGLE CLASSROOM AUDITING?

Navigate to **Apps > Google Workspace >** click on **Classroom >** then click on **Data access**



Click on to **enable Classroom API** then **Save**