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I'm receiving a 403 status when using the V2 API. How can I fix this?

Grace Howlett - 2022-06-10 - Comments (0) - Deskpro API

Question:

I'm attempting to get information using the V2 API, but I receive the following return code:

"status": 403,

"code": "You are not allowed to access this point with this auth mode",

"message": "You are not allowed to access this point with this auth mode",

"errors": null

How can I resolve this?

Answer:

- 1. Ensure the authorization headers are formatted correctly in the request you are sending, per our <u>V2 API documentation</u>. (This has changed since the legacy API).
- 2. Check the API Tags.
 - Go to **Admin > Apps > API Keys** and select the API key you are using.
 - Check the 'API Tags' area this should ideally be an asterix * to allow all calls to the API.
 - If the box is empty, add the * and save the change.



- 3. You may be running the API call as an agent who doesn't have permission to use the function. Remember, each API call runs in the context of a particular agent. Make sure you're using an API key for a user who has permission, or if you're using a superuser API key, that you specify an agent who has permission.
- 4. You may be trying to use an admin function, but you're not using a superuser API key with administration endpoints enabled.