Forbidden error only on the user portal 403

Ben Henley - 2017-11-09 - Comment (1) - Deskpro Legacy

Question

I've installed Deskpro using IIS and the admin and agent interfaces are working. However, when I go to the base URL where I'd expect the user portal to be, I get a 403 Forbidden error.

I have set up URL rewriting, and I've set the correct helpdesk URL in **Admin > Setup > Settings**. How can I fix this?

Answer

This indicates that you need to set the default document for IIS to be 'index.php'.

[This article explains how to set the default document](link) (under "HOW TO ADD A DEFAULT DOCUMENT FOR AN APPLICATION OR SITE").