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403 Forbidden error only on the user portal

Ben Henley - 2017-11-09 - Comments (0) - Deskpro Legacy

Ouestion

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.

HTTP Error 403.14 - Forbidden

The Web server is configured to not list the contents of this directory.

Most likely causes:

· A default document is not configured for the requested URL, and directory browsing is not enabled on the server.

Things you can try:

- · If you do not want to enable directory browsing, ensure that a default document is configured and that the file exists.
- · Enable directory browsing using IIS Manager.
 - Open IIS Manager.

 - 2. In the Features view, double-click Directory Browsing,
 3. On the Directory Browsing page, in the Actions pane, click Enable.
- Verify that the configuration/system.webServer/directoryBrowse@enabled attribute is set to true in the site or application

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 (under "HOW TO ADD A DEFAULT DOCUMENT FOR AN APPLICATION OR SITE").