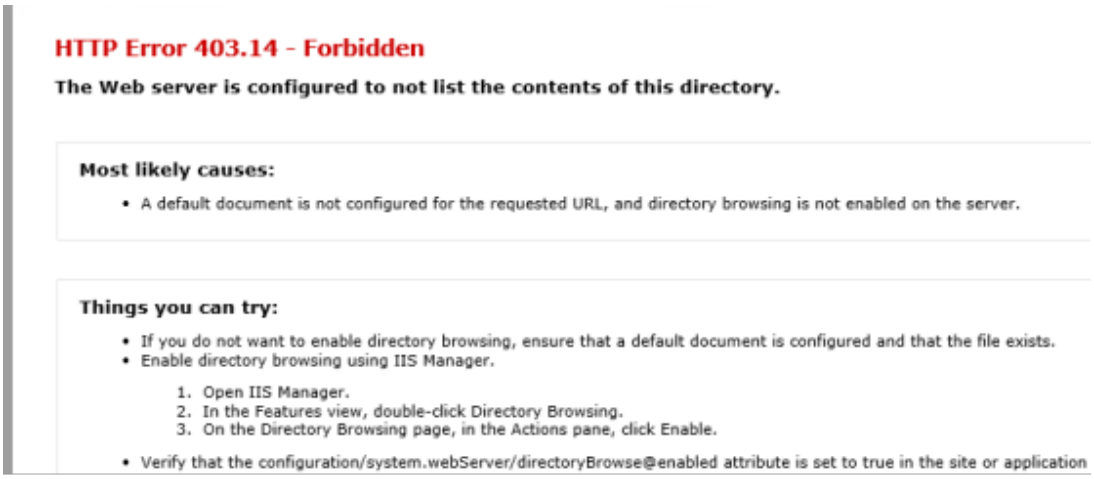
403 Forbidden error only on the user portal

Ben Henley - 2017-11-09 - Comments (0) - 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 (under "HOW TO ADD A DEFAULT DOCUMENT FOR AN APPLICATION OR SITE").