

## 403 Forbidden error only on the user portal

Ben Henley - 2017-11-09 - Comments (0) - Installation & Upgrades

### 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.

#### **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.
  1. 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").