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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").