

## 403 Forbidden error only on the user portal

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### 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").