

# AutoTask Integration Error | The logged-in resource does not have adequate permissions to query this entity type

## Issue Description

An error in data synchronization is encountered in the AutoTask Integration in MSPbots. The status shows "Failed" and the error "The logged-in Resource does not have adequate permissions to query this entity type" appears. This error occurs during the AutoTask data synchronization via API. Below is the screen with the error message.

Autotask - 07/04/2023

API Count

Success Count

Fail Count

API List

API	Last Sync Time	Status	Action
Autotask Integration	07/04/2023 08:57 CST	Failed	
Autotask Integration	07/04/2023 10:34 CST	Failed	
Autotask Integration	07/04/2023 10:32 CST	Failed	

Sync Frequency

Last successful data acquisition

API - Dataset

API URL

Sync Total

Success Count

Fail Count

Sync History

Client Name

Start Time	Sec	Status
07/04/2023 10:32 CST	994	Failed
<div>ID: [redacted] (errors=[The logged in Resource does not have the adequate permissions to query this entity type.]) How To Fix: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.</div>		
07/04/2023 10:32 CST	9	Failed
<div>ID: [redacted] https://webservices3.autotask.net/ATServicesRest/V1.0/Tags/query : (errors=[The logged in Resource does not have the adequate permissions to query this entity type.]) How To Fix: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.</div>		
07/04/2023 06:35 CST	997	Failed
<div>ID: [redacted] (errors=[The logged in Resource does not have the adequate permissions to query this entity type.]) How To Fix: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.</div>		

Total 6 10/page < 1 > Go to 1

## Possible Root Cause

The API user in AutoTask is assigned the **MSPbots API** security level, which does not have permission to administer tags.

## Resolution

To resolve the issue, increase the permission of the API user in AutoTask. Go to the Security Level window for MSPbots API and select the following options under **Other Permissions**:

- Can administer tags and tag groups

- Can remove tags from tickets

### Security Level - Mspbots API

**General** Resources

- ☐ Can delete Library Checklists
- ☐ Can add/edit items
- ☐ Can delete/uncomplete items

**Board Permissions**

- ☐ Can add/edit boards
- ☐ Can edit tickets by moving cards on boards (requires Ticket: Edit permission)

**Other Permissions**

- ☐ Can edit Status of Complete tickets (does not apply to Autotask Web Services/API)
- ☐ Can view Ticket Search
- ☐ Can view Recurring Ticket Template Ticket and Service Call Searches
- ☐ Can view user-defined fields in Ticket grids, Recurring Ticket Template Ticket grids, and My Tasks & Tickets
- ☐ Can access Dispatch Calendar
- ☐ Can view legacy Service Desk dashboard
- ☐ Can view Ticket and CRM notes and attachments marked as "Internal Only" and "Internal & Co-managing"
- ☐ Can view/add/manage recurring ticket template tickets
- ☐ Can administer tags and tag groups
- ☐ Can remove tags from tickets
- ☐ Can view non-billable time entries (Resources can see their own time entries)
- ☐ Can view billing data in activity feed

For instructions on how to set up your AutoTask connection with MSPbots, refer to the article [AutoTask Integration Setup](#).