

## Issue Description

Autotask

API Count

Success Count

0

Fail Count

3

API List

Failed

API	Last Sync Time	Status	Action
Service Rest API	07/04/2023 08:57 CST	Failed	<a href="#">Refresh</a>
Service Rest API	07/04/2023 10:34 CST	Failed	<a href="#">Refresh</a>
Service Rest API	07/04/2023 10:32 CST	Failed	<a href="#">Refresh</a>

Sync Frequency

18000 Seconds

Last successful data acquisition

07/04/2023 10:32 CST

API - Dataset

Autotask Tags

Sync Total

Success Count

0

Fail Count

6

Sync History

2023-07-04 - 2023-07-04

All

Client Name:

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

Total 6

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

- 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](#).