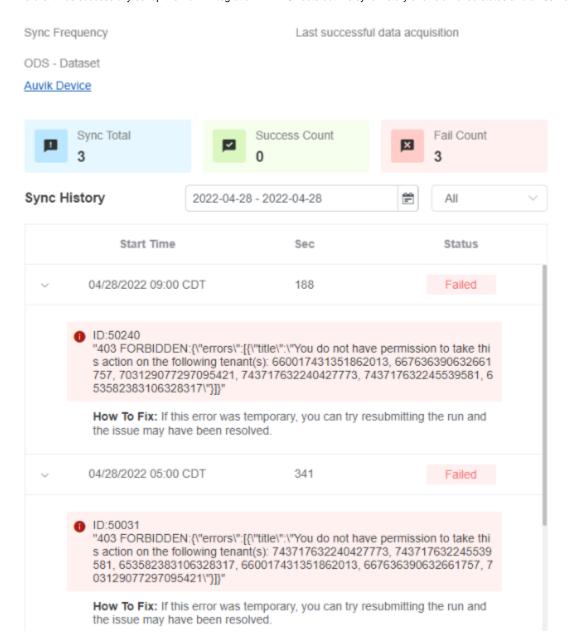# Error 403 Forbidden encountered after syncing Auvik

The client has successfully set up the Auvik integration with MSPbots but the sync history shows a Failed status and a 403 Forbidden error.

Sync Frequency		Last successful data acquisition

ODS - Dataset

Auvik Device

Sync Total	Success Count	Fail Count
3	0	3

Sync History 2022-04-28 - 2022-04-28 🗓 All ⌄

	Start Time	Sec	Status
⌄	04/28/2022 09:00 CDT	188	Failed

ⓘ ID:50240
"403 FORBIDDEN:{\"errors\":[{\"title\":\"You do not have permission to take this action on the following tenant(s): 660017431351862013, 667636390632661757, 703129077297095421, 743717632240427773, 743717632245539581, 653582383106328317\"}]}"

How To Fix: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.

	Start Time	Sec	Status
⌄	04/28/2022 05:00 CDT	341	Failed

ⓘ ID:50031
"403 FORBIDDEN:{\"errors\":[{\"title\":\"You do not have permission to take this action on the following tenant(s): 743717632240427773, 743717632245539581, 653582383106328317, 660017431351862013, 667636390632661757, 703129077297095421\"}]}"

How To Fix: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.

This happens because of any of the following:

1. The error may be temporary. To resolve, try running the sync again. The issue may have been resolved by the time the run is resubmitted.
2. MSPbots is not authorized to synchronize data. To resolve, the customer should modify the configuration in the software and authorize the MSPbots platform, so that MSPbots can synchronize customer data.