

Receiving HTTP 502 Error Code When Fetching Data Requests from Widget Using Public API

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Issue Description

When a customer is setting up their website and they try to use the **Public API** to pull in widget data for their widget , they receive a HTTP **502** error status code in response. The 502 status code indicates that the server did not respond or timed out.

502 Bad Gateway

nginx/1.23.4

Issue Cause

This situation could be caused by network connection abnormalities, issues with the widget, or problems with the program gateway.

Troubleshooting

1. Check the network connection.
 - If there is an issue with the network connection, please reconnect.
 - If the network connection is working fine, please proceed to [step 2](#).
2. Please examine the widget to ensure it is not timing out or restricted.

Access the [Widgets](#) of the MSPbots app to check if the widget's data is displayed correctly.

 - If the widget's data is not displaying correctly, first fix the widget and then try the public API.
 - If the widget's data is displaying correctly, but the public API receives a 502 error code, it may be an issue with the program gateway. Please contact support@mspbots.ai to inspect the service.

Related Topics

- [Public API](#)