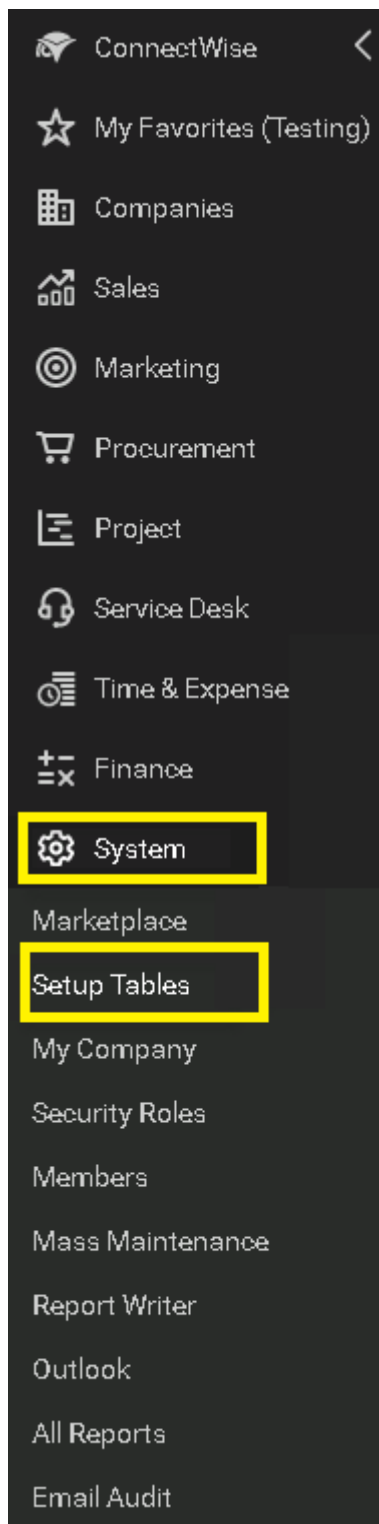


## How to resolve a Connectwise System API access error

<https://campus.barracuda.com/doc/98217159/>

While setting up the Connectwise Service Desk integration, there may be an error after entering the Connectwise credentials within the Barracuda RMM Service Desk credential page, claiming that you do not have access to the System API on the server. To resolve this issue, please follow the steps below:

1. Log into Connectwise as an administrator.
2. Navigate to **System > Setup Tables > Integrator Login List > Integrator Login**.



3. Select the **System API** checkbox.

Enable Available API(s)

<input type="checkbox"/>	Use legacy callback format
<input checked="" type="checkbox"/>	Company API
Callback URL: <input type="text"/>	
<input type="checkbox"/>	Use legacy callback format
<input checked="" type="checkbox"/>	Activity API
Callback URL: <input type="text"/>	
<input type="checkbox"/>	Use legacy callback format
<input checked="" type="checkbox"/>	NTR Support
<input checked="" type="checkbox"/>	LogMeIn Support
<input checked="" type="checkbox"/>	Invoice API
<input checked="" type="checkbox"/>	Product API
Callback URL: <input type="text"/>	
<input type="checkbox"/>	Use legacy callback format
<input checked="" type="checkbox"/>	Opportunity API
Callback URL: <input type="text"/>	
<input type="checkbox"/>	Use legacy callback format
<input type="checkbox"/>	Opportunity Conversion API
<input checked="" type="checkbox"/>	Member API
<input type="checkbox"/>	Marketing API
<input type="checkbox"/>	Purchasing API
Callback URL: <input type="text"/>	
<input type="checkbox"/>	Use legacy callback format
<input checked="" type="checkbox"/>	Reporting API
<input checked="" type="checkbox"/>	System API
<input type="checkbox"/>	Project API

4. Click **Save**.
5. Continue with the Connectwise integration in Barracuda RMM.

## Figures

1. clipboard\_ea77e2bd2f2f328f2f1bfacae57edf9f0.png
2. clipboard\_ed380fbd3e80b69c8180608713b187bd7.png

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