

How to enable API access

Symptom

I am not able to connect to the API

Cause

- API access for users is not enabled in the control panel by default. This needs to be activated per user from the RCP (Reseller Control Panel).

- IP whitelist or blacklist is blocking the connection - causing error "Acces Denied"

Contact persons							Add contact person
Name	E-mail address	Type	Two factor authentication	API access	RCP last login	API last call	
[Name]	[Email]	Technical contact	●	●	2019-09-16 06:29:33		
[Name]	[Email]	[Type]	●	●	[Login]	[Call]	

Resolution

1: Log into RCP (Reseller Control Panel). Navigate to **Account >> Account Overview** or click the [link](#) (for Sandbox, click this [link](#)). Check whether "**API access**" is enabled (Green dot if enabled and Red if disabled).

Contact persons

Add contact person

Name	E-mail address	Type	Two factor authentication	API access	RCP last login	API last call
2 		Technical contact		1  	2019-09-16 06:29:33	

2: If the API access is "Disabled" as shown in the screenshot above, click on the username

3: Click on "Edit"

Contact person data

3 



To change your password, go to [Account > Security > Password](#).

Only an administrative contact can reset the password for other contacts.

Reset password

Overview

API

RCP

API information

API access

 Disabled

Username

API white list

API black list

4: Click on the checkbox "API access Enabled"

API access

☐ Enabled

4

Password lock

5: Click on "Update contact"



6: API Access is now enabled for this username!

Overview

API

RCP

API information

API access

● Enabled

Username

net4tech

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7: Check if any IP whitelisting or blacklisting is entered.

Please remove the IP addresses until the connection with the API has been established successfully before adding the IP addresses.

More information about IP whitelisting and blacklisting can be read [here](#).

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