

# Proxy User Can't Access Service Desk

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## Problem

You are developing a synchronization between Jira software and JIRA Service Management instances (or projects) and you bump into an error as detailed below.

### Error detail:

```
com.exalate.api.exception.IssueTrackerException: It was not possible to retrieve service desk comment from comment `take-3 - c...`  
The Service Desk Error: `AnError`  
  
Unknown macro: {statusCode=403, errorCode=none(), message='sd.api.error.comment.forbidden }  
`, message `You do not have permission to view this comment`
```

## Cause

The Exalate Proxy User does not have access to Jira Service Management.

## Solution

### Product

Provide the Exalate Proxy User permissions to access Jira Service Management.

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For more information about permissions, please read [Atlassian documentation](#).

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