API key not enabled

URL: https://docs.grassfish.com/docs/cant-activate-api-key

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Symptoms

You can't see the API Key tab in IXM One user management. You can't retrieve your API key.

Resolution

The following steps can help you identify and solve the issue:

1. To ensure that API keys are enabled, access your database.

2. Find the customer ID and assigned API keys in the **dbo.datCustomers** table. You can use the following SQL statement:

   ```
   SELECT Id, Name, ApiKeysEnabled FROM dbo.datCustomers ORDER BY ID DESC
   ```

3. In the table, check the value in the **ApiKeysEnabled** column. By default the value is 0, which means API Keys are disabled.

4. To change the API keys value, you can use the following SQL statement:

   ```
   UPDATE dbo.datCustomers SET ApiKeysEnabled = 1 WHERE Id = 123
   ```