

From: Dustin B (SendGrid Support) support@sendgrid.zendesk.com
Subject: SendGrid Support You have been CC'd on Ticket 2016768: API Key is invalid or without permissions.
Date: March 21, 2019 at 6:13 AM
To:
Cc: 415melanie 415melanie@gmail.com

DB

In replies all text above this line is added to the ticket

You are registered as a CC on Ticket 2016768 and will be receiving email notifications on all updates to the request.

Please reply directly to this email to add a new comment.



Dustin B (SendGrid)

Mar 21, 07:13 MDT

Hi CJ,

Thanks for your response and providing those images. I really do apologize for the inconvenience and that you are still getting this error. I ran through your account and see that all API Keys have full admin permissions, so this obviously isn't an API Key issue.

Since the WordPress plugin is not run by Support, I think the best course of action here is for your to submit an issue to our DX team on Github so that the team who manages and runs this plugin can take a look at a potential bug. We do have a known issue of the API Key field pre-populating with a shortened string of characters. We are tracking the impact of this bug to escalate to our engineers, so I will go ahead and add your information to that as well. Once again, I really do apologize for any inconvenience.

Best,

Dustin B.

Support Engineer



Cj

Mar 19, 14:51 MDT

Hi Dustin,

I've hardcoded the option via MySQL in the wp_options table for the SendGrid API..

Attached is an image of it saved correctly, I still however get the error message "API Key is invalid or without permissions."

CJ Ratliff | Senior Developer

CJ@aplusmedia.org [mailto:CJ@aplusmedia.org]

A+ Media | Ironton, Ohio

<http://www.aplusmedia.org> [<http://www.aplusmedia.org>]

On 3/18/2019 9:40:27 AM, Dustin B (SendGrid Support)

<support@sendgrid.zendesk.com> wrote:

Your ticket, [#2016768](#)

[<https://support.sendgrid.com/hc/requests/2016768>] has been updated!

To check the status of the ticket and add additional comments, follow the link here support.sendgrid.com/hc/requests/2016768, or you can also update this ticket by responding directly to this email.

Dustin B (SendGrid)

Mar 18, 07:40 MDT

Hi CJ,

I appreciate your patience over the weekend. I was able to CC your client as requested. Hopefully they were able to see my last response as I had CC'd them prior to sending.

Best,

Dustin B.

Support Engineer

[WV689X-Y0XY]

Attachment(s)

[image.png](#)

[Screenshot 2019-03-19 16.51.05.png](#)



Dustin B (SendGrid)

Mar 18, 07:40 MDT

Hi CJ,

I appreciate your patience over the weekend. I was able to CC your client as requested. Hopefully they were able to see my last response as I had CC'd them prior to sending.

Best,

Dustin B.

Support Engineer



Cj

Mar 15, 15:05 MDT

Hi Dustin,

Did you CC in my client as requested?

CJ Ratliff | Senior Developer

CJ@aplusmedia.org [mailto:CJ@aplusmedia.org]

A+ Media | Ironton, Ohio

<http://www.aplusmedia.org> [<http://www.aplusmedia.org>]

On 3/15/2019 5:04:48 PM, Dustin B (SendGrid Support)

<support@sendgrid.zendesk.com> wrote:

Your ticket, [#2016768](#)

[<https://support.sendgrid.com/hc/requests/2016768>] has been updated!

To check the status of the ticket and add additional comments, follow the link here support.sendgrid.com/hc/requests/2016768, or you can also update this ticket by responding directly to this email.

Dustin B (SendGrid)

Mar 15, 15:04 MDT

Hi CJ,

Thanks for the response. In situations where other customers have experienced a similar issue as you, the following actions have resolved the Wordpress API key saving issue:

- * Clearing your browser cache/cookies
- * Using Incognito mode in your browser(s)
- * Clearing any autofill data saved in your browser that pertains to your WP Admin site

Right now, this is actually a known issue. We have a story in for our engineers to get a fix for this. We do not have a timeline, but the above might help alleviate the issue.

Best,

Dustin B.

Support Engineer

[WV689X-Y0XY]



Dustin B (SendGrid)

Mar 15, 15:04 MDT

Hi CJ,

Thanks for the response. In situations where other customers have experienced a similar issue as you, the following actions have resolved the Wordpress API key saving issue:

- Clearing your browser cache/cookies
- Using Incognito mode in your browser(s)
- Clearing any autofill data saved in your browser that pertains to your WP Admin site

Right now, this is actually a known issue. We have a story in for our engineers to get a fix for this. We do not have a timeline, but the above might help alleviate the issue.

Best,

Dustin B.

Support Engineer



Cj

Mar 15, 12:40 MDT

I've already tried in a browser without autofill. The way your plugin is setup once the input changes it auto submits the form. Regardless I've still not been able to save the key even when it pastes the entire key.




Dustin B (SendGrid)

Mar 15, 07:26 MDT

Hi CJ,

Thanks for your patience, we really do appreciate it. It appears as though the WordPress plugin page is not picking up the full API Key, as you can tell by the length of the characters you provided in your screenshot. Here is how mine looks on my page:

A screenshot of a web form titled "SendGrid Credentials". It contains two fields: "API Key:" with a text input field filled with dots and a small circular icon on the right, and "Send Mail with:" with a dropdown menu showing "API".

SendGrid Credentials

API Key:

Send Mail with:

Are you clicking on the `Update Settings` button? Or are you trying to use the SendGrid Test functionality?

Best,

Dustin B.

Support Engineer



Cj

Mar 14, 16:14 MDT

Hello??

CJ Ratliff | Senior Developer

CJ@aplusmedia.org [mailto:CJ@aplusmedia.org]

A+ Media | Ironton, Ohio

<http://www.aplusmedia.org> [<http://www.aplusmedia.org>]

On 3/13/2019 8:33:38 PM, C.J. Ratliff <cj@aplusmedia.org> wrote:

Can you give me an update and please add my client 415melanie@gmail.com [mailto:415melanie@gmail.com] who's account this is under at sendgrid to this ticket?

On Wed, Mar 13, 2019, 2:38 PM CJ Ratliff <cj@aplusmedia.org [mailto:cj@aplusmedia.org]> wrote:

Hi Dustin,

No I can't unfortunately. Everytime I reload the page and it's either blank or invalid its empty.

----- Original Message -----



Cj

Mar 13, 18:34 MDT

Can you give me an update and please add my client 415melanie@gmail.com who's account this is under at sendgrid to this ticket?

Hi Dustin,

No I can't unfortunately. Everytime I reload the page and it's either blank or invalid its empty.

----- Original Message -----

From: "Dustin B (SendGrid Support)" <support@sendgrid.zendesk.com>

To: "Cj" <cj@aplusmedia.org>

Sent: 3/13/2019 12:17:56 PM

Subject: [SendGrid Support] Re: [#2016768](#) – API Key is invalid or without permissions.



Cj

Mar 13, 12:38 MDT

Hi Dustin,

No I can't unfortunately. Everytime I reload the page and it's either blank or invalid its empty.

----- Original Message -----

permissions.



Dustin B (SendGrid)

Mar 13, 10:17 MDT

Hi CJ,

Thanks for providing the screenshot with this conversation with Tully. Are you able to send a screenshot of the error occurring with the full API key inserted?

Best,

Dustin B.

Support Engineer



Tully Parker (SendGrid)

Mar 12, 16:41 MDT

Hi,

Understood. I'll continue posting suggestions here as I have them.

Thanks so much.

Tully P.

Support Engineer | Twilio SendGrid



Cj

Mar 12, 16:40 MDT

Yes I'm copy and pasting the whole entire key.

CJ Ratliff | Senior Developer

Email: CJ@aplusmedia.org

A+ Media

Ironton, Ohio

www.aplusmedia.org (<https://aplusmedia.org/>)

Attachment(s)

[~WRD328.jpg](#)

[image001.jpg](#)



Tully Parker (SendGrid)



Mar 12, 16:39 MDT

Hey CJ,

Thank you for taking time to chat in with SendGrid support. I'm still digging into this issue. Included in this ticket is our chat history.

While I realize that my colleague Tim mentioned this, *ensuring that the full API key is saving within the field is a necessary component in using and sending with the WordPress plugin.*

The full API key of

SG.fwtMSx7aQ_GOPEdcPMU1PA.LuEP3311TjD_Tpb6LKYfYwQXIzDRd8ebMsWeG9A7v7

k should be used. This is a total of 69 individual characters. The field will show it as "dot" symbols to hide the password, but it should look like this:



I want to make sure we are not missing this. I'll continue to suggest what we can do to fix this.

Thanks,

Tully P.

Support Engineer | Twilio SendGrid



Cj

Mar 12, 16:21 MDT

Chat transcript:

Visitor: API Key is invalid or without permissions.

Tim S.: Hi! Thanks for reaching out. Give me just a second while I pull up your account.

Visitor: No problem Tim

Visitor: I'm working for my client Melanie (Farmsreach.com)

Tim S.: Could you elaborate a bit on the issue you're having?

Visitor: WordPress plugin provides the error; "API Key is invalid or without permissions."

Visitor: with a valid API key

Visitor: whitelist is disabled and I've generated numerous keys without any luck

Visitor: Let me know if you need access to the WP Dashboard

Tim S.: And just to confirm, you are entering the entire key and not just the API Key ID?

Visitor: Yes, I'm using the SG.#####

Tim S.: Could you try one more time with the latest API key created called "emails", and send me a screenshot of the error i the WP dashboard?

Visitor: Sure.

[Visitor has received the file request.]

[Visitor has received the file request.]

Visitor: File: https://www.snapengage.com/fileuploads/snapabug-hr-fileuploads/0b5a1a74-bbef-41c1-b6a7-88769a46f66f/4e2e9560-62ae-4c95-b11b-c0c01fb8b11d_Screenshot_2019-03-12_17.42.39.png

Tim S.: That API key looks really short, do you know if the masking dots are shortening it?

Visitor: I trust you Tim, you work for SendGrid

Visitor: heres the key i'm pasting for reference;

Visitor: 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

Visitor: The placeholder on your form is far smaller so when the page refreshes it looks small.

Tim S.: Ok, just wanted to double-check. Just a moment I'll do some digging on our end.

Visitor: Ok

Visitor: Because I tested this using the PHPMailer (standalone, works) and also with your own PHP API (standalone, works).

Visitor: But the WP plugin does not work, same issue if I try to use a generic SMTP plugin with user 'apikey' and the key I provided

Visitor: And also it occurs if I hardcode it using the internal wordpress PHPMailer as well

Visitor: I know its not the host because the standalone versions work fine

Visitor: hope that helps

Tim S.: Can you try filling out that entire page and see what happens?

Visitor: Same issue, I've tried that

Visitor: nothing is saved

Visitor: This is on an older WordPress on PHP 5.6, but that shouldn't matter for a settings page

Tim S.: Alright, thank you. And just to retrace the steps, you enter the full API key, click save, and it shortens the dots and throws that permissions error? I'm sure you already have, but it may help to clear your browser cache and cookies. Just want to make sure we cover all our bases.

Visitor: i literally installed Firefox just to get this far

Visitor: vou need to disable autofill on the API kev

Visitor: since you fire the "save" function after input is changed via JQuery

Visitor: I know its not a cache since this is a fresh install / browser.

Tim S.: Gotcha ok. Sorry for the frustration. Let me keep digging on my end.

Visitor: No problem, I know these things happen I deal with them daily unfortunately lol

Tim S.: So we can track where the issue is happening, can you create a new API key and go through that process. That way we are here for the whole process.

Visitor: Sure

Visitor: I'll name it "Testing with Tim"

Tim S.: I'm honored!

Visitor: For your reference; new key is –

SG.fwtMSx7aQ_GOPedcPMUIPA.LuEP33lITjD_Tpb6LKyFYwQXlZDRd8ebMsW
eG9A7v7k

Visitor: Same issue

[Visitor has received the file request.]

Tim S.: Could you send a screenshot of that?

Visitor: File: https://www.snapengage.com/fileuploads/snapabug-hr-fileuploads/0b5a1a74-bbef-41c1-b6a7-88769a46f66f/928b2e86-3e9f-4d1a-a5fe-603ca53d8a6a_Screenshot_2019-03-12_17.57.07.png

Visitor: I've changed my Wordpress Admin password in case you want to take a look;

Visitor: username: aplusmedia

Visitor: password: poopybutt!

Tim S.: Unfortunately we aren't able to login to those accounts.

Visitor: 👍

Tim S.: The only other step I can think of is to have you uninstall the widget and reinstall it to try again.

Visitor: Would not having "Swift Mailer" enabled cause this?

Visitor: I've reinstalled just now

Visitor: Same issue..

Visitor: Can you confirm you are seeing the request from the server?

Tim S.: I'm going to transfer to my colleague Tully so he can keep digging into this. Have a good one!

Tully P.: Hello. I spoke with my teammate Tim and we're in the process of seeing what we can do to help.

Tully P.: Thanks for your patience.

Visitor: Yep thanks.

Tully P.: Swiftmailer should only be necessary if you are using our WP widget with SMTP. Using API should be the better option and does not

widget with SMTP. Using API should be the better option and does not require Swiftmailer.

Visitor: I thought so

Visitor: I enabled it to test and still the same result so that only confirmed it

Tully P.: Still looking. Thanks.

Visitor: 🙄

Tully P.: Okay – I'm going to try an external test using your API key to see if I can route mail in general with it.

Visitor: Ok

Tully P.: Seems to have all the necessary permissions.

Tully P.: Hm, I got a "202 Accepted" using your API key.

Visitor: Yep

Visitor: Standalone works, your WP Plugin does not.

Tully P.: I'm going to talk to my team about this and review troubleshooting documentation for our WP widget specifically. I want to get more details and suggestions and I'll get back to you.

Tully P.: Is "cj@aplusmedia.org" the best email for you?

Visitor: Yes, how long will it be?

Visitor: This client has over 2500 unsent / dead emails currently

Tully P.: The difficult part related to the wordpress plugin is that, although its ours, we cannot see all of the potential local items that may be affecting why its failing.

Visitor: And are going mad not having email work since Friday.

Tully P.: Understood. I'm here for six more hours today, and I'll look ASAP.

Tully P.: Hoping we can get this sorted quickly.

Tully P.: Thanks for your time so far.

Visitor: I hope so as well.

Visitor: So you can't login yourself and check just to make sure I'm not crazy?

Visitor: I've tried on every browser, including incognito and without autofill, same error regardless but the API works otherwise, so odd

Visitor: You want me to keep this open while I do other work or just close it?

Tully P.: Let's close it and I'll dig into this. I'm going to email you at cj@aplusmedia.org.

Visitor: ok.

Tully P.: Thanks CJ!

Files attached to message

Attachment(s)

[Screenshot_2019-03-12_17.42.39.png](#)

[Screenshot_2019-03-12_17.57.07.png](#)