
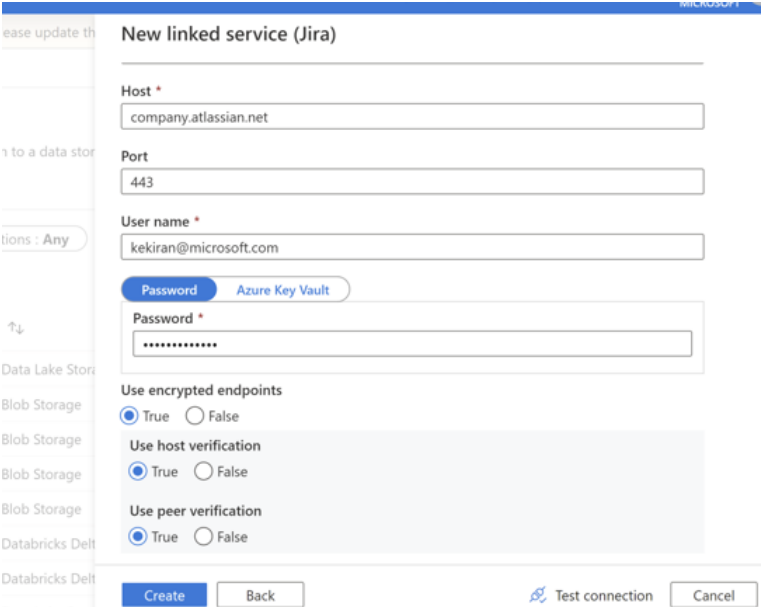







JIRA Linked service ERROR [HY000] [Microsoft][JIRA] (62) API Connection Failed. Forbidden Request. HTTP Response code: 401

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

	JIRA Linked service ERROR [HY000]			
	[Microsoft][JIRA] (62) API Connection Failed. Forbidden Request. HTTP Response code: 401		ASC Onboard	DiagnosticsConnectorIssueByActivityId
	Wednesday, October 27, 2021			

Issue Description	Customer cannot create Linked service to the JIRA . The test connection to the Jira was failing with error Error: ERROR [HY000] [Microsoft][JIRA] (62) API Connection Failed. Forbidden Request. HTTP Response code: 401 ERROR [HY000] [Microsoft][JIRA] (62) API Connection Failed. Forbidden Request. HTTP Response code: 401 Activity ID: 4098c336-5002-4a55-a6d5-e5737e919a78.
Symptoms	<p>myhost: company.atlassian.net </p> <p>port: 443</p> <p>username: my Jira account email address</p> <p>Password- Jira account password</p> <div></div> <p>Fails with error</p> <p>ERROR [HY000] [Microsoft][JIRA] (62) API Connection Failed. Forbidden Request. HTTP Response code: 401 ERROR [HY000] [Microsoft][JIRA] (62) API Connection Failed. Forbidden Request. HTTP Response code: 401 Activity ID: 4098c336-5002-4a55-a6d5-e5737e919a78.</p>
Cause	This occurs because the customer was specifying the password for the Jira account email address in the password field. The connection from ADF to the JIRA uses API token to authenticate instead of the password and we will need to pass the value of the API token in the password field..
Resolution	<p>We generated the API token for the account using the below steps .Create an API token from your Atlassian account:</p> <ol style="list-style-type: none">1. Log in to https://id.atlassian.com/manage/api-tokens .2. Click Create API token.3. From the dialog that appears, enter a memorable and concise Label for your token and click Create.4. Click Copy to clipboard, then paste the token to your script, or elsewhere to save: <div></div> <p>Post that we used this token in the password field and our connection was successfully established and test connection was successful.</p> <p>References: Manage API tokens for your Atlassian account Atlassian Support https://support.atlassian.com/atlassian-</p>

	account/docs/manage-api-tokens-for-your-atlassian-account/  https://community.atlassian.com/t5/Jira-questions/ERROR-quot-message-quot-quot-Client-must-be-authenticated-to/qaq-p/1076087 
More Information	https://docs.microsoft.com/en-us/azure/data-factory/connector-jira?tabs=data-factory#create-a-linked-service-to-jira-using-ui 
Tags	JIRA, Password, token, API Connection Failed

Additional Information

- Icm References:
- cases: 2110210060001399 - 2109020050000988 - 2107220050001243
- Author: **Kekiran**
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