

# Proxy User Can't Access Service Desk

Last Modified on 01/15/2026 2:57 pm EST

## 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

[About Us](#)

[Release History](#)

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

[Glossary](#)

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

[API Reference](#)

[Security](#)

[Pricing and Licensing](#)

### Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

### Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)