

How to fix an API 309 error

What is an API 309 error?

The API 309 error is an error type you might encounter during the connection between our [Partner portal](#) and Vade Secure for Microsoft 365.

This error is displayed when you try to log in using an account without global administrator rights on the declared tenant.

When this happens, you need to check two simple things :

- The Tenant ID of the account.
- The Global Admin rights.

Check the Tenant ID of the account

You need to check both on the [Partner portal](#) and in the Microsoft admin center if your Tenant ID matches.

1. Check your Tenant ID on the Partner portal.

- Go to the [Partner portal](#).
- Click `Clients` in the left menu.
- Click the name of a client.

Their details are displayed and you can now see their Tenant ID.

2. Check your Tenant ID in the Azure Active Directory admin center.

- Go to the [Azure Active Directory admin center](#).
- Click `Azure Active Directory` in the left menu.
- Check if the Tenant ID in the overview matches the one on the Partner portal.

→ Note: For administrators using PowerShell, type the following command:

```
PS C:\>Get-AzureADTenantDetail
```

If the Tenant ID is different, you need to delete the client account on the Partner portal and create it again. No update is possible once an account is assigned to a Tenant ID.

Check the Global Admin rights

You need Global Admin rights for Vade Secure for Microsoft 365 to work properly.

- Go to the [Azure Active Directory admin center](#).
- Click `Azure Active Directory` in the left menu.
- Check that your role is Global administrator.

If you still encounter the 309 error, please contact our support
at: support@vadesecure.com