

I am receiving a 400 or 500 level error when submitting an API request.

Error	Solution
401	Ensure the correct API key is being used or the required authorization header is not missing.
403	Ensure the correct token is being used when calling endpoints.
404	Make sure the the target endpoint URL is correct. If the URL is not correct, submit a ServiceNow request to modify the API Proxy in the non-production environments. See [I need to modify my API Proxy in a non-production environment.](/troubleshooting-guide#modify-api-proxy) for instructions.
500	The issue is not related to the Developer Portal or Apigee. Check the backend server log for details about the issue then check the internal IP configuration and firewall settings.

**NOTE:** If assistance is still needed, contact the **Platform Services** team on Slack at [#apigee-general](#).