

Why is no data returned from GET /activities or GET /visitors?

Last Modified on 01/15/2019 12:55 pm EST

There can be other reasons why an authenticated instance cannot retrieve data, but the first configuration to confirm in this case is the "Pardot API Version" setup in the connector instance. This version currently defaults to '3' in the 'Optional Fields' when an instance is created, and this value should not be changed unless the associated Pardot account has version 4 enabled.

In Pardot under Settings->Account if the feature is disabled for "Allow Multiple Prospects with the Same Email Address" then the account can only use Pardot API version 3.

More

- <http://developer.pardot.com/kb/api-version-4/>
- <http://help.pardot.com/customer/portal/articles/2461386-how-can-i-find-out-if-my-account-allows-multiple-prospects-with-the-same-email-address->