



Invalid Api Key

FOR A.T.P. USE ONLY

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Info

Starting from **version 3.2.3**, the **HashBurst ecosystem** performs a validation check on the API key detected on the machine.

This error indicates that the API key is not valid.

How to handle the error

1. First Case

```
mcm@hashburst:~$ hashburst start
Starting the application...
6a5209eb5a36b5c2c9c2100b76fa62a08eb31efa is not a valid api key.
Invalid API key - exiting.
mcm@hashburst:~$ |
```

```
[api key with correct format] is not a valid api key.
Invalid API Key - exiting.
```

Meaning:

The API Key:

- Is **40 characters long**, and
- It contains **characters inside the hexadecimal range** (digits “0–9” and lowercase letters “a–f”).

but **it does not exist** in the **HashBurst database**. Therefore, it is not a recognized API key.

Action required:

Generate the [SHA1](#) hash of the **user’s email address (in lowercase)** and compare it with the API key shown in the error message.

See the following case studies for possible outcomes:

1.1 Unlikely sub-case

If the generated **hash** is exactly **identical** to the **API key** shown in the error, there may be **incorrect data** in the **database** (for example, a wrong email address).

→ **Contact Synapta.**

1.2 Likely sub-case

If the generated hash is **similar but not identical**, the **API key** was likely **typed incorrectly** during the machine installation:

- Characters **swapped** (e.g. “abc123” instead of “acb132”)
- Characters **mistyped** (e.g. “abc123” instead of “abc128”)

→ **Action required:**

- **MCM300** and **Thunderbolt V2** licenses: reinstall the operating system with the correct API key (use the hash generated from the lowercase email), then reinstall and set up the application.
- **MCM150** licenses: run `hashburst setup` and enter the correct API key (use the hash generated from the lowercase email).

1.3 Different sub-case

If the generated hash is **completely different** from the API key in the error message, the key used during installation was probably generated from an email containing uppercase letters or typing errors.

→ **Action required:**

- **MCM300** and **Thunderbolt V2** licenses: reinstall the operating system with the correct API key (use the hash generated from the lowercase email), then reinstall and set up the application.
- **MCM150** licenses: run `hashburst setup` and enter the correct API key (use the hash generated from the lowercase email).

2. Second Case

```
mcm@hashburst:~$ hashburst start
Starting the application...
API verification error: Api key is incorrect. Must be exactly 40 ch
aracters, using only digits (0-9) and lowercase letters (a-f).
Invalid API key - exiting.
mcm@hashburst:~$ |
```

Api key is incorrect. Must be exactly 40 characters, using only digits (0-9) and lowercase letters (a-f).
Invalid API Key - exiting.

Meaning:

The API key format is invalid because:

- It is **not 40 characters long**, or
- It contains **characters outside the hexadecimal range** (digits “0-9” and lowercase letters “a-f”).

Meaning that it was **surely** mistyped during the installation procedure.

Action required:

Generate the correct API key by applying the [SHA1 function](#) to the user's **email in lowercase**, then:

- **MCM300** and **Thunderbolt V2** licenses: reinstall the operating system with the correct API key (use the hash generated from the lowercase email), then reinstall and set up the application.
- **MCM150** licenses: run `hashburst setup` and enter the correct API key (use the hash generated from the lowercase email).