ODOOITYOURSELF

Connecting to the Odoo API

Where to find the four values your tool asks for: URL, database, username, API key.

The four values

Anything that connects to Odoo from the outside asks for the same four things. Find them once, store them somewhere safe, and paste them in. Three are easy. The database name is the one that trips people up.

Value	What it actually is	Example
URL	The web address of the instance, nothing after the domain.	`https://mycompany.odoo.com`
Database	The name of the database behind that address. Not always the same as the web address.	`mycompany`
Username	The email address the user signs in with. Not their display name.	`andrew@mycompany.com`
API key	A generated key used instead of a password. Shown once, at creation.	`8f2c...e41a (40 characters)`

Plan check. On Odoo Online, outside connections are only allowed on the Custom plan. One App Free and Standard plans cannot connect at all. Odoo.sh and self-hosted instances have no such limit.

1. The URL

Log in to Odoo, look at the browser address bar, and cut everything after the domain.

Hosting	What to enter
Odoo Online	`https://mycompany.odoo.com`
Odoo Online, custom domain	`https://erp.mycompany.com (either address works)`
Odoo.sh production	`https://mycompany.odoo.com or the branch address`
Odoo.sh staging or dev	`https://branch-project-1234567.dev.odoo.com`
Self-hosted	`https://erp.mycompany.com`

Get this right

- Drop the path. `https://mycompany.odoo.com/odoo/settings` becomes `https://mycompany.odoo.com`.
- No trailing slash on the end.
- Keep the `https://` on the front, and match whatever the browser shows.
- Include a port number only if the browser shows one, such as `:8069`.

2. The database name

This causes most failed connections. The web address and the database name get treated as the same thing, and outside of Odoo Online they are not. Three terms get mixed up:

Term	Meaning
Subdomain	The part before .odoo.com in the browser. An address, nothing more.
Database name	The actual database sitting behind that address. This is what the tool wants.
Instance or project name	Not an Odoo term. People use it for all three. Ignore it.

Four ways to find it, most reliable first.

Option A. Browser console (works on any hosting)

Log in to Odoo, press F12 (or Cmd+Option+I on a Mac), click the Console tab, paste one line and press Enter. In Chrome, type `allow pasting` and press Enter first. The database name is what comes back in quotes.

```
// Odoo 16 and later
odoo.__session_info__.db

// Odoo 15 and earlier
odoo.session_info.db
```

Option B. Odoo Online

The database name is the subdomain. For `mycompany.odoo.com` the database is `mycompany`. This still holds when a custom domain is pointed at it, so work back to the .odoo.com address. The full list is at odoo.com/my/databases.

Option C. Odoo.sh

The database name is the build name, which looks like `mycompany-production-28037210`. Open the Odoo.sh project, go to the Builds tab, and read it off the build card.

- Production keeps the same database name across builds unless the branch is reset.
- Staging and development get a new database name on every build, so connections pointed at them break after each push. Point tools at production.

Option D. Self-hosted

Ask whoever manages the server. The name is set in the Odoo configuration file and they will have it in seconds.

Rule of thumb. Use the database name. Never the full URL, never the subdomain on Odoo.sh, never whatever someone called the instance name.

3. The username

The email address the user types on the Odoo login screen, not the name shown in the top right corner.

- To confirm it: Settings, then Users and Companies, then Users. Open the user and read the Email Address field.
- Older self-hosted databases sometimes still use `admin` as the login.
- The username is still required even when using an API key. The key replaces the password only.

Best practice. Create a separate user for the tool rather than reusing a person's account. The connection inherits that user's permissions, the history stays clean, and removing a staff member does not break anything.

4. The API key

API keys are available in Odoo 14 and later. A key carries the same access as the user's password, but cannot be used to sign in through the web interface.

Generating one

1. Log in as the user the tool should act as. A key always belongs to the user who creates it.
2. Click the avatar in the top right, then My Profile or Preferences.
3. Open the Account Security tab and click New API Key.
4. Confirm the account password when prompted.
5. Give the key a clear description, for example *Inventory tool, production*. The description is the only way to tell keys apart later.
6. Click Generate Key and copy the value immediately.

- The key is shown once. It cannot be looked up again afterward, so paste it into the tool or a password manager right away.
- Existing keys are listed above the New API Key button and can be deleted there. A deleted key cannot be restored.
- A key only works on the database it was created in. A new Odoo.sh build or a restored copy needs a new key.
- Odoo Online users have no local password, so a password will not work there. The API key is the option that does.
- Treat the key like a password. Never email it or put it in a shared spreadsheet.

When it will not connect

What you see	Usual cause
Access denied, or login failed	Wrong database, wrong email address, or a key created on a different database. Recheck the database name first.
Database does not exist	The subdomain was entered instead of the database name. Common on Odoo.sh. Go back to Option A or C.
Cannot reach the server, or page not found	The URL still has a path or a trailing slash on it, or the port is wrong.
Connects, but some data is missing	The Odoo app that holds that data is not installed, or the user behind the key does not have access to it.
Worked yesterday, fails today	An Odoo.sh staging or dev build was rebuilt and the database name changed.
Nothing works on Odoo Online	The database is on a One App Free or Standard plan, which does not allow outside connections.

Questions on a specific instance, or a connection that still will not authenticate: andrew@odooityourself.com