“Existing tables were detected in your database” error

Ben Henley - 2017-11-10 - Kommentarer (0) - Deskpro Legacy

Question

I'm getting an error from the install wizard saying “Existing tables were detected in your database”. How do I resolve this?

Answer

The Deskpro installer creates a ‘deskpro’ database within MySQL. If this is not empty (for example, you partly installed Deskpro before, or you are trying to install a production version over your old test helpdesk), the installation cannot proceed.

The easiest solution is to connect to MySQL and create a new empty database, e.g.

```
mysql> CREATE DATABASE deskpro-live;
```

Then in config.php, edit this line:

```
define('DP_DATABASE_NAME', 'deskpro');
```

replacing 'deskpro' with the new database name e.g. 'deskpro-live'.

Deskpro will now use the new, blank database for installation, but you will still have the old database for reference until you choose to delete it.