

## config.php problems

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There must be a valid config.php file in the root Deskpro directory for your helpdesk to install properly. There are a number of warnings the installation wizard might alert you to:

### **/config.php is missing**

This error means the config.php file does not exist. You should copy the default config.new.php file to config.php and edit it in a text editor to include your database connection details.

### **/config.php exists but it does not contain the required settings**

This error means Deskpro found a file named config.php in the correct location, but it was not a valid configuration file. You may not have filled in your database details yet, or it could be that you have accidentally introduced a syntax error.

You should re-copy the default config.new.php file and edit it in a text editor, making sure to fill in all of the required database details.

### **/config.php exists but it appears to contain values from an old Deskpro v3 installation**

This error means you have copied your config.php file from an old Deskpro v3 installation. Deskpro v4 is a new product and the format of the config.php files has changed.

You should copy the default config.new.php file and insert NEW database details. Refer to our [upgrade guide](#) for information on upgrading a v3 database.

### **config.php exists but you have not entered an email address for the DP\_TECHNICAL\_EMAIL setting**

You should edit config.php and enter a valid email address for the DP\_TECHNICAL\_EMAIL. This email address is used to alert you of critical problems on the helpdesk.