Download errors when running from behind a proxy: internal hostname is being used

Sangeetha Lakshminarayana - 2023-09-19 - Comments (0) - Sysadmin

Question:

I'm running Deskpro behind a Nginx proxy under a different internal hostname. Some Deskpro urls are rendered with the internal hostname in them instead of the helpdesk URL or a relative path. All broken URLs seem to have file.php in common. Is there a setting I can change to force them to use our external URL?

Answer:

To resolve this problem:

1. Make sure that the trust_proxy_data setting is set in config.php.
2. Configure your proxy to send the correct X-Forwarded-* headers i.e. X-Forwarded-Host and X-Forwarded-Port