I have been locked out of my helpdesk by IP whitelisting

Sangeetha Lakshminarayana - 2025-12-25 - Comments (0) - Sysadmin

Question:

I enabled IP whitelisting on my helpdesk. Something has gone wrong with sending outgoing email, so I can't receive the email to verify my IP address. How can I log in?

Answer:

In Deskpro On-Premise, you can disable IP whitelisting from the command line.

Navigate to the directory:

```
/opt/deskpro/data/instances/{helpdeskID}/services/deskpro/config/
```

and edit *deskpro-config.php* and add this line at the bottom:

```
$CONFIG['settings'] = array('agent.ip_security.enabled' => false);
```

That will disable the IP whitelisting check. Once you have fixed the problem with email, don't forget to delete or comment out the line.

If you're on Deskpro Cloud, email us at support@deskpro.com.