

config.php problems

Christopher Nadeau - 2017-11-10 - Comment (1) - Deskpro Legacy

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