

Existing tables were detected in your database” error“

Ben Henley - 2017-11-10 - Comment (1) - 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