

I'm having trouble disabling HTTPS

Ben Henley - 2023-10-03 - Comment (1) - Deskpro Legacy

:Question

I have disabled HTTPS on my Cloud helpdesk, but users who visit the http:// address are still redirected to https://. What's going on

:Answer

This can happen if you have installed an authentication app for users which requires HTTPS (e.g. Okta). You must either disable the authentication app or keep HTTPS enabled