

I've lost admin permissions and I'm locked out of Deskpro On-Premise

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

:Question

When I try to log into my admin account, I get a message that I don't have admin permissions. I think the account was changed to a normal agent by mistake. There's no other admin account I can use, so I'm locked out of Deskpro. Is there some way I can make ?a new admin account

:Answer

:From the command line, run

```
php bin/console dp:agents make-admin
```

You will then be prompted to enter the email address of a user you want to promote to .admin

You can use

```
php /path_to_deskpro/bin/console dp:agents
```

.to see a list of agent accounts

.If this method doesn't work, you could edit the MySQL database directly

.In the **people** table, find your account and set **is_agent=1** and **can_admin=1**

Tags

admin

locked out

login

permission

permissions