

My helpdesk is showing the installer again

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

:Question

I have a functioning helpdesk with a database full of tickets, but when I go to the web interface, Deskpro is prompting me to go through the installation process. What's happening

:Answer

.Check in /data within your Deskpro installation directory for a file called is_installed.dat

The presence of that file is what tells Deskpro that installation was completed. The problem may be that is_installed.dat was accidentally deleted, lost during a server move, etc

.(If that file is not there, create it (the contents doesn't matter