









Why do all users seem to have the same IP address

Ben Henley - 2023-10-19 - Comment (1) - Deskpro Legacy

:Question

All users accessing the helpdesk seem to come from the same IP address. For example, when we click on the chat button or look at the ticket log, most of the IPs listed are the same. What's going on

User	Current
 12.219.59.146	helpdesk
 12.219.59.146	helpdesk
 12.219.59.146	support
 12.219.59.146	deskpro
 12.219.59.146	deskpro
 12.219.59.146	deskpro
 12.219.59.146	helpdesk
 12.219.59.146	helpdesk

:Answer

This can happen if your Deskpro On-Premise installation is behind a proxy server or a CDN like CloudFlare. The IP being reported belongs to an intermediate server, not the user who made the request

To fix this problem, see this article: [Configuring Deskpro to work with proxy servers](#)

The CloudFlare mod_cloudflare extension for Apache only changes the IPs in Apache logs, not the IPs reported to PHP, so it will not fix this problem