



Knowledgebase > Managing Deskpro On-Premise > Troubleshooting > My helpdesk is showing the installer again

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## My helpdesk is showing the installer again

Ben Henley - 2017-11-10 - Comments (0) - 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).