

Knowledge Base > Deskpro Legacy > Download errors when running from behind a proxy: internal hostname being used

## Download errors when running from behind a proxy: internal hostname being used

Ben Henley - 2023-09-19 - Commenti (0) - Deskpro Legacy

## Question:

I'm running Deskpro behind a Nginx proxy under a different internal hostname. Some Deskpro urls are rendered with the internal hostname in them instead of the helpdesk URL or a relative path. All broken URLs seem to have file.php in common. Is there a setting I can change to force them to use our external URL?

## **Answer:**

To resolve this problem:

- 1. Make sure that the <a href="mailto:trust\_proxy\_data">trust\_proxy\_data</a> setting is set in config.php.
- 2. Configure your proxy to send the correct X-Forwarded-\* headers i.e. X-Forwarded-Host and X-Forwarded-Port

Tag			
nginx			
proxy			