

Disable clean URLs

Christopher Nadeau - 2025-04-11 - Comments (0) - Deskpro Legacy

Problem: You have enabled the "clean URLs" option that requires URL rewriting, such as Apache's `mod_rewrite`, but URL rewriting has stopped working and you cannot access the admin interface to turn it off. For example, if you've moved servers and the new server does not have `mod_rewrite` enabled.

Solution

You can disable the "clean URLs" option by adding a new line to the end of your `/config.php`:

```
$DP_CONFIG['rewrite_urls'] = false;
```

After you've done this, you will be able to use the system through the normal `/index.php/` URL. For example, you can get to the admin interface via `/index.php/admin/`.