I've lost admin permissions and I'm locked out of Deskpro On-Premise

Ben Henley - 2017-11-10 - Comments (0) - Deskpro Legacy

Question:

When I try to log into my admin account, I get a message that I don't have admin permissions. I think the account was changed to a normal agent by mistake. There's no other admin account I can use, so I'm locked out of Deskpro. Is there some way I can make a new admin account?

Answer:

From the command line, run:

```
php bin/console dp:agents make-admin
```

You will then be prompted to enter the email address of a user you want to promote to admin.

You can use

```
php /path_to_deskpro/bin/console dp:agents
```

to see a list of agent accounts.

If this method doesn't work, you could edit the MySQL database directly.

In the **people** table, find your account and set **is_agent**=1 and **can_admin**=1.

Tags

admin

locked out

login

permission

permissions