

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

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

### 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 [trust\\_proxy\\_data 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

Tags  
nginx  
proxy