I set a static IP for my Deskpro VM, and now I can't see the portal!

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

Question:

I could run Deskpro from my VM image fine until I set a static IP. Now when I go to the IP in my browser, I just see a blank window with the Deskpro favicon.

Answer:

This can happen if the helpdesk URL setting in **Setup > Settings** has not been updated.

Add /admin/ to the end of the IP address in your browser and press Enter. You will be able to see the admin interface.

Go to **Setup > Settings** and edit the Helpdesk URL to use the new IP address.