

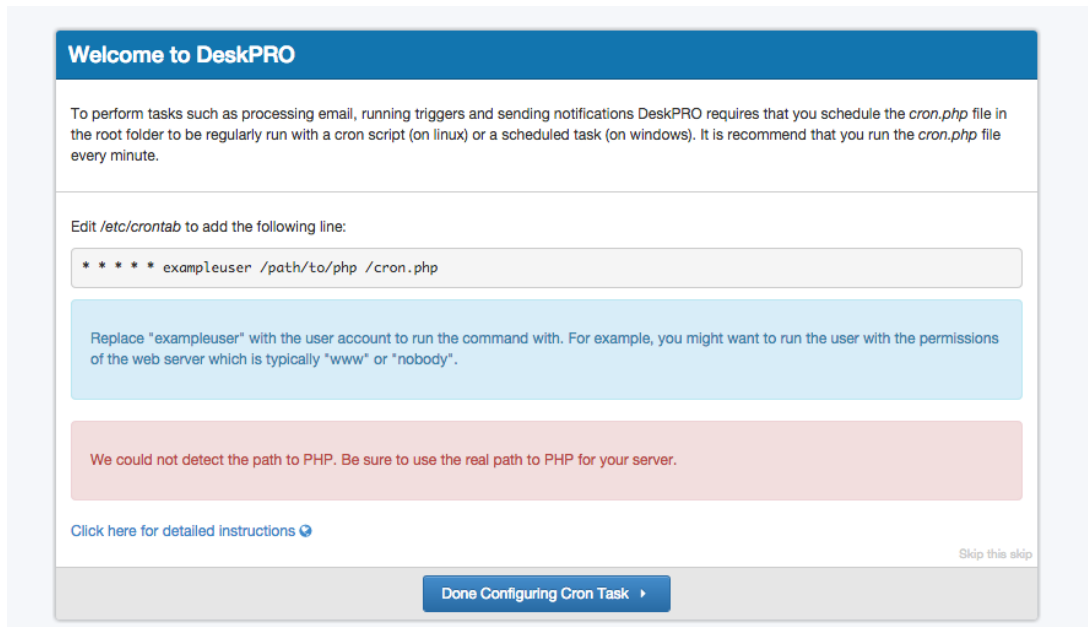
Kennisbank > Deskpro Legacy > "We could not detect the path to PHP. Be sure to use the real path to PHP for your server."

"We could not detect the path to PHP. Be sure to use the real path to PHP for your server."

Ben Henley - 2017-11-09 - Reacties (0) - Deskpro Legacy

Question:

When installing Deskpro On-Premise I get this:



The screenshot shows the 'Welcome to DeskPRO' configuration screen. It includes instructions on scheduling the `cron.php` file and a text input field for the cron command. A blue box provides a tip to replace 'exampleuser' with the correct user. A red box displays the error message: 'We could not detect the path to PHP. Be sure to use the real path to PHP for your server.' At the bottom, there is a link for detailed instructions, a 'Skip this step' option, and a 'Done Configuring Cron Task' button.

Welcome to DeskPRO

To perform tasks such as processing email, running triggers and sending notifications DeskPRO requires that you schedule the `cron.php` file in the root folder to be regularly run with a cron script (on linux) or a scheduled task (on windows). It is recommend that you run the `cron.php` file every minute.

Edit `/etc/crontab` to add the following line:

```
* * * * * exampleuser /path/to/php /cron.php
```

Replace "exampleuser" with the user account to run the command with. For example, you might want to run the user with the permissions of the web server which is typically "www" or "nobody".

We could not detect the path to PHP. Be sure to use the real path to PHP for your server.

[Click here for detailed instructions](#)

[Skip this step](#)

Done Configuring Cron Task

How do I know what the 'real' path to PHP?

Answer:

On Linux, you can execute:

`which php`

On Windows, enter the path to `php-win.exe` e.g. `C:\Program Files\PHP\php-win.exe`.