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forwarded emails via gmail from a user that has a title on their name gets rejected Finished

Joel •

Bug Report# : [اسم المنتدى](#) •

Running on DeskPro 414. When agents forward email to our associated help email for deskpro to consume, if the original from address includes a title, the email gets rejected. Example: From: Joel Spriggs <joel.spriggs@gmail.com from: Joel Spriggs (Destroyer of Worlds) gets rejected. Attached is a sample of emails that worked and didn't using the example addresses. This seems to only occur on emails forwarded in, emails a user sends directly to DP seem to work fine. email.eml is the forward that worked, email(1).eml is the forward that failed, and email(2).eml is an email not forwarded but sent directly to help@ that worked correctly