Exchange not displaying the correct 'From:' field

Channels - (٠) تعليقات - Matias Navarro Carter - 2023-09-11

Using Exchange with Active Directory name lookup can cause your email notifications 'From:' name to be the email of the account associated with the ticket, and not the name of the user.

You can work around this problem by forwarding the email as an attachment.

However, if you are using Deskpro On-Premise, you can disable Active Directory name lookup when connecting to Deskpro by following these instructions (which are valid for Exchange 2010):

1. Under Server Configuration -> Hub Transport, create a new Receive Connector

2. Choose 'Custom' as the type

3. If necessary, set the Local Network Settings as you see fit (receive IP and FQDN).

4. For 'Remote Network Settings', set the IP of the Deskpro server.

5. Once created, go into the properties for that connector.

6. Under the Authentication tab, clear all checks.

7. Under the Permission groups tab, check only Anonymous users.

8. The last step has to be done from the Exchange Management Shell. Assuming your new connector is named as specified above, run this command:

Get-ReceiveConnector "Deskpro Relay" | Add-ADPermission -User "NT AUTHORITY\ANONYMOUS LOGON" -ExtendedRights "Ms-Exch-SMTP-Accept-Any-Recipient"

All this will ensure that Exchange no longer references Active Directory for name lookup for a trusted connection.

Ensure the connection is locked down by IP and is not acting as an open relay.

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