

## I'm having trouble with an error: "rejected "((from\_gateway\_address

Admin - (.) تعليقات - Ben Henley - 2023-09-01

### **:Question**

In the incoming email log I'm getting "rejected (from\_gateway\_address)" errors. What do these mean

### **:Answer**

These errors happen when an email is sent to one of your ticket accounts from another ticket account. For example, you accept tickets at your info@ and help@ accounts, and an .@email was sent from info@ to help

.To avoid starting an infinite email loop, Deskpro will reject the email

.Note that this also applies even if one of the accounts is configured as an Outgoing Account