# 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.