I'm having trouble with Exchange not sending displaying the 'From:' field

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Question:

The From: name for an agent notification should be the user's name, but all our agents are receiving emails with the From name set to the ticket email account instead. We use Exchange as the email server and Outlook as our email client.

Answer:

This is due to Exchange using Active Directory name lookup to decide the From: name, rather than the email From: header.

This can also result in ticket notifications to users with internal email addresses not having the correct From name:, whereas external users do see the correct name.

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

If you are using Deskpro On-Premise, you can disable Active Directory name lookup when connecting to Deskpro.

(These instructions are written for Exchange 2010; you may need to slightly modify them for your version of Exchange):

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.

a. Under the Authentication tab, clear all checks.

b. Under the Permission Groups tab, check only Anonymous users.

6. 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"
```

This ensures that Exchange no longer references AD for name lookup for a trusted connection.

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