

## I'm having trouble with user messages being wrongly identified as automated

Ben Henley - 2018-03-13 - Comments (0) - Using Deskpro

### Question:

Some users sending several messages to my helpdesk in a few minutes have received this message:

You recently sent an email to our helpdesk. Our automated system has detected that you have sent many messages in rapid succession that were most likely automated.

To protect against an auto-responder loop our helpdesk will not send any more automatic notification emails to you.

How do I prevent this happening?

### Answer:

You can increase the threshold from **Admin > Setup > Settings**. Go to View advanced settings editor (small link in the very bottom right) and increase the numbers for these settings:

- core\_email.antiflood\_newtickets
- core\_email.antiflood\_newreplies

Tags  
2018  
antiflood  
auto-responder

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- [How does user auto-response flood protection work?](#)