



[Hjælpecenter](#) > [Community](#) > [Feature Request](#) > [Support .msg files being forwarded to the helpdesk from Outlook](#)

Support .msg files being forwarded to the helpdesk from Outlook Collecting Feedback

- Florian Huwald
- **Navn på forum:** #Feature Request

We are currently experiencing problems when forwarding an email to the ticket system to create a ticket for a user. Outlook uses either .eml or .msg files and deskpro only reads the .eml files. When deskpro receives a .msg file it responds with an error (invalid_fwd).

We'd like .msg files to be supported when forwarding.