I'm having trouble with an error: "mistakes with form"

Ben Henley - 2023-08-16 - Kommentarer (0) - Deskpro Legacy

Question:

When I test my embedded ticket form, I get an error saying there are mistakes with the form and to fix the highlighted errors, but there are no errors highlighted. What should I do?

Answer:

This can happen when you have an embedded ticket form on your website and the rate-limiting CAPTCHA is enabled. If you send several test tickets, the CAPTCHA is not displayed correctly, but because you have not filled it in, the ticket is not accepted.

This will not affect your users because they will not be sending multiple tickets in a short period of time.

You can disable the rate-limiting CAPTCHA in Admin. If your helpdesk uses the old portal system, go to Admin > Setup > Settings, and select **Disable rate-limiting**. If you have the new portal, go to Admin > Setup > Settings and change the settings for new tickets in Portal Rate Limiting and CAPTCHA Settings.