

I'm having trouble with the news RSS feed not working with Outlook Aggregator

Ben Henley - 2023-08-16 - Comments (0) - Using Deskpro

Question:

When I try to add the News RSS feed from the portal to Outlook Aggregator, it doesn't work. It seems like the URL that's being added starts `http://https://`

I want everyone in my organization to be able to subscribe to the News posts in Outlook. How can I fix this?

Answer:

Outlook's Aggregator feature doesn't support HTTPS feeds. Deskpro version 414 can now provide the News RSS feed as a plain HTTP feed.

You may need to wait for your Cloud helpdesk to be updated, or update your On-Premise helpdesk to the latest version, for this to work.