

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

Ben Henley - 2023-08-16 - Comment (1) - 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