

## I'm having trouble with an error: "rejected "((from\_gateway\_address

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### **:Question**

In the incoming email log I'm getting "rejected (from\_gateway\_address)" errors. What do  
?these mean

### **:Answer**

These errors happen when an email is sent to one of your ticket accounts from another  
ticket account. For example, you accept tickets at your info@ and help@ accounts, and an  
.email was sent from info@ to help

.To avoid starting an infinite email loop, Deskpro will reject the email

.Note that this also applies even if one of the accounts is configured as an Outgoing Account