I'm having trouble with incoming emails not being turned into tickets

Ben Henley - 2023-09-13 - Commentaire (1) - Deskpro Legacy

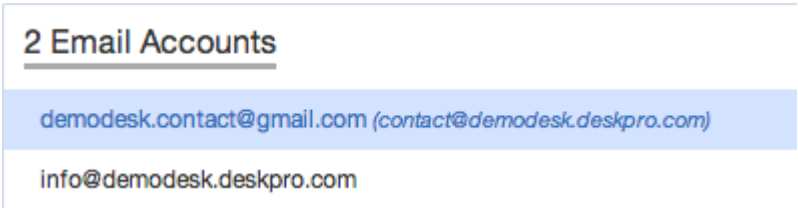
Problem: you have an email account that was set up to receive tickets (e.g. support@yourcompany.deskpro.com or support@yourcompany.com), but it has stopped working.

The troubleshooting steps differ depending on whether you are using Deskpro Cloud or Deskpro On-Premise.

Deskpro Cloud

Your helpdesk has one or more @yourcompany.deskpro.com email accounts.

You may have ***custom email addresses*** configured which forward email into the deskpro.com accounts. In the image below, the top account below is using a custom email address to forward email to a deskpro.com address.



Go to **Tickets > Email Accounts**.

Check incoming mail log

In the incoming mail log, see if the messages are being processed. Are tickets being created but deleted or marked as spam by a custom trigger? Or are they in a department you don't have permission to view?

Does the faulty email address still exist in Deskpro?

Is there an account set up with the address or custom address you expected to work?

If not, the account may have been accidentally deleted. In some circumstances earlier versions of Deskpro would process email for accounts that had not been created, so upgrading to a newer version can cause these to stop working.

Create an account and/or add a custom email address.

Does the faulty account use a custom email address?

Email the underlying @yourcompany.deskpro.com account rather than the custom address. If that email is converted into a ticket, the problem is with the custom address.

The custom address account should have been configured to forward email to the deskpro.com account. Here's how to do that with Gmail, Outlook.com, and Yahoo Mail.

Check that the custom address account hasn't run out of storage space.

Deskpro On-Premise

Your helpdesk checks a mailbox looking for messages to import as tickets.

Go to **Tickets > Email Accounts**.

Check incoming mail log

In the incoming mail log, see if the messages are being processed. Are tickets being created but deleted or marked as spam by a custom trigger? Or are they in a department you don't have permission to view?

Does the faulty email address still exist in Deskpro?

Is there an account set up with the address you expected to work?

If not, create the account.

Is somebody connecting with an email client and removing messages/marking them as read before Deskpro sees them?

If you connect to the mail server using a POP email client, it may remove the messages before Deskpro processes them. With an IMAP email client, it may mark the messages as read or move them to another folder that Deskpro isn't checking. If someone is checking the ticket email account with email software outside of Deskpro, they need to make sure that they don't change the state of the inbox - e.g. do not delete/mark as read any emails.

Is the cron job/Scheduled Task running?

The cron job (on Linux/Unix) or Scheduled Task (on Windows) which runs cron.php once per minute may have crashed or been stopped.

Check **Admin > Server > Scheduled Tasks** to see if it is still running.

This is how you should set up cron and this is how you should set up a Scheduled Task.

If cron keeps crashing, enable cron logging to diagnose the problem.

Is the faulty address enabled?

Make sure **Enable this email account** is selected.

Check account settings

Make sure the login credentials for the POP/IMAP/Gmail/Exchange account are correct.

Has the password been changed?

For a Gmail or Google Apps account, has two-step verification been enabled on the account? This can be enabled by a Google Apps administrator. In that case, you must create an application-specific password.

Is there a mail server issue?

Is the mailbox you're checking full? Is the server down?

Enable logging for incoming email processing

You can enable logging of incoming email processing.