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.