I'm having trouble with an error: "Your message was not accepted because you are sending from an unknown email address."

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Question:

When an agent replies to a Deskpro email, they sometimes get this error. What's happening?

> Your message was not accepted because you are sending from an unknown email address. Please send messages from the email address you have set in your agent profile on the helpdesk.

Answer:

There a number of reasons why this can happen. Examine the incoming email log for an affected message to get more information about the problem.

1. **If this happens all the time**, check that your email system is sending the From: header correctly. In particular, Exchange/Outlook may not send include agent's email address in the From: header if you use Active Directory. See this article for a fix.

2. **If this happens from a certain email client/device**, the agent is probably replying from a different email address than the one associated with their Deskpro account. For example, they are forwarding their work email to their phone, but when they reply, the From: address used is their personal address.

3. **If this happens intermittently**, a possible cause is that an agent has forwarded a Deskpro ticket notification to another agent, and the second agent is trying to reply to it. Because the second agent is not the correct ticket owner, Deskpro rejects the message. **Agents should never forward Deskpro notification emails**. Agents can assign tickets to other agents, add them as followers etc via email using action codes.