



 $\underline{Center\ za\ pomoč} > \underline{Skupnost} > \underline{Feature\ Request} > \underline{Support\ .msg\ files\ being\ forwarded\ to\ the\ helpdesk\ from\ Outlook}$

Support .msg files being forwarded to the helpdesk from Outlook Collecting Feedback

- FH Florian Huwald
- Ime foruma: #Feature Request

We are currently experiencing problems when forwarding an email to the ticket system to create a ticket for a user. Outlook uses either .eml or .msg files and deskpro only reads the .eml files. When deskpro receives a .msg file it responds with an error (invalid_fwd).

We'd like .msg files to be supported when forwarding.