

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

Ben Henley - 2023-09-01 - Comments (0) - Admin

### **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.