

When replying to an enqueued email, including the queue address in the recipients can cause a routing loop

PROBLEM

When replying to an email in Ignite, if you include the queue email i the recipients, it can cause a loop as the reply is sent directly back into queue.

RESOLUTION

You can add a failsafe to prevent this.

1. Open the EMail Media Server and load the Inbound workflow
2. Add a FROM activity to check if the Queue email address is in the FROM or CC fields.
3. On Success, add a No Reply activity to prevent that message from going back into queue. Leave the Failure branch blank and it will continue onto the rest of the workflow.

NOTE: This check is automatic and no manual activity is needed in MiCC 8.1.1.0 and newer.

APPLIES TO

MiCC 8.0.

Keywords: email e-mail queue routing loop

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