

## Top Tip

### Reducing [BULK] marked email in user inboxes

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## ▶ The Problem

"I don't want my users receiving messages classified as [BULK], but some email messages my organisation is receiving are being incorrectly classified as bulk or Spam. I need some way of notifying the senders of these messages that their email hasn't reached the recipient, with instructions on how to bypass the filter. How can I do this without compromising my email system?"

## ▶ The Solution

### How it works...

#### Folder setup

Create a public folder in Exchange called 'Quarantine'.

#### Exclaimer Setup

Enable the Anti-Spam and Auto Responder options in the Setup menu.

#### Anti-Spam settings

Setup the Detection Center – Bulk so that it doesn't alter the subject line and marks a **Header** field value as 'BULK'.

#### The Rules

**Rule 1** - Moves messages with the **Header** field value 'BULK' to the **Quarantine** public folder.

**Rule 2** - Places a 'Not Spam' link in the top right of each the message in the Quarantine public folder. It also notifies the sender that their message was not received by the recipient, with instructions on how to successfully resend their message. Mail administrators can also be BCC'd into this message.

#### Spam backdoor

Allows you to bypass your spam filter and receive email messages that contain a specific string in the **Subject** field.

## Before you setup the rules

1. Install **Exclaimer Mail Utilities 4.24** or later.

You can download the latest release version from our website at <http://www.exclaimer.com/download>

2. Create Public folder in Exchange called 'Quarantine'.

Make sure you have mail-enabled the above folder and assign it the email address 'quarantine@[your domain].com'.

## Exclaimer Setup

1. Open the **Exclaimer Control Panel**.  
Click on the **Setup** icon in the left-hand menu.
2. Place a tick in the **Anti-Spam** checkbox.
3. Place a tick in the **Auto Responding** checkbox.
4. Click on the **Save** icon at the bottom of the left-hand menu.

## Changing the Detection center – Bulk settings

1. Setting the **Detection center – Bulk** anti-spam rule not to modify the subject field.

Click on the **Anti-Spam** icon in the left-hand menu. Click on the **Advanced** tab. In the **Detection center – Bulk** row click on the link (it will be either **Mark**, **Reject** or **Deliver**) in the **Action** column.

Ensure there is a dot in the **Mark the message** radio button.

Remove the tick from the **Alter subject line** checkbox.

Ensure there is a tick in the **Add/replace an Internet header field** checkbox. Type 'X-Exclaimer-MayBeSpam' in the **Header field name** text field.

Type 'BULK' in the **Header field value** text field.

Ensure there is a dot in the **Replace value** radio button.

Remove the tick from the **Alter subject line** checkbox.

Click on **OK**.

**Anti-Spam Action**

Rule: Detection center - Bulk

Reject the message with the following RFC 2821 compliant server response

Reply code:

Reply text:

Mark the message

Set Spam Confidence Level (SCL) to:

Add/replace an Internet header field

Header field name:

Header field value:

If header field already exists then:  Replace value  Append value

Alter subject line

Modify subject

Prepend this text to subject:

Append this text to subject:

Replace subject with:

Continue to the next Anti-Spam rule

Deliver the message

**OK** **Cancel**

2. Click on the **Save** icon at the bottom of the left-hand menu.

## Creating a rule to move bulk messages to the Quarantine public folder

1. In the **Custom Mail Rules** section add a new rule to use the delivery options to move bulk messages to the quarantine folder and away from the users' mailboxes.

Click on the **Add rule...** button at the bottom of the **Exclaimer Control Panel** window.

In the **Addressing** tab under the **Sender** section place a dot in the **Message header equals** radio button.

Type 'X-Exclaimer-MayBeSpam: BULK' in the text field just under the **Message header equals** radio button.

In the **Recipient** section place a dot in the **Anyone** radio button.

Type 'Move bulk messages to the Quarantine public folder' in the **Rule Name** field.

The screenshot shows the 'Edit Mail Rule' dialog box with the following configuration:

- Sender:** Anyone where a message header equals "X-Exclaimer-MayBeSpam: BULK"
- Recipient:** Anyone
- Addressing Tab:**
  - Sender:**  is  is not
    - Anyone
    - Anyone internal
    - Anyone in the Active Directory
    - Anyone with an X400 address
    - Anyone external
    - Any Active Directory Contact
    - Email address
    - Email domain
    - Active Directory Container (Organizational Unit)
    - Active Directory Users and Groups
    - Active Directory Attributes
    - Subject contains
    - Message header equals
  - Text field:** X-Exclaimer-MayBeSpam: BULK
  - Button:** BROWSE...
- Recipient:**  is  is not
  - Anyone
  - Anyone internal
  - Anyone in the Active Directory
  - Anyone with an X400 address
  - Anyone external
  - Any Active Directory Contact
  - Email address
  - Email domain
  - Active Directory Container (Organizational Unit)
  - Active Directory Users and Groups
  - Active Directory Attributes
  - Subject contains
  - Message header equals
- Text field:** (Empty)
- Button:** BROWSE...

- Rule name:** Move bulk messages to the to the Quarantine public folder
- Rule enabled:**
- Buttons:** OK, Cancel

2. Click on the **Delivery Options** tab.

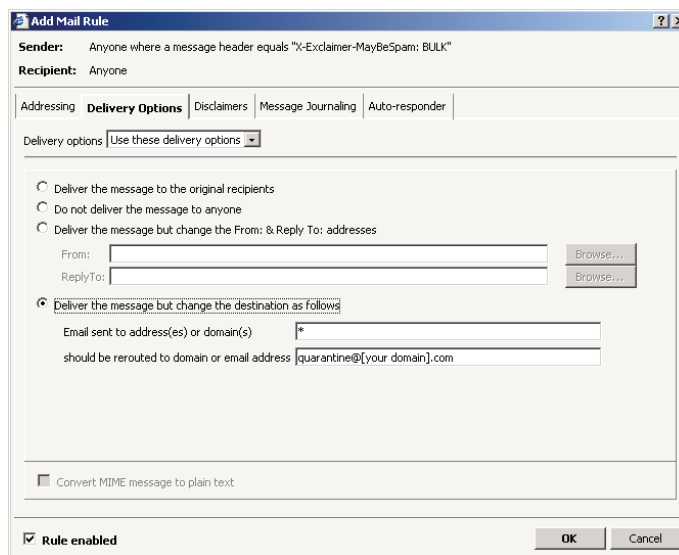
Select **Use these delivery options** from the **Delivery option** dropdown box.

Place a dot in the **Deliver the message but change the destination as follows** radio button.

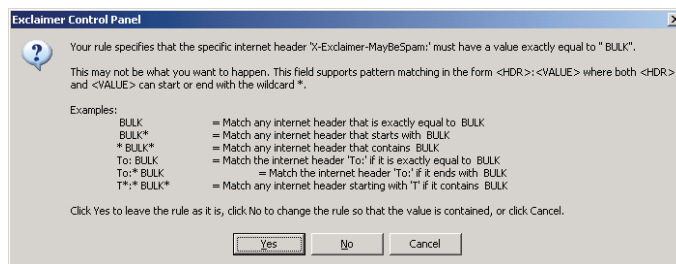
Type '\*' in the **Email sent to address(es) or domain(s)** text field.

Type 'quarantine@[your domain].com' in the **should be rerouted to domain or email address** text field.

Click on **OK**.



3. Click on **Yes** in the warning message box.



4. Click on the **Save** icon at the bottom of the left-hand menu.

## Creating the rule to add the 'Not Spam' link and send an auto-responder to sender

1. Custom rule for quarantine to add 'Not Spam' link and send an auto-responder to the bulk/spam mail sender.

Click on the **Add rule...** button at the bottom of the **Exclaimer Control Panel** window.

In the **Addressing** tab under the **Sender** section place a dot in the **Anyone** radio button.

In the **Recipient** section place a dot in the **Active Directory Users and Groups** radio button type 'quarantine@[your domain].com' in the text field just under the **Message header equals** radio button.

Type 'Add 'Not Spam' link and auto-responds to the sender' in the **Rule Name** field.

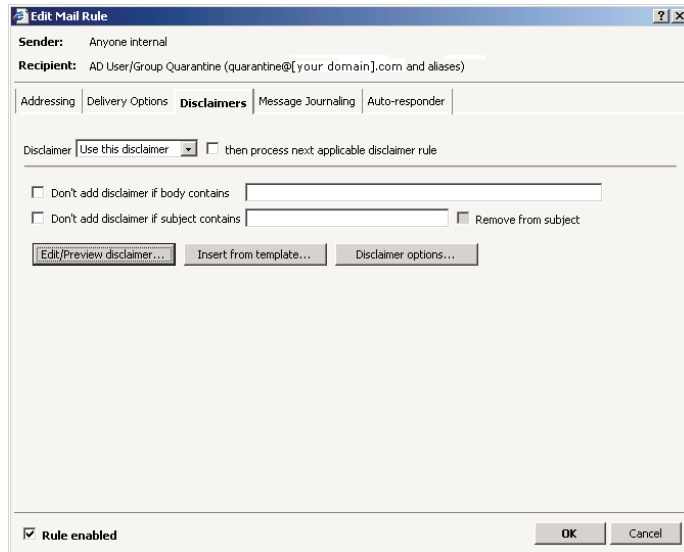
The screenshot shows the 'Add Mail Rule' dialog box with the following configuration:

- Sender:** Anyone internal
- Recipient:** AD User/Group Quarantine (quarantine@ben.local and aliases)
- Addressing Tab:**
  - Sender:**  Anyone
  - Recipient:**  Active Directory Users and Groups
- Text Field:** Quarantine (quarantine@ben.local and aliases)
- Rule name:** Add 'Not Spam' link and auto-responds to the sender
- Rule enabled:**

2. Click on the **Disclaimers** tab.

Select **Use this disclaimer** from the **Disclaimer** dropdown box.

Click on the **Edit/Preview disclaimer...** button.

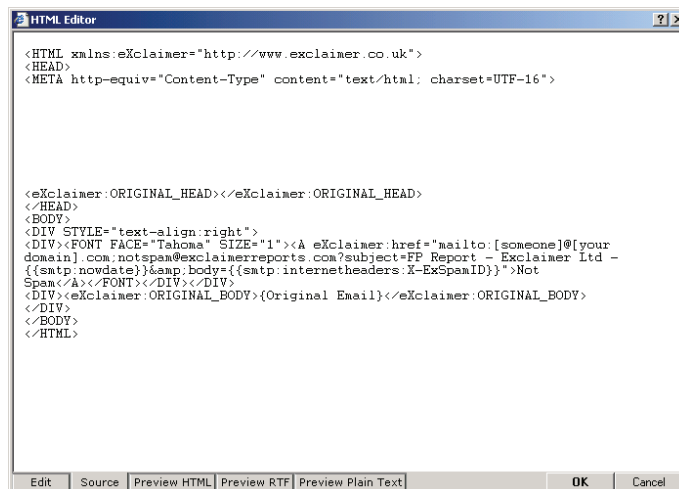


3. Click on the **Source** tab at the bottom of the **HTML Editor** window.

Copy and paste the following HTML source code into the **HTML Editor** window. Remembering to change the highlighted mailto address to the Mail Administrator's or the person responsible for managing your Exclaimer system.

```
<HTML xmlns:exclaimer="http://www.exclaimer.co.uk">
<HEAD>
<META http-equiv="Content-Type" content="text/html; charset=UTF-16">
<exclaimer:ORIGINAL_HEAD></exclaimer:ORIGINAL_HEAD>
</HEAD>
<BODY>
<DIV STYLE="text-align:right">
<DIV><FONT FACE="Tahoma" SIZE="1"><A exclaimer:href="mailto:[someone]@[your
domain].com;notspam@exclaimerreports.com?subject=FP Report - Exclaimer Ltd -
{{smtp.nowdate}}&amp;body={{smtp:internetheaders:X-ExSpanID}}">Not
Spam</A></FONT></DIV></DIV>
<DIV><exclaimer:ORIGINAL_BODY>{Original Email}</exclaimer:ORIGINAL_BODY>
</DIV>
</BODY>
</HTML>
```

Click on **OK**.

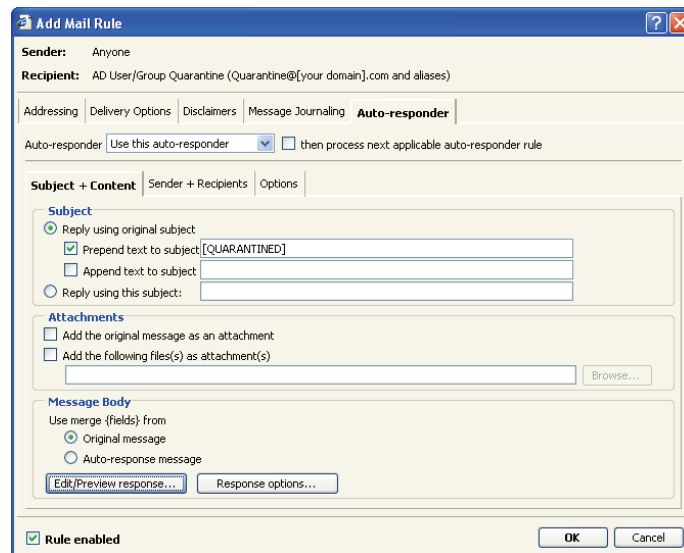


4. Click on the **Auto-responder** tab.

Select **Use this auto-responder** from the **Auto-responder** dropdown box.

Place a tick in the **Prepend text to subject** checkbox. Type '[QUARANTINED]' in the text field to the right of the **Prepend text to subject** checkbox.

Click on the **Edit/Preview response...** button in the Message Body section.



The screenshot shows the 'Add Mail Rule' dialog box with the 'Auto-responder' tab selected. The 'Sender' is set to 'Anyone' and the 'Recipient' is 'AD User/Group Quarantine ([Quarantine@[your domain].com and aliases])'. The 'Auto-responder' dropdown is set to 'Use this auto-responder'. Under the 'Subject + Content' section, the 'Subject' sub-section has 'Reply using original subject' selected, with 'Prepend text to subject' checked and '[QUARANTINED]' entered in the text field. The 'Attachments' section has 'Add the original message as an attachment' and 'Add the following files(s) as attachment(s)' unchecked. The 'Message Body' section has 'Use merge {fields} from' set to 'Original message'. The 'Edit/Preview response...' button is highlighted with a red box. At the bottom, the 'Rule enabled' checkbox is checked, and 'OK' and 'Cancel' buttons are visible.

5. In the text area of the **HTML Editor** window type 'Your message [use the **field** dropdown button on the **HTML Editor** toolbar to insert the **{Message Subject}** field here] was classified as spam by our systems and was quarantined.

You should be aware that this email was not delivered to [use the **field** dropdown button on the **HTML Editor** toolbar to insert the **{Message Recipient}** field here] and may not be read in the near future.

To ensure that your message bypasses the anti-spam filters, you may resend this message placing "[type the string that you want to use as your spam backdoor key here]" somewhere in the subject field.

Please do not reply to this message – it is an automated response.

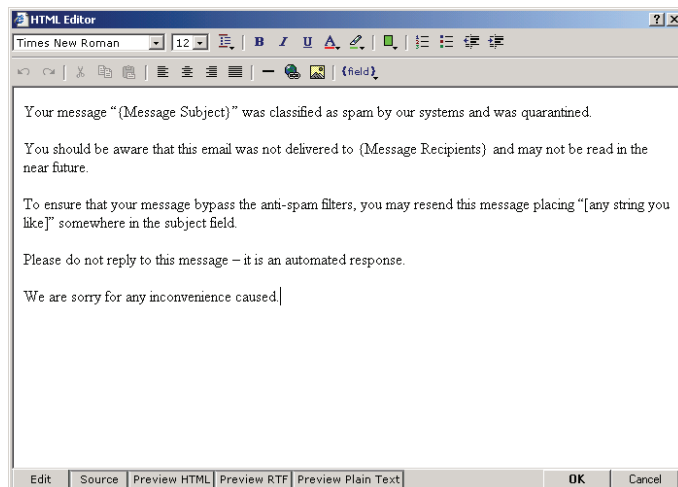
We are sorry for any inconvenience caused.'

### **IMPORTANT!**

The string you use as your spam backdoor key should not be obvious. It is best to use a random string of characters (or your organisation's telephone number).

You may need to edit this text to fit in with your organisation's house style or electronic communications policy.

Click on **OK**.



6. Click on the **Sender + Recipients** tab.

Type “Anti-Spam Quarantine” <noreply@[your domain].com> in the **Auto-responder should appear to be from:** text field.

If you want an administrator to receive a copy of this auto-response, type “[administrator’s name]@[your domain].com” in the **BCC Auto-response to:** text field.

Click on **OK**.

The screenshot shows the 'Edit Mail Rule' dialog box with the 'Auto-responder' tab selected. The 'Sender' is 'Anyone internal' and the 'Recipient' is 'AD User/Group Quarantine (quarantine@[your domain].com and aliases)'. The 'Auto-responder' section is checked, and the 'Send auto-response to original sender' radio button is selected. The 'Auto-response should appear to be from:' field contains 'Anti-Spam Quarantine' <noreply@[your domain].com>. The 'BCC Auto-response to:' field contains '[someone]@[your domain].com'. The 'Rule enabled' checkbox is checked. The 'OK' button is highlighted.

7. Click on the **Save** icon at the bottom of the left-hand menu.

## Setting up the Spam back door

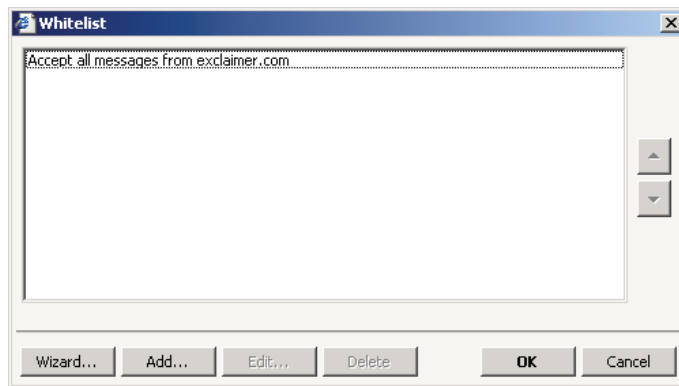
1. Setting your whitelist so that you are able to receive mail from senders that have been incorrectly classified as spam.

Open the **Exclaimer Control Panel**.

Click on the **Setup** icon in the left hand menu.

Click on the **Whitelist...** button.

Click on the **Add...** button at the bottom of the **Whitelist** window.



2. Type in the name you want to call your whitelist entry in the **Name** text field. For example, 'Backdoor to bypass anti-spam checks'.

In the **P1 (MIME) Envelope data** section type '\*@[your domain].com'.

In the **P2 (MIME) message data** section type in the same string you used in the Auto-responder message ('[any string you like]') in the **Subject contains** text field.

### IMPORTANT!

The text you type in the **Subject contains** field should exactly match the string you used in **step 5** of the rule **Add 'Not Spam' link and auto-responds to the sender** rule.

Click on **OK**.

**Whitelist Entry**

Disclaimer will only check the fields that you fill in. For example, if you fill in the subject field, then only messages that have this text in the subject will match. If you are unsure what information is required use the Whitelist wizard.

**Name:** Backdoor to bypass anti-spam checks

**IP Address:**

**P1 (SMTP) Envelope data**

**MAIL FROM:**

Domain must result in SPF\_PASS for this entry to be valid

**RCPT TO:** \*@[your domain].com

**P2 (MIME) message data**

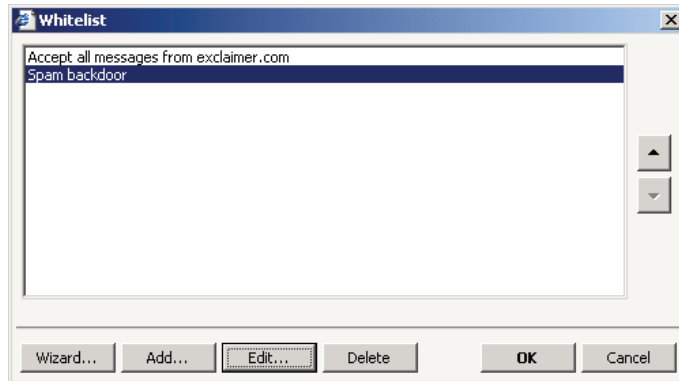
**From:**

**To/CC:**

**Subject contains:** any string you like

**Comment:**

3. Click on **OK**.



4. Click on the **Save** icon at the bottom of the left-hand menu.

**WARNING!**

If you believe that your spam backdoor is compromised you should change your spam backdoor key. If you change your spam backdoor key remember to amend the auto-responder text in the **Add 'Not Spam' link and auto-responds to the sender** rule.