

# How to Configure Mail Filters

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## Overview

Email filters use the criteria that you specify to determine how to handle email messages. The following cPanel interfaces allow you to configure email filters:

- The *Global Email Filters* interface (*cPanel >> Home >> Email >> Global Email Filters*) — Global email filters affect the cPanel account's email addresses.
- The *Email Filters* interface (*cPanel >> Home >> Email >> Email Filters*) — User-level filters affect specific email addresses on the cPanel account.

**Note:**

In these interfaces, click + to add a rule, or click - to remove rules.

## Filter rules and criteria

The first set of options specifies which part of the email message the system examines to determine whether the message matches your filter parameters.

You can choose from the following options:

Option	Description
<i>From</i>	The message sender's address.
<i>Subject</i>	The message's subject line.
<i>To</i>	The address to which the sender sent the message. <div data-bbox="808 1297 1458 1444"><p><b>Note:</b> Generally, the recipient does <b>not</b> receive the BCC field in an email's header. For this reason, you <b>cannot</b> use the BCC field in a filter.</p></div>
<i>Reply Address</i>	The address at which the sender receives replies.
<i>Body</i>	The message's content.
<i>Any Header</i>	Any part of the message's header.
<i>Any recipient</i>	Any recipient of the message.
<i>Has not been previously delivered</i>	The system <b>only</b> examines messages that remain in the queue for delivery.
<i>is an Error Message</i>	The system <b>only</b> examines error messages that an auto-response system sends.
<i>List ID</i>	The account's mailing lists.
<i>Spam Status</i>	Whether Apache SpamAssassin™ marked the message as spam. The <i>Spam Status</i> line begins with <i>Yes</i> or <i>No</i> .

<i>Spam Bar</i>	The content of the <i>Spam Bar</i> header that Apache SpamAssassin generated for this message. The more plus signs (+) that Apache SpamAssassin assigns to a message, the greater the likelihood that the system marks the message as spam.
<i>Spam Score</i>	The total number of plus signs (+) in the <i>Spam Bar</i> value, expressed as an integer.  For more information about the <i>Spam Score</i> option, read the <a href="#">Spam Score</a> section below.

## Operators

After you select the portion of the email message that the system will examine, select the type of comparison between that portion of the email and the criteria that you enter.

You can choose from the following options:

Option	Description
<i>equals</i>	The message exactly matches a defined string.
<i>matches regex</i>	The message matches a <a href="#">regular expression</a> that you define.  <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>Note</b> The filter text box accepts regular expressions when you select this option, rather than commonly-used wildcard characters (for example, * or ?).</p> </div>
<i>contains</i>	The message a string that you define.
<i>does not contain</i>	The message does <b>not</b> contain the defined string.
<i>begins with</i>	The message begins with the defined string.
<i>ends with</i>	The message ends with the defined string.
<i>does not begin</i>	The message does <b>not</b> begin with the defined string.
<i>does not end with</i>	The message does <b>not</b> end with the defined string.
<i>does not match</i>	The message does <b>not</b> exactly match the defined string.

## Spam Score

The following options are **only** applicable when you select the *Spam Score* option:

Option	Description
<i>is above (#s only)</i>	The message's Spam Score is greater than the number that you define.
<i>is not above (#s only)</i>	The message's Spam Score is equal to or less than the number that you define.
<i>is below (#s only)</i>	The message's Spam Score is less than the number that you define.
<i>is not below (#s only)</i>	The message's Spam Score is greater than or equal to the number that you define.

### Important

When you create a filter that uses several operators, the system processes the **and** operator **before** the **or** operator. For example:

- The system processes A **or** B **and** C as A **or** (B **and** C).
- The system processes A **and** B **or** C as (A **and** B) **or** C.

## Criteria

Enter the criteria to use in the text box under the *Rules* menus. The type of data that you enter determines the comparison that the system performs.

For example, if you select the *From* and *Equals* filters, enter `user@example.com` as the criteria. The system determines that any email from `user@example.com` matches the filter, but does **not** match `seconduser@example.com` because it contains additional letters.

### Important

Exim converts newlines into spaces in the `$message_body` field. Do **not** add `\n` characters to any body filters that you create.

## Actions

When cPanel determines that an email message matches your filter, it handles that message with the any of the following actions that you specify:

Action	Description
<i>Discard Message</i>	The system discards the incoming message with no failure notice.
<i>Redirect to email</i>	The system forwards the message to another email address that you specify.
<i>Fail with message</i>	The system discards the message and automatically send a failure notice to the sender.
<i>Stop Processing Rules</i>	The system skips all filter rules.
<i>Deliver to folder</i>	The system delivers the message to a specified folder.
<i>Pipe to a program</i>	The system sends the incoming message to a specified program. For more information, read the <a href="#">Pipe to a Program</a> section below.

## Pipe to a Program

### Important:

Make **certain** that your script uses the proper file permissions (0700). To change your script's file permissions, run the `chmod 0700 myscript.php` command, where `myscript.php` represents your script's location and file name.

Use the *Pipe to a Program* option to parse and enter email information into a different system. For example, use the *Pipe to a Program* option to pipe email information to a program that enters email information into a ticket system.

- STDIN pipes email and headers to the program.
- Pipes can accept variables from the `$_SERVER` array and variables on the command line.
- The language or environment that you use may cause memory limit issues.
- If your script produces any output, even a blank line, the system will create a bounce message that contains that output.

When you use the *Pipe to a Program* option, enter a path that is relative to your home directory. For example, to use the `/home/user/ script.pl` script, enter `script.pl` in the *Pipe to a Program* text box, where `user` represents your username.

### Note:

If you use PHP, make certain that you appropriately wrap your code in start and end tags.

## Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- [How to Configure Mail Filters](#)
  - [How to Create a Spam Email Filter](#)
  - [How to Create Mail Filter Rules For Mailing Lists](#)
  - [AutoConfig and Autodiscover](#)
  - [IMAP vs. POP3](#)
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- [How to Configure Mail Filters](#)
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- [How to Configure the Exim Outgoing IP Address](#)
  - [Calendar and Contacts Server](#)
  - [How to Convert mbox Accounts to Maildir](#)
  - [How to Configure the Apache SpamAssassin Report\\_Safe Option](#)
  - [Email](#)
- 
- [UAPI Functions - EmailAuth::validate\\_current\\_dkims](#)
  - [UAPI Functions - EmailAuth::validate\\_current\\_spfs](#)
  - [Guide to Standardized Hooks - Scripts Functions](#)
  - [WHM API 1 Functions - save\\_spamd\\_config](#)
  - [UAPI Functions - Email::enable\\_spam\\_box](#)