

Email bounce handling

New in [Tiki25](#). Leveraging [rambomst/php-bounce-handler](#) and [Email filters](#), handle email bounces in Tiki: add system tracker to hold bounce information, add bounce handler lib, add sieve filters to check for bounces and add to bounce list in [system trackers](#).

Initial commit: https://gitlab.com/tikiwiki/tiki/-/merge_requests/1879

What is bounce

A bounced email, or bounce, is an email message that gets rejected by a mail server. When an email bounces, it has for some reason not reached the intended destination.

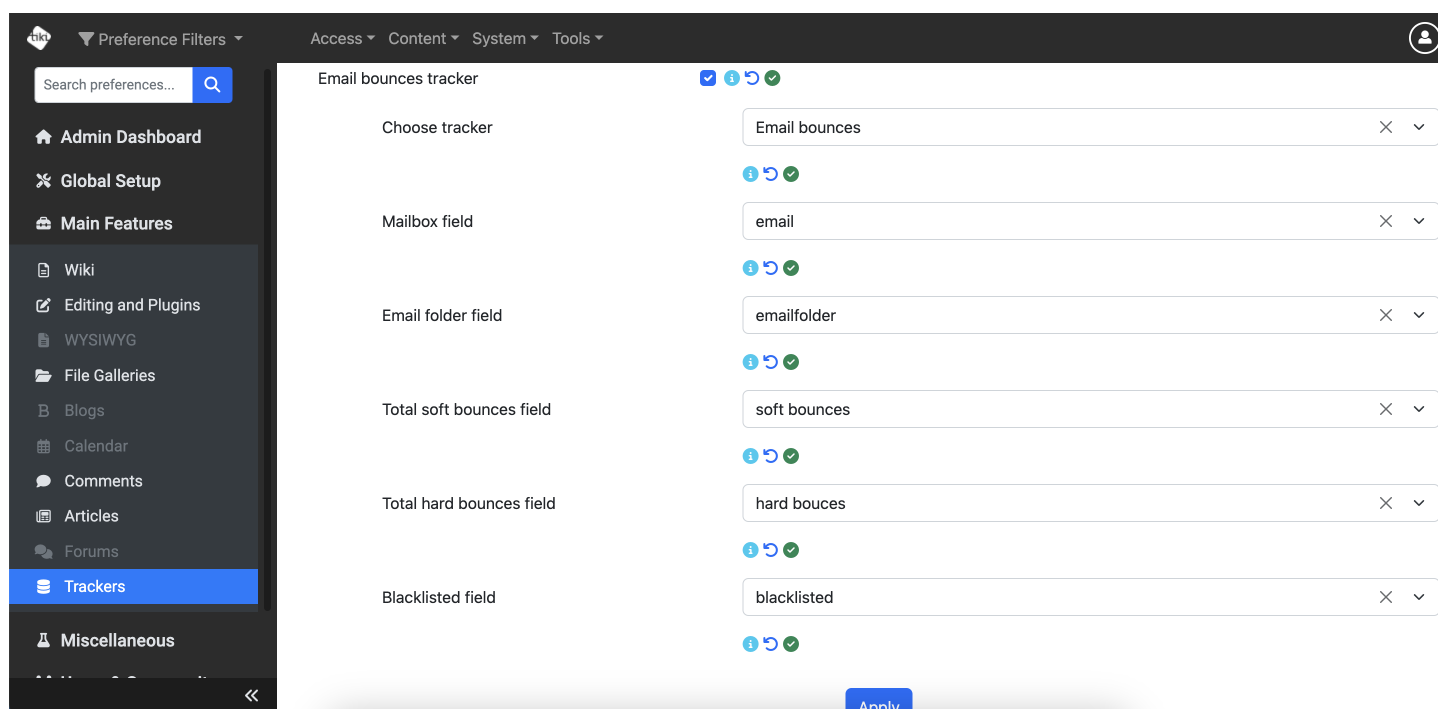
A bounced email can be either a hard bounce or a soft bounce. A hard bounce means that the email address is permanently unavailable and should not receive electronic mail. A soft bounce is temporary, and may be caused by server outages or a full inbox. Most email service providers will designate soft bounces as a hard bounce after three failed sends.

How to configure

Step 1: Configure system tracker holding bounce information

Go to [System-Trackers](#), access it from `/tiki-admin.php?page=trackers` and check **Email bounces tracker** then:

- Choose which tracker will store the bounced emails and statistics.
- Choose an email field that stores the email address that bounced.
- Choose an email folder field that stores the bounced messages read by Tiki.
- Choose a numeric field that stores the total number of soft bounces occurred for an email address.
- Choose a numeric field that stores the total number of hard bounces occurred for an email address.
- Choose a checkbox field that stores the blacklist state for an email address - whether Tiki should skip sending emails to that email address or not.



click to enlarge

Create a tracker with these fields before

Tracker Fields: Email bounces ?

+ Add Field Import Fields Properties Fields Trackers Items

| <input type="checkbox"/> | ID | Name | Type | List | Title | Search | Public | Mandatory | Actions |
|--------------------------|----|--|--------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <input type="checkbox"/> | 61 | name emailbounceName | Text Field | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | 60 | emailfolder emailbounceMailbox | Email Folder | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | 62 | email emailbounceEmail | Email | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | 63 | soft bounces emailbounceSoftBounces | Numeric | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | 64 | hard bounces emailbounceHardBounces | Numeric | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | 65 | blacklisted emailbounceBlacklisted | Checkbox | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Save All

× ▾

Go

click to enlarge

Step 2: Configure the filter

Go to [Webmail](#), Click on **filters** in settings section then click on **add filter** and set other details of filter: name, priority and test. In the conditions & actions section, Add **is bounce** as a condition and select **type** of condition soft, is not soft, hard, not hard. Then click on add action and pick **add to bounce list**

Filter Name:

Your filter name

Priority:

0

Test:

ALLOF (AND)



Conditions & Actions

Filters must have at least one action and one condition

| Conditions | | Add Condition |
|------------|------|---------------|
| Is Bounce | Soft | Delete |
| Is Bounce | Hard | Delete |

| Actions | | Add Action |
|--------------------|--|------------|
| Add to bounce list | | Delete |

click to enlarge

Step 3: Set up cron job

Finally add **php console.php sieve:filters** command to Tiki Scheduler or a cron job

When these are configured and condition is met (using <https://github.com/rambomst/PHP-Bounce-Handler/>) item is created/updated in the bounce tracker, updating soft/hard bounce counts, the email added to the tracker email field (if configured)