

# 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](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.

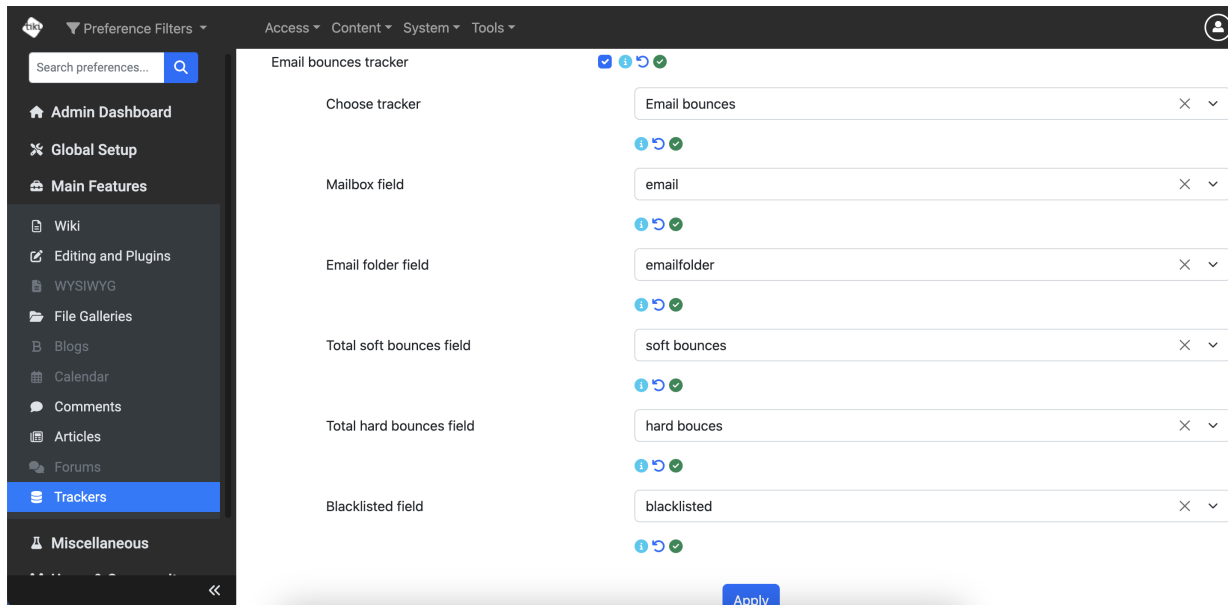
A bounced email can be either a hard bounce or a soft bounce. A hard bounce means that the email address is permanently unavailable and should not receive electronic mail. A soft bounce is temporary, and may be caused by server outages or a full inbox. Most email service providers will designate soft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

Log out ▾

## 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   X ▾   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
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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)