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BoxTrapper

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For cPanel & WHM version 62

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Overview

BoxTrapper filters spam from your inbox through challenge-response verification. When an account with BoxTrapper enabled receives an email, BoxTrapper automatically sends a verification email in response. The sender **must** complete the verification process before the email can pass to your inbox. If the sender does not verify the email, the verification fails and BoxTrapper never clears the message for delivery. After a period of time, the system automatically deletes the spam.

Enable BoxTrapper

To enable BoxTrapper, perform the following steps:

1. Click *Manage* for the account that you wish to modify.
2. Click *Enable*.

> ⚠ **Note:**
> When you enable BoxTrapper, it automatically whitelists any email address to which you send email, even if you disable automatic whitelisting.

BoxTrapper Configuration

To edit BoxTrapper settings, click *Manage* next to the account that you wish to modify. The *BoxTrapper Configuration* interface will appear.

Configure BoxTrapper

To configure BoxTrapper settings, perform the following steps:

1. Click *Configure Settings*.
2. Enter a comma-separated list of email addresses that forward mail to the account in the *Email addresses for this account* text box.
3. Enter your name in the *Your Name* text box.
4. Enter the number of days for which you wish to keep logs and messages in the *The number of days that you wish to keep logs and messages in the queue.* text box.
5. Enter the desired minimum spam score in the *Minimum SpamAssassin Spam Score required to bypass BoxTrapper* text box.

> ⚠ **Notes:**
> When BoxTrapper receives an email with a spam score that is lower than the *Minimum SpamAssassin Spam Score required to bypass BoxTrapper* value, it automatically delivers the message. The default value for this option is `-2.5`.

6. To enable or disable automatic whitelisting, select the appropriate checkbox.

> ⚠ **Note:**
> BoxTrapper will automatically whitelist any email address to which you
> send a message.

7. Select the *Automatically whitelist the To and From lines from whitelisted senders
   (whitelist by association)* checkbox to automatically whitelist addresses in
   the *To* and *CC* lines of incoming whitelisted emails.
8. Click *Save*.

Edit confirmation messages

BoxTrapper automatically responds to email with messages that the system builds from the following templates:

- *verify* — BoxTrapper responds with this message when an address that does not exist on the whitelist or blacklist sends
  an email. This message requests a response to confirm that the sender is legitimate.
- *verifyreleased* — BoxTrapper responds with this message when a person responds to the *verify* message with an email or
  a click on the verification link.
- *returnverify* — BoxTrapper responds with this message when the verification process fails.
- *blacklist* — BoxTrapper responds with this message when a blacklisted address sends an email.

Click *Edit* to customize the verification and blacklist message templates.

These templates use the following variables:

- `%email%` — The sender's email address.
- `%fromname%` — The recipient's name.
- `%subject%` — The subject of the sender's email.
- `%acct%` — The recipient's username.
- `%msgid%` — The message ID of the sender's email.
- `%headers%` — The heading information of the sender's email.
- `%if can_verify_web%` and `%endif%` — These tags enclose a section that allows BoxTrapper to verify senders through a
  web link.

> ⚠ **Warning:**
> Do **not** alter `verify#%msgid%` in the subject line of the *verify* message template. BoxTrapper requires that specific code
> to function properly.

To restore the default message templates, click *Reset to Default*.

Edit whitelists, blacklists, and ignore lists

To edit lists, perform the following steps:

1. Click *Edit White/Black/Ignore lists*.
2. Select the list that you want to modify.
3. Enter any messages, subjects, or email addresses for which you wish to filter.
4. Click *Save*.

BoxTrapper lists

The system compares every new message that you receive against the following three lists:

- Whitelist — The system delivers messages directly to your inbox.
- Ignore list — The system deletes messages without a notification.
- Blacklist — The system deletes messages, and the sender receives a reply that indicates that the system blocked the
  message.

Forward List

Click *Forward List* to update the account's forward list. Enter email addresses that you wish to add to the forward list, and click
Save. The system will automatically forward whitelisted emails to these addresses.

Review Log

The system organizes this log by day, and displays any activity for an email address that uses BoxTrapper. Use this log, for example, to isolate problems with email delivery.

Review Queue

Click *Review Queue* to view any unverified BoxTrapper mail.

To deliver or delete emails, perform the following steps:

1. Select the checkbox for the desired day.
2. Select *Delete* or *Whitelist and Deliver*.
3. Click *Submit*.

To see the contents of a message, perform the following steps:

1. Click the email's sender, subject, or date to see the entire message, headers, and more delivery options. For example, you can ignore or blacklist a sender.
2. Select the option for which you wish to filter.
3. Click *Go*.

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