

# Mark the Priority of an Incoming Mail Message in Cisco E-Mail Manager

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## Introduction

This document explains how to mark the priority of an incoming mail message in Cisco E-Mail Manager.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Microsoft Windows NT version 4.0

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco E-Mail Manager versions 4.0.5i and 4.0.6

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Setup

Cisco E-Mail Manager does not assign priorities to incoming email messages based on the priority chosen by the sender. Most email applications have different priority levels, and there is no Simple Mail Transfer Protocol (SMTP) standard for message priorities across applications.

However, you can create rules with the X-Priority field in the email header in order to specify the priority shown in the Cisco E-Mail Manager. Knowing the X-Priority value and the sender's email application allows you to determine the priority of a message and act accordingly. Most email applications use an X-Priority value of 3 for messages with "normal" priority. More important messages have lower values and less

important messages have higher values. In most cases, urgent messages have an X–Priority value of 1.

In order to see the X–Priority value, open an email message in Cisco E–Mail Manager and click **View > Headers**. Current examples of header excerpts from Eudora Pro, Netscape, and Microsoft Outlook Express are included in this document.

**Note:** These are examples only. The companies listed can change the appearance and content of email message headers with any new software release.

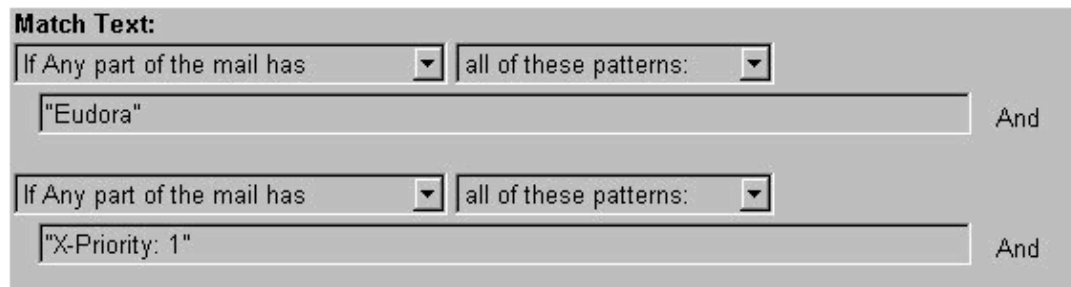
Eudora Pro
? X-Mailer: QUALCOMM Windows Eudora Pro Version 4.1 <b>X-Priority: 1 (Highest)</b>

Netscape
X-Mailer: Mozilla 4.72 [en] (WinNT; I) ? <b>X-Priority: 2 (High)</b>

Microsoft Outlook Express
<b>X-Priority: 1</b> X-MSMail-Priority: High X-Mailer: Microsoft Outlook Express 5.00.2314.1300

When you create rules, use the Match Text feature. Enter the name of the email application in the first text box, and the X–Priority value in the second text box.

**Figure 1: Match Text**



In order to match the X–Priority of the incoming message with an appropriate priority level in Cisco E–Mail Manager, click the **Set Priority To** box, and then select the priority level from the drop–down list. This example shows how you can mark incoming messages with an X–Priority level of 1 as Urgent in Cisco E–Mail Manager.

**Figure 2: Assignment and Priority Setting**



Set a different rule for each email application that you receive email messages from.

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## Related Information

- **Technical Support – Cisco Systems**
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