

# How do I stop Bounce Verification from rejecting bounces on the ESA?



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### Introduction

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This document describes how to stop Bounce Verification from rejecting bounces on the ESA.

## How do I stop Bounce Verification from rejecting bounces on the ESA?

The easiest way to stop your appliance from rejecting bounces is to change the default behavior globally.

1. Under *Mail Policies* -> *Bounce Verification* > *Edit Settings*.
2. Change *Action when invalid bounce message received* from *Reject* to *Add Custom Header and Deliver*.
3. Add a name for the customer header, and content.
4. *Submit* and *Commit* your changes.

If you are using LDAP queries, you will need to disable Bounce Verification by disabling it in the Destination Controls and Mail Flow Policies.

1. Under *Mail Policies* > *Destination Controls*, choose the Default Policy or any policy for which you have Bounce Verification enabled.
2. Change the *Perform address tagging* setting to *No*.
3. Under *Mail Policies* > *Mail Flow Policies*, set *Accept Untagged Bounces* or *Evaluate Untagged Bounces* to *Yes* for all of your Mail Flow Policies.
4. *Submit* and *Commit* your changes.