

# New Tickets Only From Know Emails

## Abstract

An OTRS Package that block the creation of new tickets from e-mails which are not registered on the system as customers.

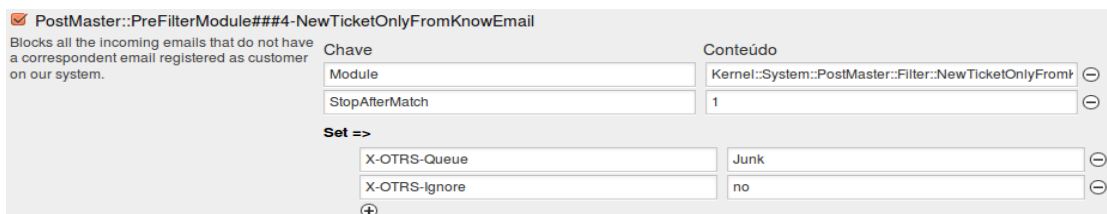
## Configuration

Install the Package through the Package Manager

At this time, your system will start to send all unwanted e-mails as tickets under the Junk queue

Access SysConfig → Ticket → Core::Postmaster

Scroll the screen to find the parameters bellow:



PostMaster::PreFilterModule###4-NewTicketOnlyFromKnowEmail  
Blocks all the incoming emails that do not have a correspondent email registered as customer on our system.

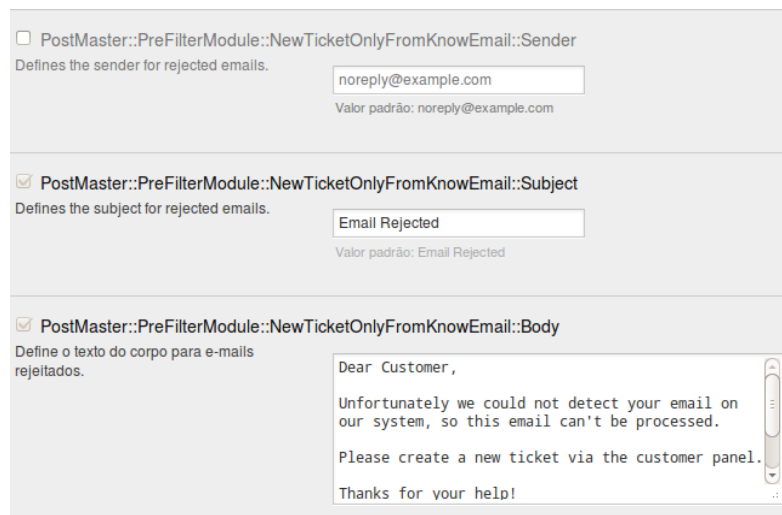
| Chave          | Conteúdo  |
|----------------|---|
| Module         | Kernel::System::PostMaster::Filter::NewTicketOnlyFrom |
| StopAfterMatch | 1   |

Set =>

|               |      |
|---------------|------|
| X-OTRS-Queue  | Junk |
| X-OTRS-Ignore | no   |

If want to move the unwanted tickets to other queue, change X-OTRS-Queue parameter.

If you just want to discard the tickets from unknown customers, change the parameter X-OTRS-Ignore, from “no” to “yes”.



PostMaster::PreFilterModule::NewTicketOnlyFromKnowEmail::Sender  
Defines the sender for rejected emails.  
noreply@example.com  
Valor padrão: noreply@example.com

PostMaster::PreFilterModule::NewTicketOnlyFromKnowEmail::Subject  
Defines the subject for rejected emails.  
Email Rejected  
Valor padrão: Email Rejected

PostMaster::PreFilterModule::NewTicketOnlyFromKnowEmail::Body  
Define o texto do corpo para e-mails rejeitados.  
Dear Customer,  
Unfortunately we could not detect your email on our system, so this email can't be processed.  
Please create a new ticket via the customer panel.  
Thanks for your help!

Those parameters above allows you to customize the message that will be sent to the unknown sender.