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How do I create RFC-822 MIME encoded attachments?

Question

How do I create RFC-822 MIME encoded attachments?

Answer

Customers using IronPort Anti-Spam or Symantec Brightmail Anti-Spam will want to submit both 'missed spam' (False Negatives) and messages which are incorrectly classified as SPAM (False Positives). In either case, the submission must be attached to an email as an RFC-822 MIME encoded attachment. This ensures that the submission can be processed quickly and efficiently. The actual steps to follow are different for each mail program (Mail User Agent).

#### Microsoft Outlook

1. The most effective way to submit using Outlook is to use the plug-ins.
2. [IronPort Anti-Spam Outlook plug-in](#)
  1. Click the submission buttons located in the tool bar
3. [Brightmail Outlook plug-in](#)
  1. Click the submission buttons located in the tool bar. Alternatively Microsoft Outlook.
4. To cause all forwarded messages to be an RFC-822 MIME encoded attachment:
  1. Click **Tools > Options**.
  2. Click **Preferences > E-mail Options**.
  3. In the drop-down section "When forwarding a message," choose "**Attach original message**."
  4. Click **OK**
  5. Click **OK**.
  6. In the drop-down section "When replying to a message," choose "**Attach original message**."
  7. Click **OK**
  8. Click **OK**
5. If you prefer "in-line" style forwarding generally, you can force Outlook to use RFC-822 for a given message(s).
  1. Navigate the folder that contains the submission.
    1. For example, your In box
  2. Hold down the control key (Ctrl) and highlight at least two messages.
  3. Right Click on the highlighted messages, choose **Forward**.
  4. This "forces" outlook to use RFC-822, however, Brightmail does not accept multiple submissions in this format.
  5. Brightmail users
    1. Delete all but one "attachment"
    2. Repeat for each message
  6. IronPort Anti-Spam accepts multiple attachments,
    1. Click **Send**
  7. If you have only one example, delete the additional message.

## Lotus Notes

Tested with Notes versions 6.5.x and 7.0.x

1. From your Lotus Notes inbox
  1. Open the false negative (missed spam) or false positive message
  2. Click View > Show > Page Source
  3. Copy all the data into a text file and save the file with .eml extension. Repeat for each message
  4. Create a new message
  5. Attach the .eml file(s) and send the new message
2. Lotus 6.5.x Administrators only
  1. See the pdf document, at the bottom of the page, for instructions on downloading and installing an open-source utility that provides the capability to submit messages to IronPort as part of an enhanced mail template.
3. IronPort Anti-Spam Domino Agent Plug in
  1. *Coming Soon!*
4. Brightmail Domino Agent
  1. [Download from the IronPort Support Portal](#)

## Outlook Express 6

1. Open Outlook Express 6.
2. Right-click the message that you want to submit, choose **Forward As Attachment**.

## Entourage (Apple Mac)

1. Open Entourage.
2. Right-click the message to submit, choose **Forward As Attachment**.

## Apple Mail.app

1. Open Apple Mail.app
2. File -> Save As, Format - Raw Message Source, Repeat for each spam message
3. Create a new message
4. Attach raw source file(s) to the new message


## Mozilla Thunderbird

1. Open Thunderbird.
2. Select message (message is highlighted)
3. Then click **Message -> Forward As -> "Attachment"**
  1. "Message" is at the top, next to "File Edit View Go"

### **Netscape Messenger**

1. Open Netscape Messenger.
2. Right-click the message to submit, choose **Forward as an attachment**.

### **File Attachments**

-  [Lotus Notes Submission Workaround.pdf](#)