

Platform: ProofPoint Protection Server 5.0.2.150

Issue: What 'offensive' words are triggering email messages being flagged as "[Contains offensive language]"?

Corrective Actions: Adjust dictionary's count and/or weight
Fix outbound email text and/or attachment content

To perform the corrective actions, you first need to know what is triggering the email firewall.
Via the ProofPoint Web Interface:

- Select "Email Firewall" then "Rules"
- Select "Edit Rule" on the "Offensive Language" Rule.

Assume that the dictionary is called "offensivewords" for this example.

Check Quarantine message

Folder: Audit [or whatever quarantine folder you prefer]

Radio Button: Deliver Now [for post delivery reviews]

Change Subject: [Contains offensive language] \${Subject}

Change Message headers

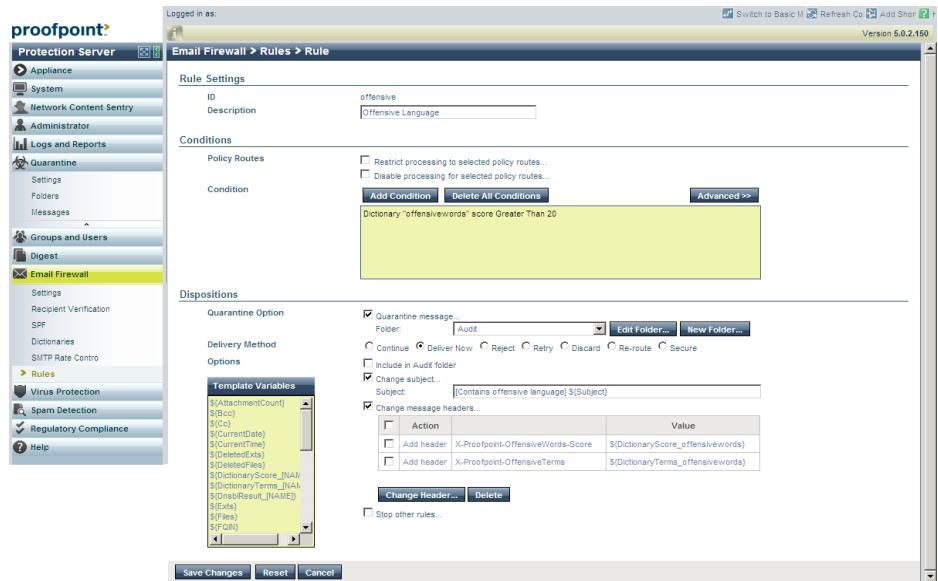
Add header:

Operation: Add Header
Header Name: X-Proofpoint-OffensiveWords-Score
Value: \${DictionaryScore_offensivewords}

Add header:

Operation: Add Header
Header Name: X-Proofpoint-OffensiveWords-Terms
Value: \${DictionaryTerms_offensivewords}

Save Changes



Based upon your individual dictionary words, counts, and weights, send an email with content that will trigger that rule and something similar should appear in the email headers:

X-Proofpoint-OffensiveWords-Score: 54

X-Proofpoint-OffensiveWords-Terms: 1:{snip},2:{snip},1:{snip},2:{snip},3:{snip}

To work through the corrective actions in ProofPoint dictionaries:

Select "Email Firewall" then "Dictionaries"

Select the appropriate dictionary, "offensivewords" in this example.

For each individual 'offensive' word, you can adjust whether you want every instance of counted and what that count should be. If "bobo" is in your dictionary and you only wanted it counted at most twice per email, providing a max score of 2 (Weight[1] x Count[2]):

Condition:	Case Insensitive Match
Word:	bobo
Weight:	1
Count every instance:	No
Count only the first:	2

Save changes

Based upon your individual company's culture, you may need to add words or modify the weights of a variety of the words in that dictionary.

You may want to disable the "X-Proofpoint-OffensiveWords-Terms" header after you've performed your corrective actions, which may double count the offensive words for other MTAs.

If you have any feedback for this white paper or any of the content, please email: Whitepaper@SRedfield.com.

[Proofpoint](#) is a leader in unified email security and data loss prevention, and produces the [Proofpoint Protection Server](#) which is the inspiration of this white paper.

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