



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

E-mail Server Administration Guide

Splitting To and CC email recipients

12/17/2025

Splitting To and CC email recipients

Starting with version 8.5.108.00, E-mail Server supports splitting the **To** and **CC** email recipient list and generating an interaction (an individual email message) for each unique recipient in the list. When a POP client processes an email to the mailbox, E-mail Server copies the same email message into multiple copies based on the recipient list. As a result, one email can generate multiple interactions. All of the copied email messages will have the same message body and headers.

This feature is enabled by setting the `copy-message-to-recipients` configuration option to `true`. When this feature is disabled (**`copy-message-to-recipients`** is set to `false`, by default), E-mail Server creates only one interaction per email message and submits that interaction.

Additional configuration options are added to this feature:

- `copy-message-with-header` - (Optional) to specify the name of the header to be added to the `InteractionAttributes` for each copy of the inbound email made when the **`copy-message-to-recipients`** option is set to `true`.
- `inbound-msg-copy-limit` - (Optional) to specify the maximum number of interactions that can be created by copying the same inbound email when the **`copy-message-to-recipients`** option is set to `true`.