

# 邮件或内容过滤器扫描错误匹配条件并采取行动

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## 简介

本文档介绍当思科邮件安全设备(ESA)和云邮件安全(CES)设备上发生“邮件扫描错误”时，邮件与邮件或内容过滤器条件匹配的原因。

## 问题

邮件被发送到ESA/CES进行过滤，mail\_logs或邮件跟踪显示“邮件扫描错误”的结果，然后与执行扫描的邮件/内容过滤器进行正匹配。

在mail\_logs/message跟踪中找到的错误示例：

```
<#root>
```

```
Tue Sep 9 13:37:35 2014 Warning: MID 15180223,
```

```
message scanning error:
```

```
Size Limit Exceeded
```

```
Tue Sep 9 14:27:31 2015 Warning: MID 15180325,
```

```
message scanning error
```

```
:
```

```
Scan Depth Exceeded
```

## 解决方案

当邮件附件超过配置的阈值时，会记录邮件扫描错误。如果ESA/CES假定已启用附件匹配，它将触发过滤器匹配和配置的操作。



注意:ESA/CES上的附件扫描具有不同的阈值，这些阈值在CLI上的scanconfig配置或GUI上的扫描行为设置中定义。

---

在CLI上，可以在scanconfig命令中启用或禁用该功能：

```
<#root>
```

```
myesa.loca>
```

```
scanconfig
```

```
There are currently 5 attachment type mappings configured to be SKIPPED.
```

```
Choose the operation you want to perform:
```

- NEW - Add a new entry.
- DELETE - Remove an entry.
- SETUP - Configure scanning behavior.
- IMPORT - Load mappings from a file.
- EXPORT - Save mappings to a file.
- PRINT - Display the list.
- CLEAR - Remove all entries.
- SMIME - Configure S/MIME unpacking.

```
[>] setup
```

1. Scan only attachments with MIME types or fingerprints in the list.
2. Skip attachments with MIME types or fingerprints in the list.

```
Choose one:
```

```
[2]>
```

```
Enter the maximum depth of attachment recursion to scan:
```

```
[5]>
```

```
Enter the maximum size of attachment to scan:
```

```
[2621440]>
```

```
Do you want to scan attachment metadata? [Y]>
```

```
Enter the attachment scanning timeout (in seconds):
```

```
[1]>
```

```
If a message has attachments that were not scanned for any reason (e.g. because
```

```
of size, depth limits, or scanning timeout), assume the attachment matches the
```

```
search pattern? [Y]>
```

通过输入commit命令确保已提交所有更改。

在GUI上：

1. 依次导航到安全服务和扫描行为

2. 单击Edit the Global Settings
3. 禁用/启用如果由于任何原因未进行扫描，则假定附件匹配模式。

### Edit Scan Behavior

Global Settings	
Action for attachments with MIME types / fingerprints in table above:	<input type="radio"/> Scan <input checked="" type="radio"/> Skip
Maximum depth of attachment recursion to scan:	<input type="text" value="5"/>
Maximum attachment size to scan:	<input type="text" value="5M"/> <small>(Add a trailing K or M to indicate size units)</small>
Attachment Metadata scan:	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Attachment scanning timeout:	<input type="text" value="30"/> <small>(seconds)</small>
Assume attachment matches pattern if not scanned for any reason:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Assume zip file to be unscannable if files in the archive cannot be read?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Action when message cannot be deconstructed to remove specified attachments:	<input checked="" type="radio"/> Deliver <input type="radio"/> Bounce <input type="radio"/> Drop
Bypass all filters in case of a content or message filter error:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Encoding to use when none is specified:	<input type="text" value="US-ASCII"/>
Convert opaque-signed messages to clear-signed (S/MIME unpacking):	<input type="radio"/> Enabled <input checked="" type="radio"/> Disabled

有关 scanconfig 命令，请参阅《AsyncOS高级用户指南》 [思科支持门户](#)。

### 相关信息

- [思科邮件安全设备 — 最终用户指南](#)
- [技术支持和文档 - Cisco Systems](#)
- [“邮件扫描问题：超出大小限制”是什么意思](#)

## 关于此翻译

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