

郵件或內容過濾器掃描錯誤匹配條件並採取措施

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簡介

本文檔介紹當思科郵件安全裝置(ESA)和雲郵件安全(CES)裝置上發生「郵件掃描錯誤」時，郵件與郵件或內容過濾器條件匹配的原因。

問題

郵件被傳送到ESA/CES以進行過濾，mail_logs或郵件跟蹤顯示「郵件掃描錯誤」的結果，然後與執行掃描的郵件/內容過濾器進行正匹配。

在mail_logs/message跟蹤中找到的錯誤示例：

```
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
```

解決方案

當電子郵件附件超過配置的閾值時，會記錄郵件掃描錯誤。如果ESA/CES假定已啟用附件匹配，它將觸發過濾器匹配和配置的操作。

附註：ESA/CES上的附件掃描具有不同的閾值，這些閾值在CLI上的scanconfig 配置或GUI上的掃描行為設定中定義。

在CLI上，可以使用scanconfig指令啟用或停用該功能：

```
myesa.loc> 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]>

通過輸入commit命令確保所有更改都已提交。

在GUI上：

1. 依次導航到安全服務和掃描行為
2. 按一下編輯全域性設定
3. 禁用/啟用假設因任何原因未掃描的附件匹配模式。

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

有關 scanconfig 命令，請參閱《AsyncOS高級使用手冊》。[思科支援入口網站](#)。

相關資訊

- [Cisco Email Security Appliance — 最終使用手冊](#)
- [技術支援與文件 - Cisco Systems](#)
- [「郵件掃描問題：超出大小限制」表示](#)