

How to Configure Content Stripping, Grey Listing, and Blacklists

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To manage the content that is forwarded by the mail gateway, you can configure blacklists and grey listing. You can also configure the mail gateway to strip specific types of content from mail.

In this article:

Configure Content Stripping

You can configure the mail gateway to strip the following content:

- **Attachments** - Strip specific attachment file types before forwarding mail to recipients. You can also exclude specific senders and recipients from having attachments stripped from their mail.
- **HTML Tags** - To protect your network from HTML email with annoying or potentially dangerous content, such as hyperlinks leading to fake websites and images with objectionable content, configure the mail gateway to remove HTML tags. As a result, links lose their function and images can no longer be loaded. Users are prevented from clicking on links unintentionally or thoughtlessly.
 Keep in mind that HTML tags are removed for incoming and outgoing email.
- **Received Lines** - Every SMTP server or relay registers itself within the mail header. These received lines may contain internal and confidential information about mail infrastructures. When the received lines are stripped, the number of "received" lines in the header stays the same but the content is replaced by dummy entries and thus no longer contains security critical information.
- **Barracuda Networks ID** - Remove the Barracuda Networks ID from the mail header of dispatched email. This can help conceal the identify of the mail gateway and decrease software traceability.

To configure content stripping, complete the following steps:

1. Open the **Mail Gateway Settings** page (**Config > Full Config > Virtual Servers > your virtual server > Assigned Services > Mail-Gateway**).
2. From the **Configuration** menu in the left navigation pane, click **Content Adaptations**.
3. Click **Lock**.
4. Specify the content to be stripped. Follow the steps in the following table for the content that you want to be stripped from mail:

Task	Steps
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<p>To strip attachments:</p>	<p>1. In the Attachment Stripping section, select yes from the Enable Attachment Stripping list.</p> <p>2. Next to Advanced Attachment Options, click Set or Edit.</p> <p>3. Edit the attachment stripping settings. For more information on these settings, expand the following Settings Overview section:</p> <p>Settings Overview</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%; text-align: left;">Setting</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">Cut Whitelists</td> <td>To exclude mail for certain senders and recipients from having attachments stripped, click Set. In the Sender Whitelist and Recipient Whitelist tables, add the email addresses and domain patterns for these senders and recipients. You can enter full addresses or wildcard characters (such as <i>user@barracuda.com</i>, <i>@barracuda.com</i>, and <i>barracuda.com</i>). 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<p>4. Click OK.</p>																

To strip HTML tags:	<ol style="list-style-type: none"> 1. In the HTML Tag Removal section, select yes from the Remove HTML Tags list. 2. To remove link tags, select yes from the Remove HTML Link Tag list. Links lose their function, but the string of the link itself remains unchanged. The linked destination can be viewed by copying the link from the email and pasting it into the address field of the browser. 3. To remove image source tags, select yes from the Remove HTML Img Src Tag list. Image source tags are altered so that they lose their function. Linked images will no longer be loaded from the servers they are placed on. Keep in mind that this function destroys the design of incoming and outgoing HTML email (such as newsletters).
To strip received lines:	<ol style="list-style-type: none"> 1. In the Misc section, select yes from the Strip Received Lines list. 2. In the Strip Received Lines Text field, enter the text that replaces the original text that is stripped from the email header.
To remove the Barracuda Networks ID:	In the Misc section, select yes from the Remove Barracuda Networks ID list.

5. Click **Send Changes** and **Activate**.

Configure Grey Listing

Grey listing helps reduce SPAM by initially rejecting a message with an unknown sender-recipient pair. A rejection notice is sent to the mail server and the sender-recipient pair are placed on the grey list. The mail server is also told to try sending the mail again. A mail transfer agent (MTA) that has been correctly configured will attempt to resend the mail. The second delivery attempt is accepted and the email is delivered. Typically, SPAM is sent by non-RFC conforming servers that ignore error reports and do not try resending mail.

With grey listing, consider the following:

- Depending on the configuration of the sending MTAs, the email sender might be issued a report about the initial delivery failure.
- There is a slight delay in mail delivery because emails are initially rejected.
- Wanted emails may not be delivered if MTAs for the sender are not correctly configured. In this case, you can add the sender to the whitelist in the grey listing configuration.

To configure grey listing, complete the following steps:

1. Open the **Mail Gateway Settings** page (**Config > Full Config > Virtual Servers > your virtual server > Assigned Services > Mail-Gateway**).
2. From the **Configuration** menu in the left navigation pane, click **Content Adaptations**.
3. Click **Lock**.
4. In the **Grey Listing** section, select yes from the **Enable Grey Listing** list.
5. Next to **Advanced Grey Listing Options**, click **Set** or **Edit**.
6. Edit the grey listing settings. For more information on these settings, expand the following **Settings Overview** section:
Settings Overview

Setting	Description
Grey Listing Time (Min)	The length of time in minutes that must pass between the first and the second SMTP delivery attempt (default: 1). Higher values increase the length of message delivery delay.
White List Peers	In this table, add the email addresses or domains for MTAs that are excluded from grey listing. You can also use wildcard characters. For example: host.mailsrv.com, *.mailsrv.com, 172.16.1. Do not enter network address ranges.
White List Senders	In this table, add the email addresses or domains for senders that are excluded from grey listing. You can use wildcard characters. For example, *@barracuda.com
Auto White List (Senders)	To automatically add senders to the white list after a successful mail transfer, select yes. To manage the number of senders in the white list, you can either edit the Remove from White List after (d) setting to specify the maximum number of days that senders can remain in the white list or manually delete senders. For more information on manually deleting senders, see How to Use the Grey Listing Tab .
Remove from Grey List after (h)	The maximum number of hours that sender-recipient pairs can remain in the grey list before they are removed (default: 24).
Remove from White List after (d)	The maximum number of days that sender-recipient pairs can remain in the white list after being automatically added (default: 30).
Daily Report Mail to	By default, a daily report about the grey list is sent to the postmaster. You can also send this report to other recipients or disable it: <ul style="list-style-type: none"> ◦ To specify another recipient for these daily reports, select the Other check box and enter the email address of the recipient. For multiple recipients, enter a space-delimited list of email addresses. ◦ To disable the daily reports, select Nobody from the Daily Report Mail to list.

7. Click **OK**.
8. Click **Send Changes** and **Activate**.

Configure Blacklists

To block certain hosts, subjects, sender, or recipients, add them to the blacklist.

Blacklists are a static way of blocking unwanted mail and should not be used as a spam filter. If you want to configure a spam filter, see [How to Configure the Spam Filter Service](#).

1. Open the **Mail Gateway Settings** page (**Config > Full Config > Virtual Servers > your virtual server > Assigned Services > Mail-Gateway**).
2. In the left menu, select **Content Adaptations**.
3. Click **Lock**.
4. In the **Blacklists** section, select **yes** from the **Enable Blacklist** list.
5. Next to **Blacklists**, click **Set** or **Edit**.
6. Add the hosts, subjects, sender, or recipients to the blacklists. For more information on the blacklists, expand the following **Blacklists Overview** section:

Blacklists Overview

Blacklists	Description															
Subject Blacklist Sender Blacklist Recipient Blacklist	In these tables, add phrases to block unwanted subjects, senders, and recipients. Emails that match the phrases are banned. To ban subjects that are composed of multiple items including space characters, use the following case-insensitive syntax:															
	<table border="1"> <thead> <tr> <th data-bbox="505 866 699 904">Punctuation</th> <th data-bbox="703 866 1473 904">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="505 911 699 949">?</td> <td data-bbox="703 911 1473 949">Use a question mark to identify space.</td> </tr> <tr> <td data-bbox="505 956 699 1032">*</td> <td data-bbox="703 956 1473 1032">Use an asterisk to identify an arbitrary number of phrases. Spaces can also be identified by an asterisk.</td> </tr> <tr> <td data-bbox="505 1039 699 1077">" "</td> <td data-bbox="703 1039 1473 1077">Use quotation marks to identify a complete phrase.</td> </tr> </tbody> </table>	Punctuation	Description	?	Use a question mark to identify space.	*	Use an asterisk to identify an arbitrary number of phrases. Spaces can also be identified by an asterisk.	" "	Use quotation marks to identify a complete phrase.							
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7. Click **OK**.
8. Click **Send Changes** and **Activate**.

Continue with [How to Configure Mail Gateway Service Limits](#).

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