

How to Use the Grey Listing Tab

<https://campus.barracuda.com/doc/46209113/>

Contents of the **Grey Listing** tab are associated with **Grey Listing** set to **enabled** in the Mail Gateway settings (Section **Grey Listing**, see: [How to Configure Content Stripping, Grey Listing, and Blacklists](#)). The list summarizes e-mail delivery attempts, which have reached the gateway. The **Grey Listing** tab is subdivided into two areas, a Grey List and a White List.

Grey List

Data sets in the Grey List are arranged in sections disclosing the e-mails' arrival time. E-mails are classified into the following categories:

- **Newer than 1 hour**
- **Between 1 and 12 hours**
- **Older than 12 hours**

Objects in the first category **Newer than 1 hour** are subject to a greater movement. Sender-recipient pairs are removed from the grey list with the following successful delivery attempt. E-mails which do not experience a second delivery attempt, are successively moved to the lower categories. The grey list can be used to:

- Recognize peers exclusively delivering junk mail. When known, these hosts can be added to the IP Blacklist in the Block Filter configuration section (see above section **Blacklists, IP Blacklist**) thus further reducing unwanted e-mail traffic.
- Recognize uncritical sender-recipient pairs whose e-mails could not be delivered due to a misconfigured sender's mail server not attempting a second delivery attempt. When known, these senders and/or hosts can be added to the **White List Peers** and/or **Senders** fields in the **Grey Listing** configuration section (see above section **Grey Listing, White List Peers/Senders**) thus excluding the specific servers from Grey Listing.

Available information is arranged in the following columns:

- **Sender** - Shows the sender's e-mail address.
- **Receiver** - Shows the recipient's e-mail address.
- **Peer IP** - Shows the IP address of the sending mail server.
- **Peer Hostname** - Shows the delivering mail server's hostname, if its name is DNS resolvable. Otherwise the field will contain the string unknown.
- **Count** - This is the number of counted delivery attempts. Multiple unsuccessful delivery attempts might occur when the sending mail server retries delivery before Grey Listing Time expiration (see **Grey Listing Time (Min)**).
- **First Try** - This is the time of the first delivery attempt.

- **Last Try** - This is the time of the last delivery attempt.
- **All Tries** - This is the sum of all delivery attempts. Multiple delivery tries may possibly occur, if successive delivery attempts under-run the **Grey Listing Time (Min)**.

Grey Listing entries older than 12 hours are automatically deleted after 1 day.

White List

Contents of the **White List** are associated with parameter **Auto White List (Senders)** set to **yes** in the Mail Gateway Settings (Section **Grey Listing**, see: [How to Configure Content Stripping, Grey Listing, and Blacklists](#)). The list contains all e-mail senders whose e-mails have been delivered successfully and which have been added to the temporary White List automatically. Available information is arranged in the following columns:

- **Sender** - Shows the sender's e-mail address.
- **Listed Since** - Shows the date when the e-mail address has been added to the White List.

Context Menu Entries

Data sets in the White List are deleted automatically according to the interval, which is defined through parameter **Remove from White List after (d)** (see above section). Manual deletion is possible through the following context menu entries available through right clicking any data set:

- **Remove** - Deletes the selected entry from the list.
- **Clear List** - Deletes all entries from the list.

Continue with: [Logs, Statistics, Events](#).

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