



Firewall Trouble –Characters to Avoid in Gateway Uploads

DLS Gateway screens all data upload files for potentially malicious code as a security precaution. This can cause an upload to fail, and may sometimes stop the upload service entirely, if you try to upload a file containing certain special characters.

In general, try to avoid using any punctuation or special characters. Using only letters and numbers whenever possible will give your data the best chance at trouble-free uploading.

Your data should not contain any of the following characters: ~ ^ * = { } | \ < > [] " @

These characters are seen by the DOR firewall (and most other firewalls) as potentially dangerous, because they often appear in malicious code.

The BLA LA3 Cleaner Template will screen out these characters automatically; assessors can run sales data through this file before trying to upload to Gateway.

Schedule A uploads also shouldn't contain some of these characters; if you see a Traffic Shield or other error when trying to upload, check Part 12 in the Excel file for the troublesome characters listed above. Remove the characters from Part 12 before attempting the upload again.

Contact your BOA or BLA advisor, or DLS Gateway Support if you have trouble uploading, and we'll be happy to help.

DLSGateway@dor.state.ma.us

<https://www.mass.gov/guides/dls-staff-directory> to find your BOA or BLA advisor