

Using the Barracuda to Filter Your Emails

The following describes how end users interact with the Barracuda to check their quarantined messages, classify messages as spam and not spam, and modify their user preferences. The following topics are covered:

- Receiving Messages from the Barracuda
- Using the Quarantine Interface
- Changing your User Preferences

Receiving Messages from the Barracuda

The Barracuda sends the following two types of messages to end users:

- Greeting Message
- SPAM Quarantine Summary Report

Greeting Message

The first time the Barracuda quarantines an email intended for you, the system sends you a greeting message with a subject line of “User Quarantine Account Information”. The greeting message contains the following information:

- Welcome to the Barracuda Spam Firewall. This message contains the information you will need to access your Spam Quarantine and Preferences.
- Your account has been set to the following username and password:
Username: <user’s email address>
Password: <user’s default password>
- Access your Spam Quarantine directly using the following link:
<http://barracuda.jcisd.org:8000>

The Barracuda automatically provides your login information (username and password) and the link to access the quarantine interface. You should save this email because future messages from the system do not contain your login information.

Quarantine Summary Report

The Barracuda sends you a daily Spam Quarantine Summary report so you can view the quarantined messages you did not receive. Please note that this summary report will only be sent if new items are added to the quarantine list.

From the Spam Quarantine Summary report you can also add messages to your whitelist, delete messages, and have messages delivered to your inbox.

The following figure shows an example of a Spam Quarantine Summary report.

Click to access the Quarantine interface to set preferences and classify messages.

Select to deliver, whitelist or delete quarantined messages.

From: Barracuda Spam Firewall
To: Technology
Cc:
Subject: Spam Quarantine Summary
Attachments:

Sent: Fri 6/29/2007 2:35 PM

BARRACUDA NETWORKS Spam Quarantine Summary

Account: **technology@jcisd.org**

This is your quarantine summary from the Barracuda Spam Firewall.

You have **2** messages in your spam quarantine inbox.

- Click on the **Deliver** link to have a message delivered to your mailbox.
- Click on the **Whitelist** link to have a message delivered to your mailbox and whitelist the sender so that his/her messages will no longer be quarantined.
- Click the **Delete** link to have the message deleted from your quarantine.

Messages older than 25 days will be removed

| Time Received | From | Subject | Actions |
|-------------------|---|---------------------------------------|--|
| 06/29/07 12:49:51 | "Manuel Self" <raidedcastrates@eml.cc> | re:Drugs worldwide at low price | Deliver Whitelist Delete |
| 06/16/07 00:35:40 | "Scot Reilly" <vigoooidafuw@ooida.com> | Can you imagine that you are healthy? | Deliver Whitelist Delete |

To view your entire quarantine inbox or manage your preferences, [click here](#).

Spam/Virus Protection By **BARRACUDA NETWORKS**

Using the Quarantine Interface

At the end of every Spam Quarantine Summary report is a link to the quarantine interface where you can set additional preferences and classify messages as spam and not spam.

Logging into the Quarantine Interface

1. Click the link provided at the bottom of the Quarantine Summary Report (displayed above). The Quarantine Inbox appears.

Managing your Quarantine Inbox

After logging into the quarantine interface, select the QUARANTINE INBOX tab to view a list of your quarantined messages. When you first start using the quarantine interface, you should view this list on a daily basis and classify as many messages as you can.

The Barracuda has a learning engine that learns how to deal with future messages based on the ones you classify as spam and not spam. The learning engine becomes more effective over time as you teach the system how to classify messages and as you set up rules based on your whitelist and blacklist.

Clicking on an email displays the message.

The following table describes the actions you can perform from this page.

| Action | Description |
|-----------------------------|---|
| Deliver | Delivers the selected message to your standard email inbox. <i>Note: If you want to classify a message or add it to your whitelist, make sure to do so before delivering the message to your inbox. Once the Barracuda delivers a message, it is removed from the quarantine list.</i> |
| Whitelist | Adds the selected message to your whitelist so all future emails from this sender are not quarantined unless the message contains a virus or banned file type. The Barracuda adds the sending e-mail address exactly as it appears in the message to your personal whitelist. Note that some commercial mailings may come from one of several servers such as “mail3.abcbank.com”, and a subsequent message may come from “mail2.abcbank.com”. See the section on managing your whitelists and blacklists for tips on specifying whitelists with greater effectiveness. |
| Delete | Deletes the selected message from your quarantine list. The main reason to delete messages is to help you keep track of which quarantine messages you have reviewed. You cannot recover messages you have deleted. |
| Classify as Not Spam | Classifies the selected message as not spam. <i>Note: Some bulk commercial mail may be considered useful by some users and spam by others. For this reason, classifying such messages may not be very effective because users may counteract each others' classification. Instead of classifying bulk commercial mail, it may be more effective to add it to your whitelist (if you wish to receive such messages) or blacklist (if you prefer not to receive them).</i> |
| Classify as Spam | Classifies the selected message as spam. |

Changing your User Preferences

After logging into the quarantine interface, select the PREFERENCES tab to change your account password, modify your quarantine and spam settings, and manage your whitelist and blacklist.

Changing your Account Password

To change your account password, do one of the following:

- On the quarantine interface login page, click Create New Password or
- After logging into the quarantine interface, go to PREFERENCES--Password.

In the provided fields, enter your existing password and enter your new password twice. Click Save Changes when finished.

Note: Changing your password breaks the links in your existing Spam Quarantine Summary reports so you cannot delete, deliver, or whitelist messages from those reports. New Spam Quarantine Summary reports contain updated links that you can use the same as before.

Changing Your Quarantine Settings

The following table describes the quarantine settings you can change from the PREFERENCES--Quarantine Settings page.

| Quarantine Setting | Description |
|------------------------------|--|
| Enable Quarantine | <p>Whether the Barracuda quarantines your messages.</p> <p>If you select Yes, the Barracuda does not deliver quarantined messages to your general email inbox, but you can view these messages from the quarantine interface and Spam Quarantine Summary reports.</p> <p>If you select No, all messages that would have been quarantined for you are delivered to your general email inbox.</p> |
| Notification Interval | <p>The frequency the Barracuda sends you Spam Quarantine Summary reports.</p> <p>The default setting for delivery of summary reports is daily. The Barracuda only sends quarantine summary reports when one or more of your emails have been quarantined.</p> <p>If you select Never, you can still view your quarantined messages from the quarantine interface, but you will not receive quarantine summary reports.</p> |
| Notification Address | <p>The email address the Barracuda should use to deliver your quarantine summary report. Leave this field blank to use the email address associated with your user account.</p> |

Enabling and Disabling Spam Scanning of your Email

If you do not want the Barracuda scanning your emails for spam content, you can disable spam filtering from the PREFERENCES-->Spam Settings page. From this page you can also change the default spam scoring levels that determine when your emails are tagged, quarantined or blocked.

When the Barracuda receives an email for you, it scores the message for its spam probability. This score ranges from 0 (definitely not spam) to 10 or higher (definitely spam). Based on this score, the Barracuda either allows, quarantines, or blocks the message.

A setting of 10 for any setting disables that option.

Setting Description

Spam Filter Enable/Disable

Enable Spam Filtering Select **Yes** for the Barracuda to scan your emails for spam. Select **No** to have all your messages delivered to you without being scanned for spam.

Spam Scoring

Use System Defaults Select **Yes** to use the default scoring levels. To configure the scoring levels yourself select **No** and make the desired changes in the Spam Scoring Levels section described below.

Spam Scoring Levels

Tag score Messages with a score above this threshold, but below the quarantine threshold, are delivered to you with the word [BULK] added to the subject line. Any message with a score below this setting is automatically allowed. The default value is 3.5.

Quarantine score Messages with a score above this threshold, but below the block threshold, are forwarded to your quarantine mailbox. The default setting is 10 (quarantine disabled). To enable the quarantine feature, this setting must have a value lower than the block threshold.

Block score Messages with a score above this threshold is not delivered to your inbox. Depending on how the system is configured, the Barracuda

may notify you and the sender that a blocked message could not be delivered.

The default value is 9.

Adding Email Addresses and Domains to Your Whitelist and Blacklist

The PREFERENCES-->Whitelist/Blacklist page lets you specify email addresses and domains from which you do or do not want to receive emails.

| List Type | Description |
|------------------|--|
| Whitelist | A list of e-mail addresses or domains from which you always wish to receive messages. The only time the Barracuda filters a message from someone on your whitelist is when the message contains a virus or a disallowed attachment file extension. |
| Blacklist | A list of senders from whom you never want to receive messages. The Barracuda immediately discards messages from senders on your blacklist. These messages are not tagged or quarantined and cannot be recovered. The sender does not receive a notice that the message was deleted, and neither do you. |

To whitelist or blacklist senders, follow these steps:

1. Go to the PREFERENCES-->Whitelist/Blacklist page. A list of your existing whitelisted and blacklisted addresses appears on this page.
2. To delete a whitelist or a blacklist entry, click the trash can icon next to the address.
3. To add an entry, type an e-mail address into the appropriate field, and click the corresponding Add button.

Tips on specifying addresses

When adding addresses to your whitelist and blacklist, note the following tips:

- If you enter a full email address, such as *johndoe@yahoo.com*, just that user is specified. If you enter just a domain, such as *yahoo.com*, all users in that domain are specified.
- If you enter a domain such as *yahoo.com*, all sub domains are also included, such as *support.yahoo.com* and *test.yahoo.com*.
- Mass mailings often come from domains that do not resemble the company's web site name. For example, you may want to receive mailings from *historybookclub.com*, but you will find that this site sends out its mailing from the domain *hbcfyi.com*. Examine the From: address of an actual mailing that you are trying to whitelist or blacklist to determine what to enter.