

Barracuda Email Security Service User Guide

The Barracuda Email Security Service is a cloud-based email security service that protects both inbound and outbound email against the latest spam, viruses, worms, phishing and denial of service attacks. The web interface of the Barracuda Email Security Service provides you with a web-based email page called the Message Log, which lets you manage your quarantined messages. You can also set some account preferences, depending on what has been enabled for your account by the administrator.

Permissions may include:

- Modify settings for your quarantine notification reports. If enabled, you can set a frequency of receiving an email with a list of messages in your quarantine account. You can then delete or deliver those messages to your email address.
- Create whitelists (accept mail from), block or quarantine policies for email addresses, domains and users.
- Management of quarantine inbox – deliver or delete quarantined messages.
- Change password.
- Link Accounts – use the current account as an 'alias'. You can add additional email addresses you may have in the same domain for which quarantined email should be forwarded to this account.

In this article:

Welcome Email

As soon as your system administrator creates your account, you will receive a welcome email from the Barracuda Email Security Service. The email states that you have a new quarantine account and includes a link to log in to change your password or review your account settings. Note that the link will expire in seven days.

When You Have Quarantined Mail

The Barracuda Email Security Service notifies you on a regular interval when you have quarantined messages. The quarantine notification interval (daily, weekly, etc.) is set either by your administrator or – if you have been given permissions – you, the user. The notification email looks something like this:

Figure 1. Sample quarantined notification email.

Dear spam@foodgoes.in,

Below is a list of 6 new quarantined message(s) in your inbox.

From	Subject	Date	Action
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist

About this email

This email was sent from the Barracuda Email Security Service (ESS) to you because you requested to be notified of quarantined messages in your inbox. To unsubscribe or change your quarantine settings, visit [Quarantine Settings](#).

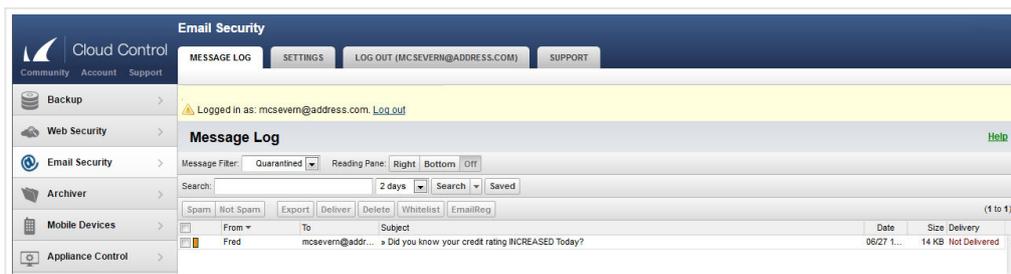
About the Company

Barracuda Networks Inc. combines premises-based gateways and software, virtual appliances, cloud services, and sophisticated remote support to deliver comprehensive content security, data protection and application delivery solutions. The company's expansive product portfolio includes offerings for protection against email, Web and IM threats as well as products that improve application delivery and network access, message archiving, backup and data protection.

Using the Message Log to Manage Your Quarantined Mail

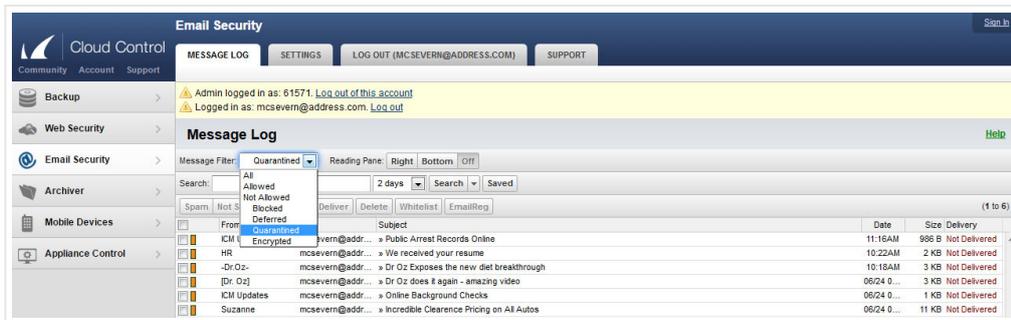
Your Message Log will look something like this (click to enlarge):

Figure 2. The Message Log.



The Message Log page displays all of the email messages that come through the Barracuda Email Security Service to your account. You can filter the view by *All*, *Allowed*, *Not Allowed*, *Blocked*, *Deferred*, *Encrypted* or *Quarantined* using the drop-down as shown in Figure 3.

Figure 3. Using the Message Filter drop-down to filter your messages in the Message Log.



Messages are *blocked* due to the following:

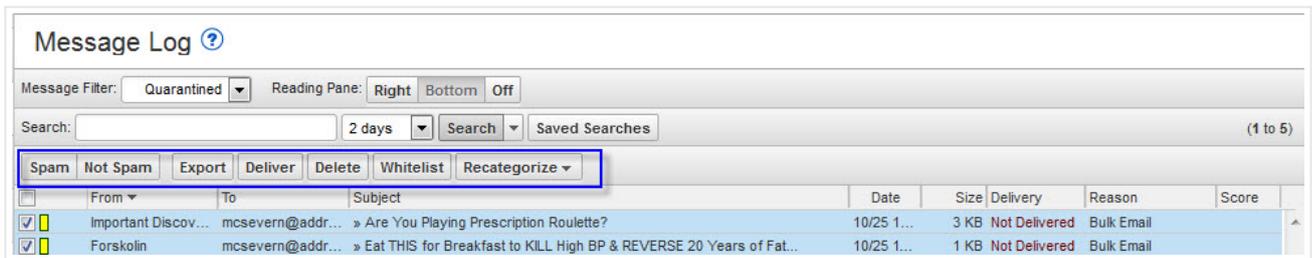
- Spam and virus policies set by your administrator for the domain.
- Block policies for email addresses, domains or email from other users, set by your administrator for the domain.



Messages are *deferred* for various reasons. Click the  button on the Message Log page for details about these actions and the corresponding reasons, as well as details about searching for and filtering messages.

From the Message Log page you can take the following actions with messages using buttons on the page above the message list. Click the check box next to one or more messages, and then click one of the following buttons:

Figure 4. Buttons for taking actions with messages.



- Spam - Mark the selected message(s), if you think they are Spam, to have them sent to Barracuda Central for analysis.
- Not Spam - Mark the selected message(s), if you think they are Not Spam, to have them sent to Barracuda Central for analysis.
- Export - Export either selected or all messages to a CSV file. To export all messages, click the check box at the top of the Message List. You will be prompted for a file name to save to your local desktop or network.
- Deliver - Attempt to deliver the selected message(s) to your mailbox. If the message is successfully delivered, the **Delivery Status** will change to *Delivered*. The mail remains in the log unless you select the message again and click the **Delete** button. If the mail cannot be delivered, this will be reflected as a notice in your browser window and the **Delivery Status** will not change. If delivered messages are not making it to the recipient's mailbox, it may be due to a filter on the mail server or a service on your network catching the mail as spam, so check with your system administrator. Checking your local trash/spam folder may help to locate the mail.
- Delete - Delete the selected message(s) from the Message Log.
- Whitelist - Always accept mail from the selected email addresses, domains and/or users.
- Recategorize - Select one or more categorized emails and click the **Recategorize** button to change the category. For example, if the message has been categorized as **Corporate** but you believe it should be categorized as **Marketing Materials**, you can change the category via the **Recategorize** drop-down. This action will submit this email message for recategorization to your selected category. If you select **Other** and enter a custom category, this will simply update the category for that particular email message. For more information, see **Email Categorization** below.

Email Categorization

If the **Reason** for a message in your Message Log is **Email Categorization**, then email from this sender is categorized as not necessarily spam, but rather something that you may have subscribed to at one time but no longer wish to receive. For

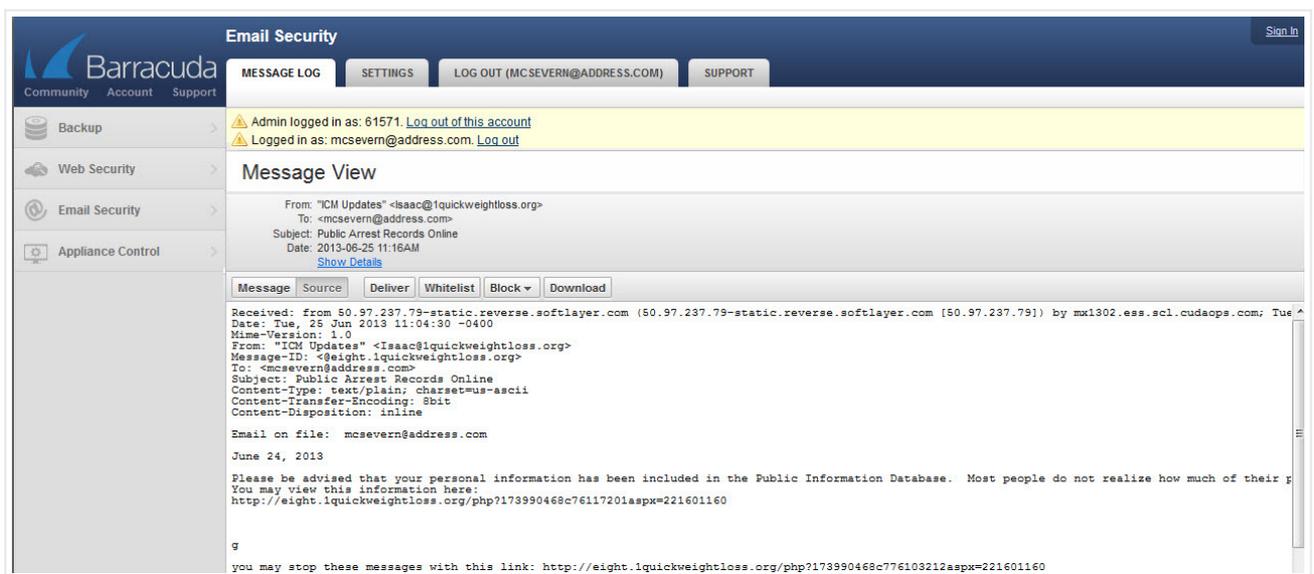
example, newsletters and memberships, or marketing information. Email Categorization assigns some of these emails to specific categories, which the administrator can decide to allow, block or quarantine. Categories supported will appear in the Message Log **Reason** as:

- **Email Categorization(corporate)** - Emails sent by a user at an authenticated organization that involves general corporate communications. Does not include marketing newsletters.
- **Email Categorization(transactional)** - Emails related to order confirmations, bills, invoices, bank statements, delivery/shipping notices, and service-related surveys.
- **Email Categorization(marketing)** - Promotional emails from companies such as *Constant Contact*.

View the Message Source

To view the message source, headers, and buttons to deliver, whitelist or download the message, double click on the message. You'll see the contents of the message. Click the **Source** button to see all of the headers. Click the **Deliver** button to deliver the email to your regular mailbox, or **Download** to download the message to your local system or network. If you want to *whitelist* the sender, that is, if you want all future mail from the sender to *NOT* be quarantined and go to your regular mailbox directly, then click the **Whitelist** button. Alternatively, you can use the **SETTINGS > Sender Policy** page to add senders to your whitelist or blocklist. See [Sender Policy - Creating Whitelists and Blocklists](#).

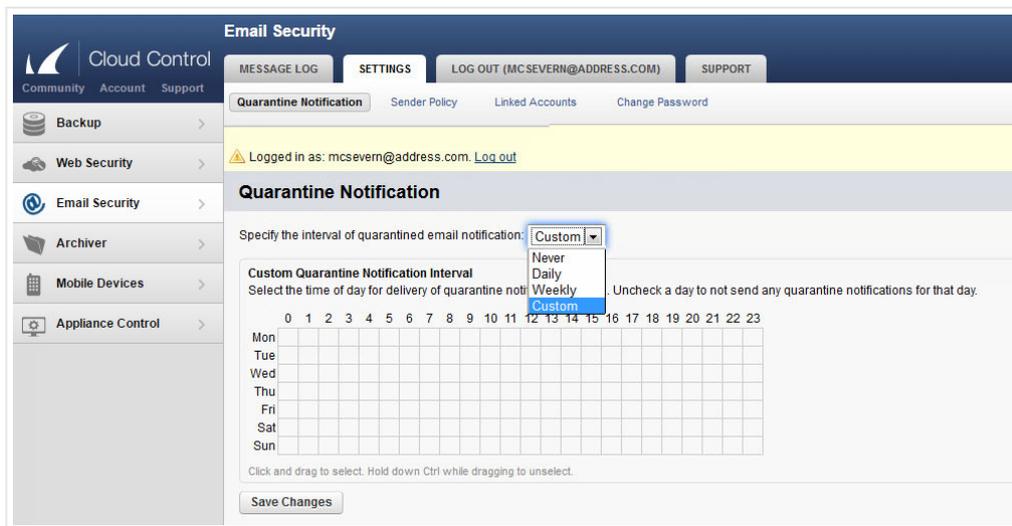
Figure 5. Message source with headers.



Setting the Quarantine Notification Interval

You can tell the Barracuda Email Security Service to notify you by email when you have quarantined messages. From the **SETTINGS > Quarantine Notifications** page, select *Never*, *Daily*, *Weekly*, or *Custom* from the drop-down. To create a custom schedule, select *Custom*, then select the time of day for delivery of quarantine notification emails for any or all days of the week. Uncheck a day to not send any quarantine notifications for that day.

Figure 6. Setting the quarantine notification interval.

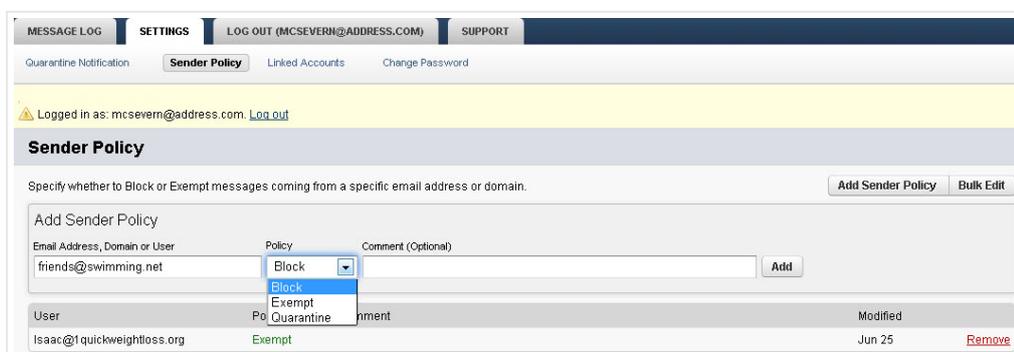


Sender Policy - Creating Whitelists and Blocklists

Sender Policy allows you to specify if you want to always *allow*, always *quarantine* or always *block* email from a specific email address, user or domain. These are called whitelist/blocklist policies. To create a new policy:

1. Click **Add Sender Policy** and fill in the email address, User name or domain name.

Figure 7. Adding sender policies.



2. Next, apply the policy you want by selecting either *Block*, *Exempt* or *Quarantine* from the **Policy** drop-down.
3. Add an optional comment to indicate why you created the policy, if you wish.
4. To save the policy, click **Add**.

Linking Quarantine Accounts

You can add additional email addresses you may have in the same domain for which quarantined email should be forwarded to this account. From the **SETTINGS > Linked Accounts** page, click **Link an Account**, fill in the email address to link, then click **Submit**.

Note: You can only link to email accounts on the same domain.

Changing Your Password

Use the **SETTINGS > Change Password** page to change your password. Make sure to click **Submit**.