

Barracuda Spam Firewall User's Guide



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Managing your Quarantine Inbox

This chapter describes how you can check your quarantined messages and modify your user preferences using the Barracuda Spam Firewall interface. This chapter contains the following topics:

- Receiving Messages from the Barracuda Spam Firewall in the next section.
- Using the Quarantine Interface on page 4.
- Changing your User Preferences on page 6.

Receiving Messages from the Barracuda Spam Firewall

The Barracuda Spam Firewall sends you the following two types of messages:

- Greeting Message
- Spam Quarantine Summary Report

Greeting Message

The first time the Barracuda Spam Firewall 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: *<your email address>*

Password: *<your default password>*

Access your Spam Quarantine directly using the following link:

<http://<barracuda system address or name>:8000>

The Barracuda Spam Firewall 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 Spam Firewall sends you a daily quarantine summary report so you can view the quarantined messages you did not receive. From the 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 quarantine summary report.

Click to access your quarantine interface to set preferences and classify messages

Select to deliver, whitelist or delete quarantined messages

From: Barracuda Spam Firewall [support@barracudanetworks.com] Sent: Tue 1/13/12
To: nguyenv@affinitypath.com
Cc:
Subject: Daily Spam Quarantine Summary

BARRACUDA NETWORKS Spam Quarantine Summary

Dear **nguyen@affinitypath.com**, this is your daily quarantine summary from the Barracuda Spam Firewall.

You have **3** 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 messages will no longer be quarantined.
- Click the **Delete** link to have the message deleted from your quarantine (message will be automatically : for spam learning)

Date	From	Subject	Actions
01/12 13:01	"Khoa Nguyen" <khoa_barracu...>	welcome to paris you 1	Deliver Whitelist Delete
01/07 08:26	Peter Salenger <peteatwork@...>	hi test zip	Deliver Whitelist Delete
01/08 11:04	"Khoa Nguyen" <khoa_barracu...>	welcome to paris you 1	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 quarantine summary report is a link to the quarantine interface where you can set additional preferences

Logging into the Quarantine Interface

To log into your quarantine interface:

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

Result: The login page appears.

2. Enter your username and password, and click **Login**.

Your login information resides in the greeting message sent to you from the Barracuda Spam Firewall.

Managing your Quarantine Inbox

After logging into the quarantine interface, select the QUARANTINE INBOX tab to view a list of your quarantined messages.

Clicking on an email displays the message.

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

Action	Description
Deliver	<p>Delivers the selected message to your standard email inbox.</p> <p><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 Spam Firewall delivers a message, it is removed from your quarantine list.</i></p>
Whitelist	<p>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 attachment type.</p> <p>The Barracuda Spam Firewall adds the sending email address exactly as it appears in the message to your personal whitelist.</p> <p>Note that some commercial mailings may come from one of several servers such as <i>mail3.abcbank.com</i>, and a subsequent message may come from <i>mail2.abcbank.com</i>. See the section on managing your whitelists and blacklists for tips on specifying whitelists with greater effectiveness.</p>
Delete	<p>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.</p> <p>You cannot recover messages you have deleted.</p>

Changing your User Preferences

After logging into your quarantine interface, you can use the PREFERENCES tab to change your account password, modify your quarantine 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 your quarantine interface, go to PREFERENCES-->Password. This option is not available if single sign on has been enabled via LDAP or Radius.

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 quarantine summary reports so you cannot delete, deliver, or whitelist messages from those reports. New quarantine summary reports will 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	Whether the Barracuda Spam Firewall quarantines your messages. If you select Yes , the Barracuda Spam Firewall does not deliver quarantined messages to your general email inbox, but you can view these messages from the quarantine interface and quarantine summary reports. If you select No , all messages that would have been quarantined for you are delivered to your general email inbox with the subject line prefixed with [QUAR]:. The Barracuda Spam Firewall administrator can modify this prefix.
Notification Interval	The frequency the Barracuda Spam Firewall sends you quarantine summary reports. The default is daily. The Barracuda Spam Firewall only sends quarantine summary reports when one or more of your emails have been quarantined. If you select Never , you can still view your quarantined messages from the quarantine interface, but you will not receive quarantine summary reports.
Notification Address	The email address the Barracuda Spam Firewall should use to deliver your quarantine summary report.
Default Language	The language in which you want to receive your quarantine notifications. This setting also sets the default encoding for handling unknown character sets during filtering. All email notifications from the Barracuda Spam Firewall are in UTF8 encoding.

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	The list of email addresses or domains from which you always wish to receive messages. The only time the Barracuda Spam Firewall blocks a message from someone on your whitelist is when the message contains a virus or a disallowed attachment file extension.
Blacklist	The list of senders from whom you never want to receive messages. The Barracuda Spam Firewall 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. The only time a blacklisted email address is delivered is if the same email address also appears in your whitelist.

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 email 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 *barracudanetworks.com*, all subdomains are also included, such as *support.barracudanetworks.com* and *test.barracudanetworks.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.

Changing the Language of the Quarantine Interface

You can change the language of your quarantine interface by selecting a language from the drop-down menu in the upper right corner of the QUARANTINE INBOX and PREFERENCES tabs. Supported languages include Chinese, Japanese, Spanish, French, and others.

The language you select is only applied to your individual quarantine interface. No other user's interface is affected.