USER’S GUIDE: BARRACUDA SPAM FIREWALL

Overview
A spam firewall keeps our network environment safe by scanning all incoming e-mail, filtering out spam, only delivering legitimate mail. If a message is considered legitimate and safe, the message is delivered to the appropriate Outlook inbox automatically. However, if a message is considered likely to be spam (or unsafe), Barracuda keeps the item in the Quarantine Inbox until the recipient has a chance to review the message and take action.

Daily Spam Quarantine Summary
Every evening at approximately 4:00 pm the Barracuda Spam Firewall sends out e-mail notifications to all users who have messages being held in their Quarantine Inbox. This message contains a list of all e-mail identified as spam and placed in the quarantine during the past 24 hours. A typical Spam Quarantine Summary may look like Figure 1 below.

The summary displays the date the message was received, the sender’s name and address, the subject, and links to four actions you can take.

The actions are: Deliver. Whitelist. Delete. View.

Action Descriptions:
- **Deliver** – Click this link if you are uncertain whether a message is spam. This will deliver the message to your Outlook Inbox. This will allow you to read and determine if it is legitimate.
- **Whitelist** – Click this link if you are certain that a message is not spam (and safe). This will deliver the message, (and all future messages from this sender), to your Outlook Inbox.
- **Delete** – Click this link if you are certain that a message is spam or unsafe. This will delete the message without sending the message to your Outlook Inbox.

Note: Clicking the action links will remove the message from your Quarantine Inbox. However, the entry on the Spam Quarantine Summary list is NOT REMOVED. This causes a great deal of confusion, because users expect the entry to disappear from the e-mail notification when one of the action links is clicked. The summary is simply intended to inform the user that they have messages residing in their Quarantine Inbox.

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Page 1 August 15, 2014
Managing your Quarantine Inbox

Click on any of the actions in the quarantine summary email and be automatically directed to the Quarantine Inbox. You will see a list of messages very similar to the list that appears in Spam Quarantine Summary (see picture). One advantage of using the Quarantine Inbox is that it is easier to manage messages. Instead of taking action on only one message at a time, select all the messages in the Inbox. This enables you to take action on all items at once. For example: to Whitelist all of the messages in your Inbox ~ click the check box to the left of the Date Received column to select all messages. Complete the task by clicking on the Whitelist button.

Managing your Whitelist & Blacklist

You can manually add e-mail addresses to your Whitelist or Blacklist. E-mail sent from addresses in your Whitelist will not be analyzed for spam, but will be scanned for viruses. E-mail sent from addresses in your Blacklist will always be blocked. To add addresses, click the Preferences tab, type the address in the desired address box (Whitelist or Blacklist), and click the Add button. Remove an address by clicking the trash can icon next to the address.

The Barracuda Spam Firewall 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.