Email Security 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. This multi-layered approach to security helps keep your data and network safe.

The Barracuda Email Security Service web interface includes the Message Log from which you can manage the security settings for your email messages.

Quarantined Mail (email that is stopped by the service from coming to your device for some reason)

You are notified on a regular interval when you have quarantined email messages. The system usually starts out rather picky about what emails it lets through. So over time, you in essence 'train' the system to meet your expectations about what is good email and what isn't. The quarantine notification interval (daily, weekly, etc.) is set either by your administrator or, if you have permissions, you. Note that quarantined messages *expire after 30 days*.

You can change the number of days and frequency that you receive these email notifications. Sometimes it is important that you get them several times a day to be sure nothing is getting trapped that you don't see. Over time, you may want to change the setting so that you only see it once per day. But know that you can go to the quarantined email at any time that you want to check to see if there is something caught in there. You will see how to do that later in this document.

Below is an Quarantine Email from the Security Service. You can do some management directly from this email by clicking the deliver link, whitelist link or click on the Quarantine link for more options.

The *Deliver link* simply delivers that particular message to your inbox. One time. But it may happen again. If you are sure you want to receive email from this sender, you can use the *whitelist link.* That enables that particular senders email to be delivered all the time.

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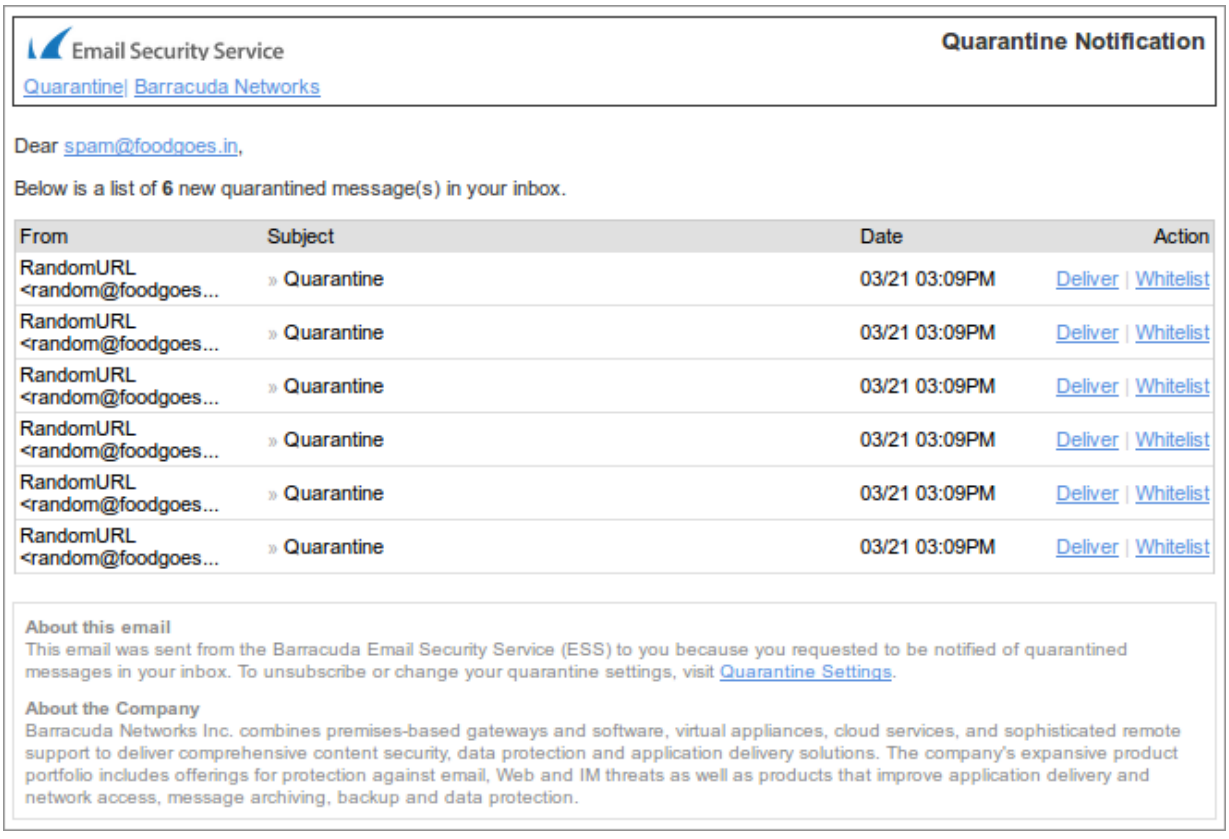
Figure 1. Quarantined Email Notification.



Email Security Service — **Quarantine Notification**

Quarantine| Barracuda Networks

Dear spam@foodgoes.in,

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

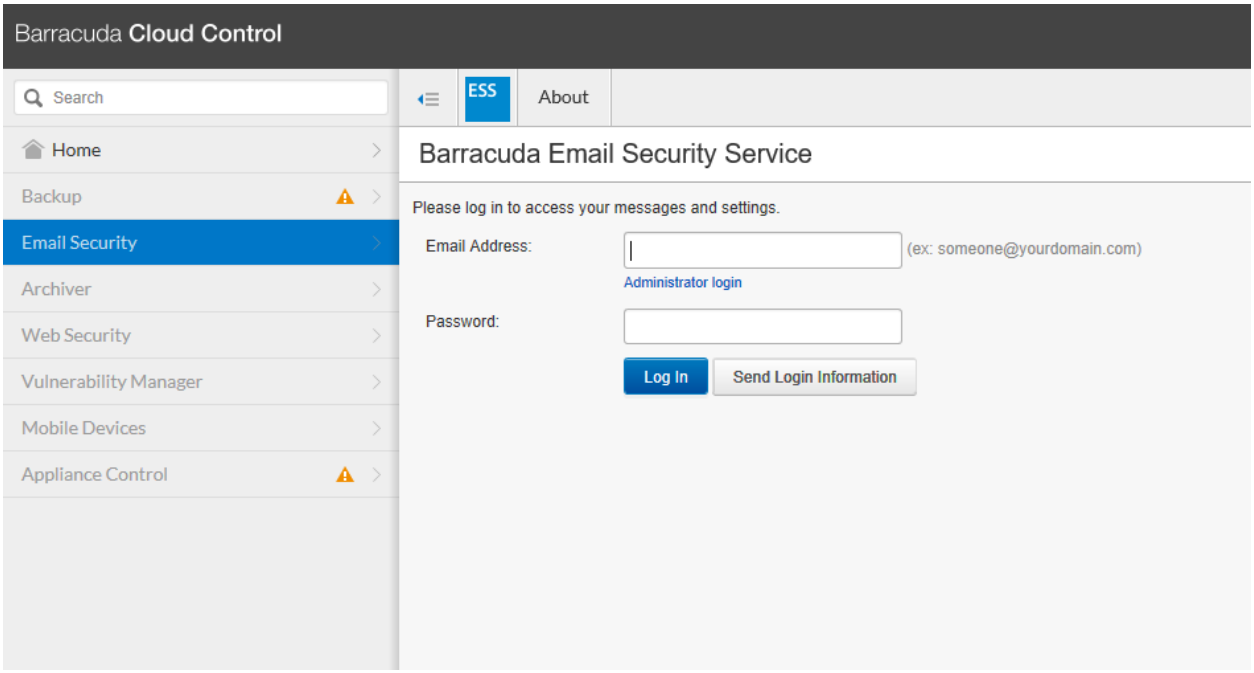
From	Subject	Date	Action
RandomURL <random@foodgoes...	» Quarantine	03/21 03:09PM	Deliver | Whitelist
RandomURL <random@foodgoes...	» Quarantine	03/21 03:09PM	Deliver | Whitelist
RandomURL <random@foodgoes...	» Quarantine	03/21 03:09PM	Deliver | Whitelist
RandomURL <random@foodgoes...	» Quarantine	03/21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

This email comes right to your inbox. It is limited in what you can do to adjust your settings. See below to fully manage your email protection settings:

To access and manage your personal email security settings, go to: https://ess.barracuda.com



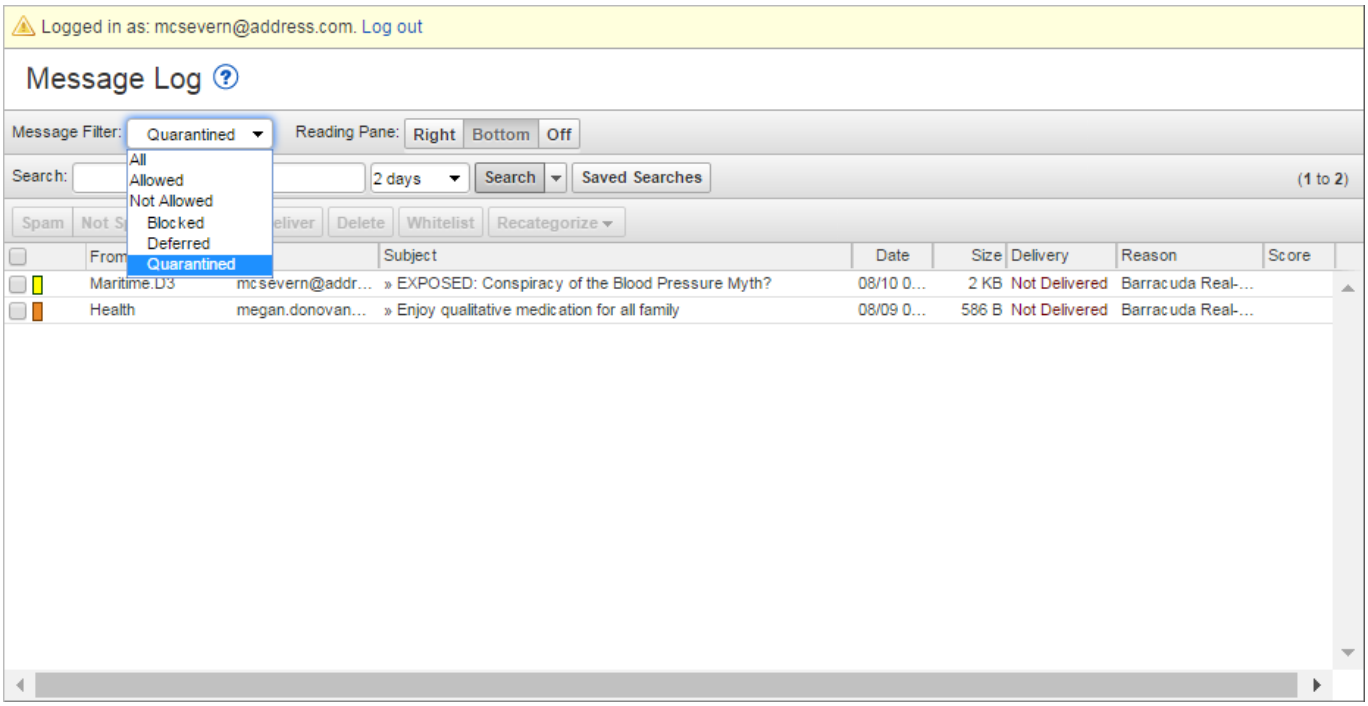
Log on using your email address and your network password (*the pw you use to login to PC on your local network*).

Manage Quarantined Mail

Use the Message Log shown below to manage quarantined email. The Message Log page displays all email messages that come through the Barracuda Email Security Service to your account but were stopped / quarantined before they got all the way to your email.

You can filter the view
by **All**, **Allowed**, **NotAllowed**, **Blocked**, **Deferred**, or **Quarantined** using the drop-down menu.

Figure 2. Filter Messages in the Message Log.



Messages are blocked due to the following:

- Spam and virus policies set by your administrator for the domain; and
- Email address or domain block policies, as well as email from other users, set by your administrator for the domain. These policies can be made more or less restrictive, depending on the need.

Messages are deferred for various reasons. Click the **Help** icon on the **Message Log** page for more information as well as details on searching for and filtering messages.

From the **Message Log** page you can select one or more messages, and then click on an action, as illustrated in Figure 3. To select all messages, select the check box at the top of the Message List.

Figure 3. Message Actions.

Once you select one or more messages, you can take the following actions:

- **Spam** – Selected messages are sent to Barracuda Central for analysis.
- **Not Spam** – Selected messages are sent to Barracuda Central for analysis.
- **Export** – Selected messages are exported to a CSV file. When prompted, enter a file name and select whether to save to your local desktop or network.
- **Deliver** – Attempts to deliver the selected message(s) to your mailbox. If a message is successfully delivered, the **Delivery Status** changes to **Delivered**. The mail remains in the log until you select the message and click **Delete**. If the mail cannot be delivered, a notice displays in your browser window and the **Delivery Status** does not change. If delivered messages are not delivered to the recipient's mailbox, it may be due to a filter on the mail server or PC or a service on your network catching the mail as spam. Check with your system administrator for more information. Additionally, you should check your local trash/spam folder (usually in Outlook) for the mail.
- **Delete** – Selected messages are removed from the Message Log.
- **Whitelist** – Always accept mail from the selected email addresses, domains, and/or users.
- **Recategorize** – When one or more categorized emails are selected, allows you to change the category. For example, if the message is 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 submits this email message for recategorization to your selected category. If you select **Other** and enter a custom category, the category updates for that particular email message. For more information, see *Email Categorization* below.

Email Categorization

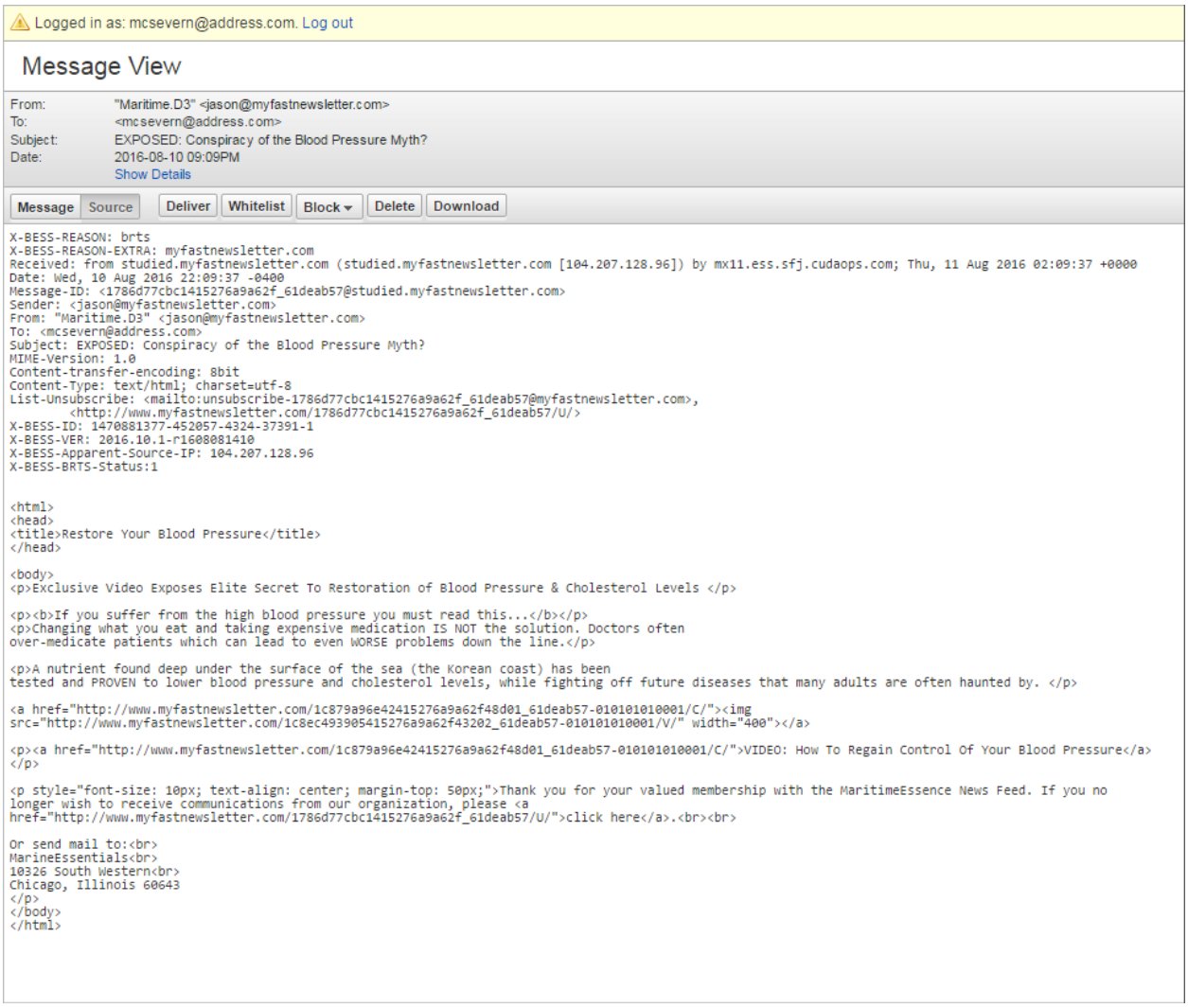
If the **Reason** for a message in your Message Log displays as **Email Categorization**, the email from this sender is categorized as not necessarily spam, but something that you may have subscribed to at one time but no longer want to receive. For example, newsletters and memberships, or marketing information. Email Categorization assigns some of these emails to specific categories, which the administrator can decide to allow, block, or quarantine. Supported categories display in the Message Log **Reason** field as:

- **Email Categorization (corporate)** – Emails sent by a user at an authenticated organization that involves general corporate communications; this 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 Message

To view the message source, headers, and available options, double-click the message; the message content displays. You can take the following options:

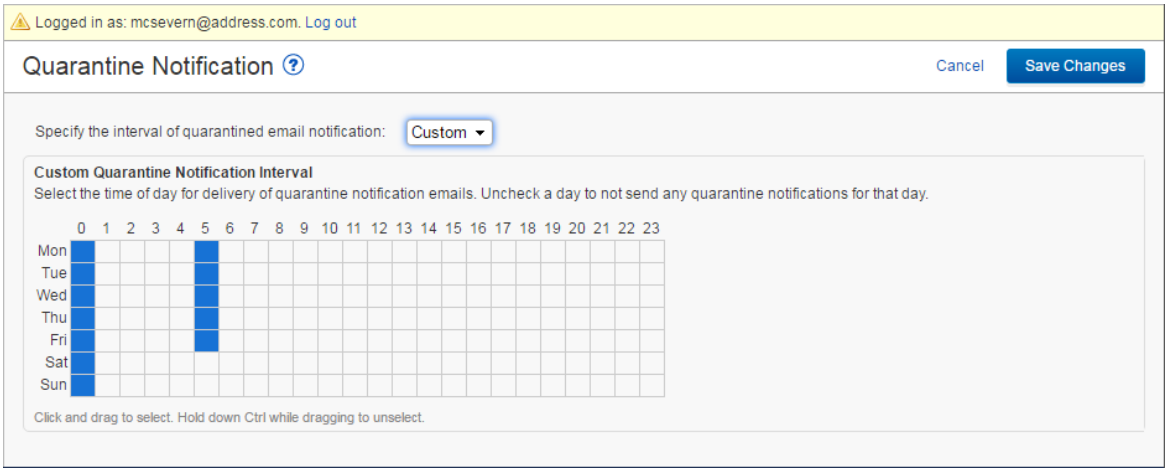
- Click **Source** to view all headers
- Click **Deliver** to deliver the email to your regular mailbox
- Click **Download** to download the message to your local system or network
- Click **Whitelist** to exempt the sender, that is, specify that all future mail from the sender is *not* quarantined and instead goes directly to your regular mailbox
  Alternatively, you can use the **SETTINGS > Sender Policy** page to exempt or block senders.
- Click **Block** and select whether to block the message **Domain** or **Email**
- Click Delete to remove the message
- Click **Download** to download and open the email
- **Figure 4. Message Source with Headers.**



Set Quarantine Notification Interval

You can direct the Barracuda Email Security Service to notify you by email when you have quarantined messages and how often. On the **SETTINGS > Quarantine Notifications** page, select **Never**, **Daily**, **Weekly**, or select **Custom** and set the time of day for quarantine notification email delivery for any or all days of the week. Clear a day if you do not want to send quarantine notifications for that day. Click **Save Changes** to save your settings.

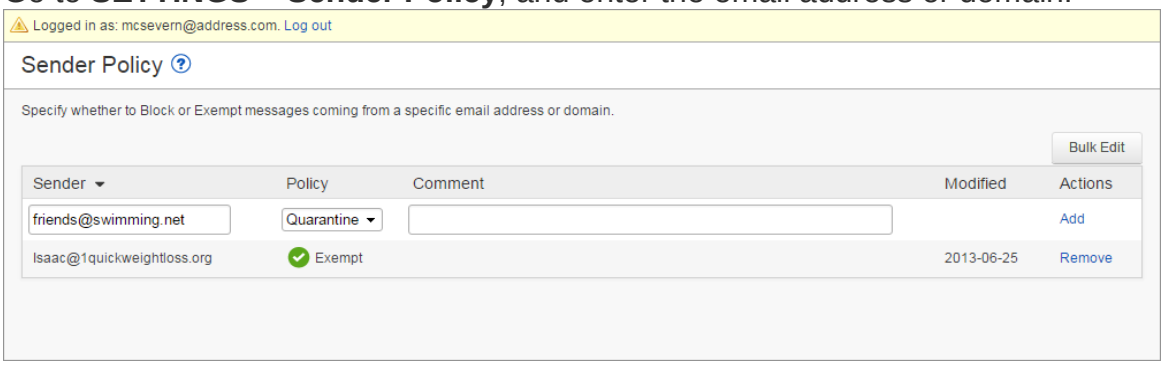
Figure 5. Set Quarantine Notification Interval.



Set Exempt and Blocklist Policies

Use the **Sender Policy** page to specify whether to block, allow, or quarantine messages from a specific sender or domain. These are called exempt/blocklist policies. To create a new policy:

1. Go to **SETTINGS > Sender Policy**, and enter the email address or domain:

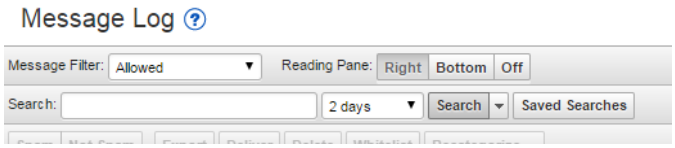


2. From the **Policy** drop-down menu, select whether to **Block**, **Exempt**, or **Quarantine** the **Sender**.
3. Optionally, you can add a comment to indicate why you created the policy.
4. Click **Add** to save the policy.

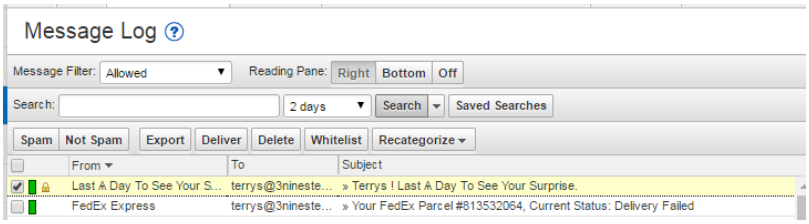
EMAIL SECURITY CHEAT SHEET SUMMARY

1. To get rid of email that you **don't want to keep receiving**, click on the QUARANTINE link in the email sent to you from the email security system OR go to the same location at any time by going to https://ess.barracuda.com

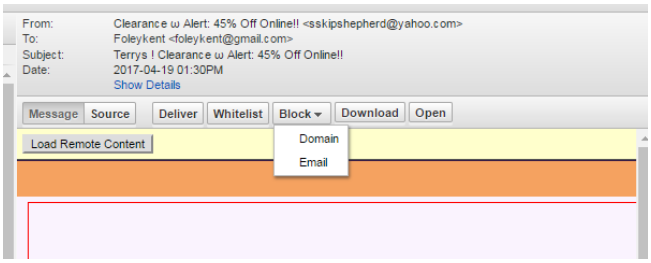
   The default filter is set to Quarantined… so it shows you all of the email that has not been delivered / quarantined. Click on the arrow next to Quarantine in the message filter box and select 'allowed'. This will show you all the email that it has sent through to your email box without being stopped. You can now click on an email for it to show up in the reading pane (either right, bottom or off). Right is a good choice.



   After selecting the one email or multiple emails (by selecting the boxes on the very left), you have some choices to make. Mark it as SPAM by selecting the Spam box. This sends the email to Barracuda to evaluate. Next time, it likely will get caught and not be sent to your inbox.



   OR you can elect to BLOCK the email address from ever getting to you again. Above the actual email in the reading pane, you can select the "block" box. The drop down gives 2 options. Domain or email. Domain means you will not receive any more emails from that domain. If the email came from joe@gmail.com, then you don't want to select Domain. You will likely want to get email from someone at the gmail.com domain in the future! But you know that you DON'T want to get another email from joe@gmail.com so you can select 'email'. You can always 'undo' this if you change your mind in the future by selecting an email and select the whitelist box.



   *By selecting an email and then selecting the 'whitelist' box, then email from that email address will then be sent directly to your inbox and not be quarantined.

   For more help with these settings or to make the general filter more or less stringent to start with, contact 3Nines help desk by emailing support@3ninestech.com or calling 405-488-8000 option 21.