



## **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.

**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 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 times that you receive these email notifications. You will see how to do that later in this document. Below is an 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.

**Figure 1. Quarantined Email Notification.**

 Email Security Service  
[Quarantine](#) | [Barracuda Networks](#)

Quarantine Notification

Dear [spam@foodgoes.in](mailto: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	<a href="#">Deliver</a>   <a href="#">Whitelist</a>
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	<a href="#">Deliver</a>   <a href="#">Whitelist</a>
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	<a href="#">Deliver</a>   <a href="#">Whitelist</a>
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	<a href="#">Deliver</a>   <a href="#">Whitelist</a>
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	<a href="#">Deliver</a>   <a href="#">Whitelist</a>
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	<a href="#">Deliver</a>   <a href="#">Whitelist</a>

**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>

The screenshot shows the Barracuda Cloud Control interface. On the left is a sidebar with a search bar and a list of navigation items: Home, Backup, Email Security (highlighted in blue), Archiver, Web Security, Vulnerability Manager, Mobile Devices, and Appliance Control. The main content area is titled 'Barracuda Email Security Service' and contains a login form. The form includes a message 'Please log in to access your messages and settings.', an 'Email Address' field with a placeholder '(ex: someone@yourdomain.com)', a 'Password' field, and a link for 'Administrator login'. At the bottom of the form are two buttons: 'Log In' and 'Send Login Information'.

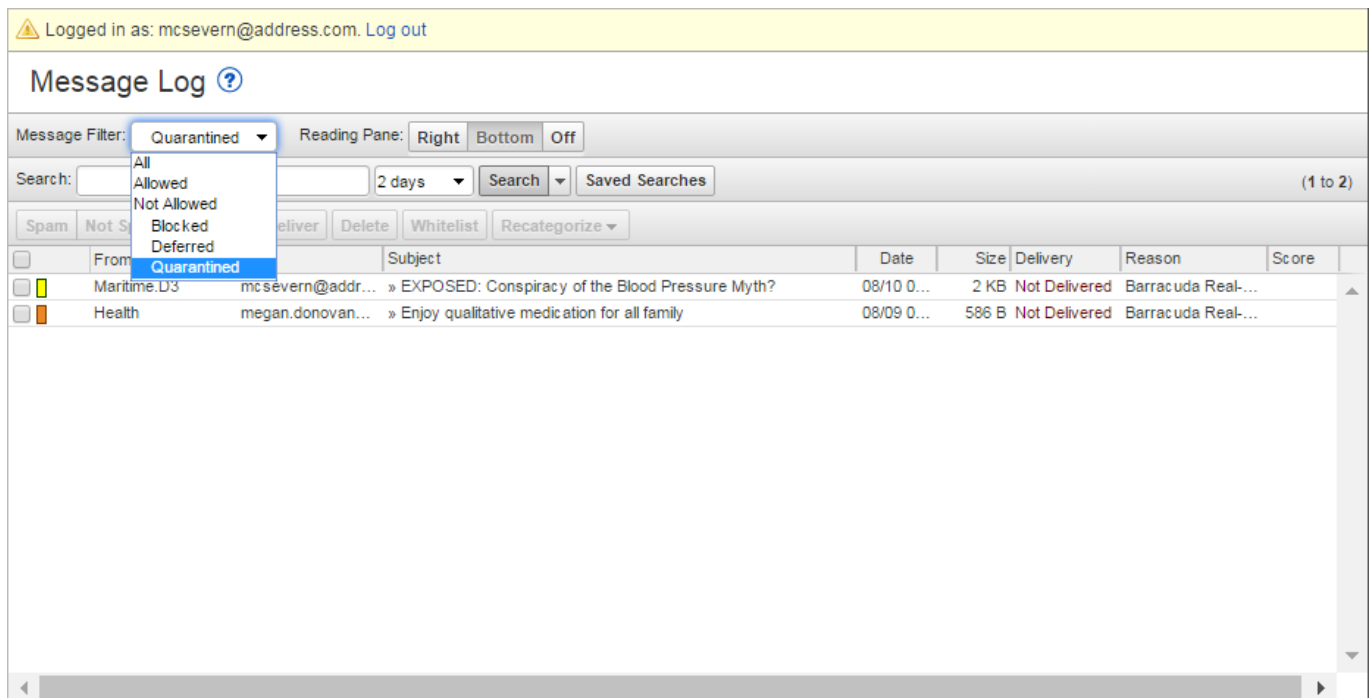
Log on using your email address and your network password (*the pw you use to login to PC on your local network*).

## 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.**

 Logged in as: mcsevern@address.com. [Log out](#)

Message View

From: "Maritime.D3" <jason@myfastnewsletter.com>

To: <mcsevern@address.com>

Subject: EXPOSED: Conspiracy of the Blood Pressure Myth?

Date: 2016-08-10 09:09PM

[Show Details](#)

Message

Source

Deliver

Whitelist

Block ▾

Delete

Download

X-BESS-REASON: brts  
X-BESS-REASON-EXTRA: myfastnewsletter.com  
Received: from studied.myfastnewsletter.com (studied.myfastnewsletter.com [104.207.128.96]) by mx11.ess.sjf.cudaops.com; Thu, 11 Aug 2016 02:09:37 +0000  
Date: Wed, 10 Aug 2016 22:09:37 -0400  
Message-ID: <1786d77cbc1415276a9a62f\_61deab57@studied.myfastnewsletter.com>  
Sender: <jason@myfastnewsletter.com>  
From: "Maritime.D3" <jason@myfastnewsletter.com>  
To: <mcsevern@address.com>  
Subject: EXPOSED: Conspiracy of the Blood Pressure Myth?  
MIME-Version: 1.0  
Content-transfer-encoding: 8bit  
Content-Type: text/html; charset=utf-8  
List-Unsubscribe: <mailto:unsubscribe-1786d77cbc1415276a9a62f\_61deab57@myfastnewsletter.com>,  
<http://www.myfastnewsletter.com/1786d77cbc1415276a9a62f\_61deab57/U/>  
X-BESS-ID: 1470881377-452057-4324-37391-1  
X-BESS-VER: 2016.10.1-r1608081410  
X-BESS-Apparent-Source-IP: 104.207.128.96  
X-BESS-BRTS-Status:1

<html>  
<head>  
<title>Restore Your Blood Pressure</title>  
</head>  
<body>  
<p>Exclusive Video Exposes Elite Secret To Restoration of Blood Pressure & Cholesterol Levels </p>  
<p><b>If you suffer from the high blood pressure you must read this...</b></p>  
<p>Changing what you eat and taking expensive medication IS NOT the solution. Doctors often over-medicate patients which can lead to even WORSE problems down the line.</p>  
<p>A nutrient found deep under the surface of the sea (the Korean coast) has been tested and PROVEN to lower blood pressure and cholesterol levels, while fighting off future diseases that many adults are often haunted by. </p>  
<a href="http://www.myfastnewsletter.com/1c879a96e42415276a9a62f48d01\_61deab57-0101010001/C/"></a>  
<p><a href="http://www.myfastnewsletter.com/1c879a96e42415276a9a62f48d01\_61deab57-0101010001/C/">VIDEO: How To Regain Control Of Your Blood Pressure</a></p>  
<p style="font-size: 10px; text-align: center; margin-top: 50px;">Thank you for your valued membership with the MaritimeEssence News Feed. If you no longer wish to receive communications from our organization, please <a href="http://www.myfastnewsletter.com/1786d77cbc1415276a9a62f\_61deab57/U/">click here</a>.<br><br>  
Or send mail to:<br>MarineEssentials<br>10326 South Western<br>Chicago, Illinois 60643  
</p>  
</body>  
</html>

## 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.**

Logged in as: mcsevern@address.com. [Log out](#)

### Quarantine Notification ?

[Cancel](#) [Save Changes](#)

Specify the interval of quarantined email notification: **Custom**

**Custom Quarantine Notification Interval**  
Select the time of day for delivery of quarantine notification emails. Uncheck a day to not send any quarantine notifications for that day.

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								
Sun																								

Click and drag to select. Hold down Ctrl while dragging to unselect.

## 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:

Logged in as: mcsevern@address.com. [Log out](#)

### Sender Policy ?

Specify whether to Block or Exempt messages coming from a specific email address or domain.

[Bulk Edit](#)

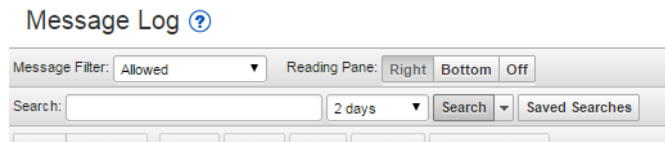
Sender	Policy	Comment	Modified	Actions
<input type="text" value="friends@swimming.net"/>	<b>Quarantine</b>	<input type="text"/>		<a href="#">Add</a>
Isaac@1quickweightloss.org	Exempt		2013-06-25	<a href="#">Remove</a>

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.

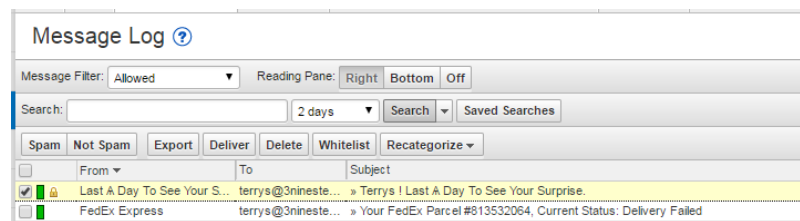
## EMAIL SECURITY CHEAT SHEET SUMMARY

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>

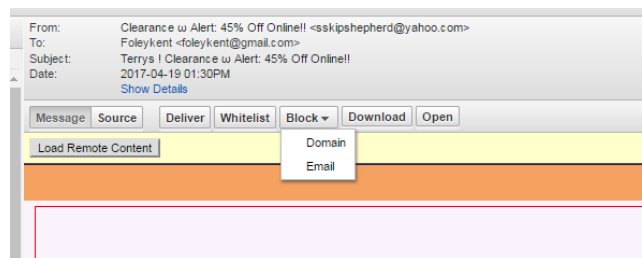
The default filter is set to Quarantined... so it shows you all of the email that has not been delivered / quarantined. Click on the arrow next to Quarantine in the message filter box and select 'allowed'. This will show you all the email that it has sent through to your email box without being stopped. 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](mailto: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](mailto: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 ETS help desk by emailing [techsupport@elitetechus.com](mailto:techsupport@elitetechus.com) or calling 256-306-3361.