

CLIENT INSTRUCTIONS	Using the Barracuda Spam Blocker
PRIMARY KNOWLEDGE AREA	Email

Purpose:

Barracuda is a spam-blocking and virus-blocking firewall. Its goal is to save you time from having to deal with unwanted and unsolicited email as well as protect you from viruses that may come along with the email. The software rates every incoming email sent to you, assigning each a score that will categorize it as either acceptable, acceptable but suspicious, quarantine, or block. You will only need to interact with the Barracuda software if you receive an email that is quarantined.

Prerequisites:

- An email account on the Middlesex Community College (MCC) network

Overview:

Barracuda spam blocking software is like a security officer who checks every email package before it is allowed to enter your email account. As a result of its security check, it assigns each piece of incoming email a rating of acceptable, acceptable but suspicious, quarantine, or block. The rating given is based on an internal scoring algorithm that uses approximately 400 rules and also your past preferences in identifying certain emails as spam or not spam. The rules are frequently updated to stay current with the latest knowledge of the Internet environment.

Acceptable emails will appear in your email account as they normally do. Acceptable but suspicious emails also appear in your email account, with “[SPAM]” added to the subject line. Quarantined emails are placed in a special account on the Barracuda server to await your decision on how to deal with them. Blocked emails are deleted before reaching your account.

Quarantined emails are the only category that requires you to take any action. If an email is categorized as quarantined you will receive an email from Barracuda. The email will give you a username/password to login to your Spam Quarantine and Preferences account to view the quarantined email. This document explains how to use the account and the options you have in dispensing of the quarantined email and similar emails in the future.

Preparation:

None

Accessing Quarantined Email:

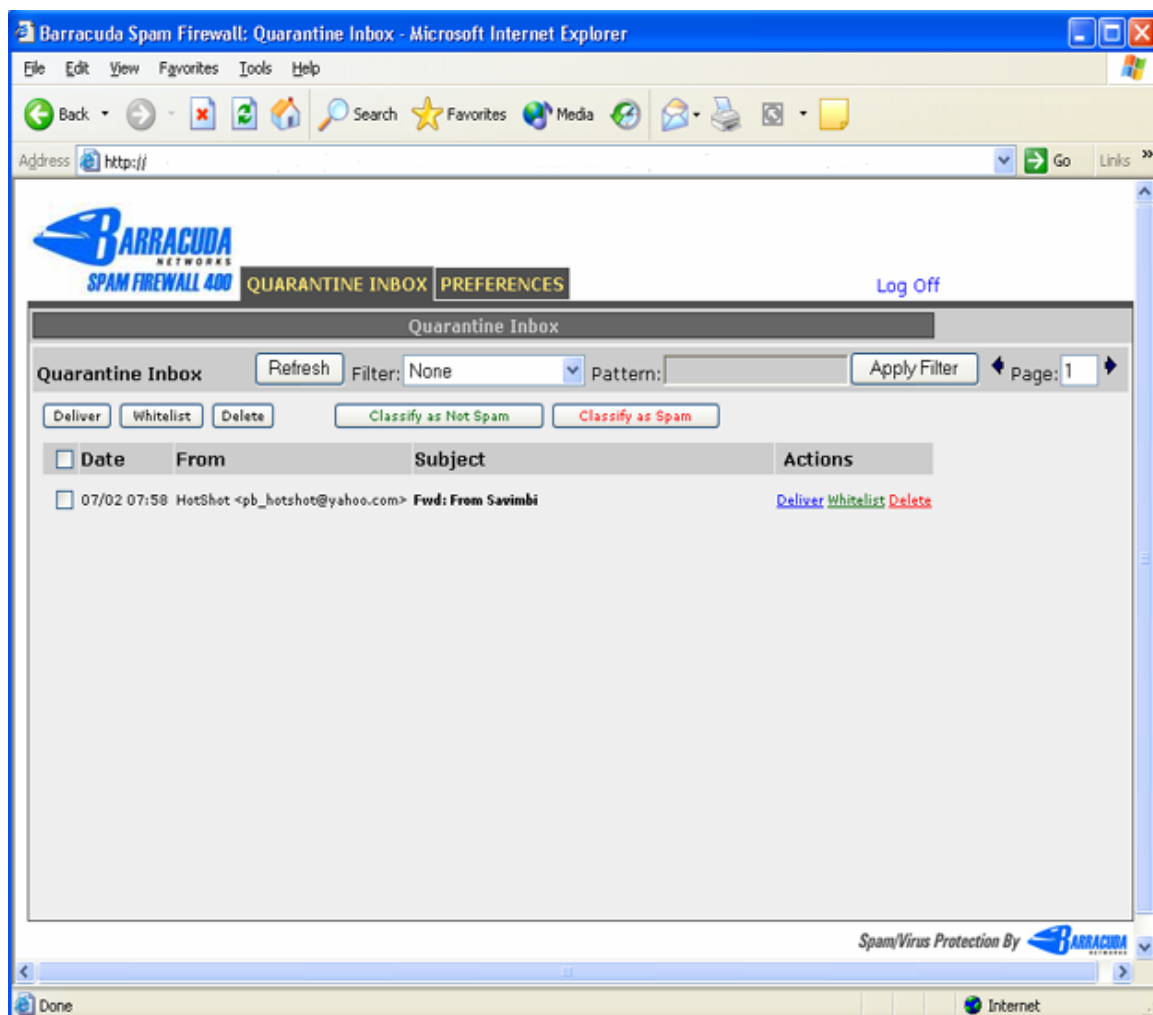
Starting Point: You are viewing an email in your email account that has the Subject Line: *User Quarantine Account Information*. The email contains a username/password and a link to the Quarantine account.

1. Click the link in the email.

The *Barracuda Spam Firewall: Welcome* window displays with a Login box in the center.

2. Enter the username/password provided in the email and click Login.

The *Quarantine Inbox* window displays.



Quarantine Inbox

Forget Your Password

If you have forgotten your password, Barracuda can generate a new one for you.

1. Go to the link <http://bar.middlesex.mass.edu:8000/>.



The screenshot shows the Barracuda Spam Firewall login interface. At the top left is the Barracuda Networks logo with the text "SPAM FIREWALL 400". Below the logo is a grey header bar with the text "Barracuda Spam Firewall". The main content area contains a "Login" box. Inside the box, the text reads: "Please enter your email address and password below. If you are an administrator, please enter your administrator login and password." Below this text are two input fields: "Username:" and "Password:". To the right of the "Password:" field is a "Login" button. Below the input fields is a "Note" section that reads: "Note: If you have forgotten your password, or if you do not have a password, fill in the above username section with your email address, and press 'Create New Password'. A new password will be mailed to you." At the bottom of the box is a "Create New Password" button.

2. Enter your full email address: username@middlesex.mass.edu as the username.
3. Leave the password blank.
4. Click *Create New Password* button at the bottom of the window.

Barracuda generates your new password and will send it to you in an email. The MCC Help Desk can not reset these passwords, only Barracuda can do this.

Note: You may have two Quarantined email accounts with Barracuda; one for the new version of your email address (username@middlesex.mass.edu) and one for the old version (username@middlesex.cc.ma.us). MCC changed all email address last year to reflect the new URL. If you do not see the expected Quarantined emails in your Quarantined email account with the new generated password, try repeating the above procedure using the old version of the email address.

Things You Can Do in the Quarantine Inbox

Read an Email

Information listed about each email includes the Date, From person Subject header and possible Actions. Click on the Date, From, or Subject portion of the line to read the email.

Deciding on Email One-by-One

Click one of the three possible actions listed to the right of the Subject line for the email to dispense of the email.

Deliver	Delivers the email to your email account.
Whitelist	Delivers the email to your account and puts the sender on your whitelist of always acceptable addresses.
Delete	Deletes the email.

Deciding on Email by Grouping It

Place a checkmark in the checkbox to the left of each email you know you are going to dispense of in the same manner. Click one of the action buttons for dispensing email (Deliver, Whitelist, or Delete) above the Date and From headings. All the emails with a checkmark are acted upon according to the button selected.

Refresh Button

Click the Refresh button to refresh the window with any new emails that may have been received and quarantined since the last time the window was displayed.

Classify as Not Spam Button

Highlight one email or place a checkmark in the checkbox next to multiple emails and click the Classify as Not Spam Button. Barracuda updates your preferences for classifying email as not spam based on the features in the email(s).

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Filter

The filter is only applied to emails in the Quarantine Inbox. Select a filter to apply, so only a subset of those the emails in Quarantine will display. Click the down arrow next to Filter to select the type of filter:

- contents of the From location
- contents of the Subject line
- contents of the message

Pattern

Enter the text that you want the selected Filter to look for and match. Messages that match the text will be excluded from displaying in the Quarantine Inbox, when the filter is applied.

Apply Filter

Refreshes the display of email messages after applying the filter and pattern text selected. The refreshed display excludes quarantined email messages that matched the criteria of the filter and pattern.



Use the arrow keys on either side of page number to see additional pages of quarantined email messages.

Log Off

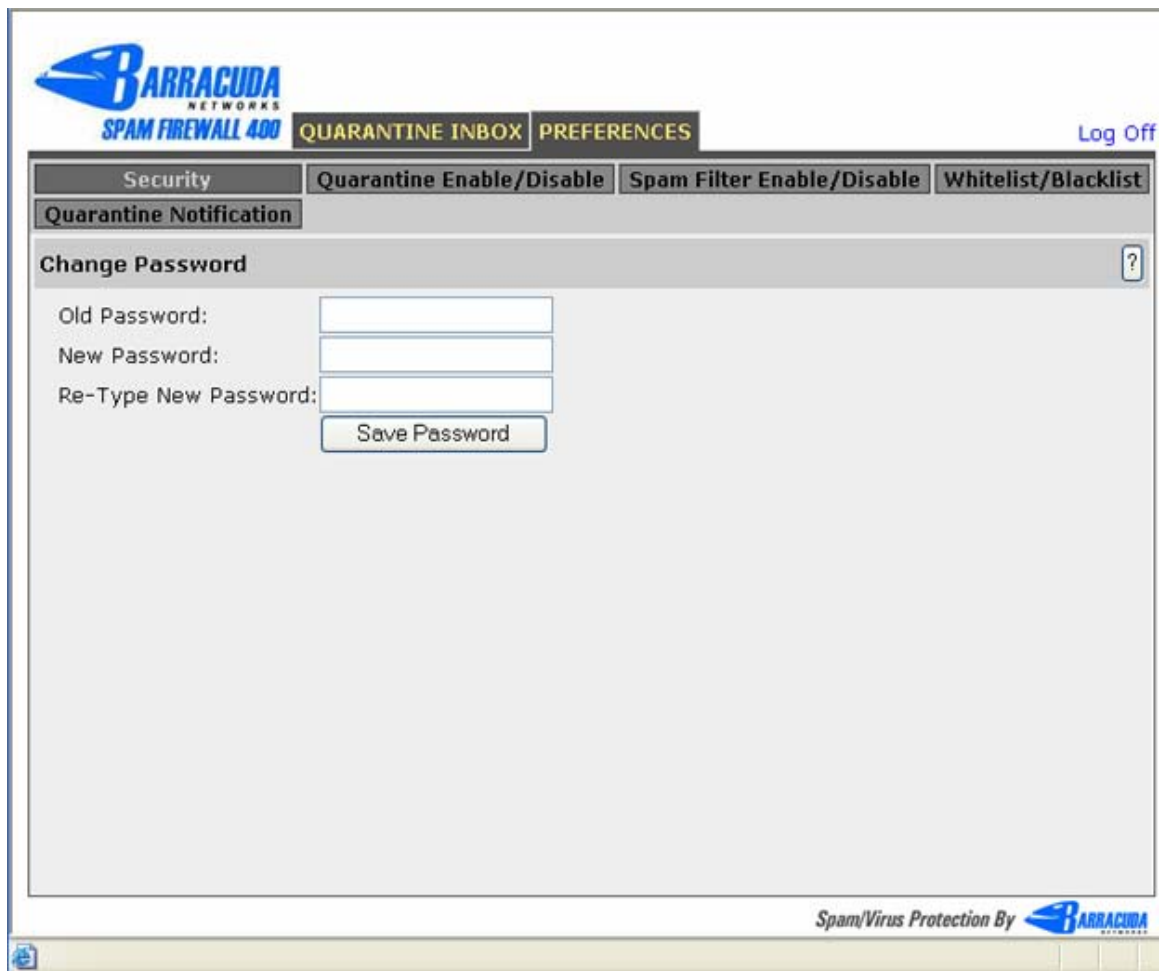
Click *Log Off* to exit from the Barracuda account for quarantined email.

Things You Can Do in Preferences Tab

Select from the following user functions on the task bar:

Security (change password)

Immediately change your password to the Quarantine Inbox by using this function.



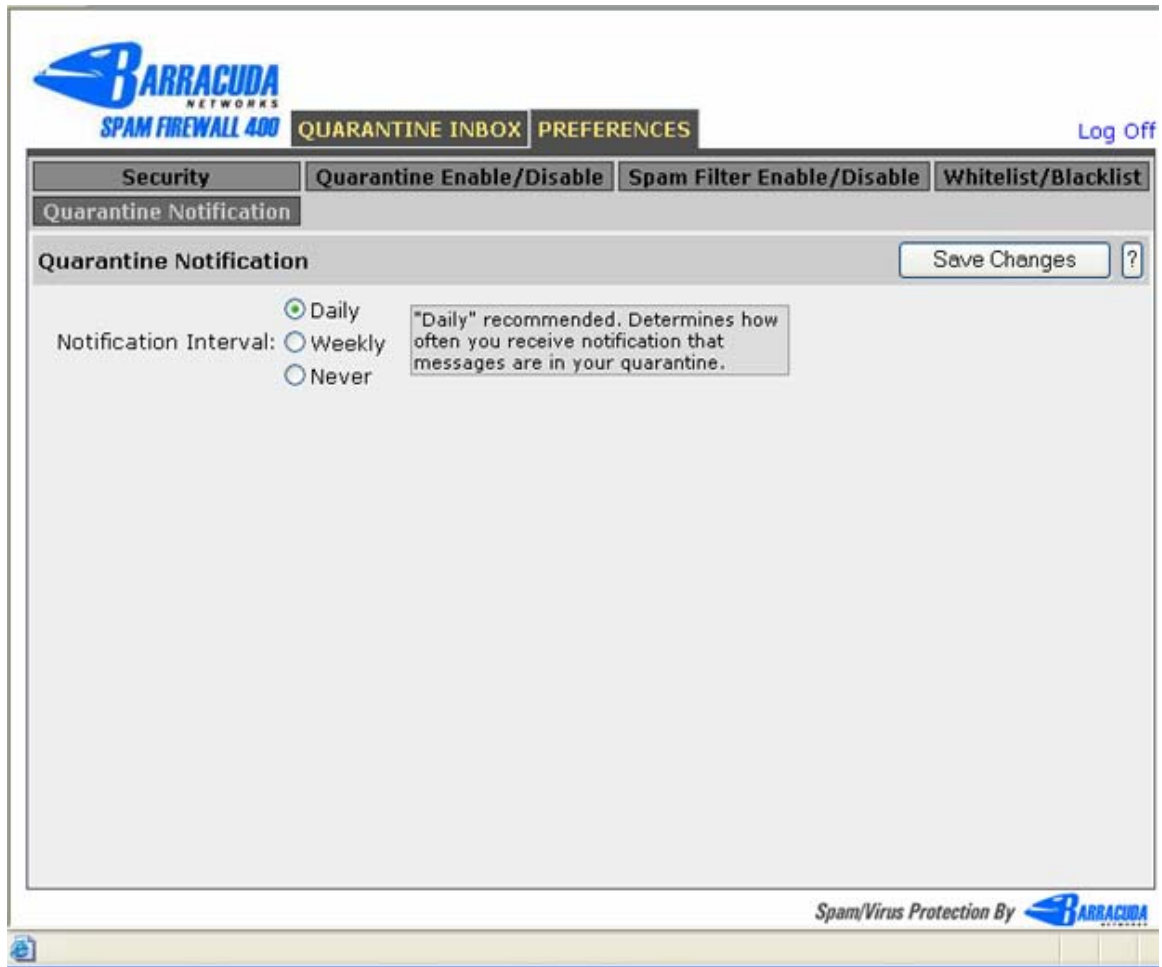
The screenshot displays the web management interface for a Barracuda Networks SPAM FIREWALL 400. The top navigation bar includes the Barracuda logo, the product name 'SPAM FIREWALL 400', and tabs for 'QUARANTINE INBOX' and 'PREFERENCES'. A 'Log Off' link is located in the top right corner. The 'PREFERENCES' tab is active, showing a sub-menu with 'Security', 'Quarantine Enable/Disable', 'Spam Filter Enable/Disable', and 'Whitelist/Blacklist'. The 'Security' sub-tab is selected, displaying the 'Change Password' form. This form contains three input fields: 'Old Password:', 'New Password:', and 'Re-Type New Password:'. A 'Save Password' button is positioned below the 'Re-Type New Password' field. A help icon (?) is visible in the top right corner of the form area. The bottom of the interface features a footer with the text 'Spam/Virus Protection By' followed by the Barracuda logo.

Quarantine Notification

Choose how often you wish to receive a status by email of the number of emails in the Quarantine Inbox. Select from:

- Daily
- Weekly
- Never

Make sure to click the Save Changes button afterwards to have your changes take effect.



Quarantine Enable/Disable

Turn Quarantining of email messages on or off.

- | | |
|-----|---|
| YES | Any incoming email messages to your account that are categorized as Quarantine are redirected to the Quarantine Inbox. |
| NO | Any incoming email messages categorized as Quarantine are allowed to proceed directly to your email account however, the subject line of these messages will have "[QUAR]" added to them. |

Make sure to click the Save Changes button afterwards to have your changes take effect.

The screenshot shows the Barracuda Networks Spam Firewall 400 web interface. At the top, there is a logo for Barracuda Networks and the text "SPAM FIREWALL 400". Below this, there are two tabs: "QUARANTINE INBOX" and "PREFERENCES". The "PREFERENCES" tab is selected. Under the "PREFERENCES" tab, there are four sub-tabs: "Security", "Quarantine Enable/Disable", "Spam Filter Enable/Disable", and "Whitelist/Blacklist". The "Quarantine Enable/Disable" sub-tab is selected. Below the sub-tabs, there is a section titled "Enable/Disable Quarantine". In this section, there are two radio buttons: "Yes" (which is selected) and "No". To the right of the radio buttons, there is a text box that says: "Yes" recommended. If "No" selected, messages that would ordinarily be quarantined will be delivered with "[QURA]" in the subject line. At the bottom right of the section, there is a "Save Changes" button and a help icon (?). At the bottom of the page, there is a footer that says "Spam/Virus Protection By BARRACUDA NETWORKS" and a URL: "http://www.barracudanetworks.com/?track=asg".

Spam Filter Enable/Disable

Turn all scanning of your emails for Spam on or off. It is recommended that you keep this option set to YES.

- | | |
|-----|--|
| YES | Barracuda software scans and categorizes all your incoming emails as acceptable, quarantine, or block and directs or deletes them accordingly. |
| NO | Barracuda software is turned off and all messages are passed through to your email account without being scanned. |

Make sure to click the Save Changes button afterwards to have your changes take effect.

The screenshot shows the Barracuda Networks Spam Firewall 400 web interface. At the top, there is a logo for Barracuda Networks and the text "SPAM FIREWALL 400". Below the logo, there are tabs for "QUARANTINE INBOX" and "PREFERENCES". The "PREFERENCES" tab is selected. Under the "PREFERENCES" tab, there are four sub-tabs: "Security", "Quarantine Enable/Disable", "Spam Filter Enable/Disable", and "Whitelist/Blacklist". The "Spam Filter Enable/Disable" sub-tab is selected. Below the sub-tabs, there is a section titled "Enable/Disable Spam Scan". In this section, there are two radio buttons: "Yes" (which is selected) and "No". To the right of the radio buttons, there is a text box that says: "Yes" recommended. If "No" selected, all messages will be delivered without being scanned for spam. At the bottom right of the section, there is a "Save Changes" button and a help icon (?). At the bottom of the interface, there is a footer that says "Spam/Virus Protection By" followed by the Barracuda Networks logo.

Whitelist/Blacklist

Addresses always seen as senders of Spam and addresses that are always trusted can be assigned to the appropriate list so all emails from the address can be accepted or blocked accordingly.

In either case, after typing the address make sure you click the Add button to actually add the address to the list. To delete an address, click the trash can icon to the right of the address.

Whitelist	Ensures email from the address is always classified as acceptable and passed through to your email account. The email is never blocked or quarantined.
Blacklist	Ensures email from that address is always blocked and is never enters your email account.

The screenshot displays the web interface of the Barracuda Networks Spam Firewall 400. At the top left is the Barracuda Networks logo. Navigation tabs include 'QUARANTINE INBOX' and 'PREFERENCES'. A 'Log Off' link is in the top right. Below the navigation bar is a menu with 'Security', 'Quarantine Enable/Disable', 'Spam Filter Enable/Disable', and 'Whitelist/Blacklist'. The 'Whitelist/Blacklist' tab is active, showing a 'Quarantine Notification' section. The main content area is divided into two sections: 'Allowed Email Addresses and Domains' and 'Blocked Email Addresses and Domains'. Each section has a table with 'Email Address' and a trash can icon for deletion. In the 'Allowed' section, 'myfriend@personal.network.com' is listed. In the 'Blocked' section, 'kingspam@marketing.acme.com' and 'queenspam@marketing.acme.com' are listed. Each table has an 'Add' button below it. The footer includes 'Spam/Virus Protection By' and the Barracuda Networks logo.

Security	Quarantine Enable/Disable	Spam Filter Enable/Disable	Whitelist/Blacklist								
Quarantine Notification											
Allowed Email Addresses and Domains											
<table border="1"><thead><tr><th>Email Address</th><th></th></tr></thead><tbody><tr><td>myfriend@personal.network.com</td><td></td></tr><tr><td><input type="text"/></td><td><input type="button" value="Add"/></td></tr></tbody></table>				Email Address		myfriend@personal.network.com		<input type="text"/>	<input type="button" value="Add"/>		
Email Address											
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Blocked Email Addresses and Domains											
<table border="1"><thead><tr><th>Email Address</th><th></th></tr></thead><tbody><tr><td>kingspam@marketing.acme.com</td><td></td></tr><tr><td>queenspam@marketing.acme.com</td><td></td></tr><tr><td><input type="text"/></td><td><input type="button" value="Add"/></td></tr></tbody></table>				Email Address		kingspam@marketing.acme.com		queenspam@marketing.acme.com		<input type="text"/>	<input type="button" value="Add"/>
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