

DOCUMENTED WORKFLOW

Barracuda Quarantine Management

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To help prevent damage to internal systems and cybercrime, your organization has chosen to deploy the Barracuda Email Security Service. 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. The Barracuda Email Security Service web interface includes the Message Log from which you can manage your quarantined messages. Additionally, you can set account preferences based on features enabled for your account by the administrator.

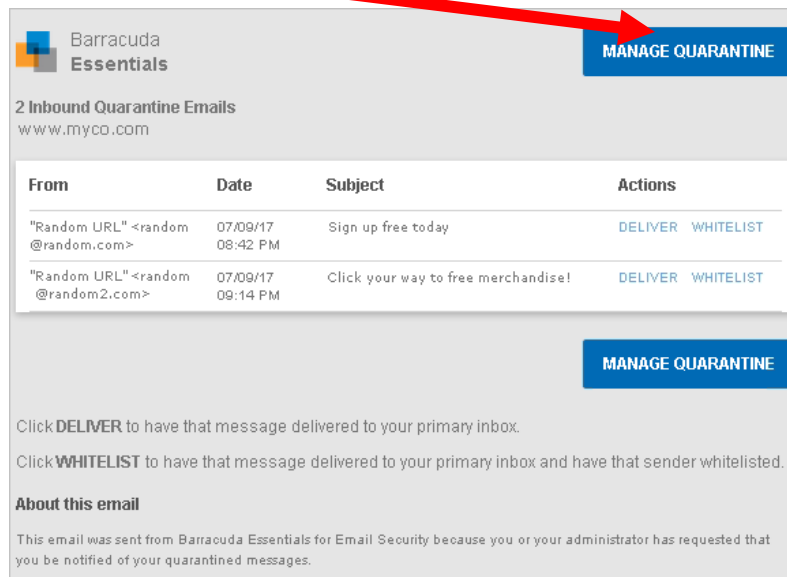
Your permissions may include:

- Modify quarantine notification report settings. Set email receipt frequency with a list of messages in your quarantine account. Once received, you can select whether to delete or deliver these messages to your email address.
- Create exemption (accept mail from), block, or quarantine policies for email addresses, domains, and users.
- Manage quarantine inbox delivery or delete quarantined messages.

The following document outlines how to use the quarantine manager, you can access the quarantine manager directly from any quarantine notification email, or by visiting <https://ess.barracudanetworks.com/user>

Accessing User Control Panel

The Barracuda Email Security Service web interface includes all of the tools you need to manage your email quarantine. To access the control panel open a web browser and visit <https://ess.barracudanetworks.com/user> or click Manage Quarantine in any quarantine notification email.



Barracuda Essentials

2 Inbound Quarantine Emails
www.myco.com

From	Date	Subject	Actions
"Random URL" <random@random.com>	07/09/17 08:42 PM	Sign up free today	DELIVER WHITELIST
"Random URL" <random@random2.com>	07/09/17 09:14 PM	Click your way to free merchandise!	DELIVER WHITELIST

MANAGE QUARANTINE

Click **DELIVER** to have that message delivered to your primary inbox.
Click **WHITELIST** to have that message delivered to your primary inbox and have that sender whitelisted.

About this email

This email was sent from Barracuda Essentials for Email Security because you or your administrator has requested that you be notified of your quarantined messages.



On your first login you will be asked to update your password, this password is for quarantine manager and is only valid if you login using <https://ess.barracudanetworks.com/user>. To set your password type the password twice in the fields provided Click **Save Changes** to change your password..

The rest of this document is divided into sections based on what you want to do, for quick reference click the link below to be taken to that section.

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Message Log

The Barracuda Email Security Service web interface includes the Message Log from which you can manage your quarantined messages.

Quarantined Mail

When enabled, you are notified on a regular interval when you have quarantined messages. The quarantine notification interval is set either by your administrator or, if you have permissions, you can set the interval on the **Settings > Quarantine Notifications** page. Note that quarantined messages expire after 30 days.

Figure 1. Quarantined Email Notification.

Barracuda Essentials **MANAGE QUARANTINE**

2 Inbound Quarantine Emails
www.myco.com

From	Date	Subject	Actions
"Random URL" <random@random.com>	07/09/17 08:42 PM	Sign up free today	DELIVER WHITELIST
"Random URL" <random@random2.com>	07/09/17 09:14 PM	Click your way to free merchandise!	DELIVER WHITELIST

MANAGE QUARANTINE

Click **DELIVER** to have that message delivered to your primary inbox.
Click **WHITELIST** to have that message delivered to your primary inbox and have that sender whitelisted.

About this email

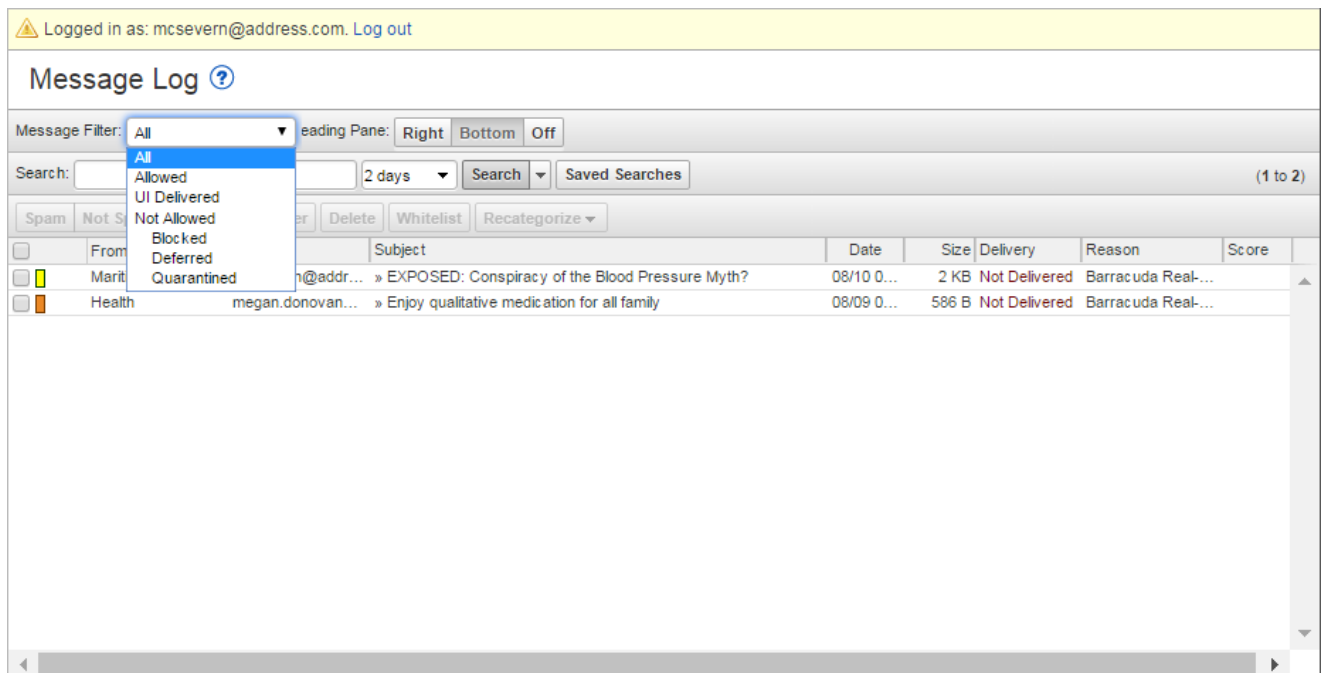
This email was sent from Barracuda Essentials for Email Security because you or your administrator has requested that you be notified of your quarantined messages.



Manage Quarantined Mail

Use the Message Log to manage quarantined mail. The Message Log page displays all email messages that come through the Barracuda Email Security Service to your account. You can filter the view by **All**, **Allowed**, **UI Delivered**, **Not Allowed**, **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.

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, 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 a service on your network catching the mail as spam. Check with your system administrator for more information. Additionally, check your local trash/spam folder 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 from an MS Exchange Server that involves general corporate communications. 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.
- **Email Categorization (mailing lists)** – Emails from mailing lists, newsgroups, and other subscription-based services such as Google and Yahoo! Groups.
- **Email Categorization (social media)** – Notifications and other emails from social media sites such as Facebook and LinkedIn.

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:

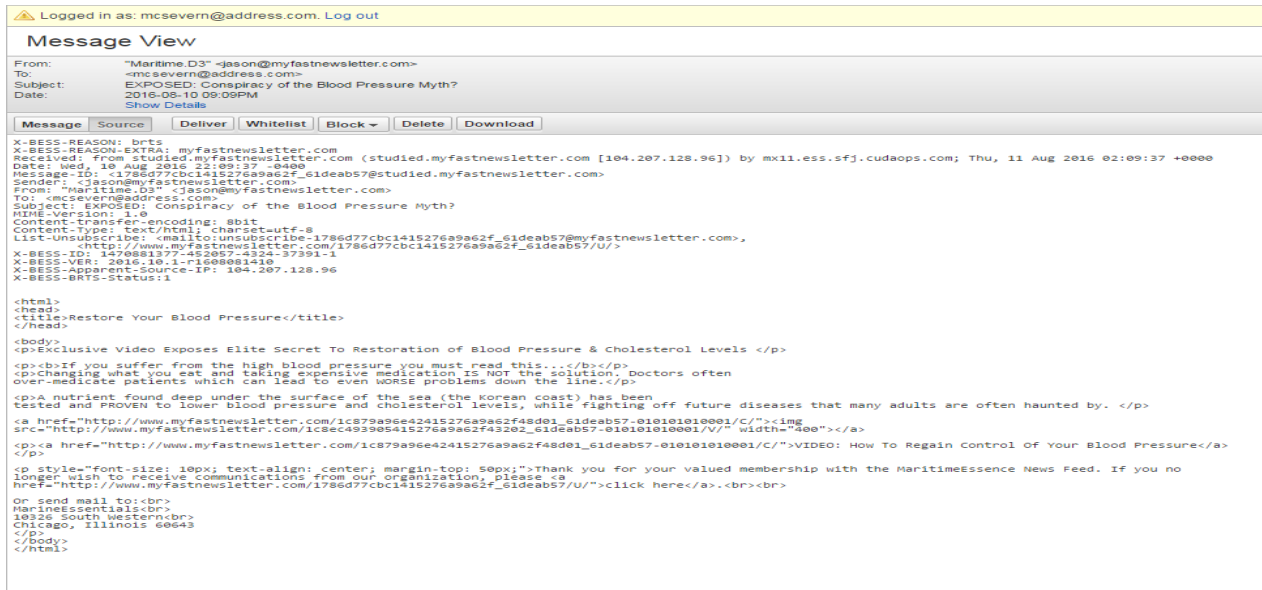
- Click **Source** to view all headers
- Click **Deliver** to deliver the email to your regular mailbox
- Click **Download** to download the message to your local system or network
- Click **Whitelist** to exempt the sender, that is, specify that all future mail from the sender is *not* quarantined and instead goes directly to your regular mailbox

Alternatively, you can use the **Settings > Sender Policy** page to exempt or block senders. See *Set Exempt and Blocklist Policies* later in this article for additional information.

- 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.



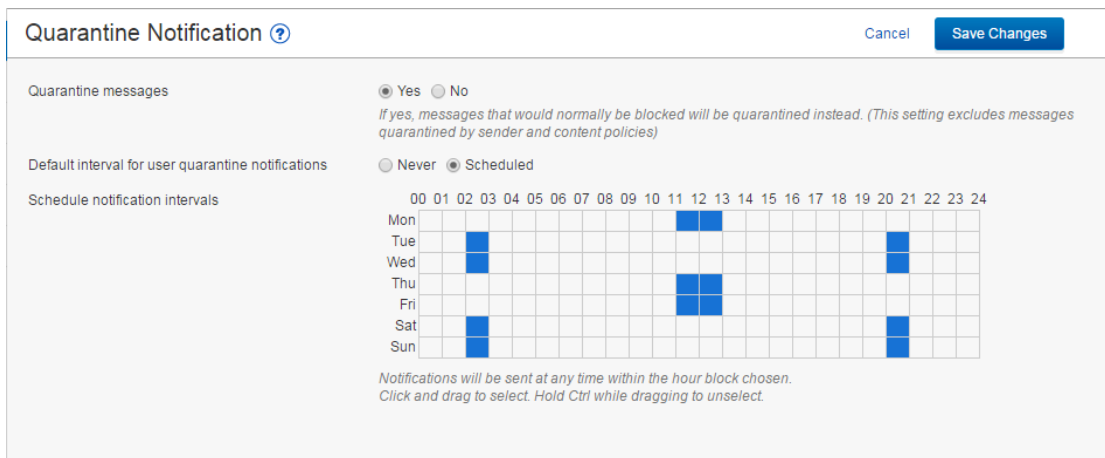


Set Quarantine Notification Interval

If the administrator has given you permissions to set your quarantine notification interval, you can specify whether to quarantine messages that would normally be blocked on the **Settings > Quarantine Notifications** page. Note that quarantined messages expire after 30 days.

You can direct the Barracuda Email Security Service to notify you by email when you have quarantined messages. On the **Settings > Quarantine Notifications** page, select **Scheduled** and click and drag in the **Schedule notification intervals** section to set the day and time for quarantine notification email delivery. Click to clear a selection. Click **Save Changes** to save your settings. Select **Never** if you do not want to receive quarantine notifications.

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** page, and enter the email address or domain in the **Sender** field.
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:

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"/>	Quarantine	<input type="text"/>		Add
Isaac@1quickweightloss.org	Exempt		2013-06-25	Remove

5. To remove a policy, click **Remove** in the **Actions** column for the sender policy you want to remove.

Change Your Password

Use the **Settings > Change Password** page to change your password. Click **Save Changes** to change your password. This password is just for your quarantine account and does not change your email password.

