DOCUMENTED WORKFLOW

Barracuda Quarantine Management

Copyright © 2015 by EK3 Enterprises, LLC dba EK3 Technologies, 3609 Hendricks Avenue, Jacksonville, FL 32207. Protection claimed in all forms and matters of copyrightable material and information now allowed by law or hereafter granted including both electronic and conventional distribution of herein products. Reproduction or transmission unless authorized by EK3 Technologies is prohibited. All rights reserved. Specific product information regarding Applied Systems' The Agency Manager and Vision, as well as other products copyrighted and mentioned within (ex: Microsoft, Excel, etc.) are the product of the individual company and no endorsement or ownership of product should be implied by its mention and use. All workflows are suggested and common workflows. Users of this material agree that EK3 Enterprises, LLC dba EK3 Technologies, cannot be held liable for any omissions or errors within the guide.



3609 Hendricks Avenue Jacksonville, FL 32207

> 904.337.1610 www.ek3tech.com

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 <u>https://ess.barracudanetworks.com/user</u>

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 <u>https://ess.barracudanetworks.com/user</u> or click Manage Quarantine in any quarantine notification email.

Barracuda Essentials 2 Inbound Quarantine En www.myco.com	nails		MANAGE QUARANTINE
From	Date	Subject	Actions
"Random URL" <random @random.com></random 	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 tha	it message de	livered to your primary inbox.	
Click WHITELIST to have	that message	delivered to your primary inbox and h	ave that sender whitelisted.
About this email			
This email was sent from Barr you be notified of your quara	acuda Essentials ntined messages.	for Email Security because you or your add	ninistrator has requested that



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 <u>https://ess.barracudanetworks.com/user</u>. 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.

Available Help Topics

Accessing User Control Panel	2
Message Log	4
Quarantined Mail	4
Manage Quarantined Mail	5
Email Categorization	7
View Message	7
Set Quarantine Notification Interval	8
Set Exempt and Blocklist Policies	9
Change Your Password	9



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 En www.myco.com	nails		
From	Date	Subject	Actions
"Random URL" <random @random.com></random 	07/09/17 08:42 PM	Sign up free today	DELIVER WHITELIST
"Random URL" <random @random2.com></random 	07/09/17 09:14 PM	Click your way to free merchandise!	DELIVER WHITELIST
			MANAGE QUARANTINE
Click DELIVER to have tha	at message de	livered to your primary inbox.	
Click WHITELIST to have	that message	delivered to your primary inbox and h	ave that sender whitelisted.
About this email			
This email was sent from Barr	acuda Essentials	s for Email Security because you or your ad	ministrator has requested that



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.

🔺 Logg	ged in as:	: mcsevern@addres	ss.com. Log out					
Mes	sage	Log 🤋						
Message	Filter: A	II •	eading Pane: Right Bottom Off					
Search:	AI AI UI Not St No	llowed II Delivered of Allowed	2 days Search Saved Searches Whitelist Recategorize				(1 to	2)
	From	Blocked Deferred	Subject	Date	Size Delivery	Reason	Score	
	Marit Health	Quarantined megan.do	n@addr » EXPOSED: Conspiracy of the Blood Pressure Myth?	08/10 0	2 KB Not Delivered 586 B Not Delivered	Barracuda Real Barracuda Real		*
								+
							► E	

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** (⑦) 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.

Mes	ssage Log	2											
Message	Filter: Quarantin	ed 💌 Rea	ding Pane:	Right Bott	torn Off								
Search:			2 da	ys 💌 🤉	Search 🔻 Saved	I Searches						(1 to	o 5)
Spam	Not Spam Expe	ort Deliver	Delete	Whitelist	Recategorize -]							
	From 🔻	То	Sub	ject				Date	Size	Delivery	Reason	Score	
	Important Discov	mcsevern@	addr » A	re You Playi	ng Prescription Roul	lette?		10/25 1	3 KB	Not Delivered	Bulk Email		
	Forskolin	mcsevern@	addr » Ea	at THIS for B	reakfast to KILL Hig	h BP & REVERSE 20 Yea	rs of Fat	10/25 1	1 KB	Not Delivered	Bulk Email		

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.



🗻 Logged in as: mcsevern@address.com. Log out
Message View
From: "Martime.D3" - Jpson@myfastnewsletter.com> To: <mcsevern@address.com> Subject: EXPOSED: Conspiracy of the Blood Pressure Myth? Date: 2016-08-10 09:09PM Show Details Show Details</mcsevern@address.com>
Message Source Deliver Whitelist Block - Delete Download
<pre>x-BESS-REAGON: brts x-BESS-REAGON: brts x-BESS-REAGON: brts x-BESS-REAGON: brts meter: Wed, 10 Aug 2016 22:09:37 -0400 Wessage: 10; (17860770:01415270630637_E1GeabS7@studled.myfastnewsletter.com) #essage: 10; (17860770:01415270630637_E1GeabS7@studled.myfastnewsletter.com) #room: "Maritime 053" (JasonGmyfastnewsletter.com) Toulast: Wended and the state of the sta</pre>
<html> <table <table< td=""></table<></table </html>
<pre> cbody> <pre><pre>cypExclusive Video Exposes Elite Secret To Restoration of Blood Pressure & Cholesterol Levels </pre></pre></pre>
If you suffer from the high blood pressure you must read this cp>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)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.
<pre>(a href="http://www.myfastnewsletter.com/icS79a9s6e42415276a9s62f43401_5ideab57-a10161010001/c/"></img </pre>
<pre>cp.VIDE0: How To Regain Control Of Your Blood Pressure </pre>
<pre>c, p style="font-size: l0px; text-align: center; margin-top: S0px;">Thank you for your valued membership with the MaritimeEssence News Feed. If you no longer wish to receive communications from our organization, please click here. bref="http://www.myfastnewsletter.com/1786d77bc1415276339627_eldeab57/U/">click here. bre</a </pre>
or send mail to:tbr> HanideScentialSchr> AnideScentialSchr> Athiogs.tllinois G0643

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.

Quarantine Notification 🔊	Cancel	Save Changes
Quarantine messages	Yes No If yes, messages that would normally be blocked will be quarantined instead. (This s	etting excludes messag
Default interval for user quarantine notifications	quarantined by sender and content policies) Never	
Schedule notification intervals	00 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 2	1 22 23 24
	Mon	
	Tue	
	Wed	
	Sat	
	Sun	
	Notifications will be sent at any time within the hour block chosen.	

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 ③				
pecify whether to Block or Exempt n	nessages coming from a	a specific email address or domain.		
				Bulk Edit
Sender 👻	Policy	Comment	Modified	Actions
friends@swimming.net	Quarantine -			Add
lsaac@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.

