
Barracuda Email Security Service User Guide

<https://campus.barracuda.com/doc/3211272/>

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.

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.
- Change password (manually added users only)
- Link Accounts. Use the current account as an alias and add additional email addresses in the same domain for which quarantined email is to be forwarded to this account.

Welcome Email

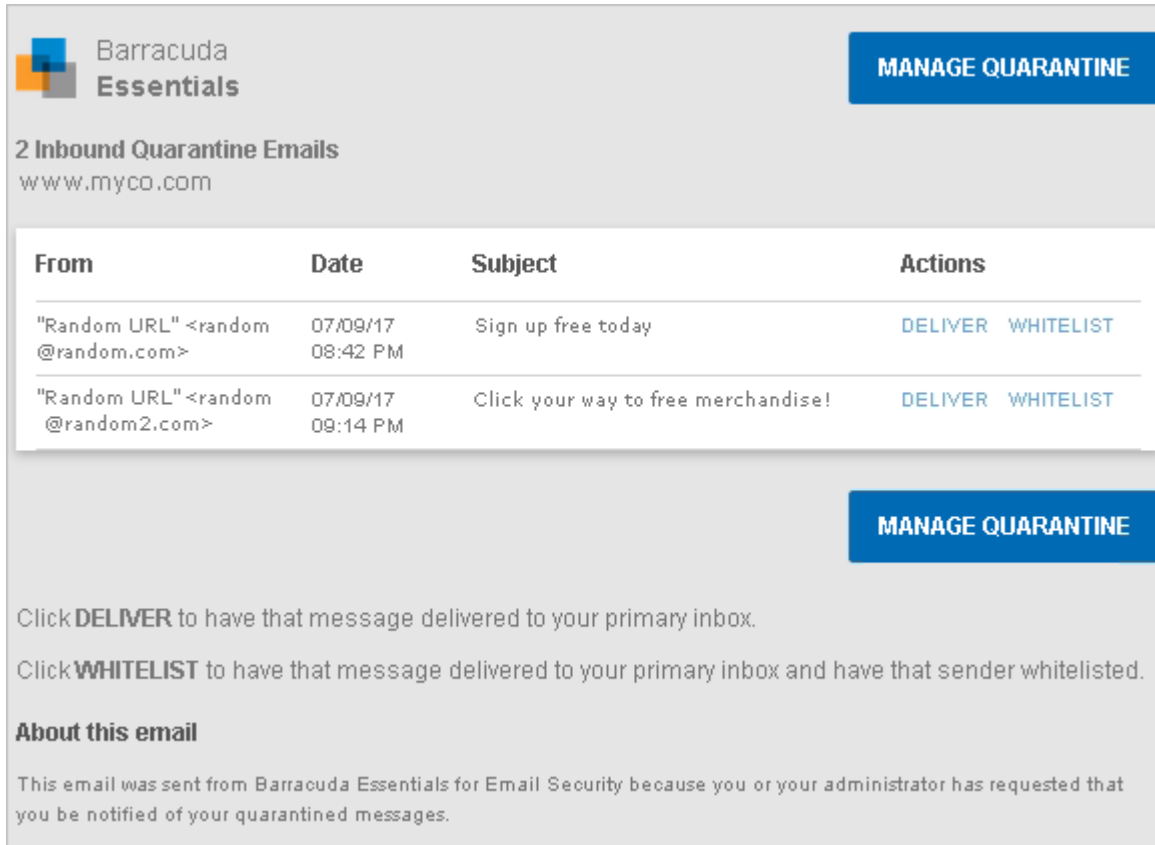
Once your system administrator creates your account, the Barracuda Email Security Service sends you a welcome email including a login link. Note that the link expires after seven days.

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 Mail

Use the Message Log to manage mail. The Message Log page displays all email messages that come through the Barracuda Email Security Service to your account. You can filter messages by **All**, **Allowed**, **UI Delivered**, **Not Allowed**, **Blocked**, **Deferred**, or **Quarantined** using the drop-down menu. Note that messages expire after 30 days.

Figure 2. Filter Messages in the Message Log.

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

Message Log [?](#)

Message Filter: All Reading Pane:

Search: (1 to 2)

<input type="checkbox"/>	From	Subject	Date	Size	Delivery	Reason	Score
<input type="checkbox"/>	Marit...	h@addr... » EXPOSED: Conspiracy of the Blood Pressure Myth?	08/10 0...	2 KB	Not Delivered	Barracuda Real...	
<input type="checkbox"/>	Health	megan.donovan... » Enjoy qualitative medication for all family	08/09 0...	586 B	Not Delivered	Barracuda Real...	

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. To select all messages, select the check box at the top of the Message List.

Depending on the message filter, 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.
- **Whitelist** – Senders of selected messages are whitelisted; note that you cannot whitelist blocked messages.
- **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.
- **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** - The service attempts to deliver the selected messages to your mailbox; note that you cannot deliver messages blocked for Advanced Threat Protection (ATP). 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.

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 actions:

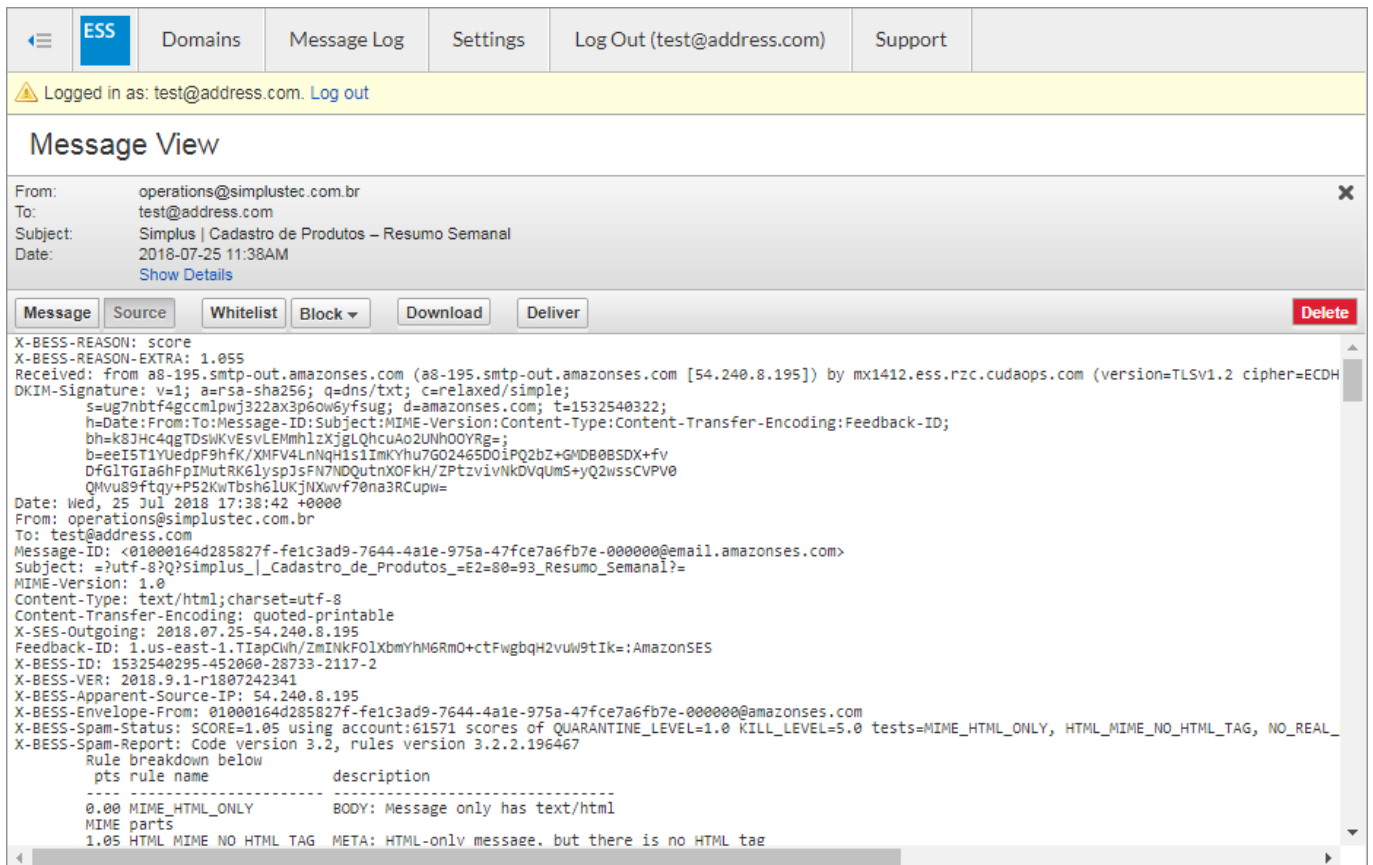
- Click **Source** to view all headers
- Click **Whitelist** to whitelist the sender
- Click **Deliver** to deliver the email to your regular mailbox
- Click **Download** to download the message to your local system or network

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 **Download** to download and open the email
- Click **Delete** to remove the message (this option is available for quarantined messages only)

Figure 3. Message Source with Headers.



The screenshot shows the 'Message View' interface in the Barracuda Email Security Service. At the top, there is a navigation bar with 'ESS', 'Domains', 'Message Log', 'Settings', 'Log Out (test@address.com)', and 'Support'. Below this is a status bar indicating 'Logged in as: test@address.com. Log out'. The main content area displays the message headers for an email from 'operations@simplustec.com.br' to 'test@address.com' with the subject 'Simplus | Cadastro de Produtos – Resumo Semanal' dated '2018-07-25 11:38AM'. Below the headers are buttons for 'Message', 'Source', 'Whitelist', 'Block', 'Download', 'Deliver', and 'Delete'. The 'Source' button is selected, showing the raw email headers. At the bottom of the headers, there is a 'Rule breakdown below' table:

pts	rule name	description
0.00	MIME_HTML_ONLY	BODY: Message only has text/html
	MIME parts	
1.05	HTML MIME NO HTML TAG	META: HTML-olnv message, but there is no HTML tag

Set Quarantine Notification Interval

Quarantined messages expire after 30 days.

You can direct the Barracuda Email Security Service to notify you by email when you have quarantined messages. When set to **Yes**, messages that would normally be blocked are instead quarantined. This setting does not apply to messages blocked by Sender or Content policies. 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 4. Set Quarantine Notification Interval.

Quarantine Notification ?
Cancel Save Changes

Quarantine messages Yes No

When set to Yes, messages that would be blocked by Intent will be quarantined instead.

Default interval for user quarantine notifications Never Scheduled

Schedule notification intervals

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Mon																									
Tue																									
Wed																									
Thu																									
Fri																									
Sat																									
Sun																									

Notifications will be sent at any time within the hour block chosen. Click and drag to select. Hold 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** 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"/>	<input type="text" value="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.

Link Quarantine Accounts

You can add additional email addresses in the same domain for which quarantined email is to be forwarded to this account. From the **Settings > Linked Accounts** page, enter the email address in the **Account** field, select whether to **Link account without verification**, and click **Add**.

Change Your Password

Use the **Settings > Change Password** page to change your password. Click **Save Changes** to change your password.

Figures

1. quarantineEmail.png
2. MsgLogExample.png
3. HelpIcon.jpg
4. SourceDetails.png
5. QuarantineNotificationUser.png
6. SenderPolicyCrop.png

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