

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.

To access your user account, log into the Barracuda Email Security Service corresponding to your region:

- Australia (AU) - <https://ess.au.barracudanetworks.com>
- Canada (CA) - <https://ess.ca.barracudanetworks.com>
- Germany (DE) - <https://ess.de.barracudanetworks.com>
- United Kingdom (UK) - <https://ess.uk.barracudanetworks.com>
- United States (US) - <https://ess.barracudanetworks.com>

Welcome Email

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

Note that when using Azure or LDAP, the welcome email must first be generated by your system administrator.

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 Notification** page. Note that quarantined messages are deleted after 30 days. For more information, see [Quarantine Notifications](#).

The links in the **Actions** column allow the user to:

- **Deliver** – Click to deliver the message to regular inbox.
- **Allow List** – Click to allow the sender. All future messages from the sender are allowed and go directly to the user's regular inbox.
- **Block List** – Click to have the sender added to the block list.

Figure 1. Sample Quarantined Email Notification



MANAGE QUARANTINE

2 Inbound Quarantine Emails

staging@stagingdomain.com

From	Date	Subject	Actions
staging@stagingdomain.com	01/14/21 11:34 AM	Sender information included from various sources - East Coast data center, Northwest region and Bakersfield	DELIVER ALLOW LIST BLOCK LIST
staging@stagingdomain.com	01/14/21 11:32 AM	Staging and logistics	DELIVER ALLOW LIST BLOCK LIST

VIEW MESSAGE LOG

Click **DELIVER** to have that message delivered to your primary inbox.

Click **ALLOW LIST** to have that message delivered to your primary inbox and have that sender added to the Allow List.

Click **BLOCK LIST** to have that sender added to the Block List.

Disclaimer

Please do not forward this email. Forwarding this email will give the recipient access to all the emails in your Barracuda Email Security Service inbox.

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 are deleted after 30 days.

Figure 2. Filter Messages in the Message Log

Message Log ?

Message Filter: Inbound

All

 Reading Pane: Right Bottom Off

Search: 2 days Search Advanced Search Saved Searches

Allow List Recategorize

From To

Allowed

UI Delivered

Not Allowed

Blocked

Deferred

Quarantined

			Date	Size	Delivery	Reason	Score
	DataBreachToday... sbank	Cloud Security Left with Infrastructure as Code	08:33AM	32 KB	Not Delivered	Bulk Email	0.46
	your name	admin@cuda36... » urgent new purchase order	08:12AM	868 KB	Not Delivered	Barracuda Repu...	

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.

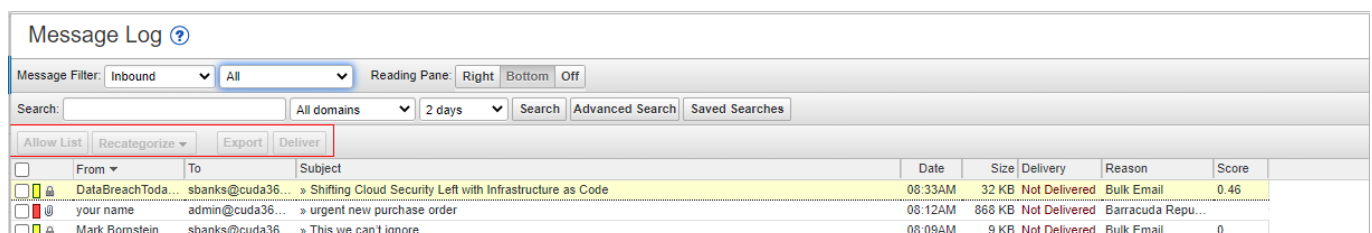
Messages are deferred for various reasons. Click the **Help** icon on the **Message Log** page for more information as well as details on searching for and filtering messages.

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:

- **Allow List** – Senders of selected messages are added to the allow list; note that you cannot add blocked messages to the allow list.
- **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.

Figure 3. Message Actions



	From	To	Subject	Date	Size	Delivery	Reason	Score
<input type="checkbox"/>	DataBreachToda...	sbanks@cuda36...	» Shifting Cloud Security Left with Infrastructure as Code	08:33AM	32 KB	Not Delivered	Bulk Email	0.46
<input type="checkbox"/>	your name	admin@cuda36...	» urgent new purchase order	08:12AM	866 KB	Not Delivered	Barracuda Repu...	
<input type="checkbox"/>	Mark Bornstein ...	sbanks@cuda36...	» This we can't ignore...	08:09AM	9 KB	Not Delivered	Bulk Email	0

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 **Allow List** to allow the sender
- Click **Block** and select whether to block the message **Domain** or **Email**
- Click **Download** to download the message to your local system or network
- Click **Deliver** to deliver the message to your regular mailbox
- Click **Delete** to remove the message (This option is available for quarantined messages only)
- Click **Report as Incorrectly Blocked** for a message that should have been delivered to your regular mailbox. This includes messages that are not spam. (This option is available for quarantined and blocked messages only)
- Click **Report as Incorrectly Delivered** for a message that should have been blocked. This includes spam messages.

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

Figure 4. Message Source with Headers

[ESS](#)
[Domains](#)
[Message Log](#)
[Settings](#)
[Log Out \(test@address.com\)](#)
[Support](#)

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

Message View

From: operations@simplustec.com.br
 To: test@address.com
 Subject: Simplus | Cadastro de Produtos – Resumo Semanal
 Date: 2018-07-25 11:38AM
[Show Details](#)

[Message](#)
[Source](#)
[Allow List](#)
[Block](#)
[Download](#)
[Deliver](#)
[Delete](#)

```

X-BESS-REASON: score
X-BESS-REASON-EXTRA: 1.055
Received: from a8-195.smtp-out.amazonses.com (a8-195.smtp-out.amazonses.com [54.240.8.195]) by mx1412.ess.rzc.cudaops.com (version=TLSv1.2 cipher=ECDH
DKIM-Signature: v=1; a=rsa-sha256; q=dns/txt; c=relaxed/simple;
s=ug7nbtF4gcm1pwj322ax3p6ow6yfsug; d=amazonses.com; t=1532540322;
h=Date:From:To:Message-ID:Subject:MIME-Version:Content-Type:Content-Transfer-Encoding:Feedback-ID;
bh=k8JHC4qgTDSWKVesVLEmmh1zXjgLOhcuAo2UNh00YRg=;
b=eeIST1YUedpF9hfk/XMFV4LnNqH1s1ImKYhu7G02465D0iPQ2bz+GMD808SDX+fv
DFG1GIaahFpIMuTRK61yspJ5FN7NDQutnXOFkH/ZPTzvivNkDVqUmS+yQ2wssCVPV0
QMvu89ftqy+P52KwTbsh61UKjNXwvf70na3RCupw=
Date: Wed, 25 Jul 2018 17:38:42 +0000
From: operations@simplustec.com.br
To: test@address.com
Message-ID: <01000164d285827f-fe1c3ad9-7644-4a1e-975a-47fce7a6fb7e-000000@email.amazonses.com>
Subject: =?utf-8?Q?Simplus_|_Cadastro_de_Produtos_=E2=80=93_Resumo_Semanal?=
MIME-Version: 1.0
Content-Type: text/html; charset=utf-8
Content-Transfer-Encoding: quoted-printable
X-SES-Outgoing: 2018.07.25-54.240.8.195
Feedback-ID: 1.us-east-1.TIapCwh/ZmInkF0lXbmYhM6RMO+ctFwgbqH2vUw9tIk=:AmazonSES
X-BESS-ID: 1532540295-452060-28733-2117-2
X-BESS-VER: 2018.9.1-r1807242341
X-BESS-Apparent-Source-IP: 54.240.8.195
X-BESS-Envelope-From: 01000164d285827f-fe1c3ad9-7644-4a1e-975a-47fce7a6fb7e-000000@amazonses.com
X-BESS-Spam-Status: SCORE=1.05 using account:61571 scores of QUARANTINE_LEVEL=1.0 KILL_LEVEL=5.0 tests=MIME_HTML_ONLY, HTML_MIME_NO_HTML_TAG, NO_REAL_
X-BESS-Spam-Report: Code version 3.2, rules version 3.2.2.196467
Rule breakdown below
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-only message. but there is no HTML tag
  
```

Set Quarantine Notification Interval

Quarantined messages are deleted 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 Notification** page, select **Scheduled**. 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. Alternatively, select **Never** if you do not want to receive quarantine notifications. Click **Save Changes** to save your settings.

Figure 5. 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 Block List 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/block list 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
friends@swimming.net	Quarantine			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. essQuarantineDigest1.png
2. messageFilterOptions.png
3. messageActions.png
4. Source_Details.png
5. User_Quarantine_Notification.png
6. Sender_Policies.png

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