Quarantine Notifications

https://campus.barracuda.com/doc/3211300/

> If you make setting changes, allow a few minutes for the changes to take effect.

The Barracuda Email Security Service can send notifications (quarantine digest) at predefined intervals to users as well as reports summarizing outbound quarantine information to the administrator. The administrator can view all quarantined outbound messages from senders within the organization and select to delete, reject, deliver, or export those messages from the **Overview > Outbound Quarantine** page.

> You must generate a user list before enabling quarantine. For details on setting up users in the Barracuda Email Security Service, see the following articles:
>
> - Managing User Accounts
> - How to Configure User Authentication Using LDAP
> - How to Configure User Authentication with Azure AD

User Quarantine Notification

Set the notification interval for all users, or select to allow users to set their own notification interval. You can also select to never send quarantine notifications. When set to **Yes**, messages that would be blocked by intent are instead quarantined.

Set Default Interval for All Users

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Users > Quarantine Notification** page.
2. For the **Notification Interval**, click **Scheduled**.
3. Click and drag in the **Schedule notification intervals** section to select the day and time.
4. Set **Allow users to specify interval** to **No**.
5. Click **Save Changes**.

Allow Users to Set Interval

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Users > Quarantine Notification** page.
2. For the **Notification Interval**, click **Scheduled**.
3. Click and drag in the **Schedule notification intervals** section to select the day and time.

4. Set **Allow users to specify interval** to **Yes**.
5. Click **Save Changes**.
6. When users log into their account, they can set their notification interval on the **Settings > Quarantine Notification** page.

Never Send Notifications

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Users > Quarantine Notification** page.
2. For the **Notification Interval**, click **Never**.
3. Click **Save Changes**.

You can require users to enter their login credentials before they can access quarantined messages. By default, this is set to **No**. Note that this option is available to account admins only and does not display when logged in as a domain admin.

Require Users to Login to See Quarantined Messages

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Users > Quarantine Notification** page.
2. For the **Require login credentials to access quarantined messages**, click **Yes** or **No**.
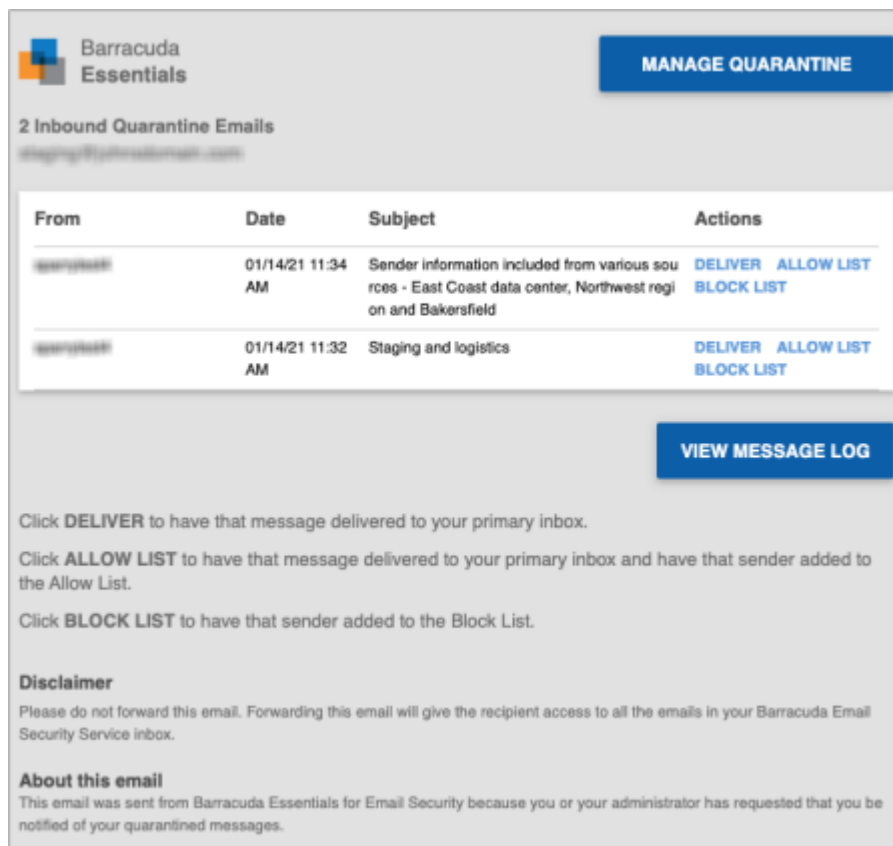3. Click **Save Changes**.

Quarantine Digest

The quarantine digest (summary) is sent when new quarantined mail is saved in the user's account (inbox) since the last notification cycle. Each day the quarantine notification service runs for all users. If there is no new quarantined mail for a user since the last notification interval, no quarantine digest is generated or sent to that user for that same 24 hour period.

The links in the quarantine notification email allow the user to access their Barracuda Email Security Service user account without entering their username and password. The link is valid for seven days. After that, the user must manually log into https://ess.barracudanetworks.com.

The links in the **Action** 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

Note that quarantined messages are deleted after 30 days.

The quarantine notification also includes a link to take users directly to the blocked message filter in the Message Log. Click the link to view blocked messages.

Administrator Quarantine Notification Reports

Configure notification reports summarizing outbound quarantine information on the **Outbound Settings > Notifications** page.

Never Send Reports

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Outbound Settings > Notifications** page.
2. In the **Admin Quarantine Notification** section, click **Never** as the **Notification Interval**.
3. Click **Save Changes**.

Send Report Now

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Outbound Settings > Notifications** page.
2. In the **Admin Quarantine Notification** section, click **Immediately** as the **Notification Interval**.
3. Enter the email address where you want the report sent in the **Notification Address** field.
4. Click **Save Changes**. The report is sent to the entered address.

Set Interval

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Outbound Settings > Notifications** page.
2. In the **Admin Quarantine Notification** section, click **Scheduled** as the **Notification Interval**.
3. Click and drag in the **Schedule notification intervals** section to select the day and time.
4. Enter the email address where you want the report sent in the **Notification Address** field.
5. Click **Save Changes**.

Non-Delivery Report

Configure a non-delivery report (NDR) to be sent to the sender of an outbound message quarantined for any reason. The NDR indicates that the message is awaiting evaluation and action by the administrator.

Do Not Send Non-Delivery Report

If you do not want to send an NDR,

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Outbound Settings > Notifications** page.
2. Scroll to the **Sender Quarantine Notification** section.
3. Set **Quarantine Sender Notification** to **No**.
4. Click **Save Changes**.

Send Non-Delivery Report

1. Log into the Barracuda Email Security Service as the administrator, and go to the **Outbound Settings > Notifications** page.
2. Scroll to the **Sender Quarantine Notification** section.
3. Set **Quarantine Sender Notification** to **Yes**.
4. Enter the **Quarantine Notification Address**. This is the NDR 'from' address in the email the user receives. For example: admin@mycompany.com
5. Enter the **Quarantine Notification Subject**. This is the NDR 'subject' in the email the user

receives. For example: `Message You Sent Violates Company Policy`

6. The **Quarantine Notification Template** represents the body of the NDR email. Edit and customize this text using the following variables:
    1. **%R** – SMTP message recipient. This is the real email address to which delivery is attempted.
    2. **%j** – Subject
    3. **%m** – Message ID
7. Click **Save Changes**.

Figures

1. essQuarantineDigest1.png