Quarantine Options

https://campus.barracuda.com/doc/3866634/

By default, the Barracuda Email Security Gateway does not quarantine incoming messages, but you may want to enable quarantine if, for example, your organization requires it, or if you want to reduce load on the mail server while giving users a chance to determine what they consider to be "spam" or "not spam". There are three options available for configuring quarantine with the Barracuda Email Security Gateway as described below, with the pros and cons of each.

Turning Quarantine Off

Barracuda Networks recommends disabling quarantine unless, for example, your organization has a business requirement to provide quarantine of messages suspected to be spam or you don't want those messages stored on the mail server. Disabling quarantine means less management either by the administrator or by the user and, in the case of per-user quarantine, saves system resources that would otherwise be used to store the messages until the user delivers or deletes them.

An alternative to using quarantine is tagging email that may be spam based on scoring or are otherwise identified as possible spam. Benefits include:

- No messages are stored on the Barracuda Email Security Gateway, thus saving system resources
- The user doesn't have an extra quarantine inbox to manage
- Tagged messages, with a keyword such as "[BULK]" prepended to the subject line, can be filtered by the subject line to a separate folder for later examination by the user (see the **BASIC > Spam Checking** page and the **BLOCK/ACCEPT** pages to configure spam scoring and criteria for tagging messages).

To disable Quarantine completely:

- Check the **Disable** check box next to "Quarantine" in the **Spam Scoring Limits** section of the **BASIC > Spam Checking** page
- Make sure nothing on the **BLOCK/ACCEPT** pages is set to *Quarantine*

Using Global Quarantine

With global quarantine there is almost no difference in use of system resources versus having quarantine turned off because messages aren't stored on the Barracuda Email Security Gateway; they are forwarded to a mailbox as designated by the administrator. Global quarantine identifies email to quarantine, rewrites the "From" address of the message and sends it to the **Quarantine Delivery**

Address specified on the **BASIC > Quarantine** page. The subject line of each message is prepended with the **Quarantine Subject Text** (for example, [QUAR], as specified on the same page). Global quarantine does require some time and effort by the administrator to manage quarantined messages. Global quarantine can be enabled at the system level or at the domain level.

Enabling global quarantine on the Barracuda Email Security Gateway provides the administrator with complete control over how quarantined messages are handled, and it saves system resources because messages are not stored on the appliance.

To set up global quarantine:

- From the **BASIC > Quarantine** page, set the **Quarantine Type** to *Global* and configure settings as described below for global quarantine.
- From the **BASIC > Spam Checking** page, if you want messages to be quarantined based on score, make sure that the **Disable** check box next to *Quarantine* in the **Spam Scoring Limits** section is NOT checked.
- Set filters on the **BLOCK/ACCEPT** pages to *Quarantine* per your organization's policies.
- Enter a **Quarantine Delivery Address** on the **BASIC > Quarantine** page.This mailbox can either be on the mail server that the Barracuda Email Security Gateway protects or a remote mail server. **Note:** If you have a Barracuda Email Security Gateway 400 or above, you can specify the quarantine delivery address on a per-domain basis by going to the **DOMAINS** tab and clicking the **Manage Domains** link, then using the **BASIC > Quarantine** page for that domain to configure the address.

Messages determined to be quarantined by the Barracuda Email Security Gateway will have the subject line prepended by the **Quarantine Subject Text** as entered on the **BASIC > Quarantine** page. The default text is [QUAR]. This allows you to identify quarantined messages when you have them delivered to a mailbox that also receives non-quarantine messages.

> Note that with global quarantine, users will have no control over adding email addresses to the Allow List or Block List, which they do have with per-user quarantine. Allowing them this control by using per-user quarantine can help reduce the number of messages processed by the Barracuda Email Security Gateway. However, if using global quarantine, users can communicate domains, IP addresses or email addresses that should added to the Allow List or Block List to the administrator to configure at the global level.

Using Per-user Quarantine

Providing a user with a quarantine inbox gives them greater control over how their messages are quarantined, but also requires them to manage their quarantine inbox on the Barracuda Email

Security Gateway. Since per-user quarantine entails storing quarantined messages on the Barracuda Email Security Gateway until the user delivers or deletes, them, you may want to only provide a quarantine inbox to a subset of power users. For details about managing the quarantine inbox, please see the Barracuda Email Security Gateway User 's Guide.

When enabling per-user quarantine on the Barracuda Email Security Gateway, keep in mind that quarantined email stored on the Barracuda Email Security Gateway requires storage capacity, so system load will vary with the average size of emails.

If the email patterns of your organization are such that many emails include large attachments (as with architecture firms, marketing firms, etc.), the system may push the edge of performance more quickly than if emails tend to be small in size. See the **Mail/Log Storage** indicator in the **Performance Statistics** pane of the **BASIC > Dashboard** page to monitor disk storage on the Barracuda Email Security Gateway.

To set up per-user quarantine:

- On the **BASIC > Quarantine** page, select the **Quarantine Type** to be *Per-User* and configure settings as described below for global quarantine.
- From the **BASIC > Spam Checking** page, if you want messages to be quarantined based on score, make sure that the **Disable** check box next to *Quarantine* in the **Spam Scoring Limits** section is NOT checked.
- Set filters on the **BLOCK/ACCEPT** pages to *Quarantine* per your organization's policies.

If *Per-User* quarantine is set by the administrator, the *Domain Admin* can either enable or disable *Per-User* quarantine at the domain level.

From the **USERS > User Features** page the administrator can choose to allow the user to decide whether to deliver quarantined messages to their regular email address associated with their account or to their quarantine inbox. This can alternatively be decided for the user by preventing them from accessing this setting. From this page the administrator can also allow the user to control their Allow List and Block List of email addresses.

For the Barracuda Email Security Gateway 300 and higher, be sure to set a Retention Policy (see the **USERS > Retention Policies** page) before enabling per-user quarantine in order to prevent running out of quarantine space.

Where Do the Quarantined Messages Go?

If the administrator sets **Quarantine Type** to *Per-User* on the **BASIC > Quarantine** page and the

New User Quarantine State feature is set to *On*, the Barracuda Email Security Gateway will automatically create quarantine accounts for all users listed in the authentication server or local database as configured at the domain level. Account holders can then log into the Barracuda Email Security Gateway and view their Quarantine Inbox to view and take actions with quarantined messages.

If a user's quarantine inbox is disabled (by an administrator or a *Domain Admin* or *Helpdesk* account, or by the user), emails sent to that user that would normally have been placed in quarantine will simply be delivered to the user's regular mailbox with the subject line prepended with a quarantine tag.

Linking Domains for One Quarantine Inbox

In some cases it may be practical to direct all quarantined email to one quarantine inbox on the Barracuda Email Security Gateway. You may employ one or more "power users" to manage it, or allow all users to log in to the same inbox.

Using only one quarantine inbox for all users greatly simplifies management of per-user quarantine because you only have to configure user features (from the **BASIC > User Features** page) for ONE inbox. The **Linking Domains** feature, configurable on the **BASIC > Quarantine** page, allows the option for all domains protected by this Barracuda Email Security Gateway be treated as if they were alternate names for the default domain name for the system. So, for example, if the **Default Domain** for the system as specified on the **BASIC > IP Configuration** page is mybarracuda.com, then **user@domain1.com** will be treated as **user@mybarracuda.com** when determining user validity and preferences, and will have a quarantine inbox under the name **user@mybarracuda.com**.

The Quarantine Inbox

When an account holder with the *User* role logs in to the Barracuda Email Security Gateway, they will see the **QUARANTINE INBOX** and **PREFERENCES** tabs. They can view and choose to Allow List, deliver or delete quarantined emails from the **QUARANTINE INBOX** page and configure their account settings from the **PREFERENCES** page to the extent that their account permissions allow as described below under [Controlling Access to Account Features](). *Domain Admin* and *Helpdesk* account holders will see the **QUARANTINE INBOX** and **PREFERENCES** tabs when they click the **Manage Account** link in the upper-right corner of the web interface.

For details on how all account holders log into and manage their quarantine inbox, please see the [Barracuda Email Security Gateway User 's Guide.]()

Alias Linking

This feature allows one quarantine account to receive quarantined email for multiple accounts, using the **Explicit Users to Accept For** section of the **USERS > Valid Recipients** page. Note that this account, if entered on one line only with associated accounts for which it should receive email, is not

considered a **Valid Recipient**. This account needs to be added on a separate line to also be considered a **Valid Recipient**. The quarantine account that receives quarantined email for other accounts does not need to belong to the same domain as the others.