

How Quarantine Notifications Work

<https://campus.barracuda.com/doc/3866638/>

The Barracuda Email Security Gateway can send notifications at predefined intervals and in selected languages to let users know that they have quarantined messages. The notification interval and email address can be set at the global level on the **BASIC > Quarantine** page and overridden at the domain level if allowed by the administrator. Because creating a quarantine digest for each user requires lots of system I/O, it is recommended to set the **Notification Start Time** on the **BASIC > Quarantine** page to outside of peak traffic time frames during the weekday. The default start time is 3:35pm (15:35). Users can override the **Notification Interval** of daily, weekly or never from their **PREFERENCES** tab if enabled by the administrator.

Multiple quarantine notifications can be sent out in a 24 hour period to let users know that they have quarantined mail. Configure this option by entering multiple times for **Notification Start Time**. Note that sending multiple notifications could affect system performance.

If you enable quarantine notifications, be sure to open port 8000 on your firewall (or whatever port you are using for the web interface) if you want the Barracuda Email Security Gateway to send quarantine notifications outside of the network.

It is recommended to set the **Quarantine Host** value, which appears as the sending hostname in all quarantine and welcome emails from the system. Using this hostname as opposed to the system IP address (default) ensures that users are able to reach the Barracuda Email Security Gateway from their old notifications even after any possible changes in IP addresses.

How Users Log Into the Quarantine Interface

There are two ways to allow users to log into the Barracuda Email Security Gateway to access both their quarantine inbox and whatever quarantine settings they are allowed to change:

- **Auto-Login:** The administrator can optionally configure the **Auto-Login From Quarantine Summary** feature on the **BASIC > Quarantine** page so that users don't need to enter credentials to access both their quarantine inbox and whatever quarantine settings they are allowed to change. If this option is set to *Yes*, the user will see a link in the quarantine notification email message sent by the Barracuda Email Security Gateway. Clicking on that link automatically logs the user into the Barracuda Email Security Gateway to view the quarantine inbox and manage quarantine settings. If this feature is set to *No*, the user will still see a link in the quarantine notification email; however, they must enter credentials to access their quarantine inbox and settings. The log in action is required only for the first access, and the session remains valid as per session expiration time set on Barracuda Email security Gateway.

Barracuda Networks recommends setting the **Auto-Login From Quarantine Summary** option to *No* for security purposes. If this option is set to *Yes*, it allows the user to bypass security and log into their quarantine inbox without proper authentication.

- **Log in with credentials:** The user enters the IP address of the Barracuda Email Security Gateway in their web browser to access the web interface: **http://<barracuda system address or name>:8000** .
The user then enters their username and password, and clicks **Login**. Their login information is included in the greeting message sent to them from the Barracuda Email Security Gateway.

Allowing Users to Manage Their Quarantine Settings

At the domain level, to enable users (including *Domain Admin*, *Helpdesk* and *User* roles) to manage quarantine notifications for their own accounts, make sure the **Enable User Features** setting on the **BASIC > Quarantine** page is turned *On*. Account holders can then access notification settings from their **PREFERENCES > Quarantine** page, overriding the global setting. The **Default Language** used in notification emails can also be set from this page.

How the Quarantine Digest Works

The quarantine digest only goes out if new quarantined mail is saved in the user's folder 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, or if a user has logged into their account since the last notification interval, no quarantine digest will be generated and sent to that user for that same 24 hour period. Note also that links in the quarantine digest for viewing, delivering, adding to the Allow List, or deleting a message from the quarantine inbox expire in 5 days from the date the digest is sent out.

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