Helpdesk Role

https://campus.barracuda.com/doc/3866722/

This role is available for the Barracuda Email Security Gateway 300 and higher and can manage basic account settings for accounts associated with one or more domains and assist users with managing their quarantine inboxes. This role has the *User* level permissions plus the ability to:

- Change or update user account settings in the domain(s) to which the helpdesk user is assigned, which includes users spam scoring, Allow List/Block List, quarantine enable/disable, notification and Bayesian filtering settings.
- View the Message Log for the domain(s) managed and deliver quarantined messages. The *Helpdesk* role cannot, however, view the body of messages in the Message Log.
- Log into an account with lesser permissions and manage the associated quarantine inbox – mark as spam/not spam, deliver, add address to Allow List, or delete messages.
- View domain-level status and reports (with the exception of the daily False Positive and False Negative, which can only be generated at the global level by the administrator).
- Edit account roles for account holders with lesser permissions.

The Helpdesk role has the above permissions for ALL domains configured on the Barracuda Email Security Gateway if the **Managed domains for** text box on the **USERS > Account View > Edit Role** page for this account holder includes the phrase "all_domains".

A *Helpdesk* account holder with all_domains permission can also do the following:

- Change the role of a *Helpdesk* account holder (to the User role) who does not have all_domains permissions.
- Log into and manage the quarantine inbox of a *Helpdesk* or a *Domain Admin* who does not have all_domains permissions

If the *Helpdesk* account holder only administers a subset of all domains configured on the Barracuda Email Security Gateway, only those domains will appear in the **DOMAINS** page. Here, the *Helpdesk* account only administers two domains:

Figure 1: *Helpdesk* account holder sees a list of only domains that they manage.
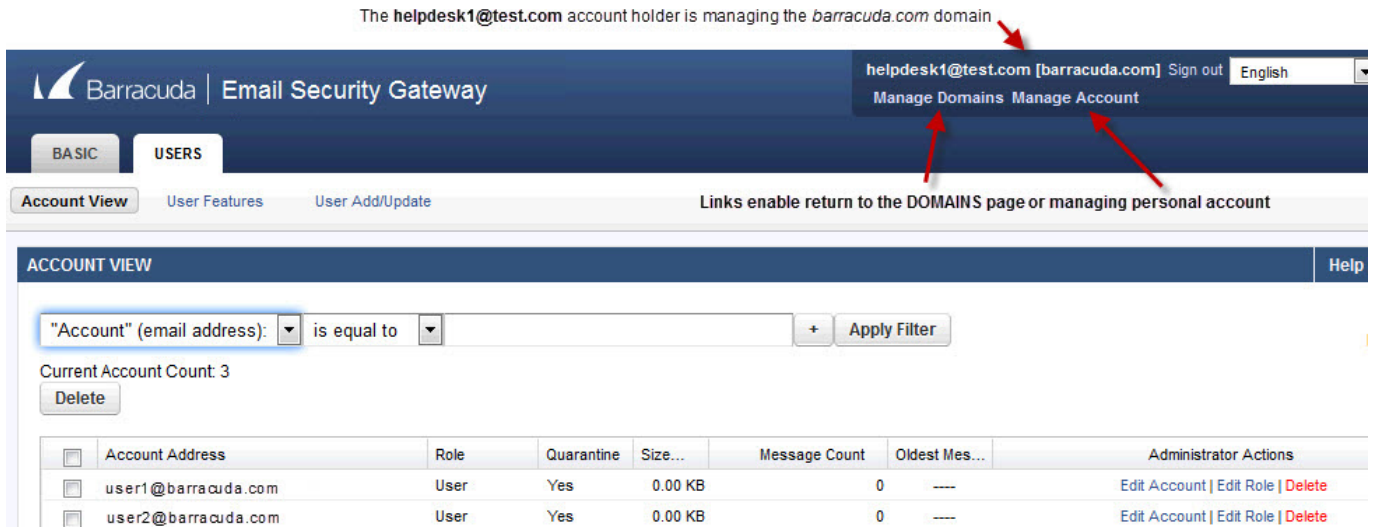
Clicking on the **Manage Domain** link will show a subset of the web interface. The **Helpdesk** role sees basic email statistics, can view reports and the Message Log for the selected domain and manage the quarantine inbox and settings for other account holders, depending on their permissions level.

From the **USERS > Account View** page, the **Helpdesk** account holder can view and edit accounts and quarantine inboxes for the domain or manage their own account.

Figure 3: USERS > Account View page: the *Helpdesk* role sees a list of the accounts associated with the domain.

The helpdesk1@test.com account holder is managing the *barracuda.com* domain

For any account holders listed for the domain, the *Helpdesk* account holder can manage the quarantine inbox and some account settings, as described above.

Example Helpdesk Use Cases

- Disabling quarantine on the **USERS > Add/Edit** page for one or more users for reasons such as the following:
    - You don't want to use Barracuda Email Security Gateway resources to store quarantined email, but you want your users to maintain their own Allow Lists and Block Lists of email addresses and domains.
    - Users don't want to maintain two inboxes, but want to control spam scoring and quarantine notification intervals for their incoming email.
- A *User* account holder needs help changing their password.
- A *User* account holder needs to know why email from a particular address is getting blocked by the Barracuda Email Security Gateway and the *Helpdesk* role can:
    - View the reason for blocking on the **BASIC > Message Log** page.
    - Deliver the message if necessary.

Figures

1. HelpdeskEditRole2BESG.jpg
2. HelpdeskAccountViewBESG.jpg