

Quarantine Notifications

<https://campus.barracuda.com/doc/96023043/>

As of **Friday, March 31, 2023**, auto-authentication has been disabled for end users from quarantine email digests. End users will now be required to authenticate before they can view their account and make updates to their quarantined emails. With this update, many users of shared mailboxes and distribution lists were unable to manage their quarantine messages.

During the week of **April 24, 2023**, Email Gateway Defense will release a temporary passcode authentication method to allow users access to their shared mailbox and distribution list accounts. See [Temporary Passcode Authentication](#).

Note: If you choose not to enable temporary passcode authentication for users, your sign-in flow will be unchanged.

For more information, see

<https://esstimeline.barracudanetworks.com/publications/temporary-passcode-authentication>.

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

Email Gateway Defense 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 Email Gateway Defense, 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 **Quarantine messages for Intent Analysis** is set to **Yes**, messages that would be blocked by Intent Analysis will be quarantined instead.

Set Default Interval for All Users

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

Allow Users to Sign In with a Temporary Passcode

You can allow users to sign in with a temporary passcode. This is useful for users signing into a shared mailbox or distribution list, if users forgot their password, or if SSO is unavailable.

When the temporary passcode feature is set to **Yes**, users can request a temporary passcode when they click on a link in the quarantine notification email or when logging into Email Gateway Defense. A passcode is then sent to the user's email address that they can use to log in. If the user is using a shared mailbox or part of a distribution list, the passcode will be sent to the Shared Mailbox email address.

The passcodes are valid for 15 minutes. User sessions expire after 24 hours. By default, this is set to **No**. Only 5 passcodes are active on each account during any given 15-minute time window.

Note that this option is available to account admins only. To enable the feature for a specific domain, sign in as a domain administrator.

1. Log into Email Gateway Defense as the administrator, and go to the **Users > Quarantine Notification** page.
2. For the **Allow users to sign in with temporary passcode**, click **Yes**.
3. Click **Save Changes**.

For more information on this feature and how users can log into Email Gateway Defense using temporary passcodes, see [Temporary Passcode Authentication](#).

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.

Clicking on the links in the quarantine notification email will redirect the user to log into their Email Gateway Defense user account using their username and password.

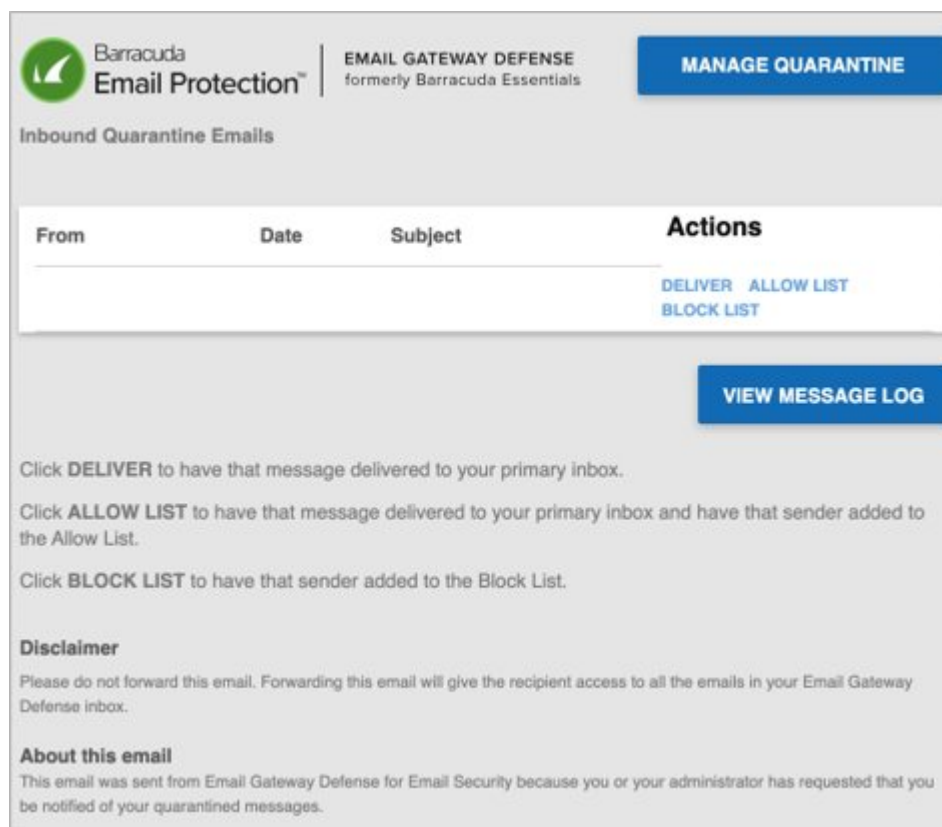
The user can also manually log into Email Gateway Defense corresponding to their region:

- 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>

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 Email Gateway Defense 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 Email Gateway Defense 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 Email Gateway Defense 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 Email Gateway Defense 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 Email Gateway Defense 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. QuarantineNotificationEmail.png

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