

Barracuda Email Security Service User Guide

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The Barracuda Email Security Service is a cloud-based email security service that protects both inbound and outbound email against the latest spam, viruses, worms, phishing, and denial of service attacks. The Barracuda Email Security Service web interface includes the Message Log from which you can manage your quarantined messages. Additionally, you can set account preferences based on features enabled for your account by the administrator.

Permissions may include:

- Modify quarantine notification report settings. Set email receipt frequency with a list of messages in your quarantine account. Once received, you can select whether to delete or deliver these messages to your email address.
- Create exemption (accept mail from), block, or quarantine policies for email addresses, domains, and users.
- Manage quarantine inbox delivery or delete quarantined messages.

User Guide

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Quarantined Mail

You are notified on a regular interval when you have quarantined messages. The quarantine notification interval (daily, weekly, etc.) is set by your administrator. Note that quarantined messages expire after 30 days.

Figure 1. Quarantined Email Notification.

 Email Security Service
[Quarantine](#) | [Barracuda Networks](#)

Quarantine Notification

Dear spam@foodgoes.in,

Below is a list of 6 new quarantined message(s) in your inbox.

From	Subject	Date	Action
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist
RandomURL <random@foodgoes...>	» Quarantine	03/21 03:09PM	Deliver Whitelist

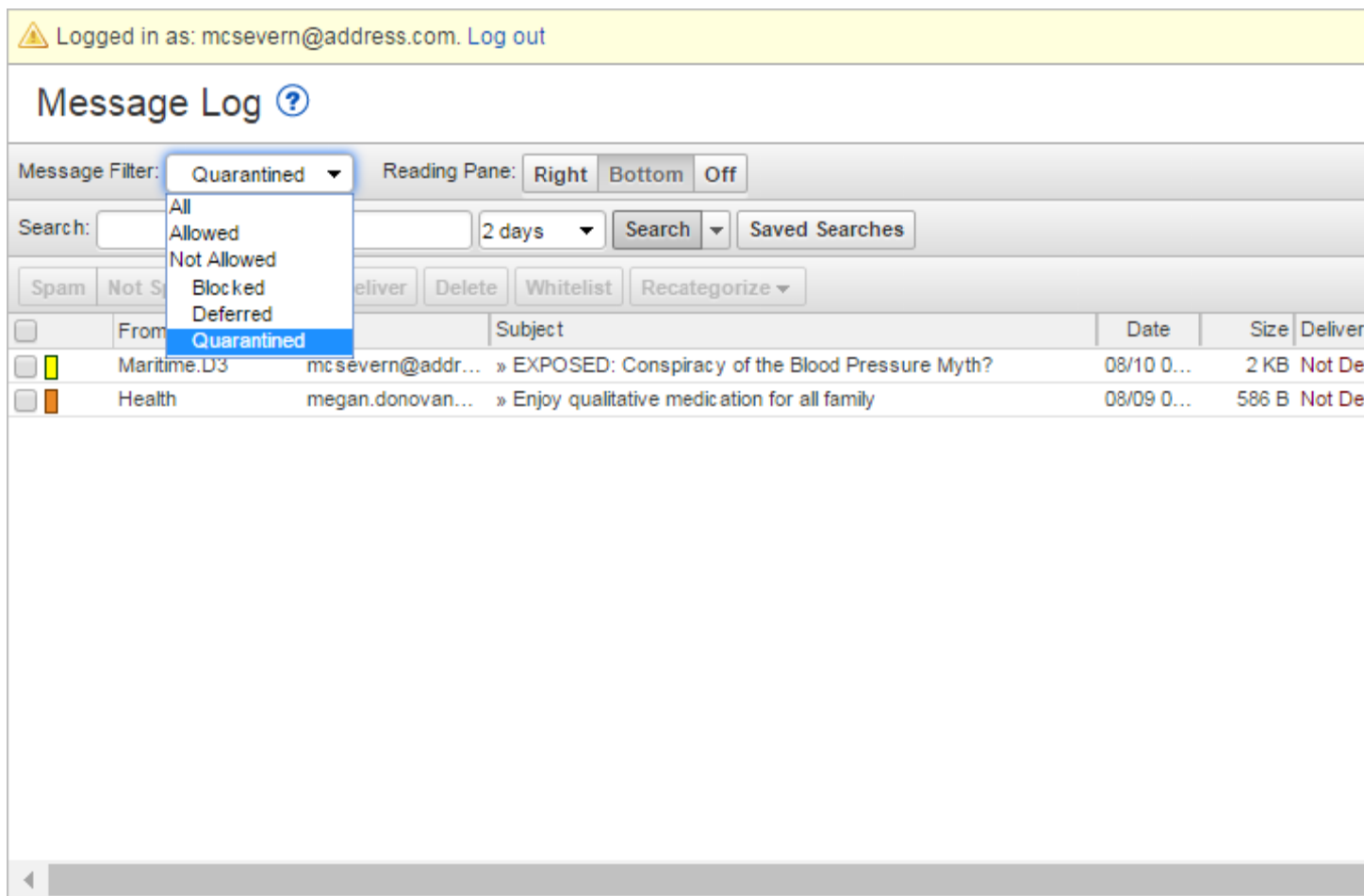
About this email
This email was sent from the Barracuda Email Security Service (ESS) to you because you requested to be notified of quarantined messages in your inbox. To unsubscribe or change your quarantine settings, visit [Quarantine Settings](#).

About the Company
Barracuda Networks Inc. combines premises-based gateways and software, virtual appliances, cloud services, and sophisticated remote support to deliver comprehensive content security, data protection and application delivery solutions. The company's expansive product portfolio includes offerings for protection against email, Web and IM threats as well as products that improve application delivery and network access, message archiving, backup and data protection.

Manage Quarantined Mail

Use the Message Log to manage quarantined mail. The Message Log page displays all email messages that come through the Barracuda Email Security Service to your account. You can filter the view by **All**, **Allowed**, **Not Allowed**, **Blocked**, **Deferred**, or **Quarantined** using the drop-down menu.

Figure 2. Filter Messages in the Message Log.



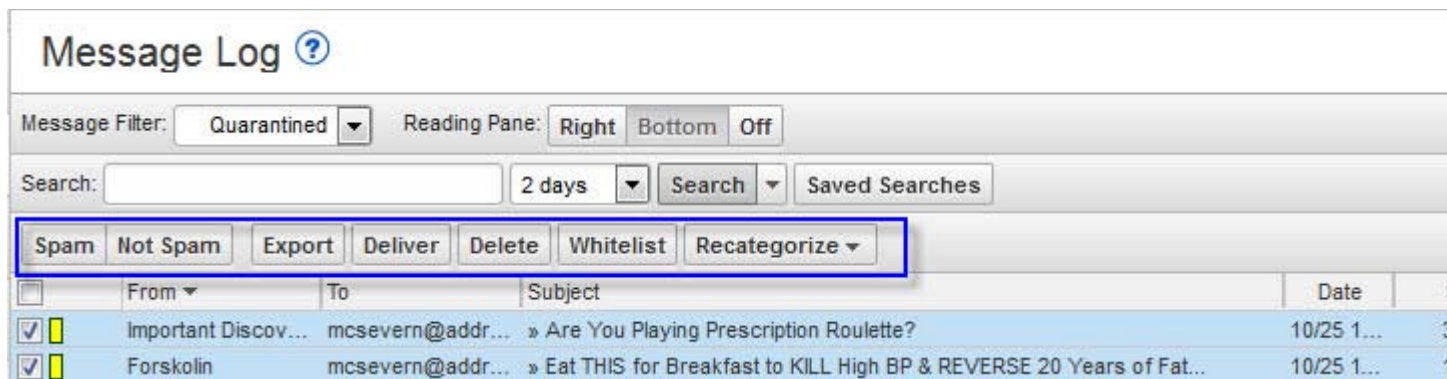
Messages are blocked due to the following:

- Spam and virus policies set by your administrator for the domain; and
- Email address or domain block policies, as well as email from other users, set by your administrator for the domain.

Messages are deferred for various reasons. Click the **Help**  icon on the **Message Log** page for more information as well as details on searching for and filtering messages.

From the **Message Log** page you can select one or more messages, and then click on an action, as illustrated in Figure 3. To select all messages, select the check box at the top of the Message List.

Figure 3.Message Actions.



Once you select one or more messages, you can take the following actions:

- **Spam** – Selected messages are sent to Barracuda Central for analysis.
- **Not Spam** – Selected messages are sent to Barracuda Central for analysis.
- **Export** – Selected messages are exported to a CSV file. When prompted, enter a file name and select whether to save to your local desktop or network.
- **Deliver** – Attempts to deliver the selected message(s) to your mailbox. If a message is successfully delivered, the **Delivery Status** changes to **Delivered**. The mail remains in the log until you select the message and click **Delete**. If the mail cannot be delivered, a notice displays in your browser window and the **Delivery Status** does not change. If delivered messages are not delivered to the recipient's mailbox, it may be due to a filter on the mail server or a service on your network catching the mail as spam. Check with your system administrator for more information. Additionally, check your local trash/spam folder for the mail.
- **Delete** – Selected messages are removed from the Message Log.
- **Whitelist** – Always accept mail from the selected email addresses, domains, and/or users.
- **Recategorize** – When one or more categorized emails are selected, allows you to change the category. For example, if the message is categorized as **Corporate** but you believe it should be categorized as **Marketing Materials**, you can change the category via the **Recategorize** drop-down. This action submits this email message for recategorization to your selected category. If you select **Other** and enter a custom category, the category updates for that particular email message. For more information, see *Email Categorization* below.

View Message

To view the message source, headers, and available options, double-click the message; the message content displays. You can take the following options:

- Click **Deliver** to deliver the email to your regular mailbox
- Click **Download** to download the message to your local system or network
- Click **Whitelist** to exempt the sender, that is, specify that all future mail from the sender is *not* quarantined and instead goes directly to your regular mailbox

Alternatively, you can use the **SETTINGS > Sender Policy** page to exempt or block senders. See *Set Exempt and Blocklist Policies* later in this article for additional information.

- Click **Block** and select whether to block the message **Domain** or **Email**
- Click **Delete** to remove the message
- Click **Download** to download and open the email

Set Exempt and Blocklist Policies

Use the **Sender Policy** page to specify whether to block, allow, or quarantine messages from a specific sender or domain. These are called exempt/blocklist policies. To create a new policy:

1. Go to **SETTINGS > Sender Policy**, and enter the email address or domain:

 Logged in as: mcsevern@address.com. [Log out](#)

Sender Policy

Specify whether to Block or Exempt messages coming from a specific email address or domain.

Sender ▼	Policy	Comment
friends@swimming.net	Quarantine ▼	
Isaac@1quickweightloss.org	 Exempt	

2. From the **Policy** drop-down menu, select whether to **Block**, **Exempt**, or **Quarantine** the **Sender**.
3. Optionally, you can add a comment to indicate why you created the policy.
4. Click **Add** to save the policy.