

Barracuda Spam Firewall User Guide

Barracuda Spam Firewall is an email gateway appliance that utilizes a combination of spam and legitimate message identification tests that are updated daily in order to check incoming mail messages for their probability of being SPAM.

Quarantine Summary Report

A Quarantine Summary report is an email sent from the Barracuda Spam Firewall listing all the messages that were held by the firewall as suspected SPAM. In order to allow end users to look for messages that were possibly incorrectly identified as SPAM, a Spam Quarantine Summary will be sent at 7 AM if SPAM was detected in messages sent to your e-mail address.

Accessing your quarantined messages:

Click the link in your Spam Quarantine Summary email that is sent to your inbox. This will automatically connect and log you in to the email quarantine interface page shown below:

The screenshot displays the 'Spam Quarantine Summary' interface. At the top, it shows the College of Staten Island logo and the title 'Spam Quarantine Summary'. Below this, it indicates 'Total inbound quarantined emails for postmaster@csi.cuny.edu: 15 messages'. The main content area is divided into two sections: 'Email Quarantined Since Last Notification (2015-Jan-19 07:30:04): 2 messages' and 'Previously Quarantined Email: 13 messages'. Each section contains a list of email entries with columns for 'From', 'Subject', and 'Actions'. A callout box titled 'Actions' highlights the 'Deliver', 'Whitelist', 'Delete', and 'View' links for each entry. At the bottom, there are instructions on how to use these links and a 'Manage your allowed / blocked list' link.

- ❖ **Deliver messages**– Delivers that particular message to your Inbox.
- ❖ **Whitelist messages**– Once a message has been added to your Whitelist, all future emails from this sender are not quarantined unless the message contains a virus or banned attachment type. Whitelisting a message will not deliver that particular message to your inbox, only subsequent ones. If you want that message in your inbox, you will have to click deliver in addition to whitelisting.
- ❖ **Delete messages** - Removes the message permanently from the Barracuda Spam Firewall.
- ❖ **View messages** – Brings up the quarantined message to view.

Messages shown in your Spam Quarantine Summary are not in your Inbox. They are being held in the Barracuda Spam Firewall for a duration of 30 days. After 30 days the quarantined messages will be removed from the Barracuda Spam Firewall.