

# Shippensburg University Barracuda Spam Firewall

## User's Guide

### Managing your Quarantine Inbox

The Barracuda Spam Firewall quarantines suspected spam email messages delivered to Ship email accounts. Quarantined messages are stored on the Barracuda firewall for 30 days. You should login to the [Barracuda Spam Firewall](#) on a regular basis to examine your quarantined messages.

### Receiving Messages from the Barracuda Spam Firewall

The Barracuda Spam Firewall sends you the following two types of messages:

- Greeting Message
- Spam Quarantine Summary Report

#### Greeting Message

The first time the Shippensburg University Barracuda Spam Firewall quarantines an email intended for you, the system sends you a greeting message with a subject line of User Quarantine Account Information. The greeting message contains the following information:

Welcome to the Shippensburg University Barracuda Spam Firewall. This message contains the information you will need to access your Spam Quarantine and Preferences.

Access your Spam Quarantine directly using the following link:

<https://barracuda.ship.edu>

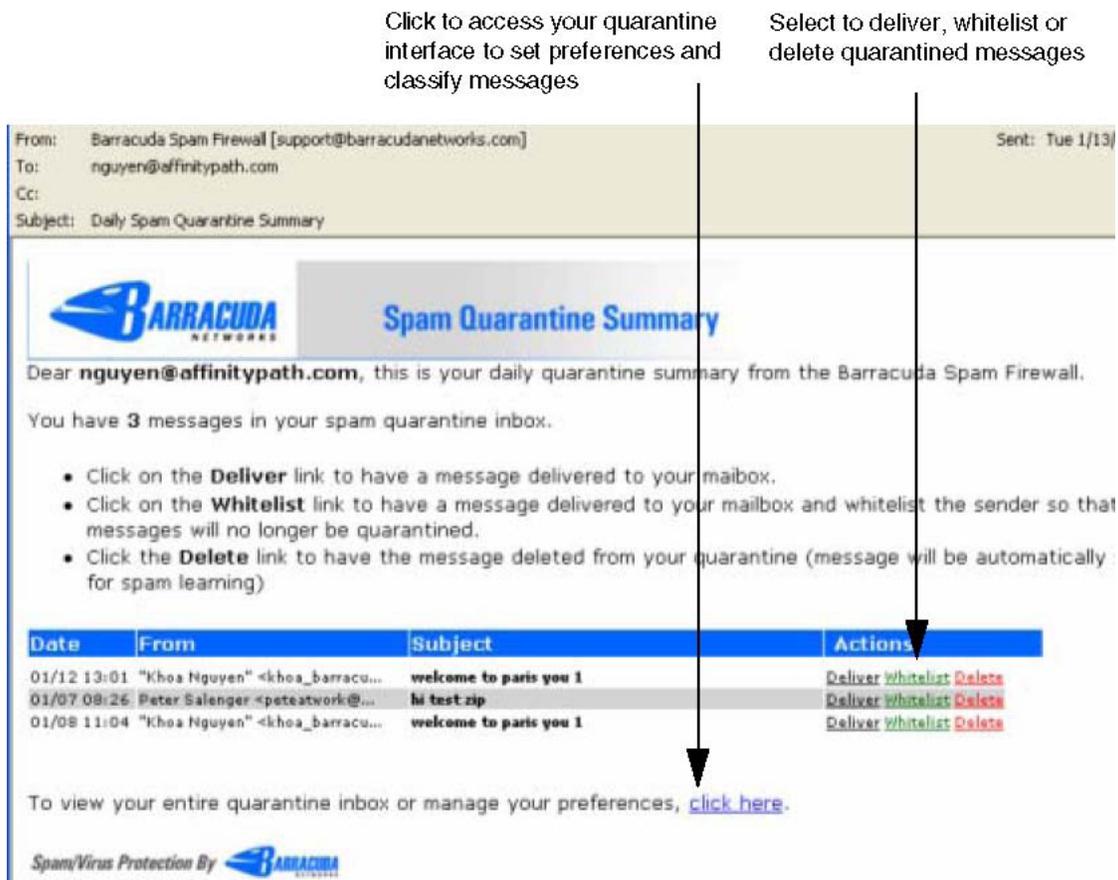
At the Username prompt, enter your Ship Email address (ie: [ab1234@ship.edu](mailto:ab1234@ship.edu))

At the Password prompt, enter your Ship Email password

## Quarantine Summary Report

You may setup your Barracuda Spam Firewall account to send you a daily quarantine summary report so you can view the quarantined messages you did not receive. From the quarantine summary report you can also add messages to your whitelist, delete messages, and have messages delivered to your inbox.

The following figure shows an example of a quarantine summary report.



## Using the Quarantine Interface

At the end of every quarantine summary report is a link to the quarantine interface where you can set additional preferences and classify messages as spam and not spam.

## Logging into the Quarantine Interface

To log into your quarantine interface:

1. Go to <https://barracuda.ship.edu>
2. Enter your Outlook Web Access email address and password, and click **Login**.

## Managing your Quarantine Inbox

After logging into the quarantine interface, select the QUARANTINE INBOX tab to view a list of your quarantined messages. When you first start using the quarantine interface, you should view this list on a daily basis and classify as many messages as you can.

The Barracuda Spam Firewall has a learning engine that learns how to deal with future messages based on the ones you classify as spam and not spam. The learning engine becomes more effective over time as you teach the system how to classify messages and as you set up rules based on your whitelist and blacklist.

Clicking on an email displays the message.

The following table describes the actions you can perform from this page.

Action	Description
Deliver	Delivers the selected message to your standard email inbox. Note: If you want to classify a message or add it to your whitelist, make sure to do so before delivering the message to your inbox. Once the Barracuda Spam Firewall delivers a message, it is removed from your quarantine list.
Whitelist	Adds the selected message to your whitelist so all future emails from this sender are not quarantined unless the message contains a virus or banned attachment type. The Barracuda Spam Firewall adds the sending email address exactly as it appears in the message to your personal whitelist. Note that some commercial mailings may come from one of several servers such as mail3.abcbank.com, and a subsequent message may come from mail2.abcbank.com. See the section on managing your whitelists and blacklists for tips on specifying whitelists with greater effectiveness.
Delete	Deletes the selected message from your quarantine list. The main reason to delete messages is to help you keep track of which quarantine messages you have reviewed. You cannot recover messages you have deleted.
Classify as Not Spam	Classifies the selected message as not spam. Note: Some bulk commercial email may be considered useful by some users and Spam by others. Instead of classifying bulk commercial email, it may be more effective to add it to your whitelist (if you wish to receive such messages) or blacklist (if you prefer not to receive them).
Classify as Spam	Classifies the selected message as spam.

## Changing your User Preferences

After logging into your quarantine interface, you can use the PREFERENCES tab to modify your quarantine and spam settings, and manage your whitelist and blacklist.

## Changing Your Quarantine Settings

The following table describes the quarantine settings you can change from the PREFERENCES-->Quarantine Settings page.

Quarantine Setting	Description
Enable Quarantine	Whether the Barracuda Spam Firewall quarantines your messages. If you select <b>Yes</b> , the Barracuda Spam Firewall does not deliver quarantined messages to your general email inbox, but you can view these messages from the quarantine interface and quarantine summary reports. If you select <b>No</b> , all messages that would have been quarantined for you are delivered to your general email inbox with the subject line prefixed with [QUAR]:. The Barracuda Spam Firewall administrator can modify this prefix.

Notification Interval	The frequency the Barracuda Spam Firewall sends you quarantine summary reports. The default is Never. The Barracuda Spam Firewall only sends quarantine summary reports when one or more of your emails have been quarantined. If you select <b>Never</b> , you can still view your quarantined messages from the quarantine interface, but you will not receive quarantine summary reports.
Notification Address	The email address the Barracuda Spam Firewall should use to deliver your quarantine summary report.
Default Language	The language in which you want to receive your quarantine notifications. This setting also sets the default encoding for handling unknown character sets during filtering. All email notifications from the Barracuda Spam Firewall are in UTF8 encoding.

## Enabling and Disabling Spam Scanning of your Email

If you do not want the Barracuda Spam Firewall scanning your emails for spam content, you can disable spam filtering from the PREFERENCES-->Spam Settings page.

The following table describes the fields on the PREFERENCES-->Spam Settings page.

### Setting Description Spam Filter Enable/Disable

Enable Spam Filtering	Select <b>Yes</b> for the Barracuda Spam Firewall to scan your emails for spam.  Select <b>No</b> to have all your messages delivered to you without being scanned for spam.
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## Barracuda Bayesian Learning

Reset Bayesian Click **Reset** to remove your Bayesian rules learned by the Barracuda Spam Database Firewall from the point of installation.

### Bayesian Database Backup

Backup Bayesian Database

Restore Database Click **Backup** to download a copy of your Bayesian database to your local system. This backup copy can then be uploaded to any Barracuda Spam Firewall, including this one, in the case of a corrupt Bayesian installation.

Click **Browse** to select the backup file containing your Bayesian database, and then click **Upload Now** to load the Bayesian settings to this Barracuda Spam Firewall.

The backup file does not need to have originated from this Barracuda Spam Firewall, nor from the same user database.

## Adding Email Addresses and Domains to Your Whitelist and Blacklist

The PREFERENCES-->Whitelist/Blacklist page lets you specify email addresses and domains from which you do or do not want to receive emails.

List Type	Description
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Whitelist	The list of email addresses or domains from which you always wish to receive messages. The only time the Barracuda Spam Firewall blocks a message from someone on your whitelist is when the message contains a virus or a disallowed attachment file extension.
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**Blacklist** The list of senders from whom you never want to receive messages. The Barracuda Spam Firewall immediately discards messages from senders on your blacklist. These messages are not tagged or quarantined and cannot be recovered. The sender does not receive a notice that the message was deleted, and neither do you.  
The only time a blacklisted email address is delivered is if the same email address also appears in your whitelist.

To whitelist or blacklist senders, follow these steps:

1. Go to the PREFERENCES-->Whitelist/Blacklist page.  
A list of your existing whitelisted and blacklisted addresses appears on this page.
2. To delete a whitelist or a blacklist entry, click the trash can icon next to the address.
3. To add an entry, type an email address into the appropriate field, and click the corresponding **Add** button.

### Tips on specifying addresses

When adding addresses to your whitelist and blacklist, note the following tips:

- If you enter a full email address, such as *johndoe@yahoo.com*, just that user is specified.. If you enter just a domain, such as *yahoo.com*, all users in that domain are specified.
- If you enter a domain such as *barracudanetworks.com*, all subdomains are also included, such as *support.barracudanetworks.com* and *test.barracudanetworks.com*.
- Mass mailings often come from domains that do not resemble the company's Web site name. For example, you may want to receive mailings from *historybookclub.com*, but you will find that this site sends out its mailing from the domain *hbcfyi.com*. Examine the From: address of an actual mailing that you are trying to whitelist or blacklist to determine what to enter.

### Changing the Language of the Quarantine Interface

You can change the language of your quarantine interface by selecting a language from the drop-down menu in the upper right corner of the QUARANTINE INBOX and PREFERENCES tabs. Supported languages include Chinese, Japanese, Spanish, French, and others.

The language you select is only applied to your individual quarantine interface. No other user's interface is affected.