

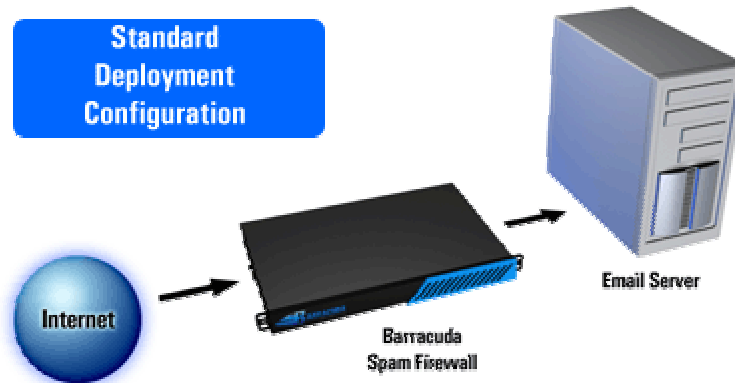
BARRACUDA SPAM FIREWALL FAQ

Feb. 25, 2004

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1. What is the “Barracuda SPAM Firewall?”

The Barracuda is a new server, recently acquired and setup to work at ESRL for the purpose of increasing our level of resolution to fight SPAM (unwanted, unsolicited emails). This unit screens all incoming email destined to our customers’ email inboxes, and checks it for viruses, worms, and SPAM oriented email before it even gets to the customer inbox.



2. Where are my quarantined emails stored?

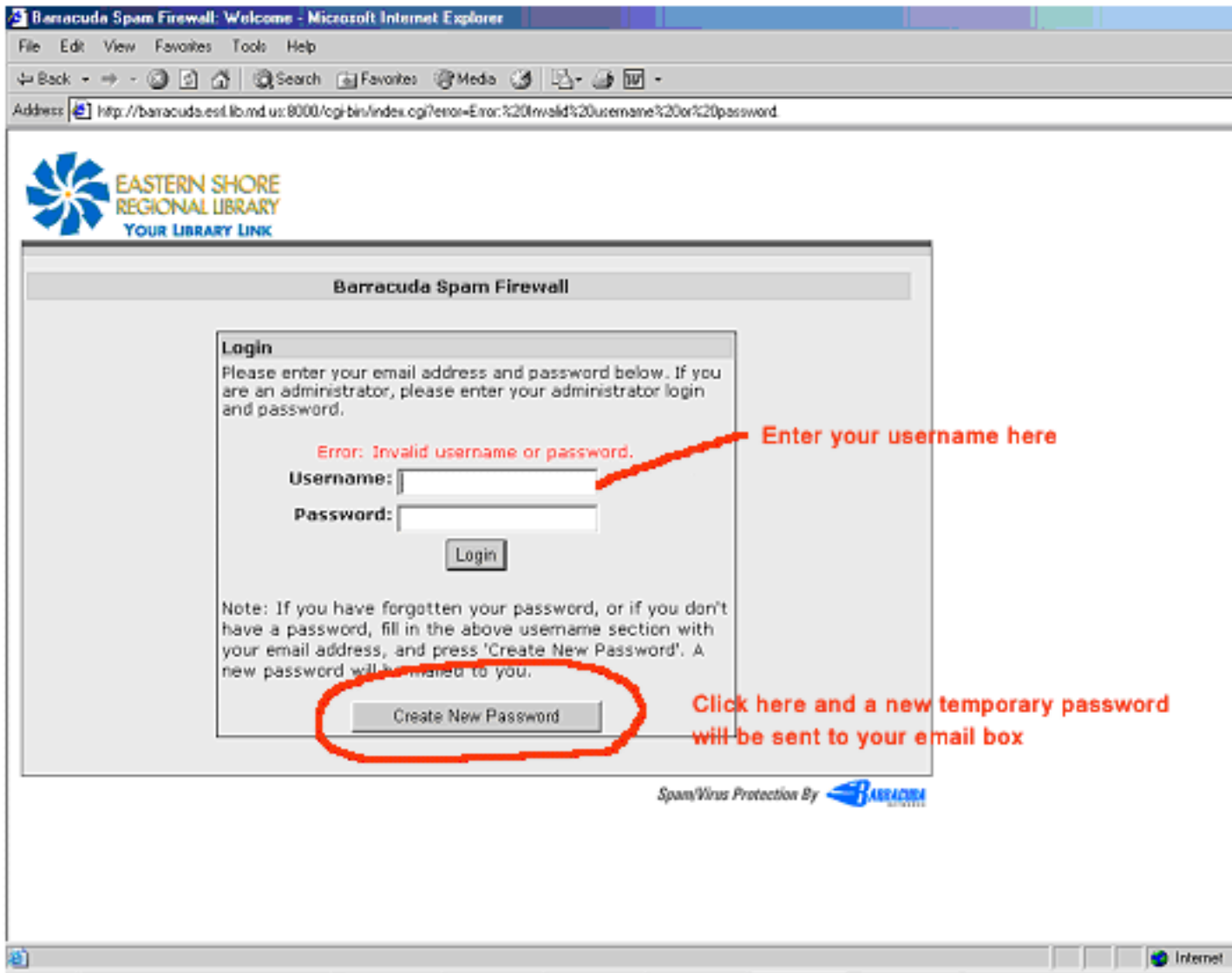
Here is the URL: <http://barracuda.esrl.lib.md.us:8000> Each user has to login with username and password. Username is your email address, and Barracuda will send you a temporary password in your email box. It’s recommended to change the temporary password once you login. You can choose a password that is easy for you to remember but has to be a strong password.

TIP: You can reset it to the same password that you access your email. That way you don’t need to remember two passwords.

TIP: If your username password is short and easy to guess, it makes it easy to guess for an intruder, thus, be careful selecting the length of your password. You can incorporate numbers resembling or instead of some letter like number "3" for "e", zero (0) instead of an "O", 1 instead of an "i", 7 instead of a "T", and symbols like @, #, !, within.

3. What if I forgot my password?

When you login using a wrong password, you will get an error stating **“Error: Invalid username or password”**. Make sure you enter your full email address in the “Username” field, and click on the button below reading **“Create New Password”**. This will instruct the barracuda server to email you a new password. You can change this temporary password once you login.



After you click on the “**Create New Password**”, and you receive a new email on your inbox, which looks like the following example:

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

Your account has been set to the following username and password:

Username: yourusername@domain-name

Password: yourusernameXxx

You may login using the following URL: <http://barracuda.esrl.lib.md.us:8000/cgi-bin/index.cgi?user=username@xxx.lib.md.us&password=d0347c782570c2344399222e&et=9899483616>

Please be sure to change your password.

4. How do I change the password?

Once you log into the unit, you will find at the top menu the option “**Preferences**”, if you click on that tag, there will be another button, underneath the main menu, reading “**Security**”. Click on that one, and in this area, you can enter the old password, which was emailed to you in by the unit, and a new password. We strongly encourage you to choose a password which use upper and lower case letters and numbers and at least eight (8) characters in length. This is done with the purpose of preventing hackers (and other unwelcome guests) to guess your password.

1) click on Security tab

2) enter your old password (emailed to you previously), and enter a new permanent password.

Advice: choose a password at least 8 characters in length, upper and lower case letters and numbers (i.e. m3x1cc0City).

3) Click on Save Password button to permanently save your new password.

NOTE: This new password is on the barracuda server; it will not be your regular email password. No is necessary to your email setting.

Spam/Virus Protection By

5. I have received a “Summary” of quarantined emails in my email box, what is it?

You will get an email titled “Daily Spam Quarantine Summary” everyday in your email box **if** there are any quarantined emails. Daily summary is default setting and you can change how often you want to check the quarantined emails (i.e., hourly, weekly, etc..) How to change the setting will be covered later.

Below is the sample of the summary email you will get:

You have **5** messages in your spam quarantine inbox.

- Click on the **Deliver** link to have a message delivered to your mailbox.
- Click on the **Whitelist** link to have a message delivered to your mailbox and whitelist the sender so that his/her messages will no longer be quarantined.
- Click the **Delete** link to have the message deleted from your quarantine (message will be automatically submitted for spam learning)

Date			
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02/25 frk_tutu
12:21 <frk_tutu@voila.fr> URGENT BUSINESS MESSAGE

[Deliver](#) [Whitelist](#) [Delete](#)

To view your entire quarantine inbox or manage your preferences, [click here](#).

At this point, you can either individually click on the links on the right side, below the "Actions" column, reading "Deliver", "Whitelist", and "Delete" or login to the quarantined inbox to manage the emails and other settings.

Deliver will release the selected email(s) from quarantine and allow the email to be delivered to your inbox immediately.

Whitelist will add the senders email address to a list of emails from people you would like to be delivered regardless of content. Thus, any email on your whitelist will be delivered to your email box, no questions asked. You may view what addresses are in your whitelist and add / delete this list by going to the "Preferences" tab and selecting "Whitelist".

Delete will permanently delete the selected email(s) and report this email, as SPAM, to aid in the Barracuda system learning what suspicious emails are truly spam.

6. What is white list and black list?

If an email is on whitelist, it means Barracuda learned to let it in with no question asked if you get the email from the same address again. If an email is on blacklist, it means Barracuda will block and delete the email before it reaches your email box.

7. Will it work in my Webmail account?

Yes, you will get the daily summary email in your Webmail unless you checked your Eudora inbox and the email was already downloaded to your local machine.

8. I noticed some emails in my box tagged with “bulk”, what does that mean?

In addition to the quarantined email box, you will get some emails tagged with “bulk” inside your regular email box. Barracuda uses a score system to determine what is sent to quarantined box and what is sent to your regular inbox. The one marked with “bulk” are those that the score is not high enough to be in your quarantined box. You can go to your quarantined email box to add them to either your whitelist or your blacklist. That way the email from the same address won't come in marked as “bulk”.

9. What happened if I didn't check my quarantined email box for some time say a week?

Each user has the quarantined email box with limited space. If the inbox hasn't been checked for a while and the inbox is full, your quarantined emails will be removed based on “First in First out”.

10. I am not sure that I fully understand the Quarantine Inbox menu. What do the links mean, etc. ?

The Quarantine Inbox screen is meant to provide you with a user-friendly interface to the barracuda server, which has put “on-hold” or blocked several emails, which are most likely SPAM. This box, which is not your email box, can be seen as a “temporary detention center”. It is a place the barracuda unit utilizes to detain certain “suspicious” email, and provide you, the end user, with the last word as to deliver it one time only occurrence, white list it, or delete it.

The screen looks like the following:

when you finish, log off by clicking this link

Log Off

Quarantine Inbox

Quarantine Inbox Refresh Filter: None Pattern: Page: 1

Deliver Whitelist Delete clicking here will select all messages

<input type="checkbox"/>	Date	From	Subject	Actions
<input checked="" type="checkbox"/>	01/06 11:10	"Lindsey Cummins" <z42fqvph...	Huge Cristmas sale for OEM Windows, Office...	Deliver Whitelist Delete
<input type="checkbox"/>	01/06 10:06	"Justine Krueger" <bd539nza...	Think desired software isn't worth the pri...	Deliver Whitelist Delete
<input checked="" type="checkbox"/>	01/06 06:29	"Avery Thorpe" <averythorpe...	Skelaxin Pain Relief	Deliver Whitelist Delete

use these check boxes to select individual emails; then proceed to apply an action from the menu above: Deliver, Whitelist, Delete

Deliver this particular message only

Allow this email sender to email me always

Delete this message

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There are two tags in the upper part. "Quarantine Inbox" and "Preferences". Use the Quarantine Inbox to review email in "detention".

Q: What are the different menus, inside the "Preferences" tab, used for?

A: The Barracuda unit is a very versatile server, and it allows the each end user to configure some of the settings in a per-user basis. This is done because people tend to have different preferences as to what kind of email they wish or not to receive, and while there is a global setting for some pure, beyond doubt, obvious SPAM, there are other types of emails, which may or may not be considered SPAM depending who do you ask. The Barracuda designers understood this, and provided the end user with a degree of control over his/her own emails. This is where the Preferences tab comes handy.

It has the following options, which can be selected by clicking on them:

Quarantine Enable/Disable:



QUARANTINE INBOX PREFERENCES

Log Off

Quarantine Enable/Disable Spam Filter Enable/Disable Whitelist/Blacklist Quarantine Notification

Security

Enable/Disable Quarantine ?

Enable quarantine: Yes No ("Yes" recommended. If "No" selected, messages that would ordinarily be quarantined will be delivered with "[SPAM?]" in the subject line)

Do not forget to press the Save Changes button or the unit will not save your selection.

Selecting "Yes" enables the quarantine. All messages, which the barracuda unit is in doubt as to if they are SPAM or not, will be detain inside the unit for the enduser to see and decide IF they are or not SPAM.

Selecting "No" will disable the quarantine, but all suspicious messages will be delivered to the mail box.

Spam Filter Enable / Disable:



QUARANTINE INBOX PREFERENCES

Log Off

Quarantine Enable/Disable Spam Filter Enable/Disable Whitelist/Blacklist Quarantine Notification

Security

Enable/Disable Spam Scan ?

Enable spam scanning: Yes No ("Yes" recommended. If "No" selected, all messages will be delivered without being scanned for spam)

Save Changes

Discard Changes

Selecting "Yes" enables the SPAM filter.
Selecting "No" disables the filter, but then all email will be simply delivered to the email box without been scanned! Thus, not recommended.

Whitelist / Blacklist:



Allowed Email Addresses and Domains ?

Email Address

 Add

Enter here, full email addresses or domains (i.e. succeed.net), and this will instruct the barracuda to always allow these emails to be delivered. They will be "whitelisted".

Blocked Email Addresses and Domains ?

Email Address

 Add

Enter here, one at a time, full email addresses or domains, and this will put those emails or domains in a Blacklist. Therefore, none of any future emails from those sources will ever be delivered to your email box; they will be blocked.

Save Changes

Discard Changes

Do not forget to press "Save Changes" when you finish.

Security:

BARRACUDA NETWORKS SPAM FIREWALL 300 **QUARANTINE INBOX** **PREFERENCES** Log Off

Quarantine Enable/Disable **Spam Filter Enable/Disable** **Whitelist/Blacklist** **Quarantine Notification**

Security

Change Password ?

Old Password:

New Password:

Re-Type New Password:

This password was emailed to you by the Barracuda unit when you received your Quarantine summary. It is not your regular email password. You can, however, change it to match your regular email password.

If you decide to change the temporary password assigned to you just to monitor your email in quarantine, you can do so here. Type a new password, and re-type it to make sure it is accurate. Then press the "Save Password" button, and the password becomes permanent. Be sure to make it easy to remember to you, but difficult to guess.

Note: This document is compiled based on an existing Barracuda tutorial at the following address: http://www.succeed.net/help/barracuda_faq.htm