



User's Guide: Barracuda Spam Firewall

In March 2005, Computing and Technology Services installed the Barracuda Spam Firewall to reduce the amount of unsolicited bulk e-mail received by faculty and staff at Buffalo State College. A spam firewall scans all incoming e-mail for an organization, filters out spam, and passes only legitimate mail on to the user. If a message is considered legitimate and safe, the message is delivered to the user's Outlook Inbox automatically. However, if a message is considered likely to be spam (or unsafe), Barracuda keeps the item in the user's Quarantine Inbox until the user has a chance to review the message and take action.

Daily Spam Quarantine Summary

Every morning at approximately 5:00AM the Barracuda Spam Firewall sends out e-mail notifications to all users who have messages being held in their Quarantine Inbox. This message contains a list of all e-mail identified as spam and placed in the quarantine during the past 24 hours. A typical Spam Quarantine Summary looks like this:

| Date Received | From | Subject | Actions |
|---------------|---------------------------------|---|--|
| 07/03 07:27 | Broderbund <info@info.brode...> | Exclusive offer: Our way of saying "Than... | Deliver Whitelist Delete |
| 06/29 01:03 | Broderbund Exclusive <info@...> | 24 Hours Only: Save 60% on our all-in-o... | Deliver Whitelist Delete |
| 06/26 07:15 | NEW from Broderbund <info@...> | Enjoy the best classic and new solitaire... | Deliver Whitelist Delete |
| 06/24 16:16 | NEW to Broderbund <info@in...> | Create your own greeting cards right on ... | Deliver Whitelist Delete |
| 06/20 18:21 | NEW from ClickArt <info@in...> | Get creative with thousands of NEW fonts... | Deliver Whitelist Delete |
| 06/13 17:42 | NEW from Broderbund <info@...> | Finally, a better way to copy and paste! | Deliver Whitelist Delete |

This summary displays the date the message was received, the sender's name and address, the subject, and links to three actions you can take. Here is a brief description of what each action does:

- **Deliver** – Click this link if you are uncertain whether a message is spam. This will deliver the message to your Outlook Inbox. This will allow you to read and determine if it is legitimate.
- **Whitelist** – Click this link if you are certain that a message is not spam (and safe). This will deliver the message (and all future messages from this sender) to your Outlook Inbox.
- **Delete** – Click this link if you are certain that a message is spam (or unsafe). This will delete the message without sending the message to your Outlook Inbox.

Note Clicking the action links will remove the message from your Quarantine Inbox. However, the entry on the Spam Quarantine Summary list is NOT REMOVED. This causes a great deal of confusion, because users expect the entry to disappear from the e-mail notification when one of the action links is clicked. The summary is simply intended to inform the user that they have messages residing in their Quarantine Inbox.

Accessing your Quarantine Inbox

Every user at Buffalo State has a personal quarantine which can be accessed via the Barracuda Spam Firewall web interface. Follow these steps to access your Quarantine Inbox:

1. Connect to the Internet, open Internet Explorer, and go to: <https://barracuda.buffalostate.edu>
2. When the login screen appears, select **bsclogon** from the **Log on to** drop-down box.
3. In the **Username** box, enter your username.
4. In the **Password** box, enter your password, click **Login**.

Login

Please enter your username and password below. If you are an administrator, please enter your administrator login and password.

Language:

Log on to:

Username:

Password:



Computing Help Desk @ Buffalo State College

Butler Library Reference Room | Phone: (716) 878-4357



Managing your Quarantine Inbox

After logging into your Quarantine Inbox, you will see a list of messages very similar to the list that appears in Spam Quarantine Summary (see picture). One advantage of using the Quarantine Inbox is that it is easier to manage your messages. Instead of taking action on only one message at a time, you can select all the messages in your Inbox and take action on all items at once. For example, to Whitelist all of the messages in your Inbox, click the check box to the left of the Date Received column to select all messages and then click the Whitelist button.

| <input type="button" value="Deliver"/> | <input type="button" value="Whitelist"/> | <input type="button" value="Delete"/> | <input type="button" value="Classify as Not Spam"/> | <input type="button" value="Classify as Spam"/> |
|---|--|---|--|---|
| <input checked="" type="checkbox"/> Date Received | From | Subject | Actions | |
| <input checked="" type="checkbox"/> 07/03 07:27 | Broderbund <info@info.brode...> | Exclusive offer: Our way of saying "Than... | Deliver Whitelist Delete | |
| <input checked="" type="checkbox"/> 06/29 01:03 | Broderbund Exclusive <info@...> | 24 Hours Only: Save 60% on our all-in-o... | Deliver Whitelist Delete | |
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| <input checked="" type="checkbox"/> 06/13 17:42 | NEW from Broderbund <info@...> | Finally, a better way to copy and paste! | Deliver Whitelist Delete | |

Note In addition to the standard Deliver, Whitelist and Delete options, you will notice two additional buttons: Classify as Not Spam and Classify as Spam. Be advised that these functions are not yet fully implemented and any classification of e-mail using these buttons may not take effect at this time. If you wish to permanently block or allow specific e-mails, please use the Whitelist and Blacklist options outlined above.

Managing your Whitelist & Blacklist

You can manually add e-mail addresses to your Whitelist or Blacklist. E-mail sent from addresses in your Whitelist will not be analyzed for spam, but will be scanned for viruses. E-mail sent from addresses in your Blacklist will always be blocked. To add addresses, click the Preferences tab, type the address in the desired address box (Whitelist or Blacklist), and click the Add button. To remove an address click the trash can icon next to the address.

Blocked Email Addresses and Domains (Blacklist)

| Email Address | |
|--------------------------|---------------------------------------|
| | <input type="button" value="Add"/> |
| info@info.broderbund.com | <input type="button" value="Remove"/> |

Email sent from addresses entered here will always be blocked.

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.

Note Although Barracuda is very accurate at distinguishing between spam and legitimate e-mail, occasionally it will identify a legitimate message as spam. Therefore, it is important to check your Quarantine Inbox frequently to examine your quarantined mail, especially if you are expecting an important message that has yet to be delivered.

Revised: June 2006 (JPW)