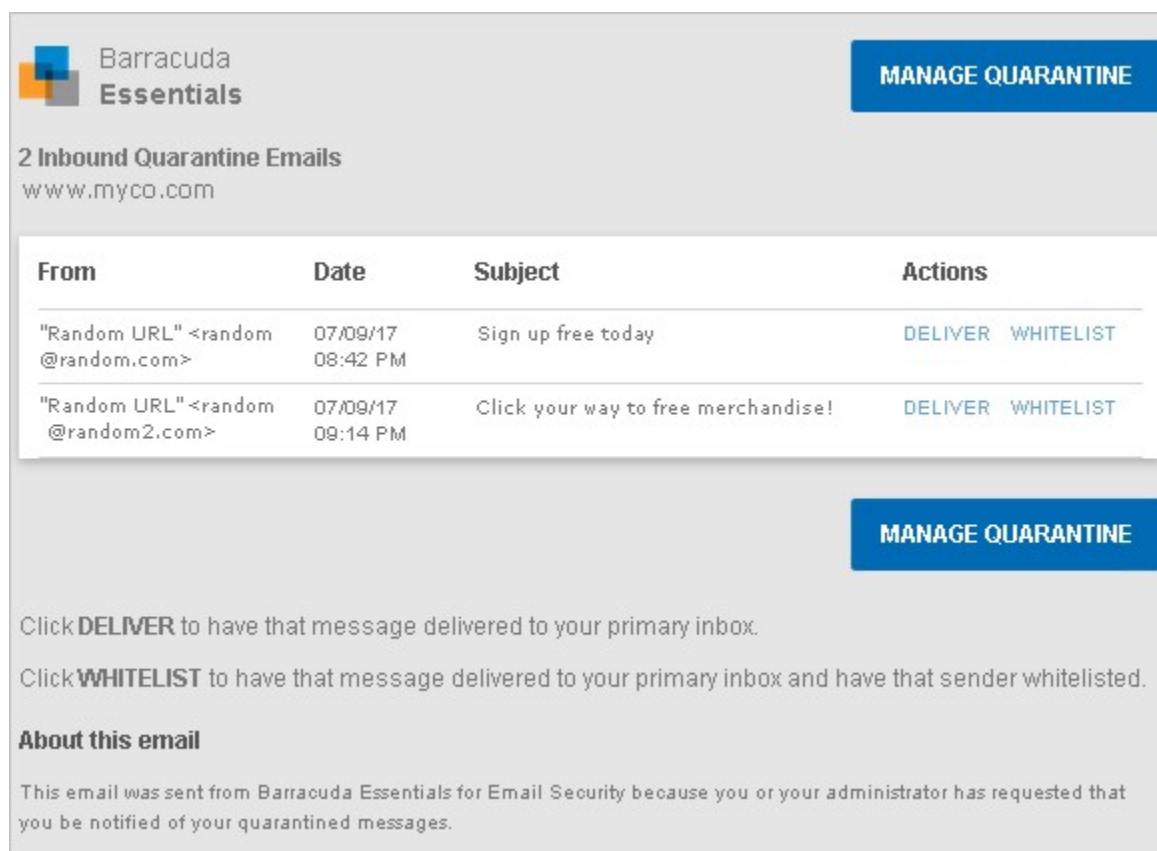


# Barracuda Email Security User Guide

## Quarantined Mail

When enabled, you are notified on a regular interval when you have quarantined messages. The quarantine notification interval is set either by your administrator or, if you have permissions, you can set the interval on the **Settings > Quarantine Notifications** page. Note that quarantined messages expire after 30 days.

Figure 1. Quarantined Email Notification.



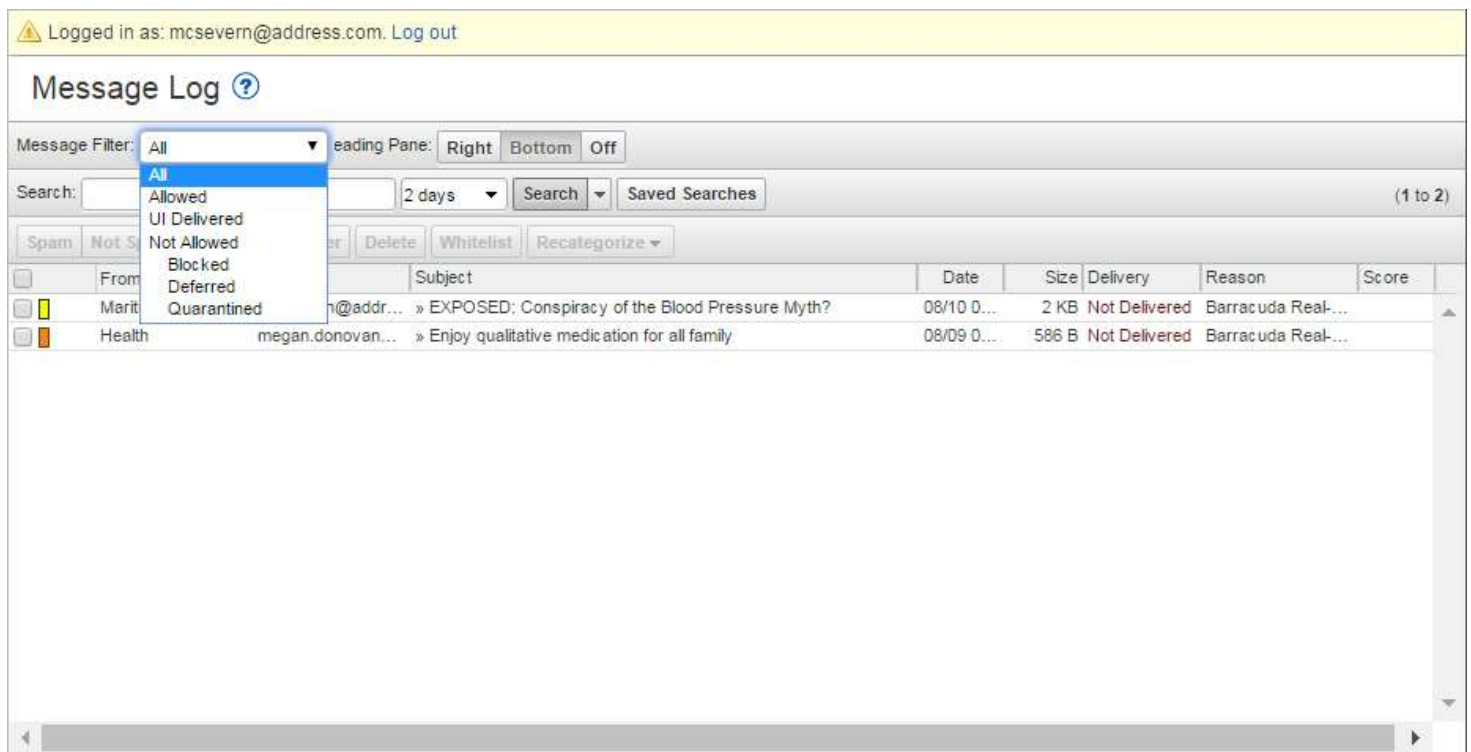
The screenshot displays the Barracuda Essentials interface. At the top left is the Barracuda Essentials logo. On the top right is a blue button labeled "MANAGE QUARANTINE". Below the logo, it says "2 Inbound Quarantine Emails" and "www.myco.com". A table lists two quarantined emails with columns for From, Date, Subject, and Actions. Below the table is another "MANAGE QUARANTINE" button. At the bottom, there are instructions on how to use the "DELIVER" and "WHITELIST" actions, and a section titled "About this email" explaining the notification.

| From                              | Date                 | Subject                             | Actions           |
|-----------------------------------|----------------------|-------------------------------------|-------------------|
| "Random URL" <random@random.com>  | 07/09/17<br>08:42 PM | Sign up free today                  | DELIVER WHITELIST |
| "Random URL" <random@random2.com> | 07/09/17<br>09:14 PM | Click your way to free merchandise! | DELIVER WHITELIST |

## 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**, **UI Delivered**, **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, 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 **Source** to view all headers
- 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

**Figure 4. Message Source with Headers.**

The screenshot shows a web interface for viewing an email message source. At the top, a yellow bar indicates the user is logged in as 'mcsevern@address.com' with a 'Log out' link. Below this is the 'Message View' section. The message headers are displayed in a table-like format:

|          |   |
|----------|---|
| From:    | "Maritime.D3" <jason@myfastnewsletter.com>      |
| To:      | <mcsevern@address.com>                          |
| Subject: | EXPOSED: Conspiracy of the Blood Pressure Myth? |
| Date:    | 2016-08-10 09:09PM                              |

Below the headers is a row of action buttons: Message, Source, Deliver, Whitelist, Block (with a dropdown arrow), Delete, and Download. The 'Source' button is highlighted. Below the buttons, the raw email source code is displayed, including headers like X-BESS-REASON, X-BESS-REASON-EXTRA, Received, Date, Message-ID, Sender, From, To, Subject, MIME-Version, Content-transfer-encoding, Content-Type, List-Unsubscribe, and X-BESS-ID.

## Set Quarantine Notification Interval

Quarantined messages expire after 30 days.

You can direct the Barracuda Email Security Service to notify you by email when you have quarantined messages. When set to **Yes**, messages that would normally be blocked are instead quarantined. This setting does not apply to messages blocked by Sender or Content policies. On the **Settings > Quarantine Notifications** page, select **Scheduled** and click and drag in the **Schedule notification intervals** section to set the day and time for quarantine notification email delivery. Click to clear a selection. Click **Save Changes** to save your settings. Select **Never** if you do not want to receive quarantine notifications.

Figure 5. Set Quarantine Notification Interval.

### Quarantine Notification ?

Cancel Save Changes

Quarantine messages  Yes  No  
*When set to Yes, messages that would be blocked by Intent will be quarantined instead.*

Default interval for user quarantine notifications  Never  Scheduled

Schedule notification intervals

|     | 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Mon |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |
| Tue |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |
| Wed |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |
| Thu |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |
| Fri |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |
| Sat |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |
| Sun |    |    |    |    |    |    | █  |    |    | █  |    |    |    | █  |    |    | █  |    |    | █  |    |    |    |    |    |

*Notifications will be sent at any time within the hour block chosen.  
Click and drag to select. Hold Ctrl while dragging to unselect.*