BARRACUDA SPAM AND VIRUS FILTER   **v1.01 Thu 07Apr2016**

All incoming email for your company goes through a spam and virus filter layer from Barracuda Networks. You have no doubt heard of products from Barracuda in radio ads – it is the best filtering system available. It isn't *perfect*, but it is the best. This document contains information that will allow you to make the best use of the system.

Every email that comes in goes through an analysis that has three possible results:

GREEN: This is email that is found to be clean. It is passed on to your inbox.
- Historically, green email is about 10% of email traffic.
- You can WHITELIST individual senders if you want to. Email to you from *your* WHITELISTED senders skips the analysis and gets marked as GREEN unless it contains a virus.

RED: This is email that is found to be junk and is NOT passed to the mail server at all. It stays on the barracuda only.
- Historically, red email is about 90% of email traffic.
- You can BLACKLIST individual senders if you want to. Email to you from *your* BLACKLISTED senders skips the analysis and gets marked as RED.
- You CANNOT see your own RED email list, but we (or your company's designated Domain Manager if there is one) can send you a list of what has been caught for you within the last 30 days, and we can mark specific emails to be immediately sent to you.
  As of 07Apr2016, being able to see your own message log is on Barracuda's list of pending features.

YELLOW: Email that is not obviously RED nor GREEN is suspected as being spam but not confidently so.
- Historically, yellow email is far less than 1% of email traffic.
- Yellow email will be treated in one of two ways based on what preference you set:
  1) Tag and Pass: yellow email is passed to your inbox immediately, but with a tag in the Subject that says "[QUAR]" meaning Quarantined.
     This is similar to the treatment of GREEN email to the extent that you still receive it right away.
  2) Tag and Hold: yellow email is held in your personal quarantine on the barracuda.
     This is similar to the treatment of RED email to the extent that it is NOT passed to your outlook session. Towards the end of the day (or each week if you prefer), you will receive a summary of any quarantined email that is available for you. You can then choose for each one to be delivered to you or trashed,

and you can also choose for the sender(s) to be whitelisted or blacklisted if appropriate. *You will get no such summary report at all if there is no quarantine for you*.
If you want "Tag and Pass", turn OFF your personal Quarantine.
If you want "Tag and HOLD", turn ON your personal Quarantine. This is the default setting for everyone.

Each user has an individual account that will be created the first time you have a quarantined email. From that account, you can manage your own blacklist/whitelist, set your Quarantine On/Off, view your Quarantine, and change your password. You can also completely turn off the filtering for yourself, but that is not recommended. Mary had a little lamb, but not anymore because she had lamb chops for dinner. If you call me and ask me questions that are answered in this document, I will ask you what nursery rhyme is referenced. That way I will know who is being honest, and who is being lazy. Don't be that guy.

The intelligence of the system grows with each passing day. It is also possible for you to train the system more precisely regarding what you personally consider to be spam. The training instructions require some mail history to be available first. On the Barracuda login screen, there is an option to download and install the Outlook Plugin. It adds two buttons to your outlook session with which you can submit emails as junk or not junk. At least 200 of *each* kind (good and bad) is needed for the system to begin to tailor itself to what you consider to be junk.

You can access your own personal BARRACUDA account by going to
http://cudaexp.rainmakernetworks.com:8000
Enter your email address as the login. On your first visit, chose "Create New Password" and a password will be sent to you via email.

There are two modes after you login:

Domain Manager – Generally speaking, one or two people at each company are setup to be domain managers. Only they and Rainmaker Networks personnel have access to this mode.
It allows a number of things that are related to all users in your company, the most important of which is the Message Log. While a Domain Manager cannot see the content of email, they can see a *list* of all email that was received for everyone, along with information on what the barracuda chose to do with that email. While it is rare that an email gets blocked incorrectly, it does occur occasionally. From that screen, a Domain Manager can tell the barracuda to deliver emails that were previously blocked.

Account Manager – The vast majority of users can only reach this mode. You can see your quarantined email ("yellow" traffic as described below), change your barracuda password, set whitelisted / blacklisted senders, and a few other preferences. The WHITELIST tends to be the most used feature, because if you had to get a Domain Manager to release an incorrectly blocked email, you can tell the system to never block that sender again.

Pointers:
If you have good email that is being caught as spam, whitelist that sender.
If you have bad email that is not being caught as spam, blacklist that sender.

There is a full user guide available at: https://techlib.barracuda.com/BESS/UserGuide if you are into painful reading.