

Barracuda Anti-spam Server

St. Norbert College operates an anti-spam server to reduce the amount of spam (junk e-mail) received by SNC e-mail users. The name of the product we use is the “Barracuda Spam & Virus Firewall.” Note that this system will *reduce* the amount of spam you receive, but no system can block 100% of all spam.

How it works

Each incoming e-mail message is scanned and evaluated by the anti-spam server on thousands of criteria and given a score indicating its likelihood of being spam. Messages that score at a high level, as well as messages containing viruses and those coming from known spam servers, are blocked. Messages that score at a lower level, which may or may not be spam, are “quarantined,” or placed in a holding area on the server where they can be reviewed by the recipient.

Each SNC e-mail user receives a daily “Spam Quarantine Summary” e-mail listing the messages in his/her quarantine. These messages come from “SNC Anti-spam <antis spam@snc.edu>” with the subject line “Spam Quarantine Summary.” If there is no spam in your quarantine on a given day, you won’t receive a Spam Quarantine Summary message that day. Departmental e-mail addresses (e.g., *alumni@snc.edu*) have their own quarantines and receive separate Spam Quarantine Summary messages. Spam sent to discussion lists is deleted rather than quarantined.

Important: Review your Quarantine
The purpose of the Spam Quarantine Summary is to check if any legitimate messages were quarantined. Legitimate messages *will* occasionally be identified as spam, so you should review your Quarantine every day. See pg. 3 for other recommended daily actions.

Spam Quarantine Summary e-mail

Below is a sample Spam Quarantine Summary e-mail message. There are action links – Deliver, Whitelist, Delete, and View – for individual messages, as well as “DELETE ALL DISPLAYED EMAILS.” Any of those links will perform the selected action and take you into the Barracuda web interface. You can also click the “View your entire Quarantine Inbox or manage your preferences.” link at the bottom of the e-mail message (shown below) to access the Barracuda web interface without performing any action. The Barracuda web interface gives you more options for managing your quarantine and allows you to act on more than one message at a time. See the next page for details and recommended daily actions.

BARRACUDA NETWORKS

Spam Quarantine Summary

Total inbound quarantined emails for [progress bar] @snc.edu: 1 message

The emails listed below are ones that have been placed in your quarantine digest since the last quarantine summary was sent.

Messages older than 30 days will be removed

Emails Quarantined Since Last Notification (No previous notification): 1 message

From	Subject	Actions
Myawalker@socialannouncement.info	Social Connections - latest update	Deliver Whitelist Delete View

[DELETE ALL DISPLAYED EMAILS](#)

Click on the [Deliver](#) link to have that message delivered to your mailbox.
Click on the [Whitelist](#) link to have that message delivered to your Inbox and that sender whitelisted.
Click on the [Delete](#) link to remove that message from your quarantine.
Click on the [View](#) link to display that message in a new Message Details browser window.

Manage your allowed / blocked list Set quarantine notification intervals

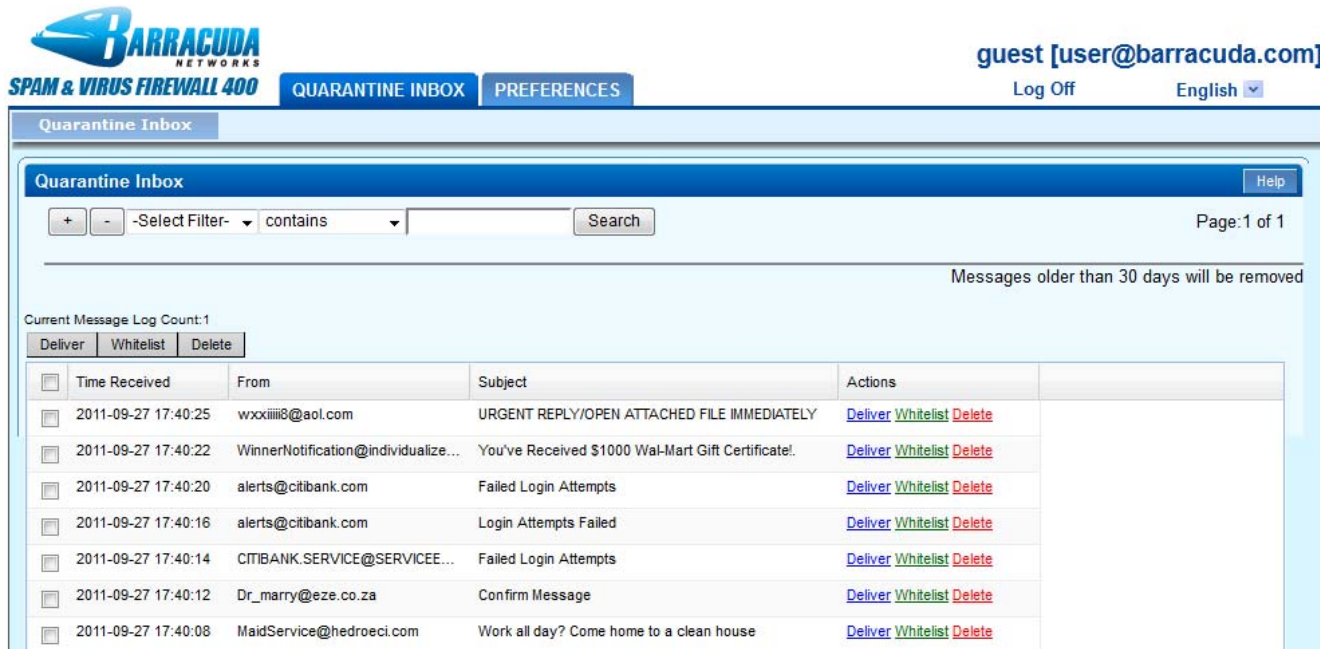
[View your entire Quarantine Inbox or manage your preferences.](#) ← click here to view your quarantine via the Barracuda web interface

Spam/Virus Protection By

The Barracuda web interface

The easiest way to manage your spam is by visiting the Barracuda web interface. To access the Barracuda web interface, use the “View your entire Quarantine Inbox...” link which appears at the bottom of each Spam Quarantine Summary e-mail (shown on the previous page), or go to <http://www.snc.edu/antispam> and log in with your full SNC e-mail address (e.g., *donald.duck@snc.edu*) and Barracuda password. If you don't know your Barracuda password, you can reset it using the instructions on page 3.

Once you log in to Barracuda, you will see a Quarantine Inbox screen something like this:



The screenshot shows the Barracuda web interface for the Quarantine Inbox. At the top, there is a navigation bar with the Barracuda logo, the text "SPAM & VIRUS FIREWALL 400", and tabs for "QUARANTINE INBOX" and "PREFERENCES". On the right, there is a user profile for "guest [user@barracuda.com]" with links for "Log Off" and "English". Below the navigation bar, the main content area is titled "Quarantine Inbox" and includes a search bar with a "Search" button and a "Page: 1 of 1" indicator. A message log is displayed with the following data:

<input type="checkbox"/>	Time Received	From	Subject	Actions
<input type="checkbox"/>	2011-09-27 17:40:25	wxxiii8@aol.com	URGENT REPLY/OPEN ATTACHED FILE IMMEDIATELY	Deliver Whitelist Delete
<input type="checkbox"/>	2011-09-27 17:40:22	WinnerNotification@individualize...	You've Received \$1000 Wal-Mart Gift Certificate!	Deliver Whitelist Delete
<input type="checkbox"/>	2011-09-27 17:40:20	alerts@citibank.com	Failed Login Attempts	Deliver Whitelist Delete
<input type="checkbox"/>	2011-09-27 17:40:16	alerts@citibank.com	Login Attempts Failed	Deliver Whitelist Delete
<input type="checkbox"/>	2011-09-27 17:40:14	CITIBANK.SERVICE@SERVICEE...	Failed Login Attempts	Deliver Whitelist Delete
<input type="checkbox"/>	2011-09-27 17:40:12	Dr_marry@eze.co.za	Confirm Message	Deliver Whitelist Delete
<input type="checkbox"/>	2011-09-27 17:40:08	MaidService@hedroeci.com	Work all day? Come home to a clean house	Deliver Whitelist Delete

Actions

To view any message in the quarantine, double-click on it and it will open in a new window. To select more than one message, click the checkboxes next to them. To select all messages on the screen, click the first checkbox at the top, next to the “Time Received” heading. Message actions are:

- **Deliver:** Removes the message from the quarantine and delivers it to your inbox.
- **Whitelist:** Whitelists the address of the message sender. See the next page for details on whitelisting.
- **Delete:** Deletes the message from your quarantine and does not deliver it to your inbox. Messages will automatically be deleted from the quarantine after 30 days if you do not remove them sooner. *This is the recommended action for spam that is in the quarantine.*

If you have more than one page/screen full of messages in your quarantine, clear out the first page, and then the second page should load automatically. To refresh your quarantine inbox view, click on the PREFERENCES tab at the top, then click back on the QUARANTINE INBOX tab.

Recommended Daily Actions

1. Click the “View your entire Quarantine Inbox or manage your preferences.” link at the bottom of the Spam Quarantine Summary e-mail message (shown on pg. 1) to access your quarantine.
2. If you're unsure whether a quarantined message is legitimate, double-click on it to view it.
3. If you find any legitimate messages in your quarantine, select them and click the Deliver button. If you expect to receive more e-mail from that address, then you'll probably want to whitelist it. See the next page for more details about whitelisting.
4. After removing any legitimate messages from your quarantine, whatever's left should be spam. Remove the spam messages by selecting them all (using the checkbox at the top) and clicking the Delete button.
5. Click the Log Off link in the upper right and delete the Spam Quarantine Summary e-mail message.

Whitelisting/Blacklisting

Barracuda commonly quarantines messages such as marketing e-mails from companies, newsletters, etc. Other messages may be quarantined depending upon their content or other criteria. To prevent messages from being quarantined, you can whitelist the addresses they come from.

Whitelisting and blacklisting can be done by full e-mail address (e.g., donald.duck@hotmail.com) or by domain only (e.g., cnn.com). If you wish to receive newsletter or marketing e-mails from a company with its own domain, such as nytimes.com or travelocity.com, it's best to whitelist the domain rather than the specific address, because companies often send mail from more than one address, or from custom addresses that change with each message.

A *whitelist* is a list of allowed senders. Messages from these senders are not blocked even if the message matches spam rules. (Whitelisted messages are still scanned for viruses and could be blocked for these reasons.) For example, if messages from a friend are being quarantined, you can add his/her address to your whitelist to ensure that further messages sent to you from that address will not be classified as spam. To access your whitelist in Barracuda, click on the PREFERENCES tab at the top, then look under Whitelist/Blacklist. To add an address to your whitelist, enter the e-mail address or domain in the box under "Allowed Email Addresses and Domains (Whitelist)" and click the Add button. To remove an entry from your whitelist, click the trash can icon next to it.

A *blacklist* is a list of blocked senders. Messages from these senders are blocked even if the message does not match any spam rules. Blacklisting an address will block all further messages sent to you from that address. To access your blacklist in Barracuda, click on the PREFERENCES tab at the top, then look under Whitelist/Blacklist. To add an address to your blacklist, enter the e-mail address or domain in the box under "Blocked Email Addresses and Domains (Blacklist)" and click the Add button. To remove an entry from your blacklist, click the trash can icon next to it.

Resetting your Barracuda password

1. Go to <http://www.snc.edu/antispam>.
2. Enter your full SNC e-mail address in the Username field (e.g., john.doe@snc.edu) and click the "Create New Password" button.
3. Check your e-mail for a new message from the anti-spam server. The "Password:" line of that message should contain your current Barracuda password. If you plan to change the password, highlight and copy the current password.
4. Click on the link at the bottom of that message. This will take you into the anti-spam server.
5. On the anti-spam server screen, click the Preferences tab at the top.
6. Below the Preferences tab in the dark blue boxes, click on Password.
7. In the "Old Password" box, paste or type your current Barracuda password from the e-mail message in step 3. If your e-mail message did not list a password, then leave the "Old Password" box blank.
8. In the "New Password" and "Re-Type New Password" boxes, enter a new password. Note that this password will be used just for the anti-spam server. For security purposes, do not use your regular SNC network/e-mail password.
9. Click the Save Password button.

After doing this, you will be able to log in to the anti-spam server by going to <http://www.snc.edu/antispam> and using your full SNC e-mail address as your Username, along with the new password you just created.

Assistance and questions

If you have any questions or need more information, contact the Help Desk at (920) 403-HELP (4357) or helpdesk@snc.edu. The Help Desk is for St. Norbert College account holders only.