

Using Barracuda Spam Firewall

Creating your Barracuda account

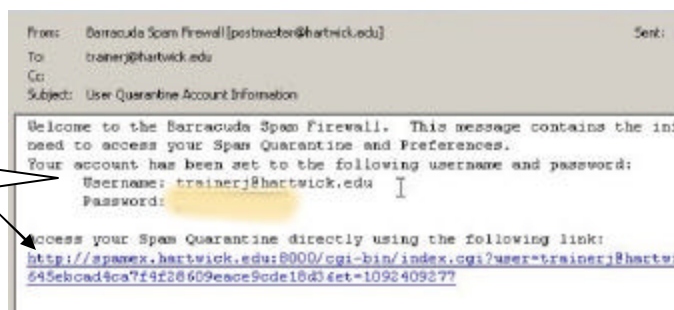
Your Barracuda account has been created for you if you are a current Hartwick College student, staff or faculty member.

Setting Your Password

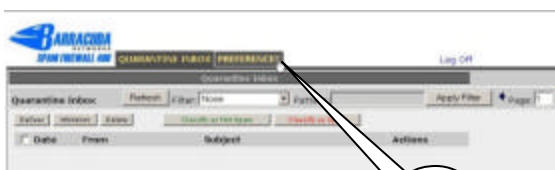
1. Open your web browser and go to the following web address:

<http://spamex.hartwick.edu:8000/>

2. In the username field, enter your full Hartwick e-mail address (not just your username).
3. Click the button to 'create new password'. Immediately you should see text on the login screen that the account was created.
4. Open your e-mail program and find the message from Barracuda spam firewall. Open the message to see your username and password for Barracuda. You can click the link inside the e-mail which will log you directly into Barracuda.



5. The link in that e-mail will take you directly into your Barracuda quarantine inbox, which should be empty at this time, as your preferences must be set first. Click the preferences tab
6. On the password tab, set a new password for Barracuda, by entering the old password (get it from the Barracuda e-mail you received), and enter the new password twice. Then click the save password button.
7. You will be returned to the log in screen, where you must log back in with the new password.

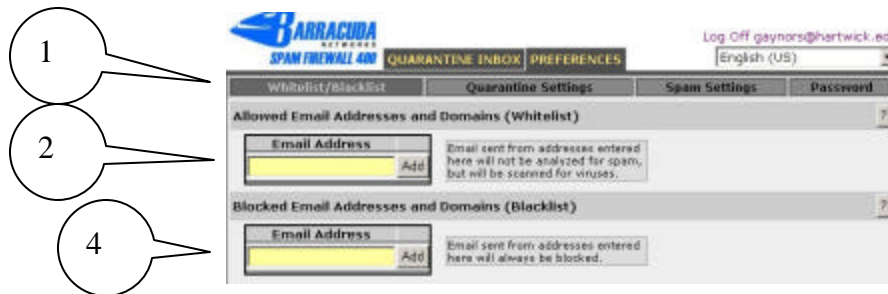


Setting Preferences

After you have logged back in, click the preferences tab again to set the other preferences for Barracuda.

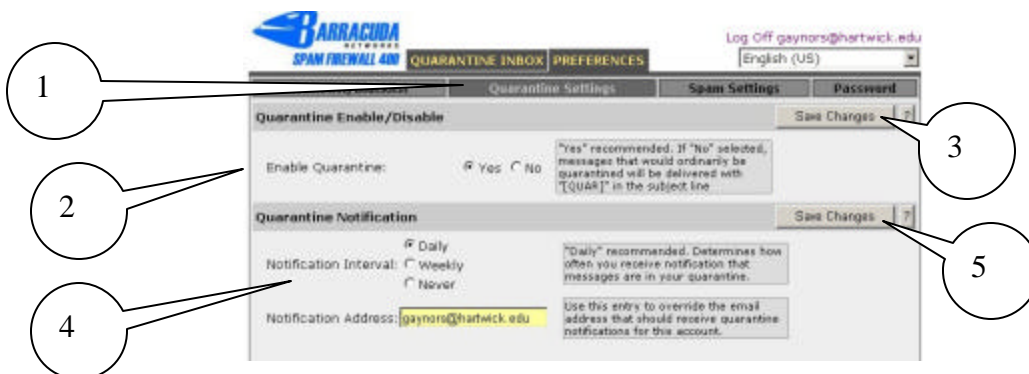
WhiteList/BlackList (Blacklist should be used with caution)

1. Click the whitelist/blacklist link
2. If you add an address to the “Allowed Email Addresses and Domains (Whitelist)” area this sender’s e-mail will always be delivered to your inbox, without being rated by Barracuda.
3. To add a user or domain, type their e-mail address or domain name in the box provided and click the add button.
4. If you add an e-mail address or domain to the “Blocked Email Addresses (blacklist)” area, that sender or that entire domain will be blocked, which means you will not see any e-mail from that sender or domain, in your e-mail inbox, or in your quarantine inbox. Use this feature with caution. To add a user or domain, follow step 3.



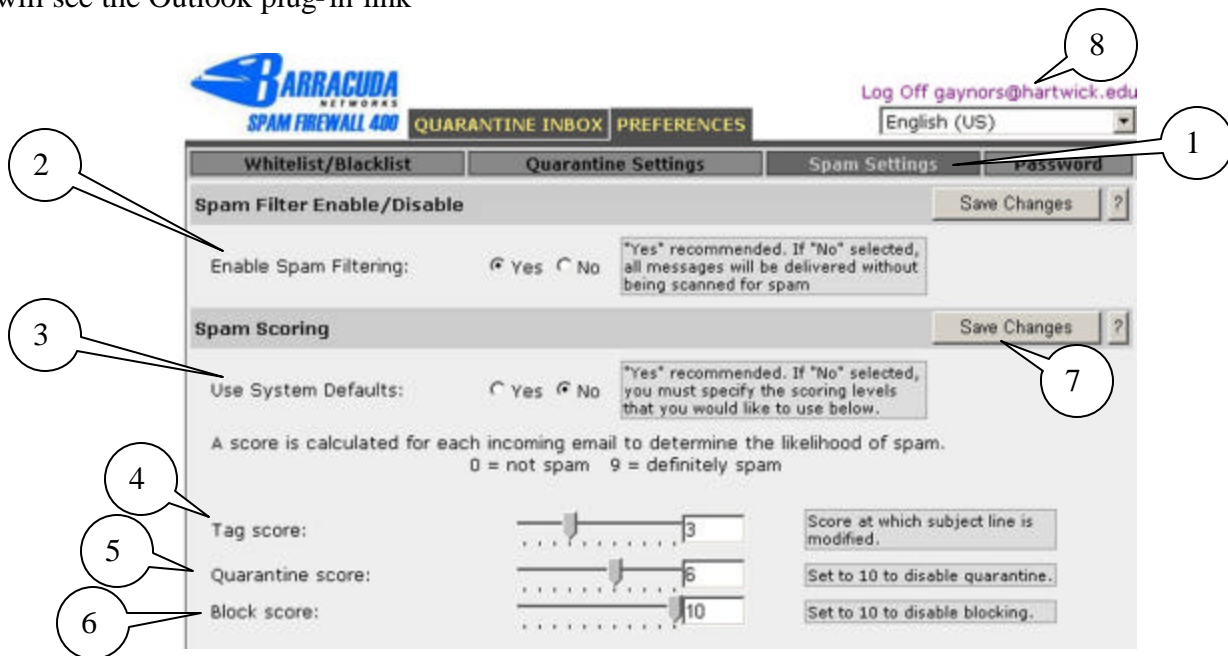
Quarantine Settings

1. Click the Quarantine Settings link
2. Be sure that the enable quarantine radio button is set to Yes.
3. Click the save changes button next to that feature
4. The quarantine notification area allows you to adjust how often Barracuda notifies you of quarantined messages. Initially, it is probably best to leave this set to “daily” so you can verify Barracuda’s accuracy. As you get used to Barracuda and train it, you may feel comfortable with less frequent notification.
5. If you have changed the default setting in this window, click the save changes button to the right of the notification area.



Spam Settings

1. Click the Spam Settings link.
2. Be sure the “enable spam filtering” radio button is set to yes. If you have to change this setting, click the save changes button in the upper right area of the window.
3. Set the “use system defaults” radio button to No.
4. **Set a tag score:** how high would you like an item’s score to be before Barracuda tags it as possible spam in your inbox? A tagged item will have a [BULK] label at the start of the subject line. Hartwick recommends setting this at 3-5. To set the score, click on the tick mark that corresponds with the score you want to use. If an item is tagged as spam incorrectly, you will have the opportunity to correct Barracuda. You can change this score any time you like if it seems you have set it too high or too low.
5. **Set a quarantine score:** how high would you like an item’s score to be before Barracuda puts it in your quarantine folder? Hartwick recommends setting this to 6-8 to start. You can always raise the score if too many things or lower the score if too few things are being quarantined.
6. **Set a blocked score:** how high should an items score be before it is completely blocked from your mailbox? Items that are blocked cannot be viewed by you at any time. Hartwick recommends leaving this set at 10 (disabled) to prevent you from blocking mail you wished to receive.
7. **Save changes:** You must click the save changes button to have Barracuda use any scores you set here.
8. Click the log off link in the upper right of the window. This will return you to the log on screen, where you will see the Outlook plug-in link

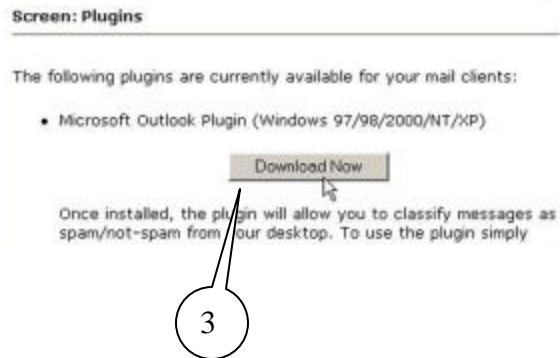
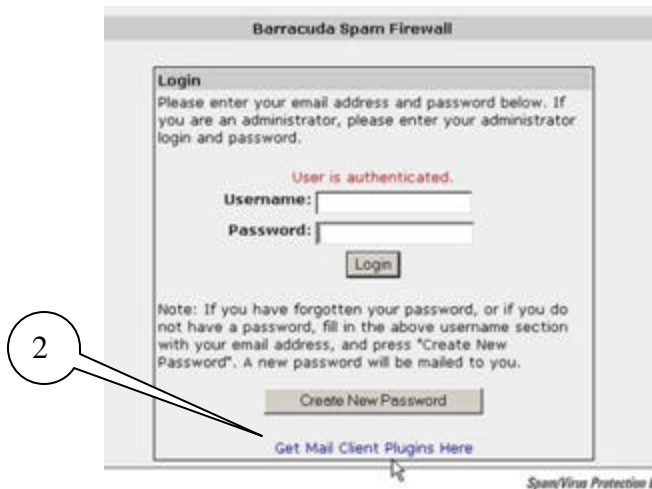


Downloading the Outlook Plug In – For MS Outlook Users Only

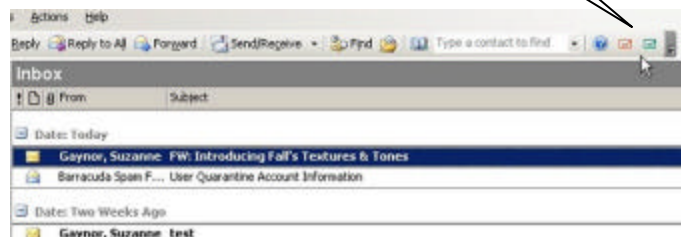
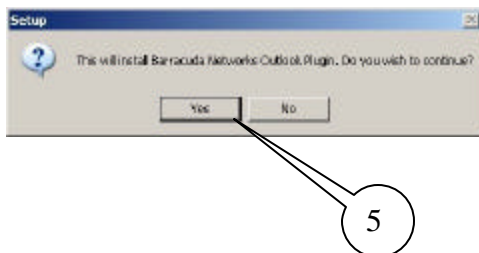
The Outlook plug-in will add two icons to your MS Outlook toolbar. These buttons will allow you to quickly mark an item as spam if Barracuda missed it, and will allow you to mark an item as “not spam” if Barracuda tagged it as spam incorrectly.

If you do not use MS Outlook, then you cannot use the plug in. In this case, you must use the quarantine and tag settings on the web to adjust how Barracuda handles spam. Your quarantine mailbox also has “spam” and “not spam” buttons to help you train Barracuda which items are incorrectly quarantined.

1. Using Internet Explorer (Netscape does not handle the plug-in install well), got to <http://spamex.hartwick.edu:8000>, enter your username
2. Enter your e-mail address in the username field, and click the link for “get mail client plugins here”.
3. On the screen: plugins window, click the “download now” button.



4. There will be a message asking you to save or open the plug in. Click open.
5. You will get a message about installing the Outlook plugin. Click Yes.
6. There may be additional messages walking you through the installation of the plug in. When finished, click finish.
7. Close and open MS Outlook. You should now see the “spam” and “not spam” buttons on your Outlook toolbar.



Managing Your Account

Once you have your Barracuda spam filter preferences set, you will need to monitor your e-mail inbox and your quarantine inbox to see if Barracuda is correctly tagging and quarantining items. Be sure to check your quarantine inbox routinely. Continuing to train Barracuda will help the product's overall effectiveness.

There are several ways to work with your account:

Working within Outlook:

1. If you find items in your inbox that should have been tagged or quarantined but weren't:
 - Highlight the item and use the MS Outlook "submit message as spam" button (if you downloaded the Outlook plug-in). The item will immediately be moved to the deleted items folder, and your action will train Barracuda about what is spam.
 - If many spam items are getting through, consider going to the Barracuda preferences and lowering your tag and/or quarantine scores.
2. If items are getting tagged as spam that are not spam:
 - Select the tagged item in your inbox and click the "submit message as not spam" button (if using the Outlook plugin). Barracuda will learn that this item is not considered spam.
3. It will be useful to train Barracuda about what is not spam as well as what is spam. As you receive e-mail messages from outside Hartwick College that are not spam, identify them to Barracuda by highlighting the message and clicking the "submit message as not spam" button. This process will continue to enhance the product's effectiveness.

Handling Daily Spam Notices

If you have left your preferences set to get a quarantine notice, you will receive a message in your e-mail inbox about any mail in your quarantine inbox. The notice will display a list of all new items quarantined. If you wish to act on the items, click the "click here" link to log in to Barracuda, and delete or deliver your messages from there. (see next section)

Account: gaynors@hartwick.edu

This is your quarantine summary from the Barracuda Spam Firewall.

You have **3** 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 it is not quarantined.
- Click the **Delete** link to have the message deleted from your quarantine.

Date Received	From	Subject	Actions
01/14 06:16	"Fancy Camera" <info@e-inet...	Sign up now! Stock photography by subscri...	Deliver Whitelist Delete
01/13 19:33	Louella Gary <sevmlrvba@hotmail...	re [16]:	Deliver Whitelist Delete
01/12 17:22	"Quotewerks" <info@einetmal...	Software for Making Sales Happen	Deliver Whitelist Delete

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

Working in the Quarantine Inbox

1. Monitor your quarantine inbox regularly while training Barracuda.
2. You can use the links to the right of each message to act on individual messages
3. If you click the checkboxes to select items, you can use the buttons above the list to act on one or more items.
4. If you click on the top checkbox, it will select all the items and you can delete them all at once.
5. If there are valid items being quarantined, check the checkbox for the valid item and use the “classify as not spam” button to tell Barracuda.
6. You can also use the “deliver” button to move those items to your inbox.
7. If you use the whitelist button, future e-mails from that sender will be allowed into your inbox without any spam scoring.
8. Use the delete button to delete items that are correctly identified as spam to clear the quarantine inbox.

