

## **Managing Spam with Barracuda**

Lawrence Technological University subscribes to a service that uses the Barracuda email spam/virus filtering engine to examine all of our incoming email. This system sits between our local network and the outside world, and examines every email message coming into ltu.edu from the Internet. Some messages are discarded by Barracuda as junk, and you will never see them. Others are delivered to your inbox with special codes in the subject line to call your attention to the fact that they might be junk mail. All LTU email accounts are included in this service.

In addition to basic filtering services, Barracuda also offers to users an additional set of junk mail management tools. In order to take advantage of these tools you need to set up a Barracuda account, as described in this document. This system addresses the reality that no single filter configuration meets everyone's needs: for some users the default setup is too rigid, blocking some legitimate email, while for other users it is too permissive, allowing some spam to get through. With the help of a Barracuda account you can fine-tune the filter engine to suit your personal preferences. The purpose of this document is to guide you through the configuration and use of this service.

In general terms, the Barracuda service evaluates incoming messages and applies a series of tests to classify each message according to its likelihood of being spam. There are four possible categories:

1. Messages that are clearly neither spam nor virus-bearing are delivered directly to your inbox.
2. Messages that have some of the characteristics of spam but which may be legitimate are marked as "bulk" so that you can make a decision about how to handle them. Messages from organizations, businesses, and mailing lists often fall into this category.
3. Messages that might have objectionable content or which match known spam content are marked as "quarantined." You have the option of having these suspicious messages held on the server for your review.
4. Messages that are clearly spam or virus-bearing are discarded before you see them.

At the simplest level you can use your email program just as you have always used it. Barracuda will strip out obvious spam and deliver the remaining messages to your inbox. You will however notice one major difference: some of the messages arriving in your inbox will bear the labels [BULK] or [QUAR] in the subject line. These labels are there as a warning to help you determine what needs to be done with those messages: read them, delete them, store them in a separate folder, etc.

You can take advantage of Barracuda's customization tools by setting up an individual user account. Setting up and using that account is the subject of the remainder of this document.

## Setting up a Tangent/Barracuda user account

All LTU email users have access to the personal account management system that runs on Tangent's servers. To make use of this system you must initialize your account. Follow these steps:

1. **Submit an account request to the Tangent/Barracuda web site.** All holders of Lawrence Technological University email accounts can establish a Barracuda user account. Tangent provides a quick setup box from their home page at <http://tcnoc.com>. Click the Client Login link near the top right of the page to display the login panel illustrated below. If you have not yet established a Barracuda account, you can create one by entering your official LTU email address (in the form username@ltu.edu) and your choice of password. Enter the password twice to confirm it, and then click create.

Client Login	
<b>Create User Account</b>	<b>Administration Login</b>
Email Address: <input type="text"/>	Domain Name: <input type="text"/>
Password: <input type="password"/>	Password: <input type="password"/>
Verify Password: <input type="password"/>	
<input type="button" value="create"/> ? Enter email address and password then click "CREATE"	<input type="button" value="submit"/> ? Enter domain name and password then click "SUBMIT"
<b>Domain Information</b>	
Enter Domain Name <input type="text"/>	
<input type="button" value="Find Domain"/>	

2. **Initial Login to Account.** An initial password will be created for you and sent to your LTU email address. Use the password from that email to log into your account for the first time. After you have logged into your account, click on the Preferences Tab and change your password to something you will remember. (This password is not tracked or managed by the LTU IT Services Department)
3. **Creating a new password.** If you forget your password, you can create a new one from the web page <http://ms14.tcnoc.com> using the form displayed below. Just enter your username, which is your regular LTU email address, and click Create New Password. Your password will be sent to you in the form of an email message, which you can use to log in to your account. (Note that you can also use this form to set up a new account).



**Login**  
Please type your email address and password below. If you are the firewall administrator, type your administrative credentials.

Language: English

Username:

Password:

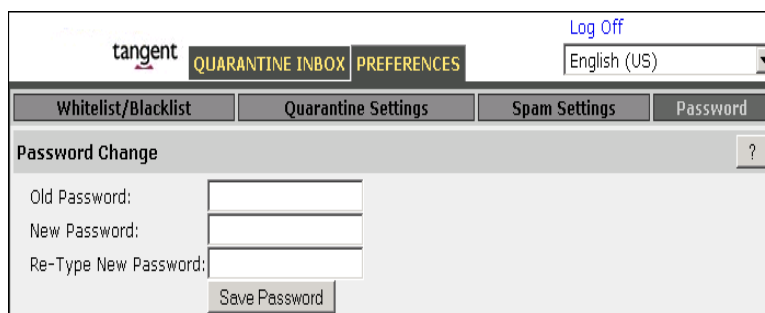
Login

**Note:** If you forget your password or do not have a password, type your email address in the **Username** box. Then, click **Create New Password**. A new password will be sent to you.

Create New Password

## Setting your Preferences

Once you have a valid Barracuda account you can log in from the screen illustrated above to access your account settings. Initially there are some basic preferences to set. All of these are available from the Preferences tab. Click on the Preferences tab, the default view will show you the Security page, with the other options displayed as a row of links.



tangent **QUARANTINE INBOX** **PREFERENCES** Log Off English (US)

Whitelist/Blacklist Quarantine Settings Spam Settings Password

Password Change ?

Old Password:

New Password:

Re-Type New Password:

Save Password

**Step One:** Change Your Password from the one emailed to you to one that your can easily remember

You can use the above form at any time to change your password. Click the Password tab under Preferences to display the form shown above. Fill in the fields and then click the Save Password button to activate your changes. You will at this point be sent back to the login page, where you will be able to log in again with your new password. If at any time you happen to forget your new password, use the Create New Password option on the login screen to get a reminder, as described above.

**Step Two:** Update Quarantine Settings

Under the Quarantine Settings tab of the Preferences section you can configure the way the Quarantine service operates. In the top part of this form you have the opportunity to turn the quarantine service off and on. Select "Yes" for Enable Quarantine, and then all messages that would otherwise show up as [QUAR] in your inbox will instead be stored on this server. This means that your regular inbox will not be clogged up with dubious email messages, but it also means that you'll have to go to the Barracuda server to act on quarantined messages. **Click Save Changes** after you have made your choice.

**tangent** Log Off

To create an account on our service please [CLICK HERE](#) **QUARANTINE INBOX** **PREFERENCES** English

**Whitelist/Blacklist** **Quarantine Settings** **Spam Settings** **Password**

**Quarantine Enable/Disable** Save Changes ?

Enable Quarantine:  Yes  No If **No**, messages that would ordinarily be quarantined will be delivered with "[QUAR]" in the subject line. **Recommended:** Yes

**Quarantine Notification** Save Changes ?

Notification Interval:  Daily  Weekly  Never Determines how often you receive notification that messages are in your quarantine. **Recommended:** Daily

Notification Address: :-xxxxx@ltu.edu Use this entry to override the email address that should receive quarantine notifications for this account.

**Default Language** Save Changes ?

Default Language: English (iso-8859-1) Sets the default quarantine message language. Also sets the default encoding for handling unknown character sets during filtering. **Note:** All email notifications from the Barracuda will be in UTF8 encoding.

Serial #BAR-SF-16773  
 Firmware v9:3.01.009 Spam/Virus Protection By BARRACUDA

After you have enabled the Quarantine service, messages that are labeled [QUAR] will accumulate in your account on the Barracuda server, and sooner or later you will want to review them. It's easy to forget to do this chore, and as a result you may miss seeing important messages. Fortunately there is an alternative. *Change the Quarantine Notification Settings to Daily*, the system will then to send you regular email reports summarizing the contents of your Quarantine box on a daily basis. These notifications are graphic email messages that looks very much like the Quarantine Inbox that you see when you log into the Barracuda server. If you have more than one email account and would prefer that your quarantine notifications go to a different address, enter that address in the box provided. **Click Save Changes** to record your settings.

Below is an example of a notification as it appears in your email inbox. This is actually an interactive message: in most email clients clicking on a link in the Actions column will open your browser and take you to directly to the Quarantine Inbox display on the server without requiring a login. See below for details on managing quarantined messages.

**tangent** **Spam Quarantine Summary**

Account: :-xxxxxxx@ltu.edu

Date	From	Subject	Actions
06/09 13:47	"tangent@barracuda.com" <tangent@barracuda.com>	[ID] Pass/No Pass Grades in WebAdvisor	Deliver <a href="#">Whitelist</a> <a href="#">Delete</a>
06/09 12:05	"tangent@barracuda.com" <tangent@barracuda.com>	[ID] ST-FA Direct Loan Reconciliation	Deliver <a href="#">Whitelist</a> <a href="#">Delete</a>

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

Spam/Virus Protection By BARRACUDA

## Step Three: Update Spam Settings

**Spam Filter Enable/Disable** - Allows you to turn on/off spam scanning of individual email messages sent to your account. All messages are subjected to system-level restrictions such as Realtime Blackhole List (RBL), sender/recipient validity checks and virus scanning. However, turning on this option allows all message contents to also be analyzed for spam on the system, and for those results to be taken into account when determining an appropriate action for the message. If this option is disabled, the contents of individual messages will not be analyzed or scanned and only system-level restrictions will be considered when determining the action to be taken for a message.

Be sure to click on "Save Changes" once your enable spam filtering.

The screenshot shows the Tangent web interface for managing spam settings. At the top, there is a navigation bar with tabs for 'Whitelist/Blacklist', 'Quarantine Settings', 'Spam Settings', and 'Password'. The 'Spam Settings' tab is active. Below the navigation bar, there are several sections:

- Spam Filter Enable/Disable:** This section has a 'Save Changes' button and a help icon. The 'Enable Spam Filtering' option is set to 'Yes' (radio button selected). A note states: 'If No, all messages will be delivered without being scanned for spam. Recommended: Yes'.
- Barracuda Bayesian Learning:** This section has a help icon and a red alert: 'Alert: Spam classification is not effective unless at least 200 messages have been classified for each type (Spam/Not Spam)'. Below the alert, it shows 'Messages classified as "Spam": 0' and 'Messages classified as "Not Spam": 0'. There is a 'Reset Bayes Database:' button with a 'Reset' button and an 'Expert Only' button.
- Bayesian Database Backup:** This section has a help icon and buttons for 'Backup', 'Restore Database:', and 'Upload Now'. There is also a 'Browse...' button and a 'Save file to local system' button.

At the bottom of the interface, there is a footer with the following information: 'Serial #BAR-SF-16778', 'Firmware v3.4.08.043', 'Model: 600', 'Spam/Virus Protection By BARRACUDA', and 'Copyright 2004-2006 Barracuda Networks, Inc.'

**Bayesian Learning** – This is a dynamic system that in effect learns your preferences over time. The more examples you present to the system, the more accurate its tests will become and the number of messages appearing in the Quarantine Inbox will go down. It's important to note that this is not a binary, yes/no decision making process. It is instead "fuzzy" and constantly changing, and whether an individual message is ultimately labeled as [BULK] or [QUAR] is a function not of any single test but the cumulative effect of all the tests. What Barracuda is giving you with these tools is a way to influence the criteria used when these tests are applied. As the system learns your needs it will become, from your perspective, "smarter" and will require less of your time and attention.

Each LTU email user can develop a better Spam filtering process by submitting copies of both *Spam* and *Not Spam* messages to the Barracuda email filters. This is done by use of an Outlook Plug-in provided by Tangent (see page eight for the location of this plug-in). For this to be effective, you must submit examples of 200 *Not Spam* messages and 200 *Spam* messages using the Outlook plug-in.

**Bayesian Database Backup** - Allows you to download a copy of your personal Bayesian database. These backups can be uploaded in the event of a corrupted Bayesian database.

**Bayesian Database Restore** - Allows you to upload a copy of a saved Bayesian database. The uploaded copy does not have to originate from the Barracuda Spam Firewall or from the user's database.

## Whitelist/Blacklist

Filtering spam is always an imperfect process, and in some ways a matter of judgment and personal preference. Barracuda applies a set of standardized spam tests, but if those tests are not producing the results you want you can use this section of the Preferences section to modify how they are applied. You have two choices. The Whitelist option allows you to designate senders that you trust and whose messages you do not want to be labeled as spam. Just enter the address of the sender and click Add. Note that the whitelist option only applies to messages that have a medium-probability spam rating. High probably spam and virus bearing messages will not be delivered even if the sender's address is whitelisted.

The Blacklist option is just the opposite. Addresses entered here will be blocked even if they do not register as spam to the Barracuda engine. You can use the Whitelist/Blacklist feature to make sure that you will receive messages from certain favored senders, to block messages from unwanted mailers, and more generally to reduce the number of items that arrive marked as [QUAR] or [BULK], which will in turn cut down the amount of time you have to spend on maintenance.

Note that you can enter either a fully qualified email address in these tables, which will act only on the messages of a particular sender, or just a domain name (everything after the @ sign in an email address), which will affect the messages from all senders at that domain. See below for examples of both types of entry. To remove an item from either list, click the trash can icon next to its entry.

Allowed Email Addresses and Domains (Whitelist)	
<input type="text"/>	Add
filter-editor@cyber.law.harvard.edu	
info-datatel@datatel.com	
owner-info-datatel@datatel-users.org	

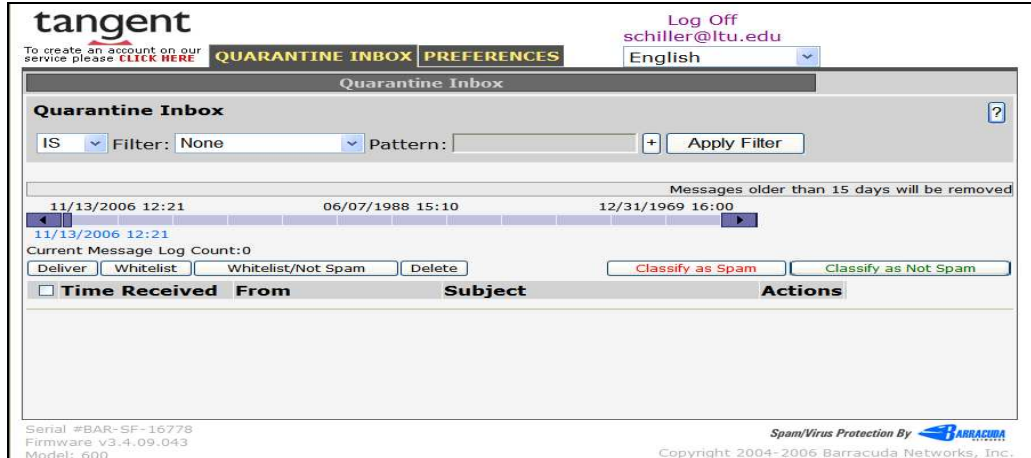
Email sent from addresses entered here will not be analyzed for spam, but will be scanned for viruses.

Blocked Email Addresses and Domains (Blacklist)	
<input type="text"/>	Add
junkmailer@badisp.com	
spam-R-us.com	

Email sent from addresses entered here will always be blocked.

## Managing Quarantined Mail

The Quarantine Inbox is your personal display on the Barracuda server of any quarantined mail that has been saved for your review. Here's a screen shot of a section this page.



The system assigns messages to the Quarantine category that have a high likelihood of being unsolicited or unwanted mail. But because these messages are quarantined rather than simply discarded, you have the opportunity to make decisions about how to handle them.

The Quarantine Inbox is an interface for reading email that has been quarantined by the Barracuda Spam Firewall. A message is quarantined when it is considered likely (but not positively) to be spam. To read a message, click on the message in the Quarantine Inbox.

Buttons exist for *Delivering* an email to your inbox, *Whitelisting* senders, *Deleting* a message, as well as for classifying *Spam* and *Not Spam* messages for the Bayesian Filtering feature. Messages must first be selected, using the checkboxes on the left-hand side of the log, for any of the mentioned operations to be utilized. Once messages have been selected, the buttons can be used to take the desired action.

The list of messages can be filtered by sender, subject or message contents in the following manner:

- **None** - Apply no filter.
- **"From" contains** - Messages where any portion of the "From:" field contains the specified text.
- **Subject contains** (slowest) - Match messages where the subject contains the specified text.
- **Message contains** - All messages containing the specified text. *Warning: this may fail or take an exceptionally long period of time with a large Message Log.*

## **Additional Information**

### **Outlook Plug-in for Reporting Spam & Not Spam**

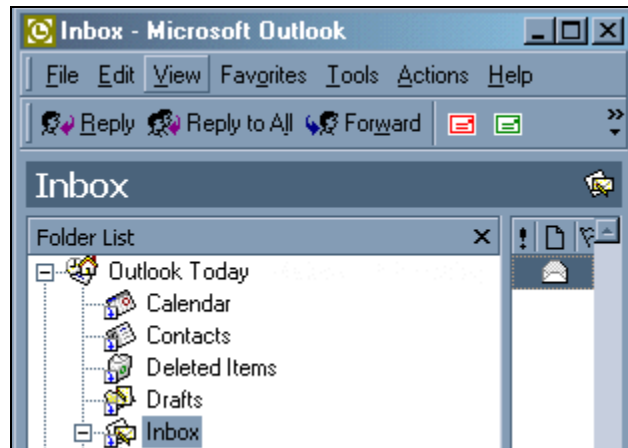
Before downloading either version of the plug-in, please setup your individual account first.

The link to the plug-in page is: <http://tcnoc.com/download/outlook.htm>

#### *Microsoft Outlook Plug-in Version 1 (Windows 95/98/2000/NT/XP)*

Once installed, the plug-in will allow classification of messages as spam or not-spam from the mail client. To use the plug-in simply select the message(s) to be classified in Outlook and click on the red envelope for spam, or the green envelope for non-spam.

Note: When reporting spam it is important that you report both spam and non-spam messages. Just reporting spam will not provide the database with the information it needs to reduce or eliminate the spam messages.



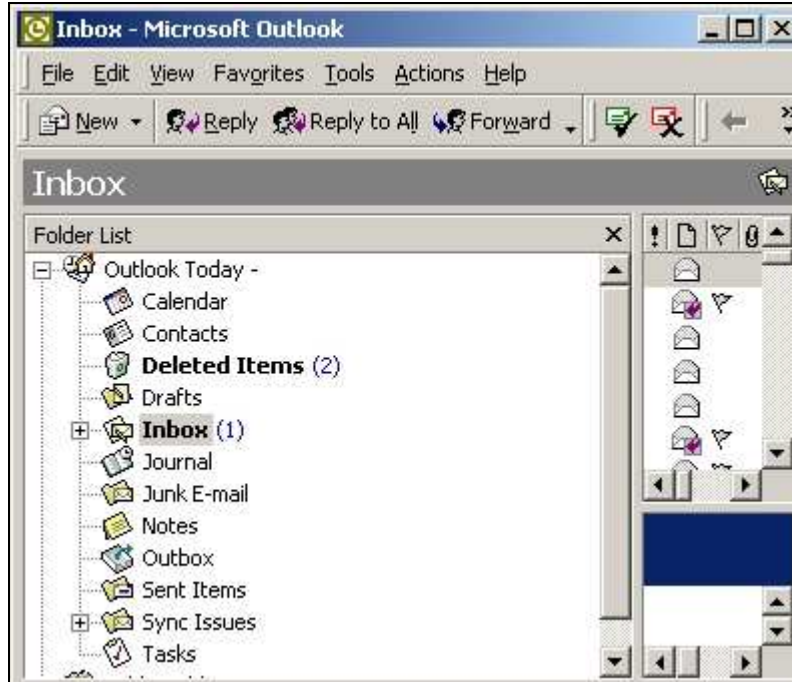
#### *Microsoft Outlook Plug-in Version 2 (Windows 98/2000/NT/XP)*

Once installed, the plug-in will allow classification of messages as spam or non-spam from the mail client. To use the plug-in simply select the message(s) to be classified in Outlook and click on the red envelope for spam, or the green envelope for non-spam. Version 2 also contains the ability to whitelist the senders of messages classified as non-spam (click Green Envelope), and will place your Outlook contact list into your personal whitelist on initial use.

If you have already installed Version 1 please un-install it prior to installing this version. (Control Panel/Add Remove Programs).

If you have not yet created an account on your Barracuda Server you can still use this version. Your whitelist entries will be queued on the server waiting for you to create your account, which you should do as soon as possible.

Note: When reporting spam it is important that you report both spam and not-spam messages. Just reporting spam will not provide the database with the information it needs to reduce or eliminate the spam messages.



### **If You Have an Email Alias**

Everyone has a primary email address ([lastname@ltu.edu](mailto:lastname@ltu.edu)) or ([kp000123456@ltu.edu](mailto:kp000123456@ltu.edu)). Some individuals also have an email alias ([first.lastname@ltu.edu](mailto:first.lastname@ltu.edu)).

If you have both a primary and alias email address the LTU email system recognizes that both email addresses go to the same person. Our vendors email system recognizes each email address as being separate and processes email for either address independently from the other. However, once the email is sent to LTU both email addresses will be sent to the same primary email account for final delivery.

If you use both your primary and alias email address to send and receive email, you will need to setup an account for each email address on the Tangent server.

### **If You are a Member of a Composite Email Account**

Each composite email account is separate and all email using that email address is processed by our Spam/Virus filtering vendor as a unique email account. The LTU email system knows that email addressed to a particular composite account needs to be delivered to each of the members of the composite email account. The person who is the owner of the composite email account should setup an account on the Tangent server, for that composite email address, and manage that email account like it was an individual email account for a person.