

E-mails from Barracuda Spam Firewall

Now that Technical Support Services is providing Exchange e-mail services for the college, we are also monitoring and attempting to manage the amount of Spam or Junk e-mail received by our users. We have a device that screens the incoming mail and filters out messages that are known to be Spam or Junk. This device does a good job of getting most of the bad mail out of the way on a global basis.

There is also an individual filter that works based on your preferences. Emails are quarantined (held in queue) that are suspected to be spam, but not known for sure. The appliance sends an email to your account periodically if you have quarantined e-mail to let you decide what you wish to classify as junk and what you wish to receive.

Below is an example of an e-mail that you may receive directly from the appliance, otherwise known as the Barracuda.

If you receive one of these e-mails, follow the directions outlined below and decide for all messages in Quarantine if you want to [Deliver](#), [Delete](#), [Whitelist](#) (whitelisting makes the sender "valid" and messages from this vendor will no longer be quarantined), [Classify as Spam](#) will delete and add the sender of each of the messages to your own personal filter. As you perform this process, your filter will be customized to your preferences. Take the actions below when you receive the Barracuda email.

Go to end of the Barracuda message and click on [click here](#) to view your entire quarantine inbox.

1. Click in the checkbox next to each message and classify it. You can choose to [Deliver](#), [Whitelist](#), [Delete](#), [Classify as Not Spam](#), [Classify as Spam](#), etc, messages from here.
Note: Clicking on the check box next to Time Received will select all messages to save you time. You can then uncheck and work with individual messages if you have many in quarantine.
2. After classifying all the messages, click on [Log Off](#) in the upper right corner of the Barracuda Spam Firewall 600 screen.
3. Close the Barracuda Spam Firewall Internet Explorer window.

You will continue to receive messages from the Barracuda. Please follow the steps above as we manage and train our e-mail server to recognize legitimate and/or Spam e-mail messages.

Please contact the Help Desk if you have any questions.

From: Barracuda Spam Firewall [mailto:postmaster@virginiawestern.edu]
Sent: Monday, December 15, 2008 3:36 PM
To: Help Desk
Subject: Spam Quarantine Summary



Account: helpdesk@virginiawestern.edu

This is your quarantine summary from the Barracuda Spam Firewall.

You have **4** 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 that his/her messages will no longer be quarantined.
- Click the **Delete** link to have the message deleted from your quarantine.

Time Received	From	Subject	Actions
12/15/08 12:19:50	"Lands' End" <landsend@email.landsend.com>	Free Shipping + Last day 30% off select outerwear, shoes, boots	Deliver Whitelist Delete
12/15/08 11:51:45	"Bath & Body Works" <bathandbodyworks@e.bathandbodyworks.com>	EXTRA 20% Off Everything Online - 2 Days Only! + Free In-Store Offer	Deliver Whitelist Delete
12/15/08 10:27:30	"Bath & Body Works" <bathandbodyworks@e.bathandbodyworks.com>	EXTRA 20% Off Everything Online - 2 Days Only! + Free In-Store Offer	Deliver Whitelist Delete
12/15/08 08:46:09	"WeightWatchers.com" <weightwatchers@info.weightwatchers.com>	Quick and Easy Comfort Meals & a Snack Coupon	Deliver Whitelist Delete

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