HPL Barracuda Spam/Virus Firewall

The Barracuda Spam/Virus Firewall has been deployed behind the HPL Campus Firewall. Its mission is to scan incoming and outgoing mail for known spam and viruses in the wild.

All legitimate email is delivered, questionable email is quarantined by a scoring mechanism and all known spam is blocked by the Barracuda. However, a local copy of that blocked message is stored on the Barracuda for inspection by a member from Computer Services. If blocked messages are *NOT* SPAM, a member from Computer Services can label that message as NOT SPAM and can whitelist and deliver that email to the proper recipient.

Quarantine Folder Snapshot

From this page, you can select messages to deliver, whitelist, label as SPAM/NOT SPAM, and delete.
**Key Terms**

**Blacklist**

A blacklist is an access control mechanism that means, allow everybody, except members of the blacklist.

*If you blacklist a user from your quarantine folder, the Barracuda gives that message a higher spam score which should eventually block that message in the future.*

**Whitelist**

A whitelist, which means, allow nobody, except members of the white list.

*If you whitelist a user from your quarantine folder, the Barracuda gives that message a lower score which should eventually deliver that message directly to your inbox.*

**Quarantined Messages**

Messages that fall in between deliverable and blocked categories. These messages could be SPAM or NOT SPAM.

*If the Barracuda sends a particular message to your quarantine folder, you can label that message as SPAM or NOT SPAM.*

**Bayesian Learning**

A built-in learning mechanism on the Barracuda where individual users can train their email account to reject incoming spam.

*Messages in your quarantine folders can be labeled as SPAM and NOT Spam. For the Bayesian Learning feature to work, you must mark 200 messages as SPAM and 200 messages as NOT SPAM.*
Frequently Asked Questions

Q - How often does the Barracuda notify me of any Quarantined messages?

A - If you have any messages in your Quarantine folder, the Barracuda will email you every day at 2pm with the subject "SPAM Quarantine Summary"

NOTE: If you have a local SPAM folder designated on your email client with a SPAM subject filter, you may want to check to see if your Quarantine messages are being filtered into that folder.

Q - How often does the Barracuda update its SPAM and Virus databases?

A - Every hour.

Q - How long does the Barracuda store our Quarantined Messages?

A - 30 days. Then all messages are automatically deleted by the Barracuda.

Q - I can't log into the Barracuda to check my quarantined messages. What should I do?

A - Contact a member from Computer Services so that we can create a log in username and password for you.

Q - Is there a way for me to check if any legitimate messages have been blocked by the Barracuda?

A - Yes. A member from Computer Services can send you a CSV document of all messages that were sent to your email account. This document can be opened up in a MS spreadsheet. You can search through your messages and if you notice legit email that has been blocked, let a member from Computer Services so we can whitelist and deliver that email to you.

Q - With the new Barracuda Spam Firewall, we get an e-mail each day with a link to our 'Quarantine' folder if there are quarantined messages (you do not need to log in -- you are logged in automatically). By clicking on the link, we can see the e-mails that are in our quarantine folder. We can then mark them as spam, delete them, or have them delivered
to our inbox. Are these the messages that the Spam Firewall has a questionable classification? Is this how we train the Firewall to recognize what is Spam and what is not?

A - Yes. It is just as important to mark what is 'not spam' as what is spam before you delete or deliver an e-mail in your quarantine folder. You will notice a large decrease in spam messages in quarantine folder -- that is because the Spam Firewall is very good at what does.

Q - What happens to messages marked as spam that are not in the Quarantine folder? Is there a way that we can check these messages to make sure that they are not from real people? If so, please explain how.

A - The messages that are marked as spam that are not in the Quarantine folder are not accessible to you. But, they remain on the Barracuda firewall server and can be accessible to Computer Services staff. So, you cannot check these messages. If you know of a message that is being blocked, please contact Jason or Patrick immediately. If you are concerned that the new spam filter is too restrictive, there are two ways that you can test this. One, send an e-mail to an overseas colleague and ask them to return the message to see if it is blocked. Two, ask Jason or Patrick to send you a file that lists all recent e-mails that was sent to your account so you can look at how the Spam firewall classifies messages. Please note that the backlogs of all mail sent to you will be deleted on the first of each month.

Q - Our SPAM Firewall sends a message to the sender of all messages that it thinks is SPAM. What is this message?

A - It is a generic message that is produced by the Barracuda firewall that tells the sender that their message was blocked. It also gives the sender information about why their message was blocked.

Q - Is there a way to keep the SPAM Firewall from automatically deleting messages from foreign countries? Some legitimate messages could be blocked just because they are from South Africa or India, and these people would have a very difficult time telephoning us to tell us that they have been blocked.

A - The spam filter does not block country-specific messages, so no messages are being blocked just because they are from a certain country. The filter does not block e-mails based on the sender's address (e.g. @lab.jp or @institute.uk).