

SPAM Troubleshooting Tips

Someone sent me a message but I haven't received it:

- Check in your quarantine inbox to see if the message was mistaken as SPAM
- If the message has been mistaken as SPAM you can click on the “deliver” button to have it delivered to your regular inbox

Some of my messages are being moved to my quarantine inbox but they aren't spam:

- If the messages are from a particular sender or domain you can add the address to your whitelist
- Click on the deliver button next to the message in your quarantine inbox and it will be delivered to your “regular” inbox

I am still getting SPAM:

- Make sure you have both Quarantine and SPAM filtering enabled
- If you are getting Spam in your regular email inbox, that has the subject prefix [SPAM] or [QUAR], setup a filter to move or delete these messages upon arrival
- If the messages you are receiving in your regular email inbox are Spam and **DO NOT** have the subject prefix [SPAM] or [QUAR], then you can add that email address or domain to your blacklist
- For additional SPAM troubleshooting or for information on setting up filters, please visit <http://www.webster.edu/helpdesk/spam/>

For additional assistance dealing with SPAM or the Barracuda SPAM Firewall, please contact the Help Desk or visit
<http://www.webster.edu/helpdesk/spam/>

Webster University
Informational Brochure Series

SPAM

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What is SPAM?

- SPAM is indiscriminately sent, unsolicited, unwanted, irrelevant, or inappropriate messages, primarily commercial advertising in mass quantities.
- SPAM messages are rarely something that you knowingly request, however you can take steps to reduce the amount of SPAM messages that you receive.

Reducing SPAM

- Never use your email address on public websites. Use an alias or free email account for such purposes (Yahoo Mail, Hotmail, etc.)
- Never pass on email that makes a request for you to send it to everyone you know (chain letters or forwards)
- Always review a web site's privacy policy before doing business online. Make sure they will not share your email address or opt out if you can.
- Use email filters to delete unwanted messages before they are ever viewed.

Spam in Webster Email

In addition to the steps that you can take individually to reduce the amount of SPAM that you receive in your inbox, Webster has implemented Barracuda Spam Firewall to assist.

What is Barracuda?

- Barracuda is a server-side SPAM firewall designed to dramatically reduce the amount of SPAM that you receive.

How does Barracuda Work?

- Barracuda assigns a "SPAM score" to each message based on predefined criteria that determines if the message is likely SPAM or not.
- Messages that are likely SPAM will be moved to your quarantine inbox based on your Barracuda preferences.

How Do I Access My Barracuda Quarantine Inbox?

- You can access your inbox at <https://mx1.webster.edu>
- Your username and password for Barracuda is the same as your **Connections** logon
- From within Barracuda you are able to set your preferences for the way SPAM messages are handled.

Preferences

Whitelist

- Email addresses or domains that will have their messages passed through regardless of whether or not they appear to be spam. All messages coming from @webster.edu are automatically whitelisted.
- To add an address to your whitelist:
 - Click on the "**Preferences**" tab
 - Click on "**Whitelist/Blacklist**"
 - Enter the address to allow and click "**Add**"

Blacklist

- Email addresses or domains that will have their messages blocked/deleted regardless of whether or not they appear to be spam.
- To add an address to your blacklist:
 - Click on the "**Preferences**" tab
 - Click on "**Whitelist/Blacklist**"
 - Enter the address to block and click "**Add**"

Notifications

- If you so desire, you can have notifications sent when messages have been delivered to your quarantine inbox.
- You can do this by following these steps:
 - Click on the "**Preferences**" tab
 - Click on "**Quarantine Settings**"
 - Set the frequency and address for notifications to be delivered to

Deleting

- Messages in your quarantine inbox will be automatically deleted after **15 days**.

Attachments

- Attachments containing viruses will automatically be blocked from delivery
- Some types of attachments are automatically blocked because they frequently contain harmful material, these are .pif, .scr and .vbs.

Opting IN/OUT Options

There are three options for SPAM filtering with Barracuda

1. The default setting is that incoming messages will be scanned and those determined to be SPAM will be sent to your Barracuda Quarantine inbox.
2. Although it is not recommended, you have the opportunity to "opt out" of the SPAM filtering. This means that your messages will not be scanned for SPAM at all.
3. You may choose to leave your SPAM filtering on and opt out of the quarantine filtering. This means that all messages that are presumed to be SPAM will be delivered to your inbox with the tag of [QUAR] or [SPAM] in the subject line. You can then filter in your email client.

	Spam Filtering ON	Spam Filtering OFF
Quarantine ON	<p>Total Opt-In Default Setting</p> <p>Messages are filtered for spam and quarantined in Barracuda if determined to be Spam</p>	<p>Total Opt-Out Not Recommended</p> <p>Messages will not be tagged or filtered for Spam (virus scanning/filtering still occurs)</p>
Quarantine OFF	<p>Semi-Opt Out Recommended if you wish to opt-out</p> <p>Messages are still tagged for Spam but are delivered to the users inbox (regular, not Barracuda) and client side filtering is possible</p>	<p>Total Opt-Out Not Recommended</p> <p>Messages will not be tagged or filtered for Spam (virus scanning/filtering still occurs)</p>