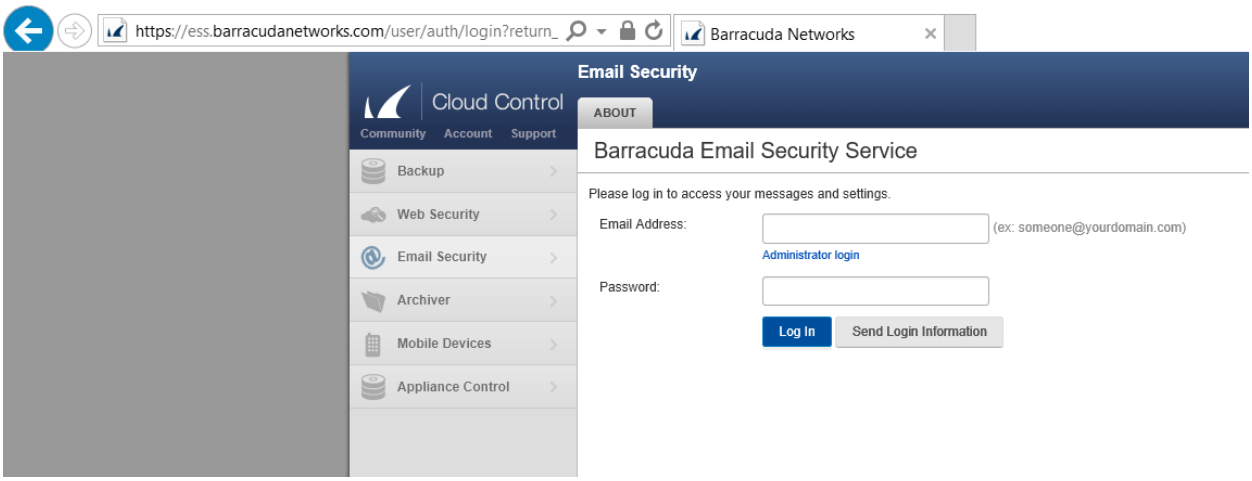
BARRACUDA EMAIL FILTERING

UCP utilizes Barracuda Networks Email Security System (ESS) to scan incoming email for viruses, malware and inappropriate content. All incoming messages are logged and stored for a maximum of 30 days when they are automatically deleted. A valid message can be flagged incorrectly for a variety of reasons. Users can review the content of the their own ESS mailbox and take action for messages that have been quarantined. Users can also configure periodic notifications to be sent regarding messages that have been quarantined.

ACCESSING THE MESSAGE LOG

Browse to the following URL: https://ess.barracudanetworks.com

Logon using your UCP email address and UCP network password



REVIEWING THE MESSAGE LOG

Upon logon you are presented with a list of messages that have been quarantined in the past 2 days. You can change the parameters of this list by using the drop down boxes to change:

Message Filter –

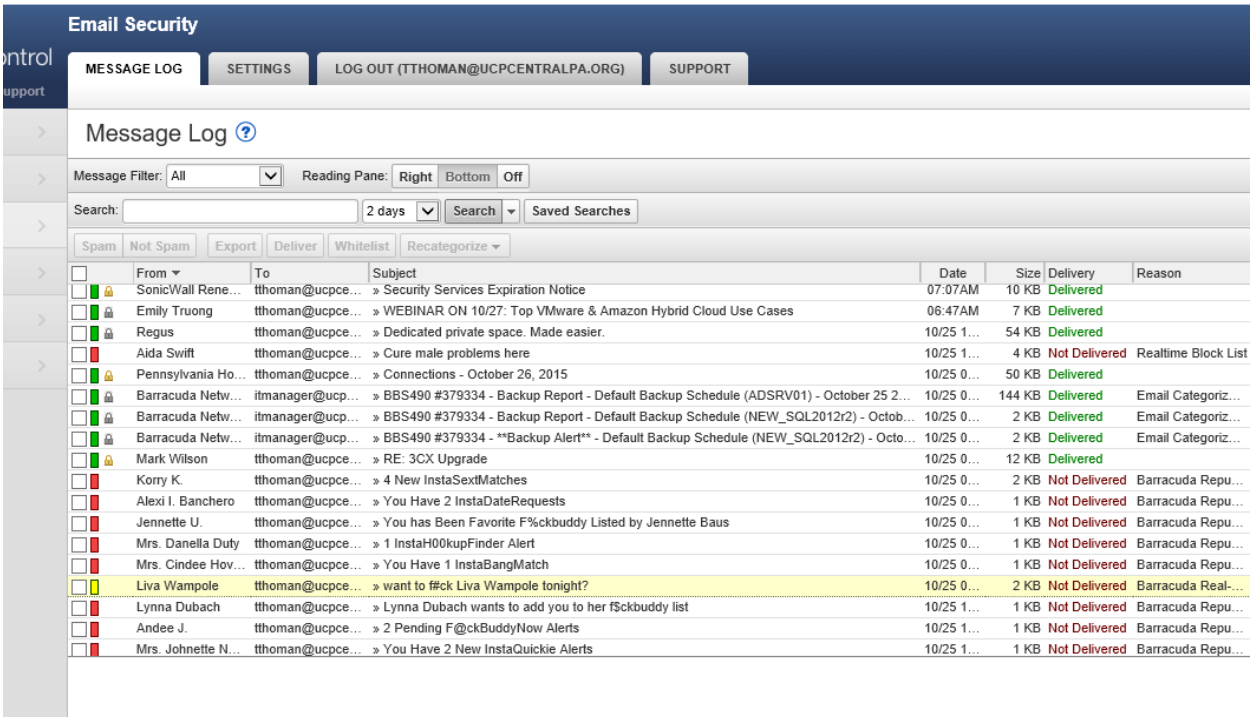
- All – messages delivered and non-delivered
- Allowed – messages that were delivered
- Not Allowed – messages that were blocked, deferred, or quarantined
    - Blocked – messages that were blocked
    - Deferred – messages that were deferred from delivery
    - Quarantined - messages that were quarantined

Period

- 1 day, 2 days, 1 week, 2 weeks, 1 month

Search Keywords

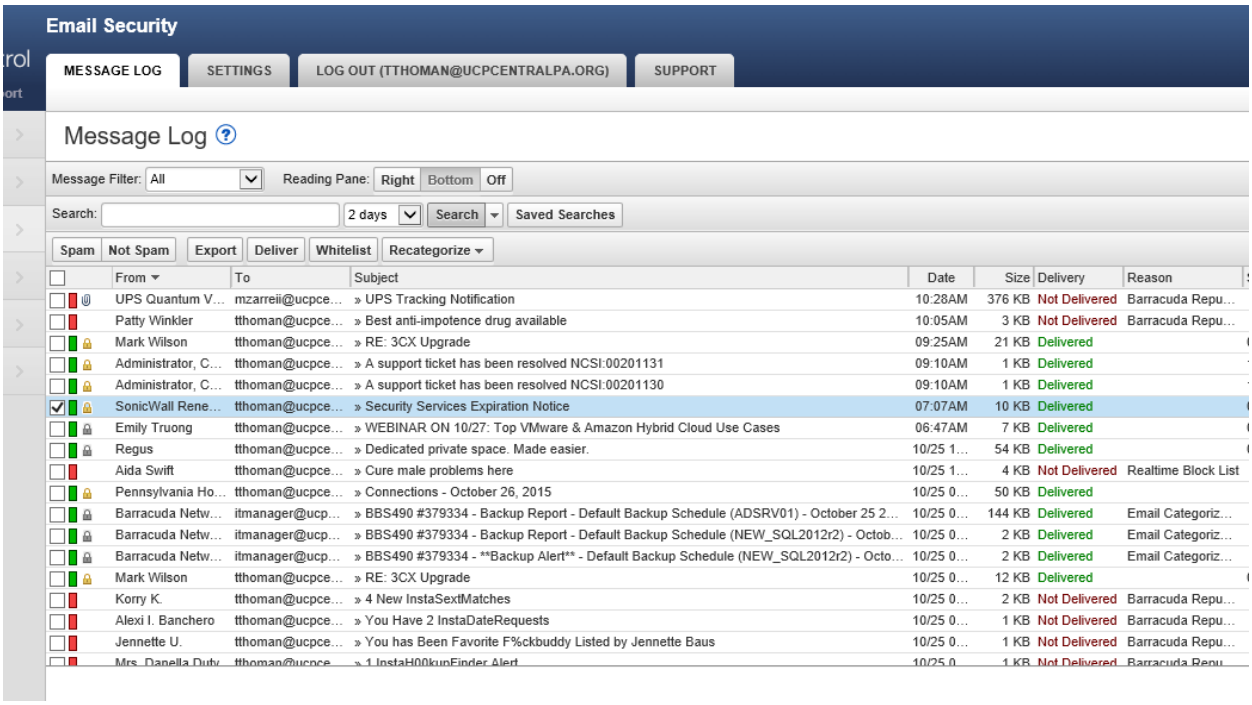
- Enter keywords such as the sender's name, subject line, etc. to narrow the search

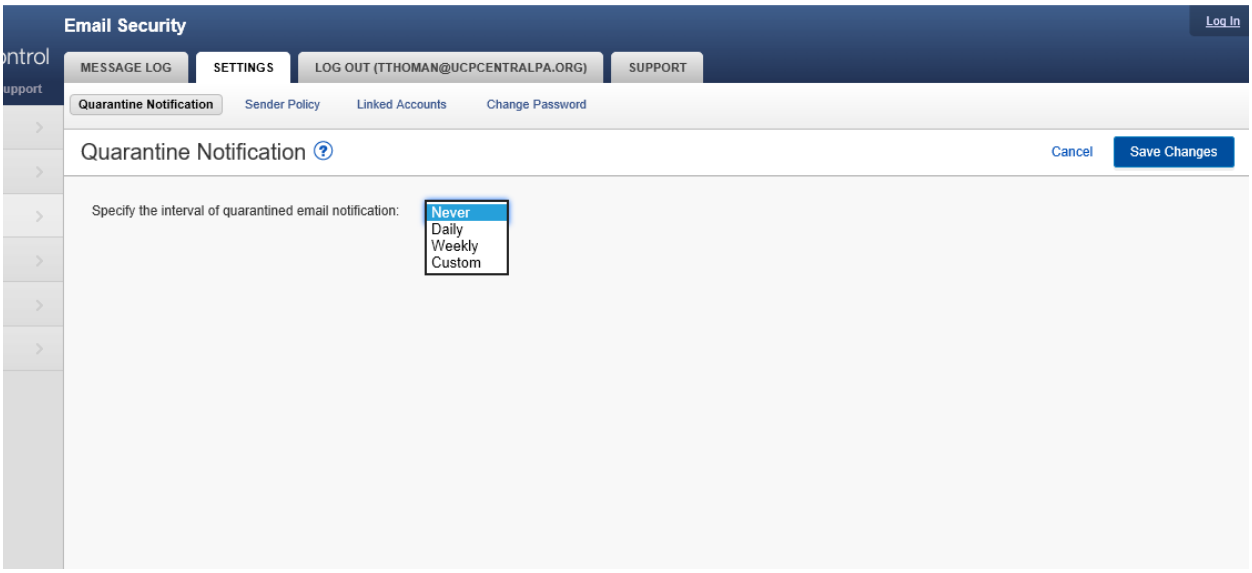


Select a message to take an action on by clicking the box on the left side. You can then select what action to take:

- **Deliver** – delivers the message to your mailbox
- **Whitelist** – delivers the message to your mailbox and then marks the sender as safe which will help to avoid false quarantine of message from the send in the future.

ucptrain@gator3045.hostgator.com



CONFIGURE PERIODIC NOTIFICATIONS OF QUARANTIED MESSAGES

- Select the SETTINGS tab
- Select Quarantine Notifications
- Choose the interval from the drop down box – Never, Daily, Weekly, Custom (further options follow when choosing Custom)
- Click Save Changes