

## Barracuda FAQs

1. What is the size limit of the Quarantine Inbox?	5 MB
2. How long will e-mail be held in the Quarantine Inbox before it is deleted?	14 days
3. I am a student. Why did I receive two logins for the anti-spam device?	All student and resident accounts actually have 2 e-mail accounts associated with them. The @students (residents).rosalindfranklin.edu and @rfums.org.
4. I don't like this quarantine and spam filter, how do I turn it off?	If you wish to turn off the filtering, simply login with your username and password as provided by the initial email and click preferences – Quarantine Settings or Spam Settings and toggle the Yes to No. <b>PLEASE NOTE: Turning off the SPAM filtering will allow all spam being sent to your account to go straight to your inbox.</b>
5. I have been receiving emails with the <b>SPAM-RFU</b> or <b>QUAR</b> in the subject line. What does this mean?	The <b>SPAM-RFU</b> is a tagged email that is sent from the anti-spam device. Essentially Barracuda scores each piece of email and this tag on a message indicates it did not fall within the known SPAM scoring range, but might be SPAM. By using the Outlook plug-ins, you can teach the anti-spam device that this message is legitimate or SPAM. Next time this message is sent the appropriate action will be taken.
6. I use Outlook Web Access as my primary means of receiving email. Can I install the Outlook plug-ins?	No, you cannot install the plug-ins into Outlook Web Access. Currently they are only available for the Outlook desktop client.
7. How does SPAM scoring work?	Barracuda uses a combination of methods for determining if each message is SPAM. There are external “blacklists” that have been compiled by Barracuda Networks to block all known SPAM senders, titles and messages. Also, Barracuda uses a Bayesian filter that includes approximately 4000 rules in the classification and scoring of each email. Lastly, users have the ability to specify email that can be blacklisted or whitelisted for their accounts.
8. How often is Barracuda updated with new Virus and Spam Definitions?	Hourly
9. Will the anti-spam device automatically know who should be on my whitelist?	By installing the Outlook Plug-in v.2, Barracuda will automatically send all email addresses in your Contacts list to the whitelist on the device for your account. If you send email out to an external account, these addresses will also be reflected as whitelisted email addresses.
10. What is the difference between a Whitelist and a Blacklist?	<b>Whitelist</b> – email from these accounts is deemed acceptable and is delivered without being filtered. <b>Blacklist</b> – email from these accounts is automatically blocked and dropped
11. How do I use the Quarantine filter?	Please refer to the instructions by clicking <a href="#">HERE</a>
12. Why do I still receive SPAM even with the Anti-Spam filter on?	This service is an attempt to significantly reduce the amount of SPAM that is being sent to university email accounts. Some will get through and we send this spam to Barracuda Networks, as do other email blacklisting firms, to help create updated lists that block these messages in the future..
13. Are there any common attachment file extensions that are blocked?	Yes, a complete list of these file extensions can be found by clicking <a href="#">HERE</a>