



Beringer

A S S O C I A T E S

Knowledge and Technology Providers

Spam Management Service Users Guide

We bring business & technology TOGETHER!

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Overview

Your email is now protected from Spam and viruses by our on-line Spam management service.

When someone sends you an email it first passes through our Spam firewall device. This device is a high end Spam firewall located in a managed facility in New Jersey. Our Spam firewall examines the email to determine if it is Spam or contains a virus.

If the email passes the tests it is sent along to your email inbox.

If the email is questionable it will be “quarantined” in our Spam firewall for your review. (See How to manage quarantined email)

If the email is determined to be Spam or infected with a virus it is discarded.

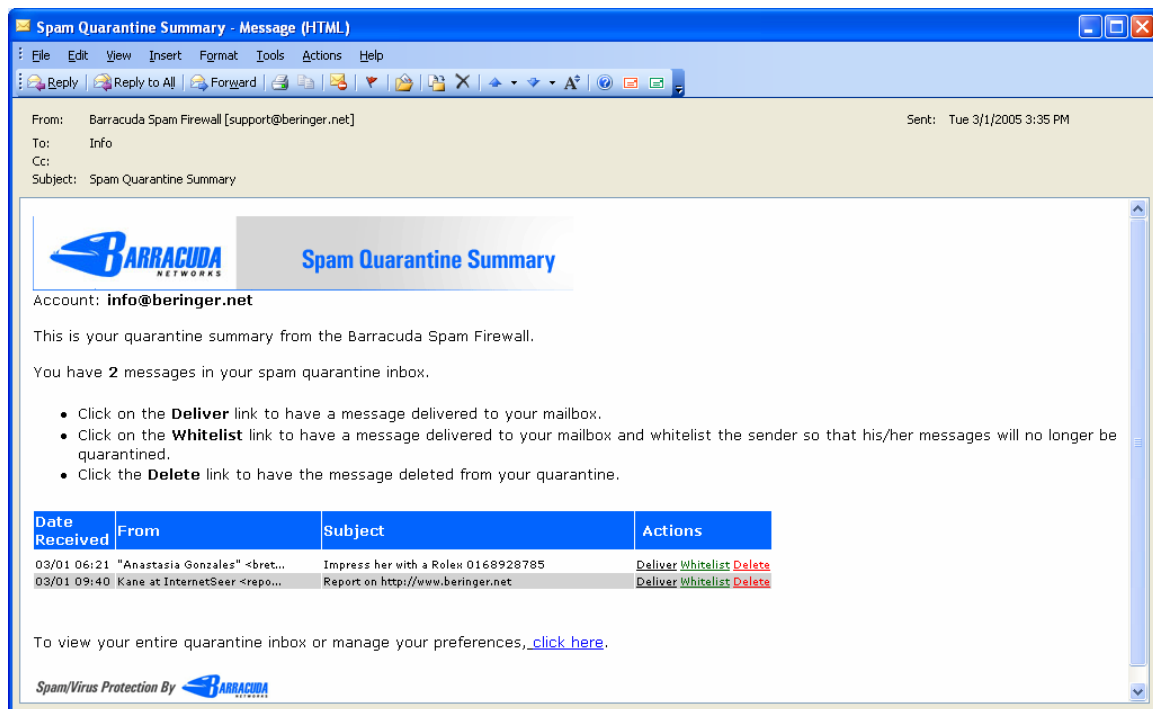
Our Spam firewall uses very advanced technology to determine if email is Spam or is infected with a virus. Our solution will alleviate the majority of Spam and viruses but no solution is 100%, occasionally some Spam will slip through. When this happens you can “report” these email messages as Spam reducing the likelihood that a similar email will get through.

If you have any questions please contact our support department at support@beringer.net or call 800-796-4854.

How to manage quarantined email

When our Spam firewall determines that an email is questionable it places this email in your **Quarantine Inbox** for review. Each user has their own Quarantine Inbox on the Spam firewall. This gives you the opportunity to review the questionable email(s) and decide weather to keep or discard them.

Occasionally you will receive an email from the Spam firewall with a summary of the items in your quarantine. This email will be sent from Barracuda Spam Firewall [support@beringer.net]:



From within this email you are able to manage items in your quarantine. When there are items in your quarantine you have three options:

- Deliver: This will send the email to your inbox
- Whitelist: This will add the sender to your Whitelist. (See Whitelist)
- Delete: This will delete the email

You can go directly to your Quarantine Inbox by clicking on the link at the bottom of this email.

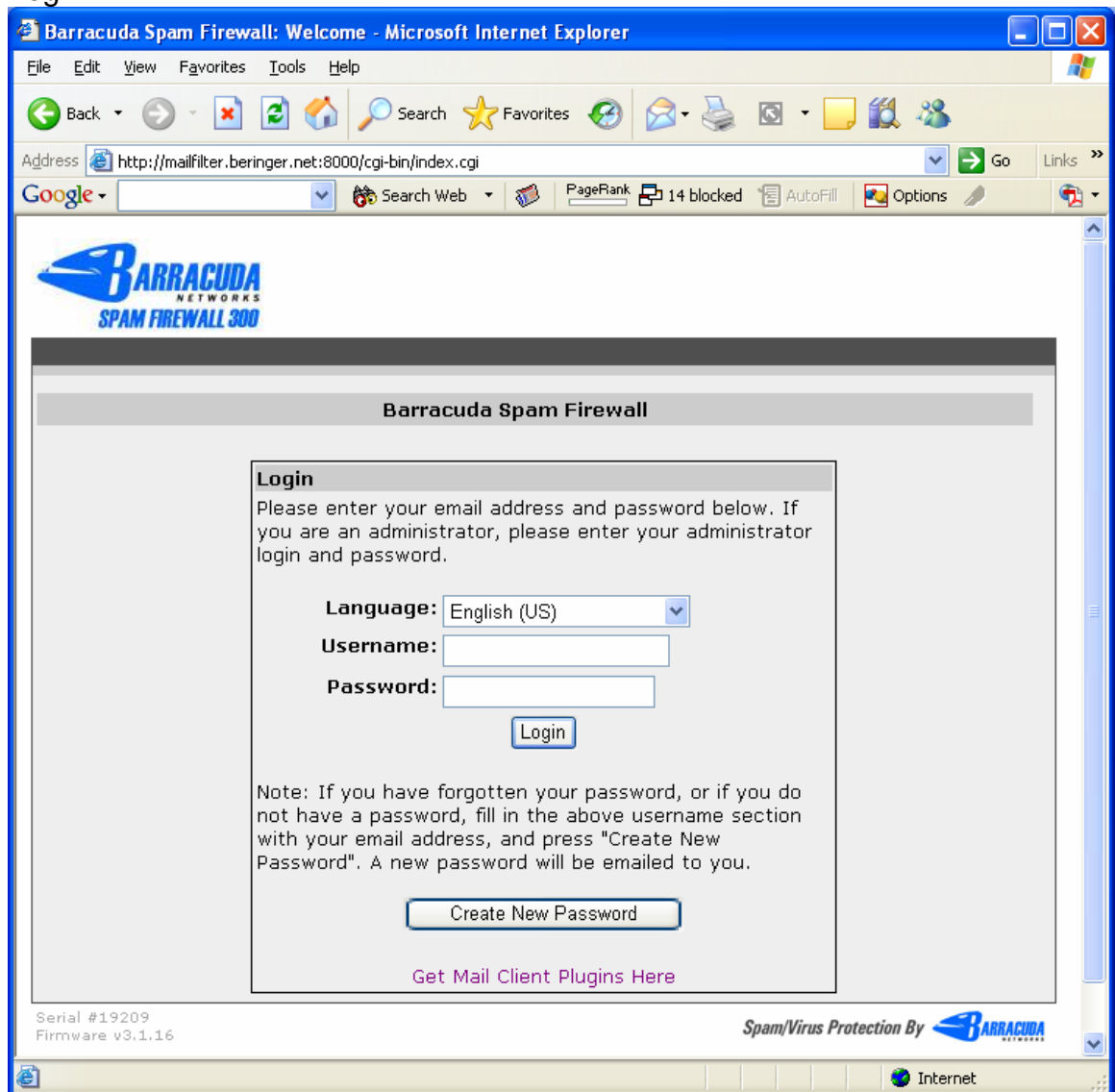
You can also access your Quarantine by typing <http://mailfilter.beringer.net:8000> into your web browser.

Managing Your Quarantine Inbox

The first time the Spam firewall quarantines an email for you it will send you an email with your login information. This allows you to log into your Quarantine Inbox on the Spam firewall.

To log into your Quarantine:

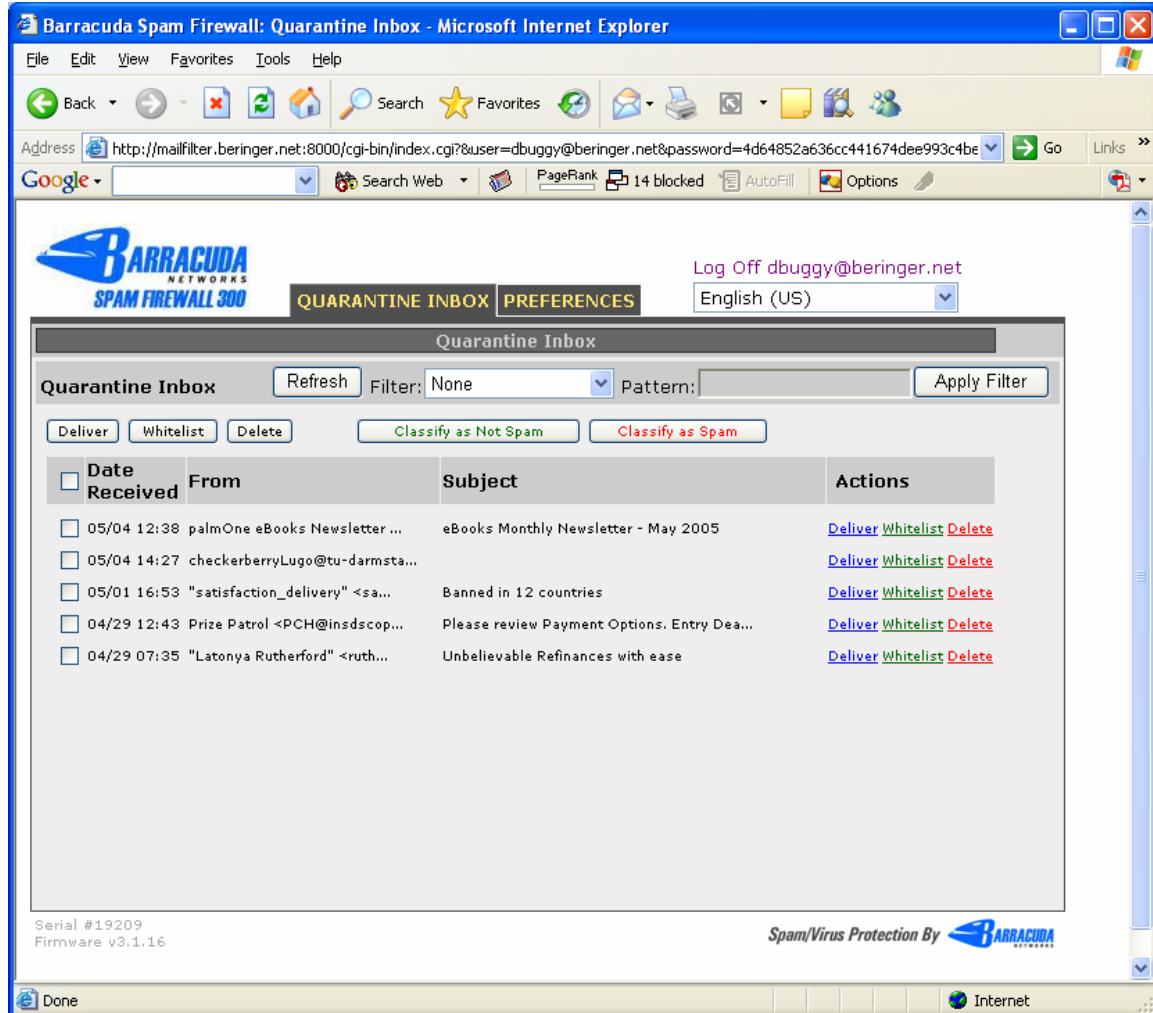
1. Open your web browser and go to <http://mailfilter.beringer.net:8000>
2. Specify your Username (your email address) and password and click Login



The screenshot shows a Microsoft Internet Explorer browser window displaying the Barracuda Spam Firewall login page. The browser's address bar shows the URL <http://mailfilter.beringer.net:8000/cgi-bin/index.cgi>. The page features the Barracuda Networks logo and a central login form. The form includes a language dropdown menu set to "English (US)", a "Username:" field, and a "Password:" field. Below these fields is a "Login" button. A note below the form states: "Note: If you have forgotten your password, or if you do not have a password, fill in the above username section with your email address, and press 'Create New Password'. A new password will be emailed to you." Below the note is a "Create New Password" button. At the bottom of the page, there is a link that says "Get Mail Client Plugins Here". The browser's status bar at the bottom shows "Internet".

If you forgot your password put your email address in the Username field and click **Create New Password**. You will receive an email with your new password.

Once you successfully log in you will see a screen similar to the following:



Your Quarantine Inbox contains any email that is currently quarantined. Use the links under the Actions column to manage these items:

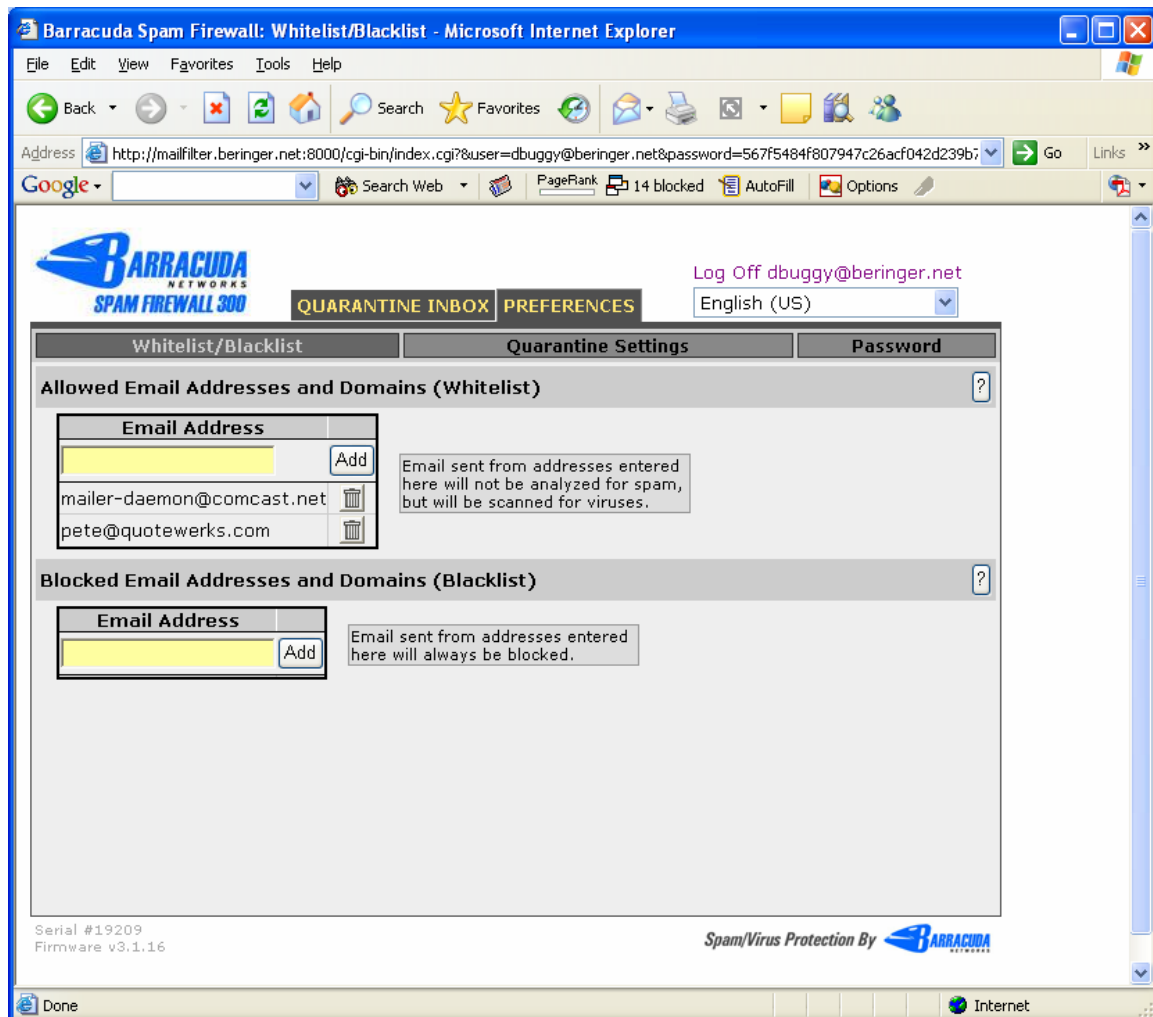
- Deliver:** This will send the email to your inbox
- Whitelist:** This will add the sender to your Whitelist. (See Whitelist)
- Delete:** This will delete the email

Classify as Not Spam – This will classify the selected email as not being Spam
Classify as Spam – This will classify the selected email as Spam.

Using the Classify options regularly will help our Spam firewall learn the types of email you receive and how to handle this email in the future.

Managing Your Preferences

Click on the Preferences tab at the top of this screen:



On this screen you can specify email addresses to add to your Whitelist and Blacklist.

Your Whitelist contains email addresses that will not be analyzed for Spam. This is a way to make sure that email sent from a specific address will always be delivered. For example if you regularly receive an email newsletter that routinely gets either discarded or quarantined you can add the senders email address to your whitelist to assure you receive the newsletter.

Your Blacklist contains email addresses that will be blocked from sending you email.

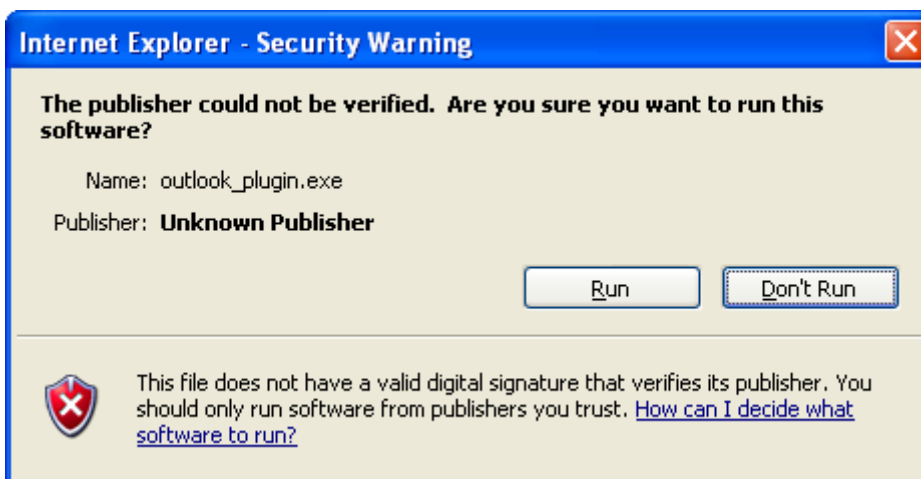
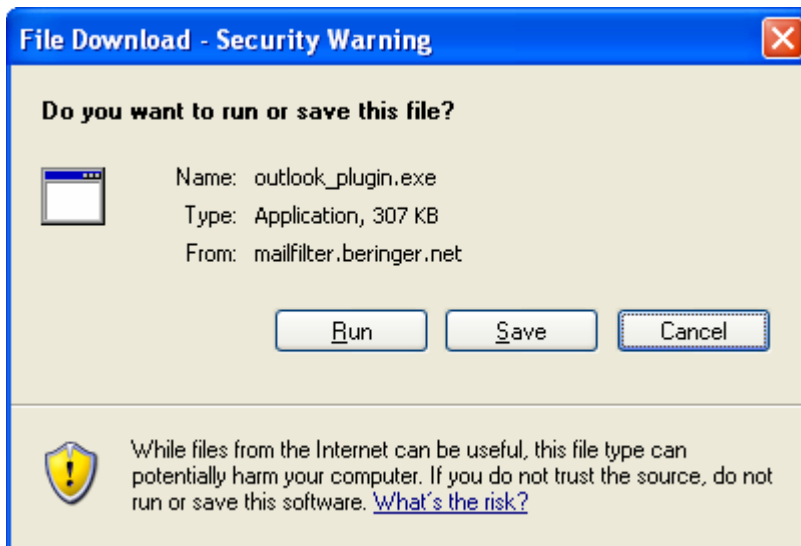
Installing the Outlook Plug In

You can install a Plug In for Microsoft Outlook. This allows you to easily report email as Spam directly from Microsoft Outlook. It is recommended to classify any email as Spam that slips through the Spam firewall, this will reduce the likelihood that similar email will slip through in the future.

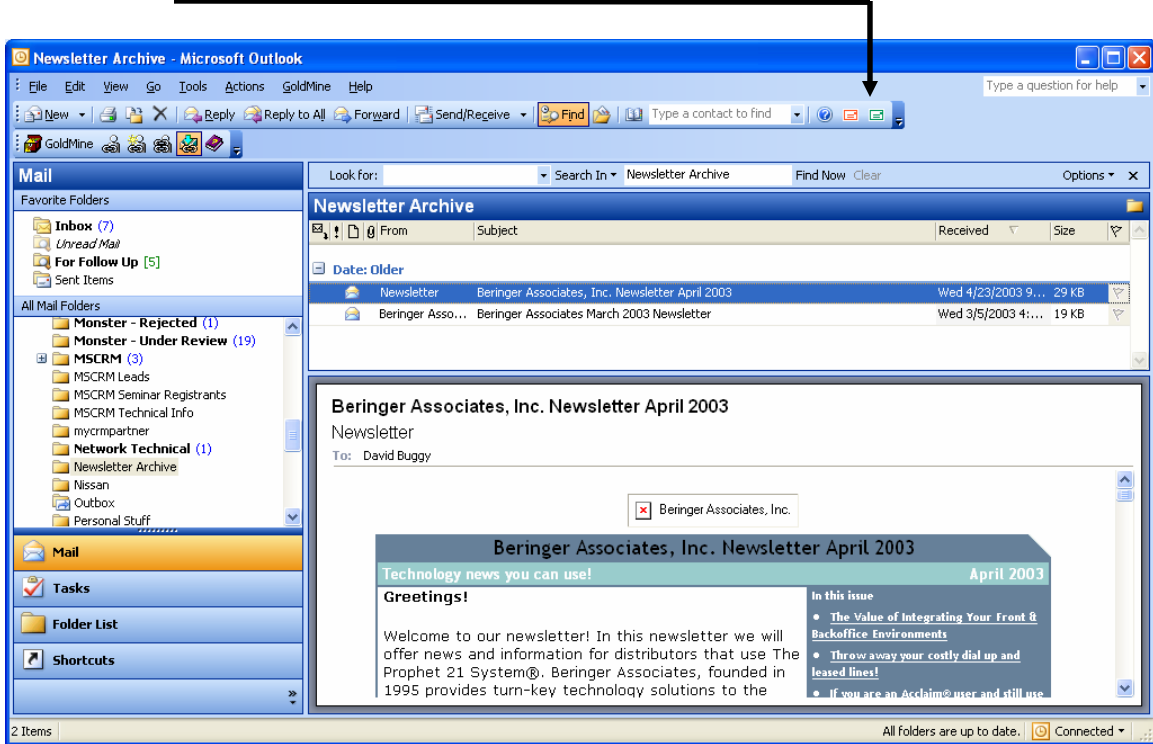
To install this Plug In:

1. Close Microsoft Outlook
2. Go to <http://mailfilter.beringer.net:8000>
3. Click on Get Mail Client Plugins Here

Follow the instructions to install the Plug In. When prompted click on Run:



Once the Plug In is installed you will notice two new buttons in the Outlook toolbar:



The Red envelope icon is used to classify an email as Spam. If an email slips past the Spam firewall it is highly recommended that you use this icon to classify the email as Spam. This will reduce the likelihood that a similar Spam email will slip through in the future.

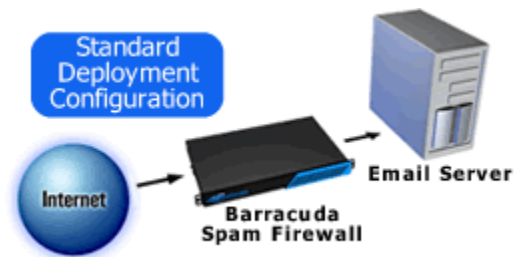
The Green envelope icon is used to classify an email as not being Spam

Frequently Asked Questions

Q: What is the "Barracuda SPAM Firewall?"

A: The Barracuda SPAM Firewall is a server, setup to work at Beringer.Net for the purpose of increasing our level of resolution to fight SPAM (unwanted, unsolicited emails). This unit screens all incoming email destined to our customers email inboxes, and checks it for viruses, worms, and SPAM oriented email before it even gets to the customer's inbox.

The Barracuda server is strategically placed between the Internet and the mail server. In this way, it is able to screen out SPAM related email and dispose of it without bothering the email server. Since the barracuda unit is a highly specialized and dedicated equipment solely designed for this purpose, it is an extremely efficient machine that is helping organizations of all sorts to eliminate a high percentage of spam related email.



Q: When I try to log into Barracuda, it tells me wrong password. I am entering my regular email password, am I missing something?

A: There is no synchronization occurring between your regular email (i.e. username@companyname.net) account password, and the password to the Barracuda unit. In other words, they are two separate accounts.

Beringer.Net does not have access to your Barracuda password. If you have never logged into Barracuda or have forgotten your password you will need to reset your account. To do this go to <http://mailfilter.beringer.net:8000> enter your full email address in the "Username" field, click the " Create New Password" button, then check your email for a message from the Barracuda unit with your password. After you log into Barracuda you may change your password.

IMPORTANT: This will not change your regular email password; you do not have to change your email settings.

Q: I have received a "Summary" of quarantined and blocked emails from mailfilter.beringer.net. What now?

A: The Barracuda unit will create this "Summary" of quarantined emails and send it to your email address. Within the "Summary" email you will notice a convenient link for you automatically log directly into Barracuda with out having to enter in all your login information. This link was created by Barracuda for your convenience and has an expiration of 24HR's. If your link has expired you will need to log in manually by going to <http://mailfilter.beringer.net:8000>.

While logged into Barracuda you may verify each email you received and then decide if, a message is to be blocked, allowed to enter your email inbox, or even put it on your white list. And that's not all the features, either!

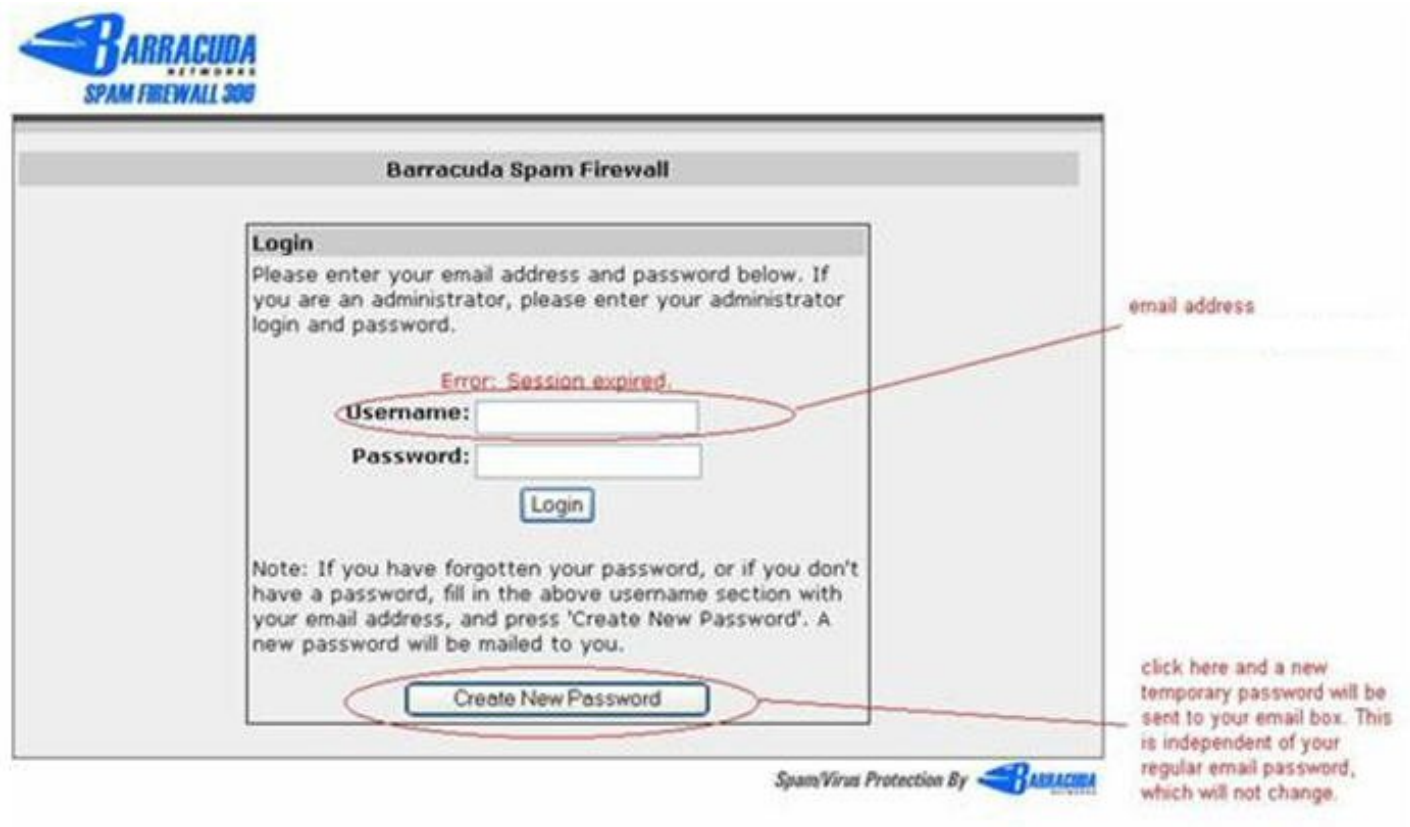
Q:

What are the different areas of the Spam firewall that I need to know about?

A:

Below you will find snapshot's of each section of the Barracuda unit. Each snapshot provides details on the most important items from each section. We will start off with the first page you see, The Logon Page.

THE LOGON PAGE



THE QUARANTINE INBOX



The "Preferences" tab allows you to customize Barracuda to work for you.

When you are finished, click here to log out of Barracuda.

Log Off

QUARANTINE INBOX PREFERENCES

English (US)

Quarantine Inbox

Refresh Filter: None Pattern: Apply Filter

Timeline: 11/30/2004 11:42 | 11/02/2004 06:24 | 10/05/2004 02:07 | 10/11/2004 22:18

Buttons: Deliver Whitelist Delete Classify as Not Spam Classify as Spam

<input type="checkbox"/>	Date Received	From	Subject	Actions
<input type="checkbox"/>	10/12 12:36	Bernice Bellamy <qoazyvwgs...>	!	Deliver Whitelist Delete
<input type="checkbox"/>	10/11 13:31	Esther Bellamy <ocxkzrecept...>	Re [3]:	Deliver Whitelist Delete
<input type="checkbox"/>	10/06 00:03	Luz Haney <bclyolo@hotmail...>	re [19]:	Deliver Whitelist Delete
<input type="checkbox"/>	10/05 10:07	Jerrold Barrett <ehwqgdvomh...>	re [22]:	Deliver Whitelist Delete

Select a Filter, enter the Pattern and click "Apply Filter" to display all emails with a certain From address, subject or part of a message(s).

Use these checkboxes to select emails to apply an action to from the button menu above:

Use the email timeline to jump directly to a page of emails from a specific date and time.

NOTE: The email timeline doesn't show until you click on the refresh button directly above the timeline displayed on this example.

Deliver: Send message to Inbox
Whitelist: Never quarantine messages from this sender.
Delete: Delete message from the Quarantine Inbox.
NOTE: Clicking one of the actions above applies ONLY to the message that appears on the same line. Therefore there is no reason to check any checkboxes while performing actions in this way.