

## SPAM

Spam is defined as unsolicited email, usually containing advertising and often sent to large numbers of people. Spam can also include malicious code such as phishing attempts and links to viruses. Methods of infection include posting/registering your email address on websites, forums, and lists. Spammers collect email addresses from these sites and often sell addresses to other spammers.

### Fighting SPAM

There are two aspects to fighting Spam: Prevention and Detection.

- **Prevention** involves being careful when giving out your email address. This is especially important with your work address. You might consider signing up for a Gmail or other free mailbox and use this alternate address when registering or purchasing online.
- **Detection** involves running spam detection software. Taylor provides spam protection in the form of the Barracuda appliance. Barracuda analyzes every message received by Taylor’s email server. Spam intercepted by Barracuda is either deleted or held in Quarantine for review by the user.

**Note: Use care when using the Unsubscribe link in Spam messages. Unscrupulous Spammers might sell your now-verified address to other Spammers.**

### Using the Barracuda Spam Appliance

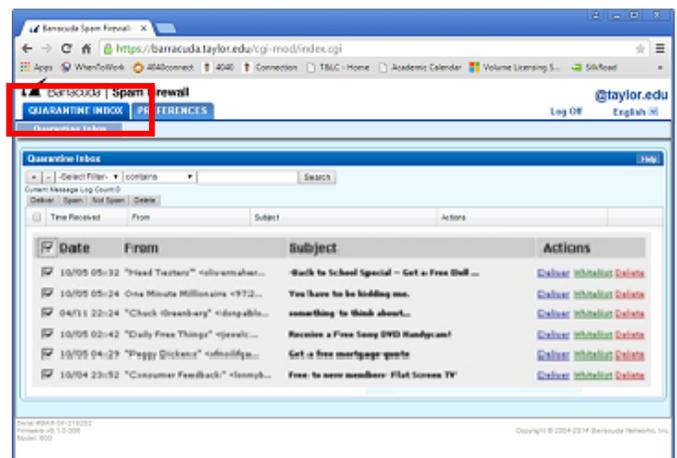
Barracuda works by ‘scoring’ each piece of mail and routing the mail based on its score. The more ‘spam-like’ the mail is, the higher it scores. High scoring mail is either Blocked (deleted outright) or Quarantined depending on how you configure your Barracuda account. Low scoring mail passes spam testing and is delivered to your Exchange (Outlook) mailbox. Barracuda allows you to adjust the level of spam protection you desire.

#### Log into Barracuda

- Browse to <http://barracuda.taylor.edu>
- Log in using your Taylor username and password

#### Configure Barracuda

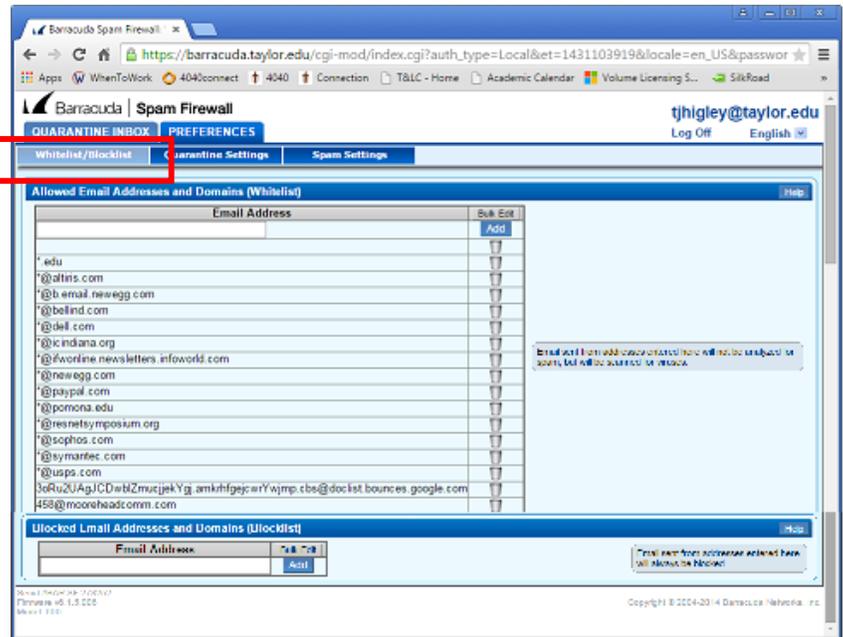
- Move to the Quarantine Inbox tab. Here is where Barracuda stores suspected spam for your review. Messages remain here for 40 days or until you instruct Barracuda to delete or deliver them. Here, you can:
  - Delete messages
  - Whitelist senders (allow e-mail to come through)
  - Deliver messages



- Move to the Preferences tab. Here, you can modify your Whitelist and Blocklist and choose the level of protection you desire.

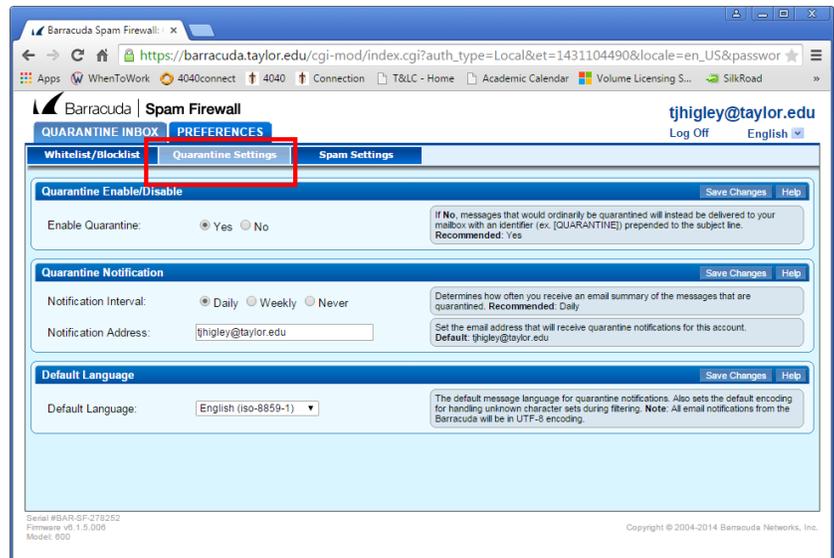
## Whitelist/Blocklist

- **Whitelist:** Adding a name to the whitelist instructs Barracuda to skip the spam scoring process and deliver the message directly to your Exchange mailbox
- **Blocklist:** Adding a name to the blocklist instructs Barracuda to skip the spam scoring step and delete the message entirely. Blocklist messages are not recoverable.



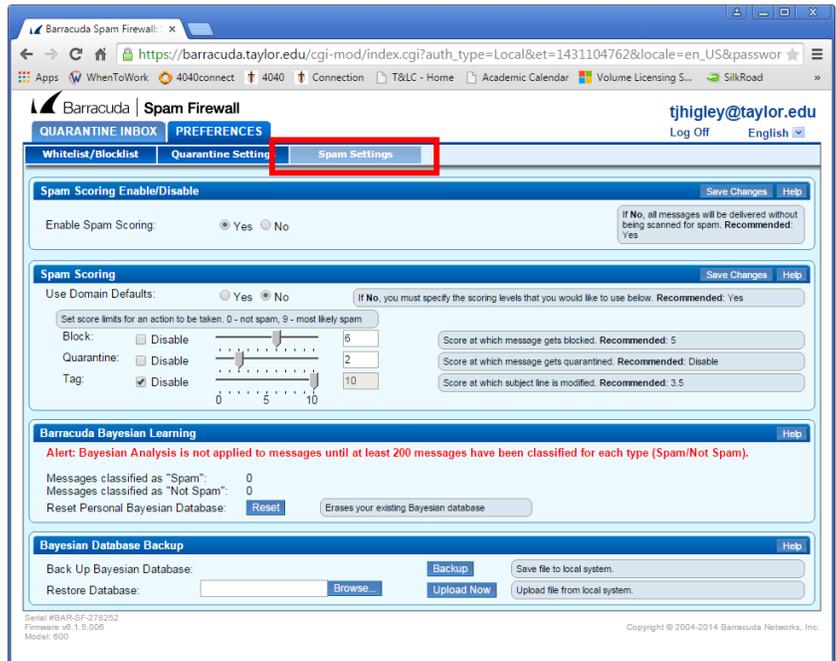
## Quarantine Settings

- Enable/Disable Quarantine
- Select how often Barracuda notifies you of spam. Client Services recommends Daily notifications.
- Select a default language



## Spam Settings

- Enable/Disable filtering
  - Choose the level of filtering you desire.
    - Barracuda 'scores' each message based upon how 'spam-like' the message is
    - The higher the score, the more sure Barracuda is that the message is spam
    - Only messages scoring higher than the filtering threshold you set will be acted on by Barracuda
    - Selecting a lower threshold increases the chance of legitimate mail being filtered while selecting a higher threshold increases the chance of spam passing by unfiltered.
  - Configure advanced Bayesian filtering
    - This method has not proved effective and is not recommended for use
- Note: No spam solution is perfect and no given amount of filtering is perfect for all users. Some spam messages score as low as 0.5. Legitimate mail has been known to score as high as 4.0.**



There are 3 types of spam filtering available. All 3 require the Enable Spam Filtering option to be enabled.

- Tagging
  - Tagging is the lowest level of filtering and involves changing the Subject Line of the message to include the phrase [Suspected Spam]
  - Tagged messages are delivered to your Exchange mailbox with a modified Subject
- Quarantine
  - Quarantine is the next level of filtering and instructs Barracuda to keep the message in your Barracuda Quarantine Inbox
  - Quarantined messages are not delivered to your Exchange mailbox
  - When properly configured, Barracuda sends an email notification alerting you to quarantines messages
- Blocking
  - Blocking is the highest form of filtering and instructs Barracuda to delete the message outright
  - Once deleted, the message is unrecoverable

For each filtering type, a score of 10 will disable all filtering while a score of 0 (zero) will ensure that all messages are filtered. To change Spam Scoring settings, you must first disable Use System Defaults:

- Locate the Use System Defaults option
- Select No
- Click Save Changes

## So, what Scores should I use?

The answer lies in how aggressive you feel you need to be in filtering spam. If you don't receive much spam, you can afford to take a conservative approach. If you receive a lot of spam, an aggressive approach may be appropriate.

### Conservative Approach:

- You run the risk of seeing more spam in your Exchange mailbox
- Tag Score = 10/disabled
  - Tagging changes the Subject Line of a suspected spam message before delivery to your Exchange mailbox. While this tactic is helpful during testing the effect of various settings, it does not reduce spam. Client Services recommends disabling this feature.
- Quarantine Score = 3
  - A Quarantine score of 3 seems to work well for most clients
  - Messages scoring 3 - 6 will be held in Barracuda's Quarantine
  - Messages scoring lower than 3 will be delivered to your Exchange mailbox
- Block Score = 6
  - Legitimate mail seldom scores higher than 4
  - Messages scoring 6 or higher will be deleted
  - Blocked messages are not recoverable

### Aggressive Approach:

- You run the risk of Quarantining or Blocking legitimate messages
- Tag Score = 10
  - Tagging changes the Subject Line of a suspected spam message before delivery to your Exchange mailbox. While this tactic is helpful during testing the effect of various settings, it does not reduce spam. Client Services recommends you disable this feature.
- Quarantine Score = 2
  - A Quarantine score of 2 will Quarantine more spam messages
  - Messages scoring 2 - 4 will be held in Barracuda's Quarantine
  - Messages scoring lower than 2 will be delivered to your Exchange mailbox
- Block Score = 4.5
  - Legitimate mail seldom scores higher than 4
  - Messages scoring 4.5 or higher will be deleted
  - Blocked messages are not recoverable

### Somewhere In-Between:

- Feel free to experiment. If you decide to try this, you might want to:
  - Use the Tag Score to test your changes prior to implementing them.
  - If you're considering lowering your Block Score from 4 to 3, leave your Block Score at 4 and change your Tag Score to 3 instead. Then monitor your mailbox for a few days to see what effect the change might have. If you receive legitimate mail with a subject of [Suspected Spam], then you know that legitimate mail would have been deleted with a Block Score of 3.
  - Call Client Services at x84040 for advice. We're happy to help!