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Chapter 1
Introduction

This chapter provides an overview of the Barracuda Message Archiver and includes the following topics:

- *Overview* on page 8
- *Features of the Barracuda Message Archiver* on page 9
Overview

The need for email archiving is growing as today’s organizations are more frequently asked to keep, and deliver on demand, access to the comprehensive library of all sent and received email messages.

The Barracuda Message Archiver is a complete plug-and-play message archiving solution that is easy to install and administer, supplying everything an organization needs to comply with government regulations and corporate standards. Some of the benefits in employing the Barracuda Message Archiver are:

- **Comprehensive Email Management**, providing support for multiple message import methods (including support for MAPI files, .pst files, and Lotus Notes NSF files), comprehensive and efficient search and retrieval tools, retention policies, and message indexing (tagging) and exporting;
- **Centralized Storage Management**, to manage all internal and external storage volumes from a single Storage Manager interface;
- **Simplified and Centralized Administration**, providing cost-effective management of corporate archiving settings and rules;
- **Intuitive Policy and Compliance Support**, to aid in enforcement of corporate policy, compliance regulations, and litigation requests;
- **Built-in Virus Detection**, providing extra protection to the contents of the Barracuda Message Archiver.

*Figure 1.1: Barracuda Message Archiver Architecture*
Features of the Barracuda Message Archiver

Easy Setup and Maintenance

The Barracuda Message Archiver is extremely easy to deploy; to get started, just install the Barracuda Message Archiver into your network and configure the method you wish to use to retrieve the archived messages. The web-based interface allows for convenient definition, management, and control of corporate archiving settings and rules from one central location. To minimize ongoing administration associated with security, automatic delivery of Energize Updates from Barracuda Central, our advanced technology operations center, keeps the Barracuda Message Archiver up-to-date with the latest document and policy definitions, and the most current protection against viruses and other security threats.

Live Archiving and Historical Imports

The Barracuda Message Archiver can import historical data from many different sources, including Microsoft Outlook’s personal information store (PST) files. Retrieve new and existing messages directly from your mail server using Microsoft’s Message Application Protocol Interface (MAPI), POP3, or IMAP. Capture internal corporate email along with external emails, even if journaling is not practical or available at your location, by configuring the Barracuda Message Archiver to act as an SMTP relay to forward messages to your designated email server. In addition, the Barracuda Message Archiver can act as an SMTP recipient, to work with bcc journaling (also known as sidelining), or with the journaling capabilities of the Barracuda Spam & Virus Firewall.

Litigation and Compliance Support

The Barracuda Message Archiver comes with both standard and customizable policies to support various corporate and legal regulations. In addition to policies on acceptable content, retention policies are also available to govern the length of time to retain email messages. Alerts can be sent on detected violations, and archived messages and access records can be easily exported making them readily available for delivery to legal counsel whenever needed.

Storage Manager

The Storage Manager provides a complete view of used and available storage on the Barracuda Message Archiver. The built-in storage resides on swappable drive trays (hot-swap available on certain models) providing added control and email management across your organization’s network, allowing easy transfer of emails from costly, transaction-based storage required for production email servers to a less expensive storage option. Administrators can enable storage mirroring for data redundancy, and add external storage volumes (either as CIFS/Windows shares or iSCSI on some models) for additional storage capacity.

In addition, the Single Instance Storage feature enables the Barracuda Message Archiver to intelligently remove duplicate emails and attachments sent to multiple recipients. Storage capacity is further maximized by message compression prior to storage in the file system.
Exchange Stubbing

Enabling stubbing on the Barracuda Message Archiver for your Microsoft Exchange server allows you to optimize storage on your mail server without disrupting user access to messages and message content. Attachments that would normally take up space on your mail server are instead replaced by links to the content in the Barracuda Message Archiver, making them easily accessible to users wishing to view, search, or access their messages.

Archiving of Non-Email Outlook Items

Appointments, Contacts, Notes, and Tasks are among the non-email Microsoft Outlook items that are archived on the Barracuda Message Archiver. Imported along with emails from .pst files, as well as directly from your Exchange server, the inclusion of this data enables you to have a central archive for all information related to your email communications that is easily accessible and searchable from both the Web interface as well as the Outlook Add-in.

Archive Lotus Notes NSF Files

Archive Lotus Notes (8.0 and higher) to the Barracuda Message Archiver from a Microsoft Windows-based system where Lotus Notes is installed. Users can search these archived messages directly from within Lotus Notes.

Indexing

Using a thorough list of all message components, all messages on the Barracuda Message Archiver are fully indexed by message content and attachments, with the option to add tags for customized searches.

Search and Retrieval

The web-based Search utility for the Barracuda Message Archiver conducts quick full-text searches based on tags, message content, or message attachments. Users can easily search and view personal messages in the archive and forward emails to active mailboxes. Administrators and Auditors can effortlessly sort through a message archive to compile relevant messages based on keywords, dates and sender/recipient, and export them into a single .pst or .zip file for easy transport.

Roles

The Barracuda Message Archiver has a role-based permissions system which allows the granting of auditing access privileges to individual users, and system maintenance access to specific local admins. Users have limited access to create searches only for their own personal messages in the archive; auditors can be configured with the ability to view, track, and monitor policies on messages either for all users or only for users in specific domains; and IT administrators can be configured to perform administrative duties on the Barracuda Message Archiver without having access to any archived messages.
Tamper-Resistant Architecture

Users and administrators alike have read-only access to messages stored on the Barracuda Message Archiver. There is no interface that allows direct access to the actual archived data, making it virtually impossible for someone to intentionally or accidentally corrupt the archive.

High Availability

With simple setup through the Web administrative interface, you can configure two or more Barracuda Message Archivers for High Availability (HA) to reduce the risk of mail loss due to unforeseen circumstances and unplanned disasters.

Reporting and Statistics

Sophisticated, built-in reports on the Barracuda Message Archiver provide statistics on various operational and legal aspects. Default reports include the growth of the message archive, policy violations, and archive traffic.

Energize Updates

Many security technologies are integrated into the Barracuda Message Archiver. In addition to the virus protection that is standard on all Barracuda Networks products, the Barracuda Message Archiver also retrieves the latest in document type and policy definitions via Energize Updates, which are updated around the clock at Barracuda Central.
Chapter 2

Message Archiving Concepts

This chapter provides an overview of the Barracuda Message Archiver and includes the following topics:

- *Basic Terminology* on page 14
- *Barracuda Message Archiver Configurations* on page 15
- *Other Message Archiving Concepts* on page 18
# Basic Terminology

The following is a list of some of the terms used by the Barracuda Message Archiver. Understanding these particular terms will aid in administering your Barracuda Message Archiver.

*Table 2.1: Basic terminology*

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage Manager</td>
<td>A feature of the Barracuda Message Archiver that provides a powerful yet easy-to-use interface for both internal and external storage volume management.</td>
</tr>
<tr>
<td>Concatenated Storage</td>
<td>A method of data storage management that allows separate, additional external storage drives to be treated as one single drive.</td>
</tr>
<tr>
<td>Mirroring</td>
<td>A data storage method that involves saving the same data on more than one area of the file system for data redundancy to reduce the chances of data loss or corruption due to hardware failure.</td>
</tr>
<tr>
<td>Single Instance Storage</td>
<td>Process in which the Barracuda Message Archiver removes duplicate emails or attachments sent to multiple recipients, and compresses the one copy prior to storage to maximize storage capacity.</td>
</tr>
<tr>
<td>Stubs</td>
<td>Links in a message that allow seamless access to any attachment in that message. See also <em>Stubbing</em> on page 18.</td>
</tr>
<tr>
<td>Discovery</td>
<td>“Discovery” is a US legal term for the identification and gathering of any and all documents pertaining to a particular topic for the purposes of a lawsuit or legal case. “Electronic discovery”, or “E-discovery”, refers to discovery of all electronic documentation.</td>
</tr>
<tr>
<td>Legal hold</td>
<td>Process during which all communication (electronic and otherwise) must be preserved in anticipation of impending litigation.</td>
</tr>
<tr>
<td>Journaling</td>
<td>Sending a copy of an email message to be archived.</td>
</tr>
<tr>
<td>Global Administrator</td>
<td>The “admin” login on the Barracuda Message Archiver. This is the overall administrator for the Barracuda Message Archiver with the ability to view all messages, configure users, and control all available settings.</td>
</tr>
<tr>
<td>IT Admin</td>
<td>A local user account on the Barracuda Message Archiver with system administrative privileges only. This user has no access to view any messages, and can perform only network and system configuration changes.</td>
</tr>
<tr>
<td>Auditor</td>
<td>Role typically assigned to an internal or outside third-party inspector of messages. Auditors are able to create and monitor policies as well as view messages, but cannot otherwise administer the Barracuda Message Archiver itself. Domain Auditors are Auditors with access to only a designated set of domains.</td>
</tr>
<tr>
<td>User</td>
<td>Default role of any local or LDAP account. Users have access to only their own archived messages.</td>
</tr>
</tbody>
</table>
Barracuda Message Archiver Configurations

The following are the two most typical deployment methods for the Barracuda Message Archiver:

- **Journaling Deployment**.............................................................................. 16
- **SMTP (or SMTP Relay) Deployment**.......................................................... 17

The selected deployment mode is usually dependent on the email server configuration that currently exists at your site, as well as the number of domains that are to be archived.

*Table 2.2* shows when each deployment type is recommended.

**Table 2.2: Deployment Type Details**

<table>
<thead>
<tr>
<th>If you have...</th>
<th>Type of deployment to use</th>
</tr>
</thead>
<tbody>
<tr>
<td>a mail server that is capable of journaling</td>
<td>Journaling Deployment</td>
</tr>
<tr>
<td>a mail server that is NOT capable of journaling AND a Barracuda Spam &amp; Virus Firewall</td>
<td>SMTP Relay Deployment</td>
</tr>
</tbody>
</table>

*Note* For specific information on the steps required to add new messages to the Barracuda Message Archiver, see *Importing New Messages* on page 34. For details on how to add existing messages, see *Importing Historical Data* on page 37.

*Note* If your email server does not support journaling AND you do not have a Barracuda Spam & Virus Firewall, contact your Barracuda Networks Sales Representative for further options.
Journaling Deployment

Networks that utilize email servers capable of journaling can use either a remote journal account to “pull” messages to be archived, or a special designated SMTP recipient (user account) to “push” messages to the Barracuda Message Archiver.

Remote Journal Account (Recommended)

In this configuration, the Barracuda Message Archiver is placed off to the side of the email server, which must have journaling configured to allow the Barracuda Message Archiver to “pull” the messages directly from the journal account. Emails already on the server prior to enabling journaling can be imported using Microsoft’s Message Application Protocol Interface (MAPI).

Designated SMTP Recipient (Bcc journaling)

If you choose to use a “push” mechanism to send messages to the Barracuda Message Archiver, a designated email account, or contact, is defined as the recipient of all journaled, or archived, messages. Next, journaling is configured on the email server to send a copy of all messages that are to be archived to the contact. Finally, a forwarding rule is created to deliver all messages received by the contact to the Barracuda Message Archiver.

Figure 2.1: Sample Journaling Deployment Layout
SMTP (or SMTP Relay) Deployment

When journaling on your email server is not available or is not a practical option, you can use a combination of the Barracuda Message Archiver and the Barracuda Spam & Virus Firewall to capture both external and internal emails via SMTP. To capture messages sent from external Internet users, you can leverage the journaling capabilities of the Barracuda Spam & Virus Firewall to copy messages to your Barracuda Message Archiver. To capture messages sent from inside your organization, you can configure internal email clients to use the Barracuda Message Archiver as an SMTP relay placed in front of your internal email server.

Figure 2.2: Sample Layout for SMTP Relay Deployment

![Sample Layout for SMTP Relay Deployment](image)

**Deployment Through SMTP Relay**

*Note*

The Barracuda Spam & Virus Firewall only forwards messages that it does NOT block to the Barracuda Message Archiver.
Other Message Archiving Concepts

Policy Monitoring

Many organizations need to keep track of organizational policy violations, and to be alerted when violations occur. Policies can include defining when it is acceptable to send messages containing executable files or any inappropriate content (usually never); identifying how often messages containing references to forbidden topics are sent (especially when litigation is expected); and when certain email recipients can be contacted (excessive personal emails during business hours).

The Barracuda Message Archiver includes a set of standard policies that are updated regularly via Energize Updates, and allows you to easily create your own policies to fit your specific organization environment. You can configure alerts to go out whenever a policy violation is detected, and reports are available to summarize new policy violations and to detect any that are found amongst the messages stored in the archive.

Auditing

Organizations frequently use outside firms to perform an audit of company records. With the Barracuda Message Archiver, you can provide an independent auditor complete access to all data. Using the Auditor role, there is no need to add the user directly to the official directory structure, nor is there need to assign the user administrator-level privileges to the entire network.

Specific individuals or accounts can be assigned special audit privileges on the Barracuda Message Archiver including the ability to create and monitor policies, and to flag messages as needed.

Stubbing

Stubbing refers to the replacement of the often sizable attachments in messages with “stubs” that contain a link from which an attachment can be retrieved, thus eliminating the need to store attachments on the mail server where they take up valuable disk space. Messages that have stubs in place of the actual attachment can still be read, forwarded, and otherwise acted upon in the same manner as messages with embedded attachments.

The Barracuda Message Archiver supports stubbing with Microsoft Exchange mail servers, and offers an add-in for Microsoft Outlook that allows users to easily stub or unstub their own messages containing attachments.
**Attachment Parsing**

Parsing is the process of analyzing and indexing searchable text. In addition to message parsing, the Barracuda Message Archiver parses attachments. Because attachments can be very large, total parsable attachment text is limited based on the Barracuda Message Archiver model.

*Table 2.3* shows the maximum parsable attachment size limit by Barracuda Message Archiver model.

*Table 2.3: Attachment parsing limits*

<table>
<thead>
<tr>
<th>Model</th>
<th>Attachment parsing limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>150</td>
<td>348k</td>
</tr>
<tr>
<td>350</td>
<td>384k</td>
</tr>
<tr>
<td>450</td>
<td>512k</td>
</tr>
<tr>
<td>650</td>
<td>1MB</td>
</tr>
<tr>
<td>850</td>
<td>2MB</td>
</tr>
<tr>
<td>950</td>
<td>4MB</td>
</tr>
<tr>
<td>1050</td>
<td>6MB</td>
</tr>
</tbody>
</table>

*Note*  
Attachment parsing limits apply only to those areas within an attachment that are searchable. For example, a 1MB attachment may contain only 384k of parsable text, with the remaining content being format-specific data. The original attachment is stored in its entirety in its original form on the Barracuda Message Archiver.

**Exporting Messages**

Messages found to be in violation of organizational policy often need to be gathered together for easy presentation. Once a search has located the messages you want to export, the Barracuda Message Archiver can export either a .zip file containing .eml versions of the selected messages, or a .pst file.

**Alias Unification**

Each user typically has only one account on the email server, but may have multiple email addresses (usually variations on their initials and names) that they also receive. These aliases are resolved by the email server using protocols such as LDAP so that messages addressed to an alias are actually delivered to the appropriate email account.

The Barracuda Message Archiver unifies the primary account with all of its known aliases so that a user has archive access to all messages received by that user regardless of the “Send To” address on the message.
This chapter provides general instructions for installing the Barracuda Message Archiver.

This chapter covers the following topics:

- Initial Setup ................................................................. 22
- Administrative Settings ........................................... 27
Initial Setup

These are the general steps to set up your Barracuda Message Archiver. For more detailed instructions for each step, see the following reference pages.

Prepare for the Installation ............................................................... 22
Connect Barracuda Message Archiver to Network ........................... 22
Configure IP Address and Network Settings ..................................... 23
Configure Your Corporate Firewall................................................... 23
Configure Administrative Settings ..................................................... 24
Activate Your Subscriptions .............................................................. 25
Update the Barracuda Message Archiver Firmware......................... 26
Update Definitions............................................................................. 26

Prepare for the Installation

Before installing your Barracuda Message Archiver, complete the following tasks:

• Decide which type of deployment is most suitable to your network. For more information on deployment options, see Barracuda Message Archiver Configurations on page 15.

• Verify you have the necessary equipment:
  • Barracuda Message Archiver (check that you have received the correct model)
  • AC power cord
  • Ethernet cables
  • VGA monitor (recommended)
  • PS2 keyboard (recommended)

Connect Barracuda Message Archiver to Network

1. Fasten the Barracuda Message Archiver to a standard 19-inch rack or other stable location.

   Caution

   Do not block the cooling vents located on the front and rear of the unit.

2. Connect a CAT5 or a CAT6 Ethernet cable from your network switch to the ethernet port on the back of the Barracuda Message Archiver.

3. Connect the following to your Barracuda Message Archiver:
   • Power cord
   • VGA monitor
   • PS2 keyboard

   After you connect the AC power cord, the Barracuda Message Archiver may power on for a few seconds and then power off; this behavior is normal.

4. Press the Power button located on the front of the unit.
The administrative console login prompt displays on the monitor, and the power light on the front of the Barracuda Message Archiver turns on. For a description of each indicator light, refer to *Understanding the Indicator Lights* on page 51.

**Configure IP Address and Network Settings**

The Barracuda Message Archiver is assigned a default IP address of 192.168.200.200.

**To set a new IP address from the administrative console:**

1. Connect your keyboard and monitor directly to the Barracuda Message Archiver.

2. At the `barracuda login` prompt, enter `admin` for the login and `admin` for the password. The User Confirmation Requested window displays the current IP configuration of the Barracuda Message Archiver.

3. Using your Tab key, select `Change` and press `Enter` to change the IP configuration.

4. Enter the new IP address, netmask, and default gateway for your Barracuda Message Archiver. Select `Save` to enter your changes. (The Primary and Secondary DNS fields are optional at this time, but if not entered at this step then they must be entered in step 3b of *Configure Administrative Settings* on page 24). Select `Exit`.

The new IP address and network settings are applied to your Barracuda Message Archiver.

**Configure Your Corporate Firewall**

If your Barracuda Message Archiver is located behind a corporate firewall, refer to *Table 3.1* for the ports that need to be opened on your corporate firewall to allow communication between the Barracuda Message Archiver, your email server, and the Internet.

*Table 3.1: Ports to Open on Your Corporate Firewall*

<table>
<thead>
<tr>
<th>Port</th>
<th>Direction</th>
<th>Protocol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Out</td>
<td>TCP</td>
<td>Remote diagnostics and technical support services</td>
</tr>
<tr>
<td>25 (optional)</td>
<td>In/Out</td>
<td>TCP</td>
<td>Email notifications and alerts; see note on page 24</td>
</tr>
<tr>
<td>53</td>
<td>Out</td>
<td>TCP/UDP</td>
<td>DNS (Domain Name Server)</td>
</tr>
<tr>
<td>80</td>
<td>Out</td>
<td>TCP</td>
<td>Firmware and Energize updates (unless configured to use a proxy)</td>
</tr>
<tr>
<td>123</td>
<td>Out</td>
<td>UDP</td>
<td>NTP (Network Time Protocol)</td>
</tr>
<tr>
<td>443 (optional)</td>
<td>In</td>
<td>TCP</td>
<td>For remote access over SSL (https) to the Barracuda Message Archiver; see <em>Enabling SSL for Administrators and Users</em> on page 27</td>
</tr>
<tr>
<td>8000</td>
<td>In</td>
<td>TCP</td>
<td>Web and add-in access to the Barracuda Message Archiver; see note on page 24, and step 4c of <em>Controlling Access to the Administration Interface</em> on page 27</td>
</tr>
</tbody>
</table>
Port 25 is the default port used for SMTP traffic. Some organizations choose to have email notifications and alerts from the Barracuda Message Archiver sent to an external email address directly or by using an external Smart Host without relaying through the corporate mail server. In these situations, the corporate firewall must be modified to allow outgoing emails from the Barracuda Message Archiver over the desired SMTP port.

In general, the Barracuda Message Archiver should not accept incoming SMTP requests from systems outside your organization’s network. However, if your email server is located in a DMZ, you may need to configure your corporate firewall to allow incoming traffic over the designated SMTP port from your email server to the Barracuda Message Archiver.

The port specified as the Web Interface Port must be configured on your corporate firewall to allow traffic to the Barracuda Message Archiver if you wish to allow any remote users to use either the Web interface or the Barracuda Message Archiver Outlook Add-in.

**Configure Administrative Settings**

After specifying the IP address of the Barracuda Message Archiver and opening the necessary ports on your corporate firewall, configure the Barracuda Message Archiver from the Web administration interface. Verify the system accessing the Web interface is connected to the same network as the Barracuda Message Archiver, and that the appropriate routing is in place to allow connection to the IP address of the Barracuda Message Archiver via a Web browser.

**To configure administrative settings on the Barracuda Message Archiver:**

1. From a Web browser, enter http:// followed by the IP address of the Barracuda Message Archiver, followed by the default Web Interface HTTP Port (:8000).
   

2. Log into the administration interface using admin for both the username and password.

3. Go to the **BASIC > IP Configuration** page and perform the following steps:

   3a. In the TCP/IP Configuration section, verify the IP address, netmask, and default gateway for your Barracuda Message Archiver (entered in step 4 of Configure IP Address and Network Settings on page 23).
   
      3b. Enter the IP address of your primary and secondary DNS servers (if these have not yet been set up).
   
      3c. Enter the default hostname and default domain name of the Barracuda Message Archiver.
   
      3d. If you wish to allow external access to the Barracuda Message Archiver, you must enter an External System Name and Port that is accessible (resolvable) from outside of your organization’s internal network. These may differ from what was specified in Step 3c. above, since the Default Host Name may resolve to an internal IP address that is unreachable by remote users. The values specified here must be externally resolvable, and are used for stubbing operations, as well as by the Barracuda Message Archiver Outlook Add-in, to communicate with the Barracuda Message Archiver.
   
      3e. Click **Save Changes**.

**Note**

Whenever your Barracuda Message Archiver IP address is change on the **IP Configuration** page, you are disconnected from the administration interface. You must log in again using the new IP address.
4. Go to the **BASIC > Administration** page and perform the following steps:

   4a. Assign a new administration password to the Barracuda Message Archiver. This is an optional step that is highly recommended for your own security and protection.

   4b. Make sure the local time zone is set correctly.
        Time on the Barracuda Message Archiver is automatically updated via NTP, and requires that port 123 is opened for outbound User Datagram Protocol (UDP) traffic on your firewall (if the Barracuda Message Archiver is located behind one).
        It is important that the time zone is set correctly as this information is used to determine the integrity of the message archive, and in all logs and reports.

   4c. If desired, change the port number used to access the Barracuda Message Archiver administration interface. The default port is 8000.

   4d. Enter the amount of time for the session expiration length (in minutes) of your Web administration interface session.

   4e. At expiration, you are required to log back into the administration interface.

   4f. Enter the email addresses for your Administrator to receive system alerts and notifications, and other urgent communications from Barracuda Networks.

   4g. (Optional) Specify your local SMTP server in the Outbound SMTP Host/Smart Host field.

   4h. (Optional) Specify whether to require secondary authorization for certain actions.

   4i. Click **Save Changes**.

### Activate Your Subscriptions

After installation, your Energize Updates and other optional subscriptions must be activated for the Barracuda Message Archiver to be fully enabled, and to continue receiving the latest updates to all virus, policy, and document definitions from Barracuda Central. The Energize Updates service is responsible for downloading these updates to your Barracuda Message Archiver.

**To activate your subscription status:**

1. At the top of every page, you may see the following warning:

   **Error: Activation has not been completed. Please activate your Barracuda Message Archiver to enable functionality. (Click here to activate)**

2. Click on the designated link to open up the **Product Activation** page in a new browser window.

3. On the **Product Activation** page, fill in the required fields and click **Activate**. A confirmation page opens and displays the terms of your subscription.

   3a. If your Barracuda Message Archiver cannot communicate directly to Barracuda Central servers, an Activation Code displays; enter this code in the Activation Code area as described in step 4a.

4. Return to the Barracuda Message Archiver administration interface and navigate to the **BASIC > Status** page. In the **Subscription Status** section, verify that the word **Current** appears next to **Energize Updates**, **Instant Replacement Service** (if purchased), and **Premium Support** (if purchased).

   4a. If you received an Activation Code, enter the code in the Activation Code area and click **Save** to activate your Barracuda Message Archiver.
5. There may be a slight delay of a few minutes for the display to reflect your updated subscription status. If the status continues to display as unactivated, click Refresh in the Subscription Status section.

Note
If your subscription status does not change to Current within an hour, or if you have trouble filling out the Product Activation page, contact your Barracuda Networks sales representative.

Update the Barracuda Message Archiver Firmware

To update the firmware on the Barracuda Message Archiver:

1. Go to the ADVANCED > Firmware Update page. Verify that the installed version matches the Latest General Release. The Download Now button next to the Latest General Release is disabled if the Barracuda Message Archiver is already up-to-date with the latest firmware.

2. If the installed version does not match the Latest General Release: read the release notes to learn about the latest features and fixes provided in the new firmware version, and click Download Now to begin the download. Updating the firmware may take several minutes; do not turn off the unit during this process.
   
   Click the Refresh button next to the firmware download progress to view the download status. A “Firmware downloaded” message displays once the download is complete, and the Refresh button is replaced by Apply Now.

3. Click the Apply Now button when the download is complete.

4. Click OK when prompted to reboot the Barracuda Message Archiver.
   
   A Status page displays the progress of the reboot. Once the reboot is complete, the login page appears.

Update Definitions

To apply the newest definitions provided by Energize Updates:

1. Select ADVANCED > Energize Updates.

2. Select On for Automatic Updates. The recommended setting is On for all available definitions.

3. Verify the current version is the same as the latest general release. If the rules are up-to-date, proceed to the next section. If the rules are not up-to-date, continue to the next step.

4. Click Update to download and install the latest available definitions onto the Barracuda Message Archiver.
Administrative Settings

This section covers configuration of various administrative settings for your Barracuda Message Archiver:

- Controlling Access to the Administration Interface..............................27
- Setting the Time Zone of the System.................................................. 27
- Customizing the Appearance of the Web Interface............................ 27
- Enabling SSL for Administrators and Users ......................................... 27

Controlling Access to the Administration Interface

The **BASIC > Administration** page is where you perform the following tasks related to Web interface access for the Barracuda Message Archiver:

- Change the password of the administration account **admin**.
- Change the port used to access the Barracuda Message Archiver over the Web (default is port 8000).
- Change the length of time after which idle users are to be logged out of the Web interface (the default value is 20 minutes).
- Specify the IP addresses or netmask of the systems that can access the Web administration interface. Attempts to log in as **admin** from other systems are denied.
- Specify the IP addresses or netmask of the systems that can communicate with the Barracuda Message Archiver via SNMP (available on Barracuda Message Archiver 450 and higher).

Setting the Time Zone of the System

You can set the time zone of your Barracuda Message Archiver from the **BASIC > Administration** page. The current time on the system is automatically updated via NTP. When the Barracuda Message Archiver resides behind a firewall, NTP requires port 123 to be opened for outbound UDP traffic.

It is important that the time zone is set correctly because this information is used in all logs and reports.

**Note:** The Barracuda Message Archiver automatically reboots when you change the time zone.

Customizing the Appearance of the Web Interface

The **ADVANCED > Appearance** page allows you to customize the default images used on the Web interface. This tab is available only on the Barracuda Message Archiver 650 and above.

Enabling SSL for Administrators and Users

The **ADVANCED > Secure Administration** page allows you to modify various settings related to SSL (https) access to the Web interface for your Barracuda Message Archiver.

SSL not only ensures that your passwords are encrypted, but also ensures that all data transmitted to, and received from, the administration interface is encrypted. The Barracuda Message Archiver
supports SSL access without any additional configuration. However, some sites may enforce the use of a secured connection to access the Web interface, or prefer to use their own trusted certificates.

**To enforce SSL-only access:**

1. Go to the ADVANCED > Secure Administration page.
2. Select Yes to enable HTTPS/SSL access only to the Web interface. Setting this to No allows the Barracuda Message Archiver to accept non-SSL connections.
3. Select Yes to Use HTTPS links in emails sent out by the Barracuda Message Archiver.
4. Enter your desired Web Interface HTTPS/SSL port. The default is 443.
5. Click Save Changes to save and activate your changes.

If you wish to change the certificate that is used, you must first create and upload the new certificate before changing the Certificate Type in the SSL Certificate Configuration section. The Barracuda Message Archiver supports the following certificate types:

- **Default (Barracuda Networks)** certificates are signed by Barracuda Networks. On some browsers, these may generate some benign warnings which can be safely ignored. No additional configuration is required to use these certificates which are provided free of charge as the default certificate type.

- **Private (Self-signed)** certificates provide strong encryption without the cost of purchasing a certificate from a trusted Certificate Authority (CA). These certificates are created by providing the information requested in the Certificate Generation section of the ADVANCED > Secure Administration page. You may also wish to download the Private Root Certificate and import it into your browser to allow verification of certificate authenticity, and to prevent warnings from displaying when accessing the Web interface.

- **Trusted (Signed by a trusted CA)** certificates are issued by trusted CAs, and must be purchased separately with a Certificate Signing Request (CSR). This can be downloaded after providing the information requested in the Certificate Generation section of the ADVANCED > Secure Administration page. Once you have received the certificate and key from the CA, you must upload both items to the Barracuda Message Archiver from the Trusted Certificate section of that same page. The certificate is in effect once the upload is completed.

Note: The SSL configuration referred to here is related only to the Web-based administrative interface. There is no need to explicitly configure SSL for traffic between the Barracuda Message Archiver and your email servers.
Chapter 4
Configuring the Barracuda Message Archiver

This chapter describes the configuration and management tasks you can perform from the Web interface. The following topics are covered:

- Setting Up User Access ................................................................. 30
- Configuring Storage ....................................................................... 32
- Importing New Messages ................................................................. 34
- Importing Historical Data ................................................................. 37
- Exchange Stubbing ......................................................................... 39
- Optional Settings ........................................................................... 41

Note
For more detailed information about a specific page in the Web interface, view the online help by clicking the question mark icon on the right side of the interface.
Setting Up User Access

This section describes how to customize user access to the Barracuda Message Archiver.

User Accounts and Roles

There are two types of user accounts on the Barracuda Message Archiver:

- **Local Accounts**: These accounts reside only on the Barracuda Message Archiver and are created from the USERS > User Add/Update page in the administration interface.
- **LDAP Accounts**: These accounts reside in your LDAP directory. Once LDAP is configured on the Barracuda Message Archiver, users can log in using their regular network credentials to view and create flags for messages in their personal archive.

Local Accounts are created with one of 3 Roles:

- **User**: Able only to view messages accessible to the account, either because the username for the account is also that of the sender or recipient of a message, or because it has been given explicit access to view an email address via Alias Linking.
- **IT Admin**: Able only to modify system and network configuration settings, and has no access to policies or any messages on the Barracuda Message Archiver.
- **Auditor**: Able to create and activate policies, and view, search, and export any messages to/from the domains to which they have access. To create a “Domain Auditor” (an auditor with access to only a subset of the domains on your Barracuda Message Archiver), set the role to Auditor and specify at least one domain. If no domains are specified, then all messages in the entire Barracuda Message Archiver are accessible. No auditor account has access to any system or network configuration information on the Barracuda Message Archiver.

The assigned Role can be changed at a later date from the USERS > Local Accounts page, but only the last assigned Role is active.

Alias Linking

LDAP users often have one primary email address that is their user account name along with several aliases for convenience. For example, csmith@company.com might also receive messages as chris.smith@company.com, chris@company.com, and c_smith@company.com. For organizations that use LDAP, messages sent to any alias are also accessible from the primary user account on the Barracuda Message Archiver.

In addition, you can create a local user account on the Barracuda Message Archiver that has access to archived messages for multiple users. For example, you would like a single user account to be able to see emails for chris.smith@company.com, pat.jones@company.com, and alex.pierce@company.com, in addition to the_boss@company.com. To do so, create a local account on the Barracuda Message Archiver (for example, “local_boss”), and list as aliases the email addresses to which that account is to have access.
To list aliases for an account:

1. Go to the **USERS > Local Accounts** page.

2. Click **Edit** for the primary user account. Doing so brings up another window in which you can specify the email aliases for the user.

3. Click **Save Changes** to save the list of aliases for that user. This account displays on the Account View page with its aliases.

**Group Membership**

Archived messages that are sent to a mailing group are visible in the personal message archive for every member of that group. For example, if csmith@company.com, patjones@company.com, and bdavis@company.com are all members of sales@company.com, then any message that is sent to sales@company.com is available in the archives of all three users.

To enable this ability, you must be using an Active Directory or LDAP server, and the lists must reside on those servers.
Configuring Storage

The Barracuda Message Archiver has swappable internal disk storage that is sized according to model, as well as the ability to use external drives for additional storage.

Hot swappable disks are offered on the Barracuda Message Archiver 650 and above.

**Note**

Maintenance for any external storage that is added to the Barracuda Message Archiver can and should be performed as you would for any other data storage device.

Storage Manager

Most of the controls needed to manage both the internal and external storage volumes are on the **ADVANCED > Storage Manager** page.

The table below outlines the internal storage capacity provided by the Barracuda Message Archiver.

<table>
<thead>
<tr>
<th>Model</th>
<th>Storage Capacity</th>
<th>RAID Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>150</td>
<td>0.5 Terabytes</td>
<td>RAID-1</td>
</tr>
<tr>
<td>350</td>
<td>1.0 Terabytes</td>
<td>RAID-1</td>
</tr>
<tr>
<td>450</td>
<td>2.0 Terabytes</td>
<td>RAID-1</td>
</tr>
<tr>
<td>650</td>
<td>4.0 Terabytes</td>
<td>RAID-5</td>
</tr>
<tr>
<td>850</td>
<td>8.0 Terabytes</td>
<td>RAID-5</td>
</tr>
<tr>
<td>950</td>
<td>12.0 Terabytes</td>
<td>RAID-5</td>
</tr>
<tr>
<td>1050</td>
<td>24.0 Terabytes</td>
<td>RAID-5</td>
</tr>
</tbody>
</table>

**Mirroring**

Enabling storage data mirroring provides data redundancy for added protection against any possible corruption of the actual hardware, while reducing overall drive capacity.

**Adding Storage**

You can configure the Barracuda Message Archiver to use external storage volumes for additional archiving capacity. Use any external volume that supports the SMB/CIFS filesharing protocols as external storage, with a dedicated hardware iSCSI adapter available on the Barracuda Message Archiver 850 and higher for integration with any iSCSI storage-area network (SAN).

**Email Notifications**

All notification emails regarding storage maintenance, such as alerts for low storage space, are configured on the **BASIC > Administration** page.
Back up Storage Locally

To create internal storage volume backups, you can enable Show Local Backup Options on the **ADVANCED > Backup** page to display the FTP and SMB share backup options. From the **Backup of Archives** section, you can enable NFS or SMB access to the message store, and create local storage backups. The username used to connect is always smb, but you can specify a workgroup name and an access password if desired.

**Desktop Backups**

Select one or more configuration backup files for download to your desktop in the **Desktop Backup** section.

**Automated Configuration Backups**

The settings in the **Automated Configuration Backups** section allow you to select the components you wish to back up, specify the backup schedule, and determine how many backups to keep on the remote server.

**Restoring Backups**

From the **Restoring Backups** section, you can upload either a desktop backup or an automated backup for restoration.

**Additional Storage Controls**

Additional usage settings for your storage volumes are configured from the **BASIC > Administration** page.

**Email Alerts**

All notification emails regarding storage maintenance, such as alerts for low available storage space and backup errors, are configured in the **Email Notifications** section.

**Rotation**

The settings in the **Storage Controls** section allow you to determine when and how much of the oldest archived data the Barracuda Message Archiver should automatically rotate off onto external storage. Doing so ensures that the internal storage volumes do not accidentally overflow, and frees up the faster on-board storage volumes for more recent data, allowing better search performance.
Importing New Messages

Depending on your network configuration, there are several ways in which the Barracuda Message Archiver can receive new messages (and other Microsoft Outlook items) for archiving. See the section on *Barracuda Message Archiver Configurations* on page 15 to determine the best deployment scenario for your corporation.

For specifics on how to set up in your environment, please reference the following sections:

- Journaling Email Server .................................................................... 34
- Archiving Microsoft Non-Email Items ............................................... 35
- Synchronizing Folders ....................................................................... 35
- Novell GroupWise .............................................................................. 35
- Importing Lotus Notes NSF File........................................................ 36
- Barracuda Spam & Virus Firewall .................................................... 36

**Journaling Email Server**

This is the recommended method of sending messages to the Barracuda Message Archiver.

If your email server is capable of journaling, verify that it is set up and enabled per the directions for your particular email server. The Barracuda Message Archiver has been tested and verified to work with many different types of journaling email servers including (but not limited to):

- Microsoft Exchange
- IBM/Lotus Domino
- IPSwitch Mail

**To set up a Remote Journal Account deployment:**

1. Configure your email server to journal messages as per the directions for your particular email server.

2. Go to the MAIL SOURCES > Journal Accounts page on the Barracuda Message Archiver to configure the settings for each mail server from which you wish to archive. Additionally, you can set the polling frequency for all accounts, and temporarily disable journaling for these accounts from this page.

3. Upon saving, the Barracuda Message Archiver immediately begins pulling messages from the designated journaling accounts.

**Note:** To include the journal envelope when exporting messages pulled from Microsoft Exchange journal accounts, go to BASIC > Administration, and in the Search Page Settings section, turn on Preserve Journal Wrappers.

**To set up a Designated SMTP Recipient:**

1. Identify an email address that is to receive all journaled messages. This must be an account with the username **archiver** on your email server, and specified in the following format:

   archiver@[ip_address_of_Barracuda_Message_Archiver_inside_square_brackets]

   Example: archiver@[192.168.2.24]
2. Configure journaling on your email server so that all journaled messages are actually delivered to the designated email address.

3. If you created an account on your email server, then you must create a forwarding rule on your email server to deliver all messages received by that user to the Barracuda Message Archiver.

Archiving Microsoft Non-Email Items

In addition to emails that are automatically sent from your Microsoft Exchange Server to the Barracuda Message Archiver for storage, you can also configure non-email items such as Appointments, Contacts, Notes and Tasks for archive. This enables you to get a more complete picture of all items that are or have been stored on your Exchange server, and eliminates the need to keep .pst files around solely for the purposes of retaining this information.

The archiving, or synchronization, of all non-email items is configured on the MAIL SOURCES > Exchange Integration page. You can configure synchronization of all or a portion of the Outlook items, be it for all or selected users, on a recurring basis.

Synchronizing Folders

You can specify folder structure synchronization for all or selected users on the MAIL SOURCES > Exchange Integration page based on the selected item source, and optionally specify a specific server from which to archive. This synchronization process runs nightly. Note that Outlook system folders (e.g., Drafts, Sync Issues), Inbox, Deleted Items, and Sent Items are not synchronized.

Novell GroupWise

If you wish to archive messages from Novell GroupWise servers (6.5 and higher only) to the Barracuda Message Archiver, each GroupWise server must have Message Retention enabled, and you must create a GroupWise Trusted Application Certificate.

To enable archiving with Novell GroupWise:

1. Follow the instructions provided in your Novell GroupWise manual for enabling Message Retention. Directions are also provided on Novell’s Web site at:
   http://www.novell.com/documentation/gw65/gw65_admin/data/am363cz.html
   For version 8.0 see:
   http://www.novell.com/documentation/gw8/gw8_admin/data/am363cz.html

2. Go to a workstation that has the GroupWise client and the Novell 32-bit client installed and is logged into the same eDirectory tree as the GroupWise server.

3. From that workstation, open a Web browser and download the Trusted Application Key Generator from USERS > Client Configuration page. This is also available (as the GroupWise Trusted Application Certificate Maker) from the Barracuda Networks downloads page at:

4. From that workstation, execute the downloaded Key Generator to create a Trusted Application Key to be uploaded onto the Barracuda Message Archiver; you must know the location of the domain directory.

5. Navigate to the MAIL SOURCES > GroupWise Sync page on the Barracuda Message Archiver.
6. Configure the items in the GroupWise Synchronization section for each GroupWise server. The generated Key should be entered in the **Trusted Application Key** field.

7. Save your changes to enable the Barracuda Message Archiver to maintain synchronicity with your GroupWise server.

For more information regarding Message Retention on your GroupWise server, refer to your Novell GroupWise documentation or visit:

http://www.novell.com/documentation/gw65/gw65_admin/data/am1phbm.html

For version 8.0:

http://www.novell.com/documentation/gw8/gw8_admin/data/am1phbm.html

---

**Importing Lotus Notes NSF File**

If you wish to archive messages from Lotus Notes (8.0 and higher) to the Barracuda Message Archiver, install the Microsoft Installer (.msi) file from the **USERS > Client Configuration** page on a Microsoft Windows-based system where Lotus Notes is installed.

---

**Barracuda Spam & Virus Firewall**

If you have a Barracuda Spam & Virus Firewall, and your email server has journaling capabilities, it is recommended that you set up Remote Journal Accounts as outlined in Journaling Email Server on page 34. However, if your email server is not able to journal messages, you can configure your Barracuda Message Archiver to act as an SMTP proxy to your email server and activate the journaling feature that is available on the Barracuda Spam & Virus Firewall (firmware versions 3.5 and higher) to submit messages to the Barracuda Message Archiver.

**Note**

The Barracuda Message Archiver MUST be configured to be the SMTP relay even for all internal email traffic because messages that bypass the Barracuda Spam & Virus Firewall are not available for journaling. Please refer to Figure 2.2: Sample Layout for SMTP Relay Deployment on page 17 for an illustration of the required traffic flow.

---

**To set up journaling on your Barracuda Spam & Virus Firewall:**

1. For your **Barracuda Spam & Virus Firewall** running firmware version 3.5, go to the **ADVANCED > Journaling** page. If your **Barracuda Spam & Virus Firewall** is running version 4.0 or higher, go to the **BASIC > Administration** page, and look in the **Mail Journaling** section.

2. In the **Destination Email Address** field, enter an SMTP recipient in the form: archiver@[ip_address_of_Barracuda_Message_Archiver]

   Example:     archiver@[192.168.2.24]

3. In the **Journal Message Bounce Address** field, enter the email address that is to receive all bounce notifications from the Barracuda Message Archiver.

4. Click **Save Changes**.

5. The Barracuda Spam & Virus Firewall begins sending a copy of every delivered message to the Barracuda Message Archiver. You must configure the **ADVANCED > SMTP Proxy** setting on the **Barracuda Message Archiver** to forward messages to your email server.
Importing Historical Data

In order to get the most complete archive possible, the Barracuda Message Archiver archives not only new messages, but also any existing (stored) items that were either already on your email server or stored in .pst files.

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.PST File Imports ............................................................................... 37

Direct Imports (via MAPI)

All emails currently on your Microsoft Exchange Server can be imported directly into the Barracuda Message Archiver via Microsoft’s Message Application Protocol Interface (MAPI).

You can configure multiple Exchange servers on the MAIL SOURCES > Exchange Integration page to import to the Barracuda Message Archiver. A list of all imports currently in progress, as well as those most recently completed, are available along with details for each import, including real-time monitoring of imports in progress.

.PST File Imports

A .pst file is an MS Personal Storage Table, and contains email messages exported from Microsoft Outlook. Some .pst files also contain additional Microsoft Outlook items such as Appointments and Contacts. You can import the contents of any .pst files from Microsoft Outlook 2000 (and later) into the Barracuda Message Archiver from the MAIL SOURCES > PST Import page. Password-protected .pst files are accepted as well as non-password-protected files.

There are two methods to import a .pst file:

- Immediate import from the Web UI (for single, small .pst files less than 250MB)
- Queued import (for multiple and/or large .pst files)

Immediate Import

The Barracuda Message Archiver can accept one .pst file at a time for immediate import from the Web interface. Files that are imported directly in this manner are processed immediately and their contents added to the Barracuda Message Archiver. Because processing files for import can be resource-intensive, Immediate Import supports files less than 250 MB in size. If you have any large files, or if you have multiple smaller files to import, use the Queued Import method.

Note

Before importing .pst files, ensure that LDAP services for your Active Directory server are configured on the Barracuda Message Archiver from the USERS > Directory Services page. This ensures that SMTP aliases associated with the message sender and recipients are resolvable.
**Queued Import**

Queued importing separates out the uploading step of importing a .pst file from the actual processing step. This is highly recommended if you have multiple .pst files whose contents you wish to add to the archive, allowing you to easily place .pst files on the Barracuda Message Archiver, and to delay file processing until a time when system performance is least impacted. Use Queued Import for large .pst files (greater than 250 MB) as this allows you to upload files “in the background”, thus reducing the risk of file transfer interruptions and browser timeouts.

Uploaded files are placed on a resident share on the Barracuda Message Archiver, and are listed on the MAIL SOURCES > PST Import page. Any uploaded files must then be imported in a separate step. You can choose to initiate multiple file processing in a single step, or select to process one file at a time. Any passwords required to access the contents of the .pst file must be specified here prior to initiating the import process.

**Note**

All .pst files of greater than 2 gigabytes can only be added to the Barracuda Message Archiver via Queued Import.

**Upload Share Settings**

By default, only the administrator’s Web interface has access to view the files currently on the share, to upload files onto the share, and to initiate processing of any files on the share. You can choose to provide access to the upload area to other users as an SMB/CIFS share (with an optional Workgroup name and password), to make it easier to copy/paste or drag/drop any .pst file for import. When enabled, the share is accessible in the following manner:

```
\<IP>\BarracudaMessageArchiverPstDrop
```

For example, if your Barracuda Message Archiver has the IP address of 192.168.2.24, use the following to connect to the share:

```
\192.168.2.24\BarracudaMessageArchiverPstDrop
```

To allow access to the share to upload a .pst into the Barracuda Message Archiver, the administrator must enable and configure the PST Import Options from the BASIC > Administration page. Privileges can be assigned to all users, or to just a single password-protected account called pstdrop to be used by anyone with the password.
Exchange Stubbing

Some administrators of Microsoft Exchange servers may wish to enable stubbing to store attachments on the Barracuda Message Archiver rather than on the mail server itself, since doing so can greatly increase the storage capacity of their mail server, in some cases by as much as 70%. Exchange Stubbing configuration is done on the MAIL SOURCES > Exchange Integration page.

During the stubbing process, the Barracuda Message Archiver adds all attachments for a message to its own storage database and creates a hyperlink, or stub, for each attachment. The attachments from the original message are then removed from your Exchange server and replaced with the stubs so that any requests to access the files are automatically redirected to, and served from, the Barracuda Message Archiver. A short message containing the names and sizes of the attachments is placed in every “stubbed” email, along with hyperlinks from which users can easily access the attachments regardless of what email client is used, including Outlook Web Access and mobile devices.

Users of Microsoft Outlook 2003 and higher can view a stubbed email using the Barracuda Message Archiver Outlook Add-in. When a stubbed email is accessed through the add-in, the attachment is automatically downloaded and displayed as part of the original email. The attachment is readily available for viewing or dragging onto the desktop, making the stubbing process virtually invisible.

**Note**

In order for remote users of the Barracuda Message Archiver Outlook Add-in to interact with the Barracuda Message Archiver, the Web Interface Ports specified on the BASIC > Administration page and on the ADVANCED > Secure Administration page must be configured on your corporate firewall to accept incoming connections.

**Frequency**

The stubbing process can be initiated on demand or configured to run nightly. All messages that are currently in the Barracuda Message Archiver that meet the provided criteria are stubbed, from the first archived message to those added up until 30 minutes before the stubbing process launches. When configured to run nightly, the process starts between 2am and 3am when the additional system load on the Barracuda Message Archiver least impacts users.

**Policy-Based**

The Barracuda Message Archiver only stubs messages that meet your specified criteria, which can be any combination of the following:

- **Mailbox**: Messages in the specified accounts
- **Age**: Messages older than the specified number of days
- **Size**: Messages larger than the specified size

You can configure multiple stubbing policies, including all stubbing procedures and their results and statuses, listed on the MAIL SOURCES > Exchange Integration page in the Recent Actions section.
End-User Controls

The Barracuda Message Archiver Outlook add-in is available to all users of Microsoft Outlook 2003 and higher, and retrieves the attachment and places it inline to ensure that email messages and attachments appear as they would prior to Exchange stubbing. The add-in can also be used to temporarily unstub and re-stub specific messages.

Any message unstubbed via the add-in remains so for 30 days, after which time it is re-stubbed during the next automatic stubbing process.

Unstubbing

Unstubbing a message causes the Barracuda Message Archiver to place the attachment back into the body of the message. This is most useful when individual end-users are on the road and need immediate access to all attachments in a message even while not directly connected to the mail server. Any message that is unstubbed by the user remains so until it is re-stubbed by that user, or after 30 days; it is not re-stubbed by either an immediate or nightly stubbing process during this time.
Optional Settings

You may wish to configure additional optional settings on the Barracuda Message Archiver.

Retention Policies

While the Barracuda Message Archiver is capable of handling an archive of virtually unlimited size, some corporations may wish to expire messages just as a matter of course. The POLICY > Retention page allows you to set the maximum age of an archived message before it is permanently purged from the archive. Note that if an auditor has specified an indefinite hold on a Saved Search, the retention policy is treated as an infinite lifetime.

SMTP Proxy

The Barracuda Message Archiver has the ability to act as an SMTP proxy to directly forward messages to your email server if so desired. The ADVANCED > SMTP Proxy page allows you to enter the IP address and TCP port required to allow the Barracuda Message Archiver to forward emails to your email server for delivery.

High Availability

You can cluster two or more Barracuda Message Archivers together to form a High Availability (HA) environment. When a Barracuda Message Archiver is added to a cluster, data is synchronized with the other systems in the cluster. Once configuration is complete, any messages that are archived on one Barracuda Message Archiver are copied to the others in the cluster for archiving on those systems as well.

Create clusters from the ADVANCED > High Availability page, which also displays the connection status of all systems in the cluster. A passcode, or shared secret, must first be entered on one of the Barracuda Message Archivers to prepare it for clustering since only other Barracuda Message Archivers providing that same shared secret are allowed to join with it. All data synchronization occurs as encrypted traffic over secured ports for increased security.

The HA environment is available on the Barracuda Message Archiver 450 and higher.
Chapter 5
Auditing Basics

This chapter explains how to use the auditing features on your Barracuda Message Archiver, and covers the following topics:

Message Searches .............................................................................. 44
Policy Alerts ...................................................................................... 46
Message Actions ................................................................................ 47
Message Searches

Searches are the main tools for the Barracuda Message Archiver, and can be made on virtually every aspect of a message including:

- message body content
- recipients and senders
- attachment type and content
- date

Searches can only be made over messages that the searcher has read access to, so privacy is always preserved. Use the Basic Search page for quick one-time searches, or go to the Advanced Search page for a full array of search options including complex search queries and the ability to save searches. Saved Searches are the basis for Policy Alerts, used by Auditors and administrators to monitor compliance, and Retention Policies, to purge messages from the archiver that are older than a specified date.

Viewing a Message

The BASIC > Search page of Barracuda Message Archiver initially displays a list of the archived messages that are accessible to the viewing account; only the system administrator has access to all messages in the Barracuda Message Archiver. All other non-admin accounts must be granted access to view messages other than their own (see Setting Up User Access on page 30 for more information).

The Search page displays basic information about a message such as senders and recipients, date, subject, and size. You can view the contents of a message in one of two ways:

- the Preview Pane
- the Message Details window

A single click on any message in the Search results sends it to the embedded Preview Pane for viewing. Double-click on a message to view it in a separate Message Details popup window. Both methods offer the ability to view the message as the sender intended for it to be viewed, as well as the underlying message source code. You can also select the character set to use for a particular message which can be especially useful when viewing a poorly formatted message that does not declare an appropriate charset. You can download each viewable message to your desktop as an .eml file.

Executing a Search

Searches can be executed from either the Basic Search or the Advanced Search pages. Both modes are available to all users who have the ability to search through messages, but only the Advanced Search page offers the ability to perform complex queries and create a Saved Search for use in Policy Alerts and Retention Policies.

Basic Search

The Basic Search interface accepts a word or phrase on which to search, and returns all available messages that contain the specified text in either the header or message body. This mode is useful when searching for that handful of emails to or from someone on a specific topic, or when looking for any message that contains a particular phrase. These are one-time searches as these cannot be saved for later use.
**Advanced Search**

You can perform more complex searches from the Advanced Search interface. This mode offers the ability to combine and negate multiple search parameters, save a particular combination of search parameters for future use, and execute any such Saved Search. You can search for messages in a variety of ways including:

- specifying a Natural Language or keyword expression as the search string
- limiting the scope of a search to specific parts of a message
- identifying messages that have a specific attribute, such as an attachment or an image
- restricting the search base to outbound, inbound, or internal messages only
- going only through those sent to or from specific email addresses, or those sent between specific dates

Descriptions of all available search parameters can be found in the online help for the Search page.

**Saved Searches**

Once you have designed a search from the Advanced Search page that locates the desired messages, you can save and name the search for re-execution at a later time. A list of all such Saved Searches and their definitions are available on the **POLICY > Saved Searches** page, and each one can be performed from that page as well as the Advanced Search page.

Any changes to a Saved Search must be done from the Advanced Search page by running the Search in question, making the desired changes, and saving the new criteria. Use a new name to create a new Saved Search, or use the existing name to overwrite the previous set of search criteria.

To receive an alert via email when a message that fits the parameters of a Saved Search is received by the Barracuda Message Archiver, **Policy Alerts** are required.

**Audit Log Filtering**

The **Advanced > Audit Log** page of Barracuda Message Archiver displays a list of all search-related activities that have been performed on the Barracuda Message Archiver. In this view you can browse through the list, or perform a search to filter on a subset of activities. You can filter by start/end dates, user name, and item type. Click on an activity to display the activity details in the Details pane.
Policy Alerts

Policy Alerts are email notifications that are sent out whenever the Barracuda Message Archiver detects an incoming message that meets the criteria of a Saved Search. This allows you to implement and monitor policies regarding your email traffic, and identify both new and existing messages that meet the specified criteria. You can create local auditor accounts on the Barracuda Message Archiver to negate the need to create temporary users with special access in your corporate directory or email server. See User Accounts and Roles on page 30 for more details on creating auditor accounts.

Policy Alert Definitions

The Barracuda Message Archiver includes three built-in policy definitions that are updated as needed by Barracuda Central to meet the latest standards, and are distributed via Energize Updates:

- Personal Email
- Personal Info
- Foul Language

In addition, you can use any Saved Search to create a new custom Policy Alert from the POLICY > Alerts page. You can also modify existing Policy Alerts from this page.

Administrators and auditors can choose to add themselves to the alerts list for these standard policies as well as for any custom Policy Alerts. They are then notified via email either weekly, daily, or immediately upon detection, whenever messages meeting the specified criteria enter into the archive with the offending messages attached to the notification email in a .zip file.

Policy Alert Statistics

You can display a count of messages that meet the search criteria of selected Policy Alerts on the BASIC > Status page of the Barracuda Message Archiver by enabling the dashboard option when defining the Alert. In addition, you can configure a daily Policy Violations Report containing statistics on all messages that generate a Policy Alert to go out to specific recipients on the BASIC > Reports page.
**Message Actions**

The Barracuda Message Archiver allows you to easily collect messages for exporting or forwarding, and to add tags to messages for future re-identification if desired. You can control whether any or all of these actions are available to users on the BASIC > Administration page, in the Search Page Settings section.

Messages journaled directly from Microsoft Exchange have additional hidden information, such as bcc recipients and other SMTP data. End-users do not have access to this information; however, for compliance reasons you may wish to include this hidden information when messages are exported or forwarded by the administrator or auditor. The Preserve Journal Wrappers setting, also in the Search Page Settings section, causes the body of an exported or forwarded message to consist of the complete envelope information, with the actual contents of the email turned into an attachment to the message.

**Exporting Messages**

Once a search is executed and the results are listed in the BASIC > Search page, you can choose to export one or more of these messages to a .pst or .zip file.

To export one or more messages, select the desired item(s) from the message list using Shift- or Ctrl-click to select multiple messages. Click on Tools located at the top of the message list, and click Export Messages. In the window select the desired action and export method. The desired messages are gathered into a single .pst or .zip file, and are available for download by any administrator from the Tasks tab in the BASIC > Search page.

**Forwarding Messages**

Once a search is executed and the results listed in the BASIC > Search page, you can specify one or more of these messages to be forwarded to a desired list of recipients.

To forward one or more messages, select the desired item(s) from the message list using shift- or ctrl-click to select multiple messages. Click on Tools located at the top of the message list, and select the desired action. A pop-up dialog prompts you for the email addresses of those users that are to receive the selected messages; use semi-colons to separate multiple email addresses.

**Tagging Messages**

Tag messages to easily identify any messages for future use. Tags can be any text, and can be accessed only by the account that created them.

To tag one or more messages, execute a search in the BASIC > Search page, and select the desired item(s) from the message list using Shift- or Ctrl-click to select multiple messages. Click PSTs & Tags, click on Tools located at the top of the message list, and select the desired Tag action. A pop-up dialog prompts you for the tag text. Tags can then be used as a search criteria, allowing you to easily retrieve these messages at a later time.
Chapter 6

Monitoring the Barracuda Message Archiver

This chapter describes the monitoring tasks you can perform from the Web interface.

Monitoring Tasks ........................................................................................................... 50

Note

For more detailed information about a specific page in the Web interface, view the online help by clicking the question mark icon on the right side of the interface.
Monitoring Tasks

This section describes the monitoring tasks you can perform from the Web administration interface and from the front panel of the Barracuda Message Archiver, and covers the following topics:

Viewing Performance Statistics ......................................................... 50
Setting up SNMP Alerts ................................................................. 50
Setting up Emailed System Alerts ...................................................... 50
Viewing System Tasks......................................................................... 51
Understanding the Indicator Lights................................................... 51

Viewing Performance Statistics

The BASIC > Status provides an overview of the health and performance of your Barracuda Message Archiver, including:

- Traffic and policy statistics, such as the amount of overall email traffic and how many messages have triggered a particular policy category.
- The subscription status of Energize Updates.
- Performance statistics including CPU temperature and system load. Performance statistics displayed in red signify that the value exceeds the normal threshold. These values fluctuate based on the amount of traffic that is being handled, however, if any setting remains consistently in the red for a long period of time, contact Barracuda Networks Technical Support.

Setting up SNMP Alerts

The Barracuda Message Archiver 450 and higher offers the ability to monitor various settings via SNMP including:

- Traffic and policy statistics, such as:
  - amount of overall traffic
  - number of messages that triggered a particular policy category
  - number of messages currently in the indexing queue.
- The subscription status of Energize Updates.
- Performance statistics, including CPU temperature and system load.

Setting up Emailed System Alerts

Use the BASIC > Administration page to configure the Barracuda Message Archiver to automatically email notifications to specified addresses; use a comma to separate multiple addresses.

System alerts notify you when:

- Your Energize Update subscription is about to expire
- Possible backup, synchronization, Journal account, or other connectivity failures
- Your system is low on disk space
**Viewing System Tasks**

The **ADVANCED > Task Manager** page provides a list of tasks that are in the process of being performed, and displays any errors encountered when performing these tasks.

Some of the tasks that the Barracuda Message Archiver tracks include:

- Imports of historical emails
- Exports of archived messages
- Configuration restoration

If a task takes a long time to complete, you can click the **Cancel** link next to the task name and then run the task at a later time when the system is less busy.

The **Task Errors** section lists an error until you manually remove it from the list; errors are not phased out over time.

**Understanding the Indicator Lights**

The Barracuda Message Archiver has five indicator lights on the front panel that blink when the system processes any message.

*Figure 6.1* displays the location of each indicator light.

*Figure 6.1: Indicator Lights*

![Figure 6.1: Indicator Lights](image)

*Table 6.1* describes each indicator light.

*Table 6.1: Description of the Indicator Lights*

<table>
<thead>
<tr>
<th>Light</th>
<th>Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Red</td>
<td>Reserved for future use</td>
</tr>
<tr>
<td>Yellow</td>
<td>Yellow</td>
<td>Reserved for future use</td>
</tr>
<tr>
<td>Traffic</td>
<td>Green</td>
<td>Blinks when the Barracuda Message Archiver processes traffic.</td>
</tr>
<tr>
<td>Data I/O</td>
<td>Green</td>
<td>Blinks during data transfer.</td>
</tr>
<tr>
<td>Power</td>
<td>Green</td>
<td>Displays a solid green light when the system is powered on.</td>
</tr>
</tbody>
</table>
This chapter provides general instructions for general maintenance of the Barracuda Message Archiver.

*Maintenance Functions* ........................................................................................................................................... 54
Maintenance Functions

This section describes how to manage and maintain your Barracuda Message Archiver using the Web administration interface, and covers the following topics:

- Backing up and Restoring Your System Configuration ............... 54
- Updating Your Barracuda Message Archiver Firmware ............... 54
- Updating the Definitions from Energize Updates ...................... 55
- Replacing a Failed System .................................................... 55
- Reloading, Restarting, and Shutting Down the System ................ 55
- Using the Built-in Troubleshooting Tools .................................. 56
- Rebooting the System in Recovery Mode .................................. 56

Backing up and Restoring Your System Configuration

Use the ADVANCED > Backup page to back up and restore your Barracuda Message Archiver configuration. Back up your system on a regular basis in case you need to restore this information on a replacement Barracuda Message Archiver or in the event your current system data becomes corrupt.

If you are restoring a backup file on a new Barracuda Message Archiver that is not yet configured, you must assign your new system an IP address and DNS information on the BASIC > IP Configuration page.

Note the following about the backup file:

- Do not edit backup files. Any configuration changes you wish to make must be done through the Web interface. The configuration backup file contains a checksum that prevents the file from being uploaded to the system if changes are made.
- You can safely view a backup file in Windows WordPad or Microsoft Word; avoid viewing backup files in Windows Notepad because the file can become corrupted if you save the file from this application.
- The following information is not included in the backup file:
  - System password
  - System IP information
  - DNS information

Updating Your Barracuda Message Archiver Firmware

Use the ADVANCED > Firmware Update page to manually update the firmware version of the system or revert to a previous version. The only time you should revert back to an old firmware version is if you recently downloaded a new version that is causing unexpected problems. In this case, call Barracuda Networks Technical Support before reverting back to a previous firmware version.

If you have the latest firmware version already installed, the Download Now button is disabled.

Note

Applying a new firmware version results in a temporary loss of service. For this reason, you should apply new firmware versions during non-busy hours.
Updating the Definitions from Energize Updates

The **ADVANCED > Energize Updates** page allows you to manually update the Virus, Policy, and Document Definitions used on your Barracuda Message Archiver, as well as to change the interval at which the Barracuda Message Archiver checks for updates.

It is recommended that you set the **Automatically Update to On** so that your Barracuda Message Archiver receives the latest rules as soon as they are available by Barracuda Central.

Replacing a Failed System

Before you replace your Barracuda Message Archiver, use the tools provided on the **ADVANCED > Troubleshooting** page to try to resolve the problem.

In the event that a Barracuda Message Archiver fails and you cannot resolve the issue, customers that have purchased the Instant Replacement service can call Barracuda Networks Technical Support and arrange for a new unit to be shipped out within 24 hours.

After receiving the new system, ship the old Barracuda Message Archiver back to Barracuda Networks at the address below with an RMA number clearly marked on the package; Barracuda Networks Technical Support can provide details on the best way to return the unit.

Barracuda Networks  
3175 S. Winchester Blvd  
Campbell, CA  95008  

attn: RMA # <your RMA number>

**Note**  
To set up the new Barracuda Message Archiver with the same configuration as your old failed system, first manually configure the new system’s IP information on the **BASIC > IP Configuration** page, and then restore the backup file from the old system onto the new system. For information on restoring data, refer to *Backing up and Restoring Your System Configuration* on page 54.

Reloading, Restarting, and Shutting Down the System

The **System Reload/Shutdown** section on the **BASIC > Administration** page allows you to shutdown, restart, and reload system configuration on the Barracuda Message Archiver.

Shutting down the system powers off the unit. Restarting the system reboots the unit. Reloading the system re-applies the system configuration.

You can perform a hard reset of the Barracuda Message Archiver by pressing the **RESET** button on the front panel of the system. Take caution when pressing the reset button as doing so while the Barracuda Message Archiver is in the midst of a configuration update or other task can result in inadvertent corruption of the system.
Using the Built-in Troubleshooting Tools

The **ADVANCED > Troubleshooting** page provides various tools to help troubleshoot network connectivity issues that may impact the performance of your Barracuda Message Archiver.

For example, you can test the connection of your Barracuda Message Archiver to the Barracuda Networks update servers to verify that it can successfully download the latest Energize Update definitions. You can also ping other devices from the Barracuda Message Archiver, perform a traceroute from the Barracuda Message Archiver to any another system, and execute various other troubleshooting commands.

Rebooting the System in Recovery Mode

If your Barracuda Message Archiver experiences a serious issue that impacts its core functionality, you can use diagnostic and recovery tools available at the reboot menu to return your system to an operational state.

Before using the diagnostic and recovery tools, do the following:

- Use the built-in troubleshooting tools on the **ADVANCED > Troubleshooting** page to help diagnose the problem.
- Perform a system restore from the last known good backup file.
- Contact Barracuda Networks Technical Support for additional troubleshooting tips.

As a last resort, you can reboot your Barracuda Message Archiver and run a memory test or perform a complete system recovery, as described below.

To perform a system recovery or hardware test:

1. Connect a monitor and keyboard directly to your Barracuda Message Archiver.
2. Reboot the system by doing one of the following:
   - Click **Restart** on the **BASIC > Administration** page.
   - Press the Power button on the front panel to turn off the system, and then press the Power button again to turn the system back on.

   The Barracuda splash screen displays with the following three boot options:

   - Barracuda
   - Recovery
   - Hardware_Test

3. Use your keyboard to select the desired boot option, and press **Enter**.

   You must select the boot option within three seconds of the splash screen appearing. If you do not select an option within three seconds, the Barracuda Message Archiver defaults to starting up in the normal mode (first option).

   For a description of each boot option, refer to **Reboot Options** on page 57.

**Note**

To stop a hardware test, reboot your Barracuda Message Archiver by pressing Ctrl-Alt-Del.
Reboot Options

*Table 7.1* describes the options available at the reboot menu.

*Table 7.1: Reboot Options*

<table>
<thead>
<tr>
<th>Reboot Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barracuda</td>
<td>Starts the Barracuda Message Archiver in the normal (default) mode. This option is automatically selected if no other option is specified within the first three (3) seconds of the splash screen appearing.</td>
</tr>
</tbody>
</table>
| Recovery       | Displays the Recovery Console where you can select from the following options:  
  • *Perform filesystem repair*—Repairs the file system on the Barracuda Message Archiver.  
  • *Perform full system re-image*—Restores the factory settings on your Barracuda Message Archiver, and clears out all configuration information.  
  • *Enable remote administration*—Initiates a connection to Barracuda Central that allows Barracuda Networks Technical Support to access the system. Another method for enabling this troubleshooting connection is to click Establish Connection to Barracuda Networks on the ADVANCED > Troubleshooting page.  
  • *Run diagnostic memory test*—Runs a diagnostic memory test from the operating system. If problems are reported when running this option, it is recommended that you next run the Hardware_Test option. |
| Hardware_Test  | Performs a thorough memory test that shows most memory-related errors within a two-hour time period. The memory test is performed outside of the operating system and can take a long time to complete.  
Reboot your Barracuda Message Archiver to stop the hardware test by pressing Ctrl-Alt-Del. |
This appendix provides hardware information for the Barracuda Message Archiver. The following topics are covered:

Hardware Compliance ........................................................................................................... 60
Hardware Compliance

This section contains compliance information for the Barracuda Message Archiver hardware.

Notice for the USA

Compliance Information Statement (Declaration of Conformity Procedure) DoC FCC Part 15: This device complies with part 15 of the FCC Rules.

Operation is subject to the following conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received including interference that may cause undesired operation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try one or more of the following measures:
   - Reorient or relocate the receiving antenna.
   - Increase the separation between the equipment and the receiver.
   - Plug the equipment into an outlet on a circuit different from that of the receiver.
   - Consult the dealer or an experienced radio/television technician for help.

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