

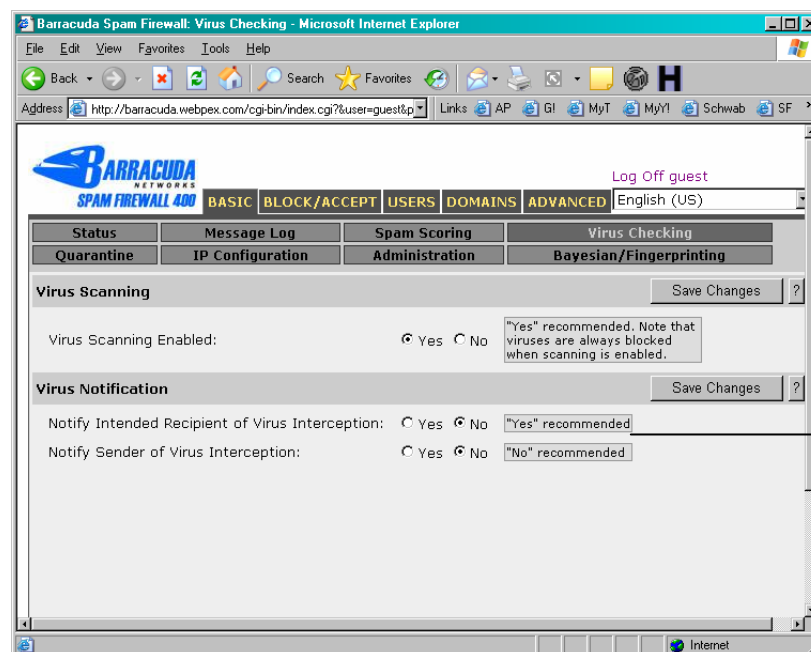
Barracuda Networks Technical Bulletin 6/29/05: Reducing “Backscatter” on the Barracuda Spam Firewall

“Backscatter” is email that is sent from your Barracuda Spam Firewall to a forged email address. Spam and virus emails generally contain fake email addresses. By default the Barracuda Spam Firewall is configured in a SAFE configuration. This SAFE configuration will send a bounce message whenever an email is blocked by the Barracuda Spam Firewall. This is done so that if you accidentally configure the Barracuda Spam Firewall and block some legitimate messages the person sending the message will be informed and can then take appropriate action.

In general, however, sending backscatter is not a good thing. It increases the load on your Barracuda Spam Firewall and it generates a lot of email to fake email addresses. Sometimes these fake email addresses are real people and they receive the bounce message. This is generally not a good thing because it is a bounce email, its confusing, and its unwanted.

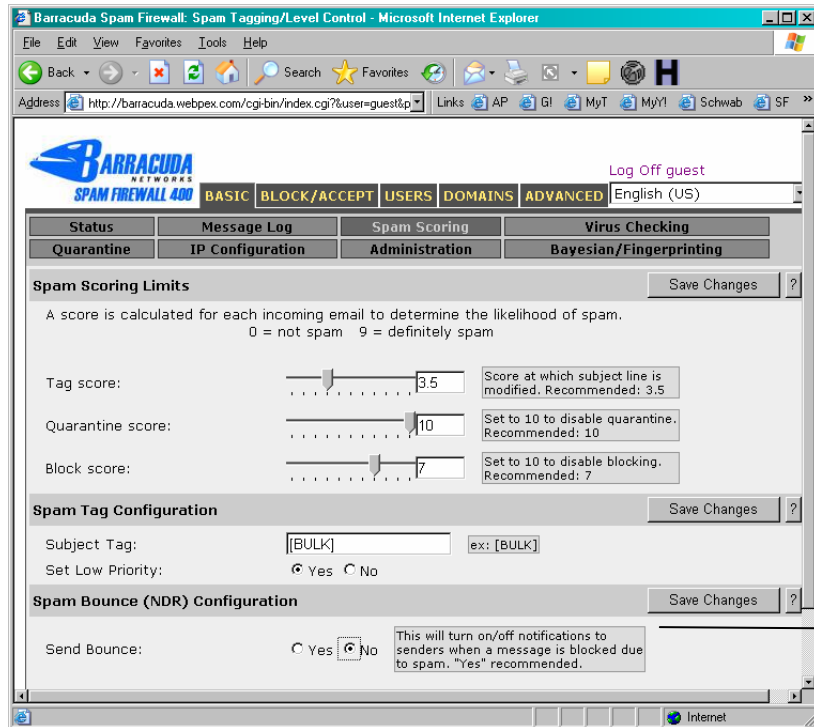
To configure your Barracuda Spam Firewall to reduce backscatter we recommend following these directions:

1. The first step is to configure your virus filtering to disable all bounce messages. No one needs to know, or wants to know, about Virus messages being blocked. On the **BASIC-->Virus Checking** page set “Notify Sender of Virus Interception” to **NO** and set “Notify Intended Recipient of Virus Interception” to **NO**.



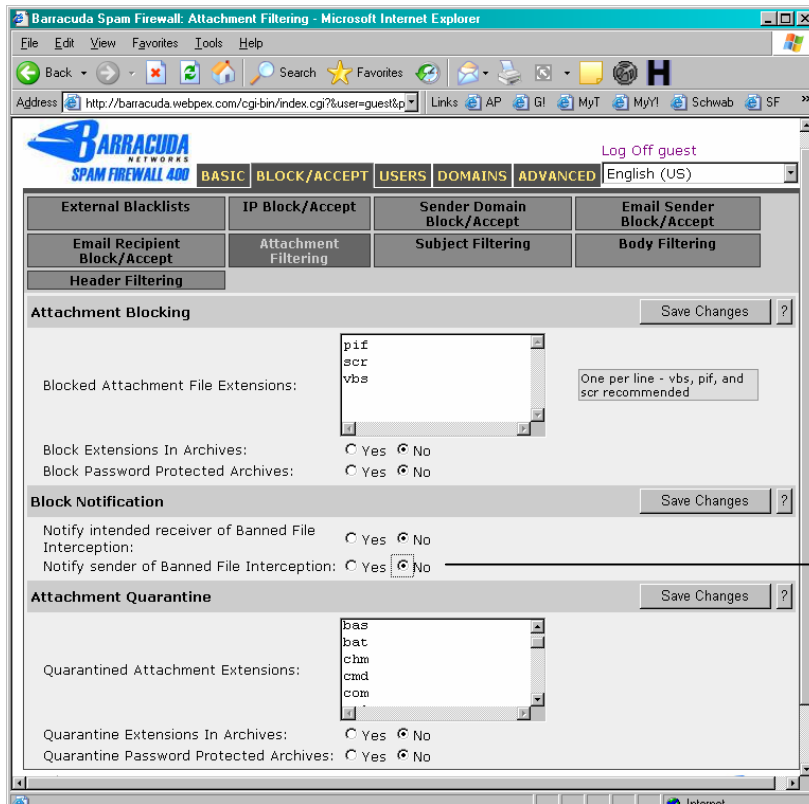
Set both “Notify Sender of Virus Interception” and “Notify Intended Recipient of Virus Interception” to **NO**

2. The second step is to configure your rejection notices for incoming spam. In general you should have configured your blocking scores to be high enough to accurately identify spam. If you are sure it is spam then there is no reason to send a rejection message. On the **BASIC-->Spam Scoring** page set "Send Bounce" to **NO**. (*Please note*: If you are concerned about blocking a message and not informing the user, Barracuda Networks recommends that you keep this configured to **YES**. If you are more concerned about backscatter problems you should set this to **NO**).



Set "Send Bounce Message" to No

3. The third step is to configure your rejection notices for attachments. The Barracuda Spam Firewall will normally be configured to reject attachments that are commonly used for sending viruses and which serve little other purpose. Sending notifications on these blocked attachments is generally not required and will contribute to backscatter. To turn off these notification go to the **BLOCK/ACCEPT-->Attachment Filtering** page and set "Notify Sender of Banned File Interception" to **NO**, and set "Notify Intended Recipient of Banned File Interception" to **NO**.



Set both "Notify Sender of Banned File Interception" and "Notify Intended Recipient of Banned File Interception" to **NO**

If you have any questions about backscatter and how to eliminate it, please contact Barracuda Networks Technical Support at 408-342-5400 or via email at support@barracudanetworks.com.

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