



# Messages and Search

## How do I let Cisco know a message was misclassified?

If you believe a message was not classified correctly (false positive or false negative), you can [reclassify](#) the message. This feedback may be used to influence future classifications.

## Why do some messages appear twice on my Messages page?

Duplicate entries are a result of Microsoft creating multiple journals for a single email. This can happen for several reasons. For example, mail rules set by the Exchange admin, or mail sent to groups with non-domain users.

## What does undisclosed recipient mean?

Undisclosed recipient indicates the email had no listed recipients. For example, when a BCC (blind carbon copy) is sent to a recipient. Secure Email Threat Defense does not track BCC recipients, but detection and remediation are not impacted.

