



# 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. The message will be queued for review by Cisco Talos. Talos may use the feedback to influence future classifications.

## Why am I still getting emails from a sender that I already reclassified?

Reclassifying only affects the verdict on the selected message(s). It does not indicate any change to future messages from the selected sender or based on the message content. The message will be queued for review by Cisco Talos. Talos may use the feedback to influence future classifications.

If you have a Secure Email Gateway (SEG) in place, you should indicate this on the **Policy** page. This information will help decrease false positives.

For false positive messages, consider adding a [Verdict Override](#) message rule.

If you continue to have this issue, contact [Support, page 13](#).

## 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.

