# Viewing a Message

https://campus.barracuda.com/doc/46891945/

The **Basic > Search** page initially displays a list of the archived messages that are accessible to the viewing account; only the system administrator has access to all archived messages. All other non-admin accounts must be granted access to view messages other than their own.

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** pop-up 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.

## LDAP Source

If you have an LDAP source such as Active Directory (AD) configured in the web interface, end-user logins are authenticated against the configured LDAP source. In addition, when a user logs in, information is retrieved about the user's mail attributes to determine if an end user should have access to the message. The user's attributes (listed in **Table 1** below) are compared to the information in the headers of an email, and if there is a match, the end user is able to see the message on the search page.

**Table 1. Attributes.**

| Attribute Name |
|---|
| othermailbox |
| proxyaddresses |
| mail |
| mailNickname |
| UserPrincipleName |
| cn |

legacyExchangeDN

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