
Troubleshooting the Message Log

<https://campus.barracuda.com/doc/75694692/>

Message has No Content

A message log entry with the subject **Message has no content** indicates an incomplete SMTP transaction due to a failed connection. The Barracuda Email Security Service logs all failed connections and the log entry for the message shows the from/to data, but does not have a header or body content. This mail includes messages that are malformed or are addressed to invalid recipients.

Message Incorrectly Blocked

When the Message Log displays **score** for the **Reason** a message is blocked, but it should not have been blocked, select the message and click **NOT SPAM**. This sends the message to Barracuda Networks where the scoring is reviewed and modifications are made as needed.

Messages not Delivered to Recipient

When you click **Deliver** for one or more selected messages in the Message Log, if the message is successfully delivered, the **Delivery Status** changes to **Delivered**. The mail remains in the log unless you select the message again and click **Delete**. If the mail cannot be delivered, this is reflected as a notice in your browser window and the **Delivery Status** does not change. If delivered messages are not making it to the recipient's mailbox, it may be due to a filter on your mail server or a service on your network catching the mail as spam. Check your local trash/spam folder for the mail.

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