

## **Email Files and Jaggaer**

DWP's own security filtering software will block the download from Jaggaer of ANY e-mail message documents with the file extension .msg.

These files could once be uploaded to Jaggaer but not later downloaded so once there, they are effectively lost.

Any documents existing as .msg files, either in their own right or embedded in other documents should be removed and converted to .docx / .pdf or similar safe format before uploading to Jaggaer.

Emails with embedded attachments should have the attachments removed and uploaded to Jaggaer separately.

A zip file containing an .msg file will also be blocked from being downloaded. Other documents with embedded emails inside will also be blocked, please remove the embedded email, save in a safe format and upload separately.

**From 25/03/2019** – we have blocked the upload of email files to Jaggaer.