



# Release Notes for Cisco Secure Email Encryption Service 10.0

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Published: October 19, 2024

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## What's New In This Release

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### What's New in Release 10.0.0-114

Password Change Notifications for Account Administrators and Corporate Users when account admin resets the password	If an account administrator changes the password of another account admin, the affected admin will receive a notification email indicating which admin has changed their password. Also, if an account administrator changes the password of any user within the account, the user will receive a message notifying them that their password has been changed by an account admin.
Password Reset Notification for Non-Corporate Users when System admin resets the password	If a non-corporate user resets their password by contacting Secure Email Encryption Service support, they will receive an email confirming that their password has been reset by the support team.

### What's New in Release 10.0.0-092

There are no new features added in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

### What's New in Release 10.0.0-069

There are no new features added in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

### What's New in Release 10.0.0-060

There are no new features added in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

### What's New in Release 10.0.0-058

There are no new features added in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

## What's New in Release 10.0.0-003

Cisco Secure Email Encryption Service Infrastructure Migration to Amazon Web Services (AWS)	Cisco Secure Email Encryption Service is transitioning to Amazon Web Services (AWS) infrastructure. The migration will be seamless, requiring no action on your part. Following the migration, you can continue to work on the Secure Email Encryption Service, Encryption Add-in, and Submission Add-in. You will experience no downtime or disruption, and continue to access Secure Email Encryption Service as usual, with no changes to your user accounts or settings.
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## Changes in Behavior

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## Changes in Behavior in Release 10.0.0-114

There are no behavior changes in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

## Changes in Behavior in Release 10.0.0-092

Feature	Description
Secure Compose Restrictions Using Websafe	Non-corporate email addresses cannot send or forward secure messages to other non-corporate accounts. For more details, see <a href="https://www.cisco.com/c/en/us/support/docs/security/email-encryption/222286-understand-cres-secure-compose-restricti.html">https://www.cisco.com/c/en/us/support/docs/security/email-encryption/222286-understand-cres-secure-compose-restricti.html</a>

## Changes in Behavior in Release 10.0.0-069

- There are no behavior changes in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

## Changes in Behavior in Release 10.0.0-060

There are no behavior changes in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

## Changes in Behavior in Release 10.0.0-058

There are no behavior changes in this release. For the list of fixed issues for this release, see [Known and Fixed Issues, page 3](#).

## Changes in Behavior in Release 10.0.0-003

Feature	Description
Removal of Microsoft OneDrive for storage of messages	From this release onwards, only Cisco Storage on AWS is available for storing secure messages. Support for Microsoft OneDrive is not available.
Configure key retention period up to five years	Admins can configure the time period up to which the encryption keys are stored. By default, the keys are stored for one year. You can configure the key retention period up to five years.  End user cannot open a secure message if its encryption key has expired.
Configure Read Message link expiry duration	Admins can set the maximum storage duration for the Read Message link in secure messages to 30 days.
Secure messages sent from Websafe cannot be forwarded.	If a secure message is sent from Websafe, recipients cannot forward it further to anyone. The <i>Forward Message</i> functionality is not available if the original message is sent from Websafe.

## Supported Operating Systems and Certificate Authorities

For information about the supported operating systems and certificate authorities in this release, see [Compatibility Matrix for Cisco Secure Email Encryption Service](#).

## Fixed and Known Issues

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### Known Issues in Release 10.0.0-114

- CSCwm85145 - Password Reset Notification is sent When User Status is Changed to Blocked/Locked/Suspended
- CSCwm77343 - Secure Forward gives success message even with no recipients.

### Known and Fixed Issues in Release 10.0.0-092

- There are no known and fixed issues for this release.

### Fixed Issues in Release 10.0.0-069

- CSCwk62092 - Link Greyed Out (Activation & Password Reset)
- CSCwm00383 - Secure message email contains invisible "Read Message" link when displayed in some Web Clients.

### Fixed Issues in Release 10.0.0-060

- CSCwj69455: Bounce emails for external users are sent to res.cisco.com instead of the actual senders.

### Fixed Issues in Release 10.0.0-058

- CSCwh56746: Language change option does not affect customer support page.  
Customer support page <https://res.cisco.com/websafe/help?topic=ContactSupport> now displays the languages correctly.

### Known Issues in Release 10.0.0-058

- There are no known issues for this release.

## Related Documentation

Document	Location
Account Administrator Guide	<a href="https://www.cisco.com/c/en/us/support/security/email-encryption/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/security/email-encryption/products-user-guide-list.html</a>
Recipient User Guide	
Compatibility Matrix	
Open Source Documentation	<a href="https://www.cisco.com/c/en/us/support/security/email-encryption/products-release-notes-list.html">https://www.cisco.com/c/en/us/support/security/email-encryption/products-release-notes-list.html</a>
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## Service and Support

Use the following steps to resolve support cases:

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- Step 1** Use the ‘Frequently Asked Questions’ web page—most issues with registration and Secure Message opening can be quickly resolved by seeing if your question is answered on the following web page: <http://res.cisco.com/websafe/help?topic=FAQ>.
  - Step 2** Recipients can obtain support by clicking the Chat Online icon and speaking with the Live Agent 24 hours a day, seven days a week. The web chat is available at: <https://res.cisco.com/websafe/help?topic=ContactSupport>.




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**Note** The Email and Web Chat Support is now available in English and French. The French Support is available between the hours of 8:00 AM to 5:00 PM, Eastern Time, on weekdays.

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- Step 3** Contact Cisco Secure Email Encryption Service support through email—any issue that is not resolved by the FAQ page must be emailed to the Cisco Secure Email Encryption Service support (support@res.cisco.com). An end-user can expect a response within 24 business hours after submitting the email.
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# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

To have a list of all new and revised Cisco technical documentation delivered directly to your desktop using a reader application, subscribe to *What's New in Cisco Product Documentation* as an RSS feed by clicking the RSS icon on the What's New page. The RSS feeds are a free service.

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