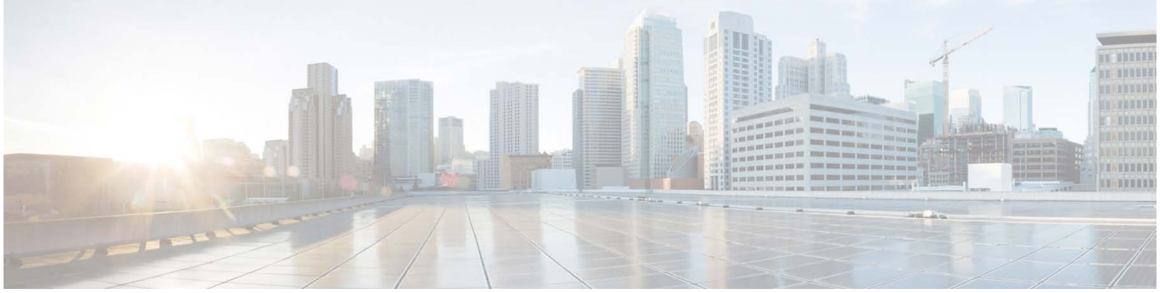

Release Notes for Cisco Secure Email Encryption Service 10.0

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Contents

Cisco Systems, Inc.
www.cisco.com

What's New In This Release

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.

Changes in Behavior

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 *Forward Message* 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.

Known and Fixed Issues

There are no Known or fixed issues for this release of Cisco Secure Email Encryption Service.

Related Documentation

Document	Location
Account Administrator Guide	https://www.cisco.com/c/en/us/support/security/email-encryption/products-user-guide-list.html
Recipient User Guide	
Compatibility Matrix	
Open Source Documentation	https://www.cisco.com/c/en/us/support/security/email-encryption/products-release-notes-list.html
Release Notes	

Service and Support

Use the following steps to resolve support cases:

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.

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.

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.

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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