



# Release Notes for Cisco Registered Envelope Service Engine Update 7.2.0

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Encryption Service Engine Update Version - 7.2.0-040

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## Changes in Behavior

Cisco Registered Envelope Service Engine Update 7.2.0-040 has the following features:

Change	Description
Cisco logo is no longer shown in the securedoc HTML attachment	Registered Envelopes do not display Cisco logo and the text <b>Cisco Registered Envelope Service</b> at the bottom of the securedoc.
Security questions and personal passphrase are removed for new user registration	Security questions and personal passphrase are no longer required when a new user registers for Cisco Registered Envelope Service.



Users must agree to the Terms of Service during registration	New users must agree to the Terms of Service by clicking the <b>I agree to CRES's Terms of Service</b> checkbox to register their account in Cisco Registered Envelope Service.
Change in password reset workflow	Users will receive an email with the subject "Your CRES password reset link" containing a password reset hyperlink to change their password. They will receive another confirmation email saying "Your CRES password has been changed" after changing the password.

## Related Documentation

- [Cisco Email Encryption Compatibility Matrix](#)
- [Cisco Registered Envelope Service Open Source Documentation](#)

## Service and Support

For the best support experience, we recommend that recipients first check the FAQ page to find answers to commonly asked questions. If the issue cannot be resolved, we recommend you to use the Instant Messenger support or send an email to the Cisco Registered Envelope Service support team (see the contact information below). For urgent issues, recipients should contact the Cisco Registered Envelope Service support at support@res.cisco.com. Use the following steps to resolve support cases.

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- Step 1** Use the 'Frequently Asked Questions' webpage—most issues with registration and envelope opening can be quickly resolved by seeing if your question is answered on the following webpage:  
<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>
- Step 3** Contact Cisco Registered Envelope Service Recipient Support through email—any issue that is not resolved by the FAQ page must be emailed to the Cisco Registered Envelope 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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