Release Notes for Cisco Registered Envelope Service Engine Update 7.2.1

Contents

Changes in Behavior

Change	Description
Secure Message Changes	From this release onwards, the Secure Message login page displays the recipient email addresses in a searchable drop-down box.
	You can use the searchable drop-down box to open a secured message in any one of the following ways:
	• Select the required recipient email address from the searchable drop-down box.
	• Search for a recipient email address by entering any character that matches the recipient email address in the searchable drop-down box.
	✎ **Note** If JavaScript is disabled on your web browser, you will not be able to search for a recipient email address. You can only view and select a recipient email address from the list of recipient email addresses available in the searchable drop-down box.
	✎ **Note** If you receive the secure message as a BCC recipient, you need to select the 'Address Not listed' option from the searchable drop-down box and enter the recipient email address manually.

Known and Fixed Issues

Use the Cisco Bug Search Tool to find information about known and fixed defects in this release.

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Bug Search Tool Requirements

Register for a Cisco account if you do not have one. Go to https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui.

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Lists of Known and Fixed Issues

Known Issues	https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=28628 8792&rls=5.4.1-049&sb=afr&bt=custV
Fixed Issues	https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=28628 8792&rls=5.4.1-049&sb=fr&bt=custV

Finding Information about Known and Fixed Issues

Use the Cisco Bug Search Tool to find the most current information about known and resolved defects.

Before You Begin

Register for a Cisco account if you do not have one. Go to https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui.

Procedure

Step 1   Go to https://tools.cisco.com/bugsearch/.

Step 2   Log in with your Cisco account credentials.

Step 3   Click **Select from list** > **Security** > **Email Security** > **Cisco Email Security Appliance**, and click **OK**.

Step 4   In Releases field, enter the version of the release, for example, 5.4.1.

Step 5   Depending on your requirements, do one of the following:

- To view the list of resolved issues, select **Fixed in these Releases** from the Show Bugs drop down.

- To view the list of known issues, select **Affecting these Releases** from the Show Bugs drop down and select **Open** from the Status drop down.

Note   If you have questions or problems, click the **Help** or **Feedback** links at the top right side of the tool. There is also an interactive tour; to view it, click the link in the orange bar above the search fields.

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.

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.

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.

This document is to be used in conjunction with the documents listed in the "Changes in Behavior" section.