



Release Notes for Cisco Secure Email Encryption Service Add-Ins 10.0

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What's New In This Release

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What's New in Release 10.0.0-132 for Secure Email Encryption Add-In

Support for Both SAML 2.0 and CRES Methods in Websafe and Add-In	<p>Cisco Secure Email Encryption Service now allows administrators to enable both SAML 2.0 and CRES authentication methods for the websafe and add-in.</p> <p>When both methods are configured, users logging in with CRES for the first time must use the Forgot Password link to generate a new password before they can log in successfully.</p>
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What's New in Release 10.0.0-095 for Secure Email Encryption Add-In

There are no new features added in this release. For the list of known and fixed issues for this release, see [Known and Fixed Issues in Release 10.0.0-095 for Encryption Add-In, page 6](#)

What's New in Release 10.0.0-087 for Secure Email Encryption Add-In

There are no new features added in this release. For the list of known and fixed issues for this release, see [Known and Fixed Issues in Release 10.0.0-087 for Encryption Add-In, page 6](#)

What's New in Release 10.0.0-081 for Secure Email Encryption Add-In

There are no new features added in this release. For the list of known and fixed issues for this release, see [Known and Fixed Issues in Release 10.0.0-081 for Encryption Add-In, page 6](#)

What's New in Release 10.0.0-068 for Secure Email Encryption Add-In

There are no new features added in this release. For the list of known and fixed issues for this release, see [Known and Fixed Issues in Release 10.0.0-068 for Encryption Add-In](#), page 7

What's New in Release 10.0.0-056 for Secure Email Encryption Add-In

Added localization support for Secure Email Encryption Add-In.	In this release we have added the localization support for Secure Email Encryption Add-In. It will use the language based on the Outlook language setting.
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What's New in Release 10.0.0-049 for Secure Email Encryption Add-In

SAML-Based SSO Login for Corporate Account Users	In this release, we have introduced SAML-based Single Sign-On (SSO) login for corporate account users in the Secure Email Encryption Add-In. Users can now log in using SSO.
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What's New in Release 10.0.0-039 for Secure Email Encryption Add-In

Registration for Cisco Secure Email Encryption Service Add-In Users	In this release, we have added the registration option for the Cisco Secure Email Encryption Service Add-In. Now, corporate users who are not yet registered can sign up directly through the Secure Email Encryption Service Add-In.
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What's New in Release 10.0.0-021 for Secure Email Encryption Add-In

User Interface changes on Encryption Add-In	Cisco Secure Email Encryption Service Add-In has a new and improved User Interface layout that follows Cisco's enhanced user interface standards. The functionality and navigation option remains the same.
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What's New in Release 10.0.0-003 for Secure Email Encryption Add-In

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 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. This release of Secure Email Encryption Add-In aligns with the transition of Cisco Secure Email Encryption Service infrastructure.

Changes in Behavior

- [Changes in Behavior in Release 10.0.0-132, page 4](#)
- [Changes in Behavior in Release 10.0.0-095, page 4](#)
- [Changes in Behavior in Release 10.0.0-087, page 4](#)

Changes in Behavior in Release 10.0.0-132

There are no behavior changes in this release. For the list of known and fixed issues for this release, see [Known and Fixed Issues in Release 10.0.0-095 for Encryption Add-In, page 6](#)

Changes in Behavior in Release 10.0.0-095

There are no behavior changes in this release. For the list of known and fixed issues for this release, see [Known and Fixed Issues in Release 10.0.0-095 for Encryption Add-In, page 6](#)

Changes in Behavior in Release 10.0.0-087

Feature	Description
Change in the Security Level Configuration	The Security Level configuration has been moved from end users to account admins. The end users can no longer configure the security levels in the Cisco Secure Email Encryption Add-In.

About Cisco Secure Email Encryption Service Add-In

The Cisco Secure Email Encryption Service add-in allows you to encrypt your messages directly from Microsoft Outlook with a single click. You can install this add-in on Microsoft Outlook (for Windows and macOS) and Outlook Web App.

Installing and Configuring the Cisco Secure Email Encryption Service Add-In

You can download the manifest file for Encryption Add-in from the Cisco Secure Email Encryption Service Administrator portal. To encrypt your messages, install and configure the Cisco Secure Email Encryption Service add-in on your Microsoft Outlook.



Note

To install the Secure Email Encryption Service Add-in, you have two options. If you are using Outlook for Windows or macOS, click the **Get Add-ins** button located on the Ribbon or Toolbar. However, if you do not see this button in your Outlook app, you can follow these steps to install the add-in via your web browser.

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- Step 1** Open your web browser and go to <https://aka.ms/olksideloadd> and log in with your credentials.
 - Step 2** On the pop-up that appears, click **My add-ins**.
 - Step 3** Under Custom Addins, click **Add a custom add-in > Add from File**.
 - Step 4** Install the Cisco Secure Email Encryption Service add-in from the manifest file.
 - Step 5** Follow the on-screen instructions to complete the installation process.
 - Step 6** After installation, restart your Outlook app to see the encryption add-in.

Outlook 2019 Support Removal for Cisco Secure Email Encryption Service

Effective October 14, 2025, Cisco Secure Email Encryption Service Add-In and Cisco Secure Email Submission Add-In are no longer supported on Microsoft Outlook 2019.

To continue using the Encryption Add-in, customers should upgrade to Microsoft 365. Download and install the new manifest from the Cisco Admin portal (res.cisco.com) and follow the instructions provided in the *Cisco Secure Email Encryption Service Add-In User Guide*.

Supported Configurations

See [Compatibility Matrix for Cisco Secure Email Encryption Service](#).

Known and Fixed Issues

- [Known and Fixed Issues in Release 10.0.0-132 for Encryption Add-In](#), page 6
- [Known and Fixed Issues in Release 10.0.0-095 for Encryption Add-In](#), page 6
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Known and Fixed Issues in Release 10.0.0-132 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	CSCwq16099 – Domain names become invalid if the name contains hyphen.

Known and Fixed Issues in Release 10.0.0-095 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	CSCwk93985 – Incorrect Search Count Displayed in Encryption Add-in. CSCwn85754 – [ENHANCEMENT REQUEST] Change button caption to Register from Send for new user registration form.

Known and Fixed Issues in Release 10.0.0-087 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	There are no fixed issues for this release.

Known and Fixed Issues in Release 10.0.0-081 for Encryption Add-In

Known Issues	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&sb=anfr&rls=10.0.0-081&k=&bt=custV
Fixed Issues	CSCwn48982 – Get Started Page in Encryption Add-in Displays Spanish Instead of German for Outlook.

Known and Fixed Issues in Release 10.0.0-068 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	CSCwn12194 – New Users Unable to Login to Addin with Flag Mode and “Remember Me” Enabled.

Known and Fixed Issues in Release 10.0.0-056 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	There are no fixed issues for this release.

Known and Fixed Issues in Release 10.0.0-049 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	There are no fixed issues for this release.

Known and Fixed Issues in Release 10.0.0-039 for Encryption Add-In

Known Issues	There are no known issues for this release.
Fixed Issues	<ul style="list-style-type: none"> • CSCwk76573 – Add-in expiry date can be longer than the key retention period. • CSCwj00593 – [ENH] Registering in add-in should be possible: Missing button in add-in to register for a new user.

Known and Fixed Issues in Release 10.0.0-021 for Encryption Add-In

Known Issues	https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&prdNam=Cisco%20Registered%20Envelope%20Service&kw=*&bt=custV&sb=af&rls=10.0.0-035
Fixed Issues	There are no fixed issues for this release.

Known and Fixed Issues in Release 10.0.0-003 for Encryption Add-In

Known Issues	CSCwj65761 – Encryption Add-In Fails to Apply Lock/Expiry for the emails sent to multiple recipients.
Fixed Issues	There are no fixed issues for this release.

Related Documentation

Product	Guide	Location
Cisco Secure Email Gateway	Release Notes	https://www.cisco.com/c/en/us/support/security/email-security-appliance/products-release-notes-list.html
	User Guide	https://www.cisco.com/c/en/us/support/security/email-security-appliance/products-user-guide-list.html
Cisco Secure Email Encryption Service	Release Notes	https://www.cisco.com/c/en/us/support/security/email-encryption/products-release-notes-list.html
	User Guide	https://www.cisco.com/c/en/us/support/security/email-encryption/products-user-guide-list.html
Microsoft 365 Admin Center	Publish Office Add-Ins Using Centralized Deployment via the Microsoft 365 Admin Center	https://docs.microsoft.com/en-us/office/dev/add-ins/publish/centralized-deployment

Service and Support

You can request support by phone, email, or online 24 hours a day, 7 days a week. Cisco Customer Support service level agreement details are available on the Support Portal. You can contact Cisco Customer Support using one of the following methods:

- Cisco Support Portal: <https://www.cisco.com/support>
- Phone support: Contact Cisco Technical Assistance Center (TAC) within U.S. /Canada at 800-553-2447 and at Worldwide Phone Numbers.
- Email: tac@cisco.com

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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