

CRES Secure Compose Restrictions Using Websafe

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Introduction

This document describes the Secure Compose Restrictions for the Cisco Secure Email Encryption Service (CRES) with Websafe, introduced on Nov 16, 2024.

Prerequisites

Understanding of Cisco Secure Email Encryption Service (formerly Cisco Registered Envelope Service).

Background Information

Earlier, external users (non-corporate and free mail accounts) were not allowed to send encrypted secure emails to any external (non-corporate and free mail accounts) users.

Now, new changes are introduced to limit external users from sending encrypted emails without affecting business needs. If you have logged in using a non-corporate (or free mail) account, you can send encrypted secure emails to both corporate and non-corporate recipients, except some public domains, such as gmail.com, yahoo.com, aol.com, and so on.



Note: : External Users or non-corporate accounts means accounts which are not registered with Secure Email Encryption Service corporate domain.

Solution

Scenario 1: Emails send from external users (non-corporate and free mail accounts) to Corporate Accounts

Cisco Secure Email Encryption Service allows External users (non-corporate and free mail accounts) to send encrypted emails to all corporate domains registered with Secure Email Encryption Service.

From: test@yahoo.com

To: test@cisco.com

- Manage Messages
- Compose Message**
- Address Book
- Edit Profile

 Secure messages will be sent only to recipients of organizations that are registered with Secure Email Encryption Service.

Compose Message

 Your secure message has been sent for delivery.





Subject



Note: Cisco customers with a valid Secure Email Encryption license must contact Cisco TAC to get their domains registered.

Scenario 2: Emails send from external users (non-corporate and free mail accounts) to other external users (public domains and free mail users)

Cisco Secure Email Encryption Service allows external users to send encrypted secure emails to all the recipients except some public domains those are in the restricted list, such as gmail.com, yahoo.com, aol.com, and so on.

When external users send encrypted secure emails to any public domains those are in the restricted public domain list, an error message is displayed prompting the sender to remove the recipients associated with those domains.

From: test@yahoo.com
To: test@gmail.com
CC: test@yahoo.com

Secure Email Encryption Service

English (US) | [User Icon] [User Name]

Manage Messages

Compose Message

Address Book

Edit Profile

Secure messages will be sent only to recipients of organizations that are registered with Secure Email Encryption Service.

Compose Message

This secure message cannot be sent to recipients with the domains listed below. Remove the email IDs that belong to these domains and try sending again.

- gmail.com
- yahoo.com

To

@gmail.com

CC

@yahoo.com


BCC



Subject


Test


Cisco Secure Email Encryption Service also displays an error when emails are sent to a mix of registered and unregistered corporate accounts and external users from both listed and unlisted domains, asking senders to remove recipients associated with the listed domains.


From: test@yahoo.com
To: test@gmail.com, test@cisco.com
CC: test@yahoo.com


 Secure Email Encryption Service


English (US) |  

 Manage Messages


 Compose Message

 Address Book

 Edit Profile


 Secure messages will be sent only to recipients of organizations that are registered with Secure Email Encryption Service.


Compose Message

 This secure message cannot be sent to recipients with the domains listed below. Remove the email IDs that belong to these domains and try sending again.


- gmail.com
- yahoo.com

To

 i@gmail.com

 i@cisco.com

CC

 i@yahoo.com

BCC

Subject

Test

Scenario 3: Emails send from External Accounts (non-corporate Accounts) to any other non-corporate and free mail accounts

Cisco Secure Email Encryption Service allows to send encrypted secure emails to accounts, which are not registered with Secure Email Encryption Service or free mail accounts not listed in the restricted public domain list, and no error message is shown.

From: test@yahoo.com
To: test@testmail.com, test@corporate_account.com

Secure Email Encryption Service

English (US)

Manage Messages

Compose Message

Address Book

Edit Profile

Secure messages will be sent only to recipients of organizations that are registered with Secure Email Encryption Service.

Compose Message

✔ Your secure message has been sent for delivery.

To

CC

BCC

Subject

Navigate to **Websafe > Manage Message > Search** to verify all the emails sent from the Websafe Portal.

Related Information

[Cisco Secure Email Encryption Account Admin Guide](#)

[Cisco Secure Email Encryption Recipient Guide](#)

[Cisco Technical Support & Downloads](#)