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## Introduction

This document describes how to generate a diagnostic report for the Cisco Email Security plug-in on Outlook when there is no options tab available.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Email Security plug-in
- Microsoft Outlook
- Windows file system

### Components Used

The information in this document is based on Email Security plug-in version 7.5.1

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Background Information

In some cases the "Encrypt Message" button does not appear on Outlook and there is no plug-in options tab to select and generate a diagnostic report.

## Configure

Running the Diagnostic Tool from the Program Files. There are two ways to run the diagnostic tool from the Program files. Choose one of the two in order to generate the report.

1. Run the Diagnostic tool from Start > Programs > Cisco Email Security Plug-in > Cisco Email Security Plug-in Diagnostic.
2. Go to the folder where Cisco Email Security Plug-in was installed (typically C:\Program Files\Cisco\Cisco IronPort Email Security Plug-in) and double-click the Cisco.EmailSecurity.Framework.Diagnostic.exe file.

The Diagnostic tool generates the CiscoDiagnosticReport.zip file and saves it to the current user's My Documents folder. The end user can then send the file to their system administrator or the administrator can send it to their Cisco Support representative. To view the report, double-click the CiscoDiagnosticsReport.zip file.

## Related Information

- [Cisco Email Encryption End User Guides](#)