



## Troubleshooting Secure Message Issues

This chapter provides information on the following topics:

- [Troubleshooting Tips, on page 1](#)
- [Additional Resources, on page 4](#)

### Troubleshooting Tips

This section provides troubleshooting tips for issues that you might encounter when opening Secure Messages.

#### Issue: Open Button Is Missing from the Message or Does Not Work

The Open button might be missing or inoperable for several reasons. For example, if your email address is not associated with a Cisco Secure Email Encryption Service user account, the Message might display a Register button instead of an Open button. Also, the Open button might not function properly if your computer is not configured to run Java or JavaScript or if the Message was modified during transmission.



**Tip** If a Register button is displayed on the Message, click **Register** and create a new user account for the email address where you received the Message.



**Tip** If you have already created a user account for the email address, enter your password and click the **Open Online** link to use an alternative method to open the Message.



**Tip** If the Open Online method does not work, forward the Message to [mobile@res.cisco.com](mailto:mobile@res.cisco.com). The service will send you an email message with a temporary link that you can click to securely retrieve the message by using a web browser on your computer or personal digital assistant (PDA). For more information about using the Open Online method and the Open by Forwarding method, see the Secure Message online help at the following URL: <https://res.cisco.com/websafe/help?topic=RegEnvelope>

## Issue: Email Address Does Not Appear in the To: Field

If the Secure Message was sent to multiple recipients, your email address might not immediately appear in the To: field.



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**Tip** Click the arrow in the To: field, and choose your email address in the drop-down menu.

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**Tip** If you received the secure message as a BCC recipient, your email address does not appear in the drop-down menu for the To: field. In that case, choose the “Address not listed” option. Then, enter your email address and click **Submit** to include your email address in the To: field.

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## Issue: Secure Message Is Not Displayed Properly

Occasionally, the Secure Message may not be displayed properly when you open the attached encrypted file. For example, the file might contain garbage text or HTML markup (such as `<!--` or `-->`).



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**Tip** If you have a problem viewing the Secure Message, forward it to [mobile@res.cisco.com](mailto:mobile@res.cisco.com). Cisco Secure Email Encryption Service will send you a message with a link that you can click to view the encrypted message.

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## Issue: Message Processing Slows Down or Stops

When you view or open a Secure Message, the message processing might be interrupted because of connection problems or other issues. In that case, a notification below the secure message might indicate that the tools are loading or that the message decryption is in progress. If a message does not open within several minutes, it is possible that the processing has slowed down or stopped, or that the message contains an unusually large attachment.



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**Tip** If the secure message processing slows down or stops, re-enter your password and click **Open** again.

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**Tip** If clicking **Open** again does not work, forward the secure message to [mobile@res.cisco.com](mailto:mobile@res.cisco.com). Cisco Secure Email Encryption Service will send you a message with a link that you can click to view the encrypted message.

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## Issue: Password Is Forgotten or Does Not Work

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.



**Tip**

If you forget your password, click the **Forgot Password?** button on a Secure Message to reset your password. Cisco Secure Message Service will send a *New Password* message to the email address associated with your account. The *New Password* message contains a link to the *Create New Password* page. When you click on this link, you will be re-directed to a browser, where you can create a new password and use that password to log in to your account or open the Secure Message. Whenever you reset your password, a notification mail is sent to the e-mail address that is associated with your Encryption Service account. Security questions will no longer be required during password reset.

If your company has configured a single-sign-on (SAML) login, and you forget or lose your password, you will need to contact your company's support group to obtain or reset your password.



**Note**

The password reset link is valid for 60 minutes only. You must change your password before the link expires.



**Tip**

Cisco Secure Email Encryption Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the **Forgot Password?** button on a Secure Message to reset your password. Cisco Secure Email Encryption Service will send a *New Password* message to the email address associated with your account.

## Issue: Microsoft OWA 2007 Compatibility

To ensure compatibility, install the Microsoft Patch for OWA 2007 Encryption Service Secure Mail Recipients.

Secure Email Encryption Service Secure Message recipients attempting to open the Encryption Service Secure Message through Microsoft OWA 2007 will need to enable the server side administrative option to disable the HTML/XML filter. Though this HTML filter option will be officially released in the yet-to-be-released Microsoft Exchange 2007 SP1 Rollup 8, Microsoft customers can request an interim patch from Microsoft. How and when to contact Microsoft Customer Service and Support:

<https://support.microsoft.com/en-us/help/295539>

## Issue: Compose Message Link is Not Visible in the Left-Hand Navigation Menu

Account administrators can disable access to Secure Compose. If your account administrator has disabled this functionality, you will not see the Compose Message link in the left-hand navigation menu and will not be able to send a secure message from the Encryption Service website.

## Issue: Accented Characters Not Rendering Correctly for Secure Emails (Plain Text or HTML)

**Problem:** The secure emails in plain text or HTML format are not rendering correctly if accented characters of certain foreign languages are used in the message content. Currently, the accented characters are displayed as black diamonds or question marks (?) in the message content.

**Solution:** You need to switch the encoding option for outgoing messages from 'Western European (Windows)' to 'Unicode (UTF-8)' on Microsoft Outlook.

**Steps:**

1. Go to **File > Outlook Options > Advanced > International Options** section on Microsoft Outlook.
2. Choose **Unicode (UTF-8)** as the preferred encoding option for outgoing messages.
3. Uncheck the **Automatically select encoding for outgoing messages** check box.

## Issue: Secure Message Not Opening Properly on Firefox

**Problem:** Occasionally, the Secure Message may not open properly when you open the attached encrypted file using the Firefox browser. After you enter the password to open the message, it stays on the same page and doesn't proceed further.

**Solution:** Perform the following steps on your Firefox browser.

1. Click the hamburger icon (3 lines) on the top right of the Firefox browser and click **Settings**.
2. Select the **Privacy & Security** tab from the left pane.
3. Under **Enhanced Tracking Protection**, select **Custom**.
4. Select the **Cross-site tracking cookies** option from the **Cookies** dropdown.




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**Note** The changes are auto-saved.

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5. Reload all tabs.

## Additional Resources

For more information about Cisco Secure Email Encryption Service and Secure Messages, you can refer to the following additional resources.

## Cookies Used in Secure Email Encryption Service

The following cookies are used while accessing the secure message and the websafe portal.

- **Password Reset Cookie:** Cookie name: *cabstsrpr*. This is used for the password reset functionality. The cookie-related data are: cookie validity, cookie token alias, cookie key, cookie encryption algorithm, cookie status, and cookie secure status.
- **Session ID Cookie:** Cookie name: *JSESSIONID*. This is used as an anti-CSRF token to prevent possible CSRF attacks.
- **Remember Me Cookie:** Cookie name: *PostXAuth*. This is used for the 'Remember Me' functionality.
- **Secure Cookies:** Separate secure cookies for admin and websafe - *secureCookieWebsafe* and *secureCookieAdmin* respectively.

- Locale set in the websafe portal - *WebSafe.current-locale*. This is used for deciding the application display language.
- PostX userAlert - *Name*. This is used for remembering the **Do not show this message again** checkbox on the 'Cisco Secure Email Encryption Service: Important Update!' pop-up.
- On the admin portal - *PostXConfig.CurrentView*. This cookie is used to decide whether to display the Configuration tab in Standard mode or Expert mode.



**Note**

You must allow cookies on your browser settings and your email administrator must not block cookies for the secure message to work as expected.

## Secure Message Help

For an overview of the service and the various methods of opening Secure Messages, access the Secure Message help page at the following URL:

<https://res.cisco.com/websafe/help?topic=RegEnvelope>

## Frequently Asked Questions

For answers to common questions about opening encrypted email, enrolling with Cisco Secure Email Encryption Service, and configuring optimal browser settings, view the frequently asked questions (FAQs) at the following URL:

<https://res.cisco.com/websafe/help?topic=FAQ>

## Customer Support

To contact Customer Support for Secure Email Encryption Service, you can send an email message to the following address:

[support@res.cisco.com](mailto:support@res.cisco.com)

See the following URL for complete Customer Support information:

<https://res.cisco.com/websafe/help?topic=ContactSupport>



**Note**

You can also access Instant Message Chat Support from this URL.



**Note**

The Email and Web Chat Support is now available in English and French. The French Support will be available between the hours of 8:00 AM to 5:00 PM, Eastern Time, on weekdays.

### Using the Web Chat

You can use the instant messaging web chat to raise a support ticket or contact the customer support.

1. Click the chat icon on the **Contacting Customer Support** page.
2. Enter your first name, last name and email address in the chat window that pops up.
3. If you are facing any issues in opening a secure message, click **Unable to Open the Secure Message** button.



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**Note** You can use this option if you are facing any issues related to opening a secure message. Click the **More Information** button to see the different types of issues for which you can use this option and raise a support ticket. A new tab opens in your web browser displaying the different types of issues.

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4. For any other issues, click the **I have Other Issues** button.