CRES Secure Compose Restrictions Using Websafe

Contents

Introduction

This document outlines the Secure Compose Restrictions for the Cisco Secure Email Encryption Service (formerly known as Cisco Registered Envelope Service) with Websafe, effective **February 12, 2026**.

Prerequisites

Understanding of Cisco Secure Email Encryption Service.

Background Information

Previous Behavior:
External users (non-corporate accounts) were previously allowed to send encrypted secure emails to other external users, except for certain public domains (e.g., gmail.com, yahoo.com, aol.com).

Updated Behavior (Effective February 12, 2026):
Starting February 12, 2026, external users (non-corporate accounts) will no longer be able to initiate new secure messages. They will be restricted to replying or replying to all on secure messages they receive. In addition, the recipient list cannot be modified. This measure is being implemented to strengthen the security of the platform and prevent misuse of the system.

This change does not affect corporate accounts that are registered with Cisco Secure Email Encryption Service.

The following error message will appear if this restriction applies:

<#root>

This secure message cannot be sent to recipients with the domains listed below.

Solution

External users who wish to continue sending secure emails through Cisco Secure Email Encryption Service must create a corporate account by contacting Cisco TAC. After creating a corporate account, they can register their domains with the Websafe portal and continue to send secure messages to both external users and other corporate accounts.

Note: Cisco customers with a valid support contract should contact Cisco TAC to register their domains.

If you are a Cisco Secure Email Encryption Service customer with a corporate account and users in your domain are affected by this change, it may indicate that your domain is not currently registered with the portal. If you own the affected domain, please contact Cisco TAC to register it.

Related Information

Cisco Secure Email Encryption Account Admin Guide

Cisco Secure Email Encryption Recipient Guide

Cisco Technical Support & Downloads