



# User Guide for Cisco Secure Email Submission Add-In



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# Chapter 1: Getting Started

The Cisco Secure Email Submission add-in allows you to submit feedback to Cisco about unsolicited and unwanted messages such as spam/phish/virus, marketing messages, and legitimate messages that were incorrectly filtered out. We use this feedback to update our filters to stop unwanted messages from getting delivered to your mailbox. You can track your submissions by logging in to the Cisco Talos Email Status Portal ([https://talosintelligence.com/email\\_status\\_portal](https://talosintelligence.com/email_status_portal)).

## Supported Configurations

Microsoft Office Variant	
Certified	Microsoft 365 Apps for Enterprise
	Outlook Web App (on the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari.)

**Note:** You can install the Cisco Secure Email Submission add-in only if you are using an Office 365/Microsoft 365 subscription.

## Related Documents

If you are an email administrator, we recommend that you review the following resources:

Resource	Location
Cisco Talos Email Status Portal Help Center	<a href="https://talosintelligence.com/tickets/email_submissions/help">https://talosintelligence.com/tickets/email_submissions/help</a>
How to Submit Email Messages to Cisco	<a href="https://www.cisco.com/c/en/us/support/docs/security/email-security-appliance/214133-how-to-submit-email-messages-to-cisco.html">https://www.cisco.com/c/en/us/support/docs/security/email-security-appliance/214133-how-to-submit-email-messages-to-cisco.html</a>
Publish Office Add-Ins Using Centralized Deployment via the Microsoft 365 Admin Center	<a href="https://docs.microsoft.com/en-us/office/dev/add-ins/publish/centralized-deployment">https://docs.microsoft.com/en-us/office/dev/add-ins/publish/centralized-deployment</a>

## Cisco End User License Agreement

For information about the Cisco End User License Agreement, see [https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end\\_user\\_license\\_agreement.html](https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html).

# Chapter 2: Installing and Managing the Cisco Secure Email Submission Add-In

Install and configure the Cisco Secure Email Submission add-in on your Microsoft Outlook to submit incorrectly classified messages to Cisco.

**Note:** If your administrator uses Centralized Deployment to publish the Cisco Secure Email Submission add-in, you may already have the add-in in your Outlook. In this scenario, skip the installation process.

## Installing the Cisco Secure Email Submission Add-In

### Before You Begin

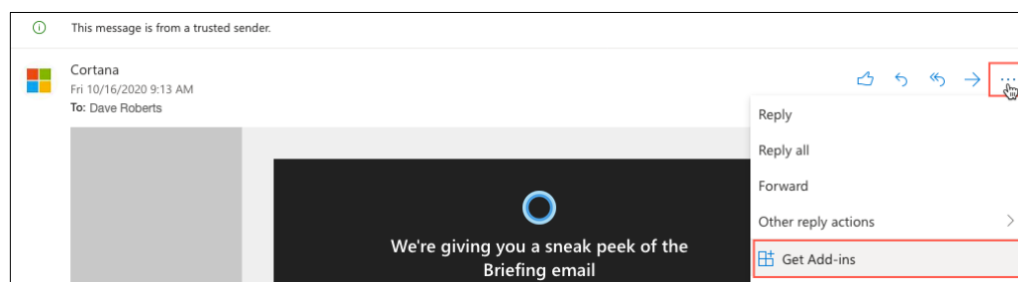
- Review the [Supported Configurations](#) topic.
- Obtain the add-in manifest file. Do one of the following:
  - If you have a Cisco Account, download the manifest file from the Cisco Software Download page (<https://software.cisco.com/download/home>).
  - If you do not have a Cisco Account, obtain the manifest file from your administrator.
- Check whether your Outlook client is installed using Microsoft Store. If you have installed the Outlook client using Microsoft Store, you may not find an option to install custom add-ins. Install the Cisco Secure Email Submission add-in using Outlook Web App in this scenario.

### Procedure

Step 1. Open the Add-Ins for Outlook page from your Outlook for Office 365/Microsoft 365 or Outlook Web App.

Do one of the following:

- On Outlook Web App, after you select a message, click the ellipsis icon in the Reading pane, and click **Get Add-ins**.

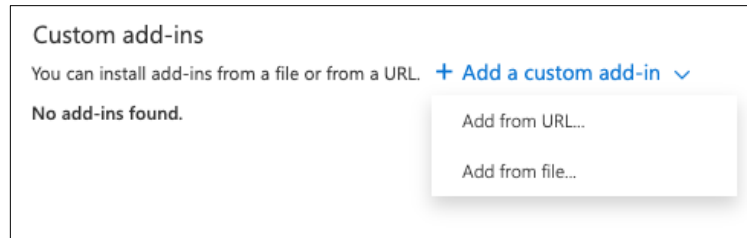


- On Outlook for Windows or macOS, click **Get Add-ins** from the Ribbon.

**Note:** If the **Get Add-ins** button is not available on your Outlook for macOS, log in to the Outlook Web App to complete this task.

Step 2. Click **My add-ins**.

Step 3. Under **Custom add-ins**, install the Cisco Secure Email Submission add-in from a manifest file or a URL.



Step 4. Follow the on-screen instructions to complete the installation process.

Step 5. (Optional) If you cannot view the add-in after performing Step 4, relaunch Outlook for Office 365/Microsoft 365 or Outlook Web App.

For detailed instructions about installing add-ins, see the Microsoft Office documentation.

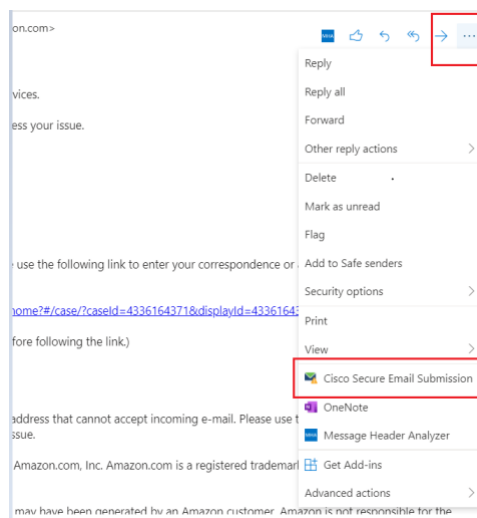
## Modifying the Cisco Secure Email Submission Add-In Settings

### Procedure

Step 1. Open the Cisco Secure Email Submission add-in from your Outlook for Office 365/Microsoft 365 or Outlook Web App.

Do one of the following:

- On Outlook Web App, after you select a message, click the ellipsis icon in the Reading pane, and click **Cisco Secure Email Submission**.



- On Outlook for Windows or macOS, click **Submit Messages** from the Ribbon.

Step 2. Click the settings (⚙️) icon.

Step 3. Adjust the following options as needed:

Option	Description
Keep a Copy of the Submission	Select this option to retain a copy of your submission in your Sent folder.
Message Format of the Submission	Select one of the following message formats: <ul style="list-style-type: none"> <li>Encrypted – the report is encrypted before sending.</li> <li>Plain – the report is sent without encryption.</li> </ul> <p><b>Note:</b> Currently, only the plain format is supported.</p>
Message Subject	Modify the message subject of your submission.

Step 4. Click **Apply**.

**Note:** Click **Reset** to change the settings to the default settings.

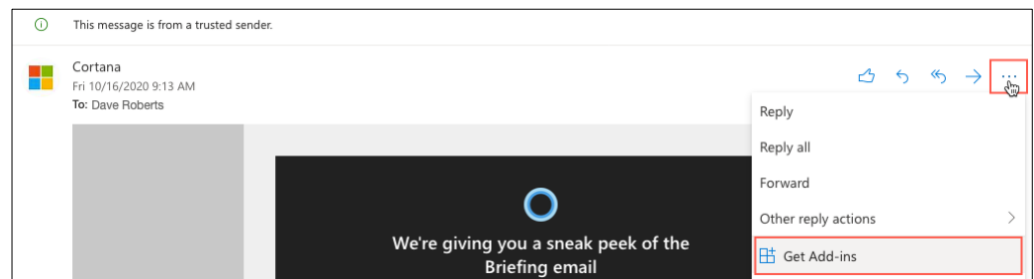
## Uninstalling the Cisco Secure Email Submission Add-In

### Procedure

Step 1. Open the Add-Ins for Outlook page from your Outlook for Office 365/Microsoft 365 or Outlook Web App.

Do one of the following:

- On Outlook Web App, after selecting a message, click the ellipsis icon in the Reading pane, and click **Get Add-ins**.



- On Outlook for Windows or macOS, click **Get Add-ins** from the Ribbon.

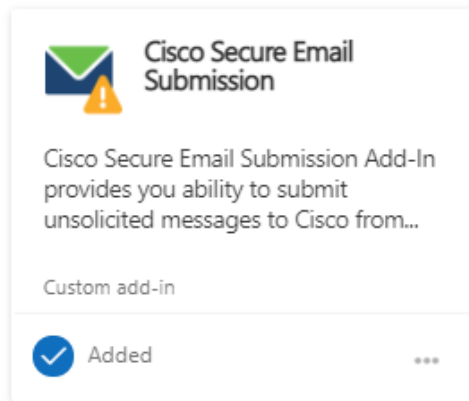
**Note:** If the **Get Add-ins** button is not available on your Outlook for macOS, log in to the Outlook Web App to complete this task.

Step 2. Click **My add-ins**.

Under **Custom add-ins**, click the ellipsis icon in the Cisco Secure Email Submission add-in, and click **Remove**.

## Custom add-ins

You can install add-ins from a file or from a URL. [+ Add a custom add-in](#) ▼



For detailed instructions about uninstalling add-ins, see the Microsoft Office documentation.

**Note:** The Cisco Secure Email Submission add-in settings are stored in your Office 365/Microsoft 365 account and are retained for as long as your account is active. These settings are not deleted when you uninstall the add-in. Therefore, the old settings are applied again when you reinstall the Cisco Secure Email Submission add-in for the same Office 365/Microsoft 365 account.



## Chapter 3: Submitting Messages Using the Cisco Secure Email Submission Add-In

We recommend that you submit unsolicited and unwanted messages such as spam, viruses, phishing, marketing messages, and legitimate messages that were incorrectly filtered out.

### When to Submit a Message to Cisco

The following table shows various categories of messages and when to submit such messages to Cisco:

Category	Definition	When to Submit a Message
Spam/Phish/Virus	<p>Messages that are unsolicited and undesired and are often sent out in bulk to an indiscriminate recipient list. Typically, spam is sent for commercial purposes.</p> <p>Messages that are unsolicited and undesired and may be malicious (virus, malware, scams, and so on).</p> <p>Messages and/or attachments that contain virus.</p>	Delivered to your Inbox, but you consider the message as spam/phish/virus.
Marketing	Advertising messages that are sent by professional marketing groups. These messages were of use at some point in time but have diminished in value to the point where you no longer want to receive them.	Delivered to your Inbox, and not detected as marketing.
Legitimate	Legitimate (good) message, not spam. Also known as 'Ham.'	Detected as spam, but you consider the message as legitimate.

# Submitting Messages Using the Cisco Secure Email Submission Add-In

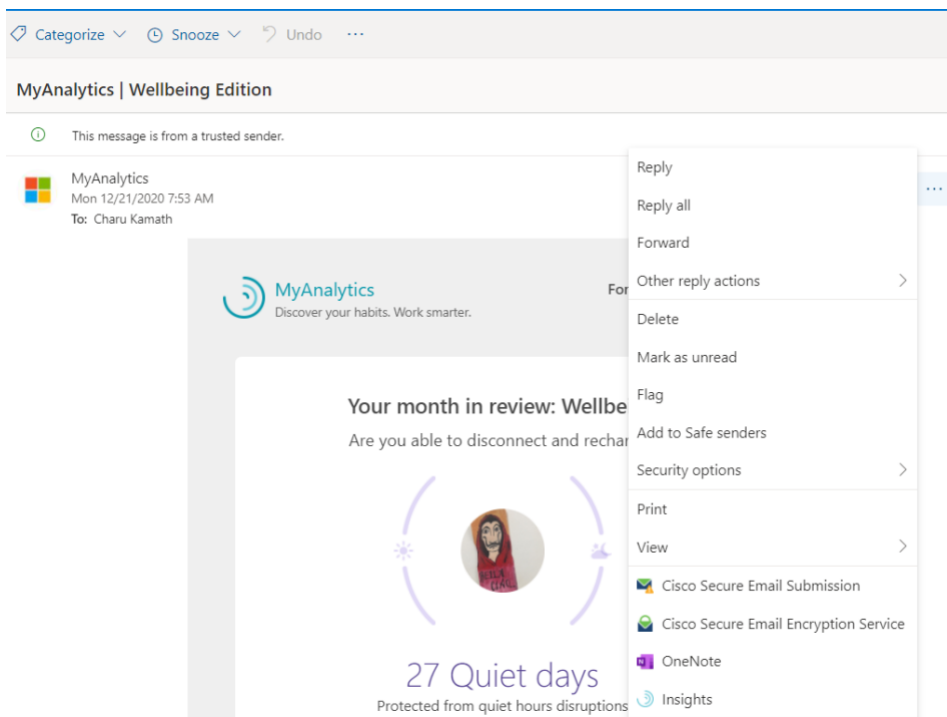
## Procedure

Step 1. On your Outlook for Office 365/Microsoft 365 or Outlook Web App, select the message that you want to submit to Cisco.

Step 2. Open the Cisco Secure Email Submission add-in.

Do one of the following:

- On Outlook Web App, click the ellipsis icon in the Reading pane, and click **Cisco Secure Email Submission**.



- On Outlook for Windows or macOS, click the **Submit Messages** icon in the Ribbon.

Step 3. On the Cisco Secure Email Submission add-in pane, click one of the following categories that is appropriate for the selected message:

- Report as Spam/Phish/Virus
- Report as Legitimate
- Report as Marketing

**Note:** Keep in mind that:

- When you submit a message as spam or marketing, that message is automatically moved to the Junk folder.

- When you submit a message as legitimate, that message is automatically moved to Inbox.

After you submit a message, track the status of your submission by logging in to the Cisco Talos Email Status Portal ([https://talosintelligence.com/email\\_status\\_portal](https://talosintelligence.com/email_status_portal)). For more information, see [How to Submit Email Messages to Cisco](#).

**Note:** After you submit a message, the add-in pane closes automatically. To keep the add-in pane open, pin the add-in pane by clicking the pin (📌) icon.

## Submitting Simulated Phishing Messages Using the Cisco Secure Email Submission Add-In

Cisco Secure Email Submission Add-In supports submission of simulated phishing messages sent through the Cisco Secure Awareness (CSA) cloud service portal. You can now submit the simulated phishing messages using the Secure Email Submission Add-In itself.

To submit a simulated phishing message, follow the procedure described in the previous section.


Tracking the message after you submit it aligns with the existing behavior of the CSAT portal. Only the CSA admin has access to that information.

## Submitting Messages to Additional Email Addresses Using the Cisco Secure Email Submission Add-In

You can add an additional email address to submit your messages to another email address. However, this is optional.

### *Procedure*

- Step 1. On your Outlook for Office 365/Microsoft 365 or Outlook Web App, select the message that you want to submit to Cisco.
- Step 2. Open the Cisco Secure Email Submission add-in.
- Step 3. Click the **Settings** (⚙️) icon.
- Step 4. (Optional) Check the **Add email address** checkbox.

Cisco Secure Email Submission 

Message Format of the Submission  
 Encrypted  Plain

Message Subject

Modify Email Addresses

Spam Messages  
Default email address: spam@access.ironport.com  
 Add email address

Legitimate Messages  
Default email address: ham@access.ironport.com  
 Add email address

Marketing Messages  
Default email address: ads@access.ironport.com  
 Add email address

Step 5. Enter the email address of the user you want to receive the email in the text box.

Step 6. Click **Apply**.

## Chapter 4: Customizing the Secure Email Service Submission Add-In Branding

You can customize the Add-In Name, Description, Tooltip, and icons using the Manifest XML file downloaded from Cisco Software Central.

**Note:** Do not make any additional changes in the manifest XML file other than the ones mentioned in the section. Making additional changes will affect the deployment of the add-in and its functionality.

### To customize the add-in properties:

1. Login to <http://software.cisco.com/> and click *Access Downloads* under **Manage Downloads**.
2. Type *Secure Email Virtual Gateway* in the search box and click the search result.
3. In the Software Type, click **Email Submission AddIn**.
4. Click the download icon or *manifest-email-submission-1.0.0-006.xml* to download the file.
5. Click **Accept Cisco General Terms** if *Cisco's General Terms Agreement* pop-up appears. The manifest file gets downloaded to your system.
6. Open the *manifest-email-submission-1.0.0-006.xml* file on your system using any text editor.

You can customize the following items:

Item	Parameter Name	Default Value
Add-In Name	DisplayName DefaultValue	Cisco Secure Email Submission
Description	Description DefaultValue	Cisco Secure Email Submission Add-In provides you ability to submit unsolicited messages to Cisco from Outlook client.
Encryption Add-In Icon (Image)	IconUrl DefaultValue	<a href="https://static.cres-aws.com/add-in/report-message-80x80.png">https://static.cres-aws.com/add-in/report-message-80x80.png</a>
Icon (Image,, High-Resolution)	HighResolutionIconUrl DefaultValue	<a href="https://static.cres-aws.com/add-in/report-message-80x80.png">https://static.cres-aws.com/add-in/report-message-80x80.png</a>
Submission Add-In icons in Different resolutions	bt:Image id="Icon.16x16"  bt:Image id="Icon.32x32"  bt:Image id="Icon.80x80"	<a href="https://static.cres-aws.com/add-in/report-message-16x16.png">https://static.cres-aws.com/add-in/report-message-16x16.png</a>  <a href="https://static.cres-aws.com/add-in/report-message-32x32.png">https://static.cres-aws.com/add-in/report-message-32x32.png</a>  <a href="https://static.cres-aws.com/add-in/report-message-80x80.png">https://static.cres-aws.com/add-in/report-message-80x80.png</a>

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Tooltip text for Submission Add-In	t:String id="TaskpaneButton.Tooltip"	Submit feedback to Cisco about unsolicited and unwanted messages such as spam, viruses, phishing, and marketing emails.
Tooltip text for Submission Add-In on reading window	bt:String id="ActionButton.Tooltip"	Submit feedback to Cisco about unsolicited and unwanted messages such as spam, viruses, phishing, and marketing emails.

After making the required changes, install the updated manifest file as described in [Installing the Cisco Secure Email Submission Add-In](#).

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## Chapter 5: Troubleshooting the Cisco Secure Email Submission Add-In

### Unable to Submit Large Messages

You are unable to submit messages that are larger than 1 MB.

#### Reason

You cannot submit messages that are larger than 1 MB. This is a known limitation (Defect ID: CSCvv40345).

#### Solution

If you have large attachments in your message, consider removing them before submitting the message.

### Unable to Change the Submission Message Format

You are unable to change the format of the submission message in the Settings tab.

#### Reason

In this release, you cannot change the format of the submission message. This is a known limitation (Defect ID: CSCvw30701).

#### Solution

None



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