



Cisco Registered Envelope Service 3.5.1 Release Notes

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These release notes contain important information about running the latest version of Cisco Registered Envelope Service, version 3.5.1:

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- **What's New in CRES 3.5.0** This section describes new features introduced in the 3.5 release. See [What's New in CRES 3.5.0, page 2](#).
- **Resolved Issues in CRES 3.5.1** This section describes the fixed issues in this release. See [Resolved Issues in CRES 3.5.1, page 2](#).
- **Resolved Issues in CRES 3.5.0** This section describes the fixed issues in the 3.5.0 release. See [Resolved Issues in CRES 3.5.0, page 3](#).
- **Known Issues.** This section describes the known issues in this release. See [Known Issues, page 3](#).
- **Service and Support.** This section provides information on obtaining service and support for Cisco Registered Envelope Services. See [Service and Support, page 4](#).

What's New in CRES 3.5.1

The 3.5.1 version of CRES does not contain new features. The release focuses on fixing bugs that are critical to the performance of the Cisco Registered Envelope Service. See [Resolved Issues in CRES 3.5.1](#) for more details.



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What's New in CRES 3.5.0

This section describes new features and enhancements in CRES 3.5.0.

New Feature: Simplified Password Reset Process

New Cisco Registered Envelope recipients may not be required to answer password challenge questions for the password reset process if the recipient browser has previously stored cookies for Cisco Registered Envelope Service. This simplifies the password reset process and reduces the need for technical support.

New Feature: Mobile Device Support for Encryption Envelopes that are not Password-Protected

Now, if an encryption envelope is not password-protected, Cisco Registered Envelope recipients can open envelopes via mobile devices without entering a password. Allowing users to send encrypted envelopes without password-protection was a new feature available in AsyncOS 7.1.1-012 for Email, which is generally available for all customers. This feature is now supported on mobile devices.

Enhancement: Improved CRES Robustness

Several bug fixes improved the robustness of the Cisco Registered Envelope Service:

- **Defect ID 68270. Improve Slow Production Key Search Query.** This enhancement improves query response time from hundreds (and in some instances thousands) of seconds to approximately 10 seconds.
- **Defect ID 71646. Limit Number of Records Returned for Report Query from MySQL Server.** This enhancement prevents the application server from running out of memory when a customer or support administrator runs a large report.
- **Defect ID 71238. Report Aggregating.** This enhancement allows a user who is both customer support administrator and customer account administrator to run reports on both accounts. This change supports better and faster customer service.

Resolved Issues in CRES 3.5.1

This section describes significant issues that were fixed in this release of the Cisco Registered Envelope Service.

Table 1 Cisco Registered Envelope Service Resolved Issues for Version 3.5.1

Defect ID	Description
72720	Secure reply disabled after CRES 3.5.0 upgrade Fixed an issue in which the secure reply functionality was disabled after upgrading to version 3.5.0.
72689	Unable to open envelopes for some IronPort Encryption appliances after upgrade After upgrading, changes to the Tomcat server caused issues with opening envelopes sent from older IronPort Encryption appliances. This issue has been resolved.

Resolved Issues in CRES 3.5.0

This section describes significant issues that were fixed in the 3.5.0 release of the Cisco Registered Envelope Service.

Table 2 *Cisco Registered Envelope Service Resolved Issues for Version 3.5.0*

Defect ID	Description
57516	<p>Printing message history report truncates some fields</p> <p>In a previous release, when printing a message history report for messages with errors, the Error field was truncated to "Err". Now, the error field displays properly without truncating.</p>
63619	<p>User transaction report does not count the total of messages per user</p> <p>In a previous release, the User Transaction Reports (Messages Sent, Received and Opened) did not count the total number of messages sent, received or opened per user. Instead, the reports displayed the total number of all the messages received, sent or opened. This issue has been addressed. Now the User Transaction Reports (Messages Sent, Received or Opened) displays the count of messages sent, received or opened on a per user basis.</p>
64533	<p>Unable to open secure envelope natively on iPhone</p> <p>Fixed an issue in which CRES users were unable to open secure envelopes natively on an iPhone.</p>
68265	<p>Help icon visibility changes for ease-of-access</p> <p>Added a help icon so that the link to help topics was more accessible to users.</p>
68678	<p>Unable to reset password from the administrator console for CRES users with user names containing apostrophes.</p> <p>In a previous release, when users or administrators attempted to reset a password for a user with an apostrophe in the user name (such as O'keefe), the reset failed. This issue has been addressed.</p>
69289	<p>Unable to open non password-protected envelope without javascript</p> <p>Fixed an issue in which users were unable to open envelopes that were not password-protected when javascript was disabled.</p>
71734	<p>Slow loading user management and key management landing pages</p> <p>In a previous release, the User and Key Management landing pages sometimes loaded slowly. User management and key management landing pages now load within approximately 12 to 20 seconds from the user management and key management search pages.</p>

Known Issues

This section describes significant known issues that exist in the current release of the Cisco Registered Envelope Service.

Table 3 Cisco Registered Envelope Service Known Issues

Defect ID	Description
56319	<p>Multi-branding secure reply uses default configuration</p> <p>When a secure message using multi-branding is replied to, the default brand is displayed rather than the brand of the original secure message.</p>
66465	<p>Read receipts do not display with a unique icon</p> <p>When a read receipt is requested for a given secure email, the receipt is returned appropriately, but no unique icon is displayed for the read receipt email.</p>
72075	<p>Reports that use a sort order may not run correctly when a sort order is removed</p> <p>For a report with a specified sort order, if you attempt to remove items from the sort order, running the report may result in lost data, and the log may also show an exception.</p> <p>Workaround: create a new report if you want to change the sort order of items in the report.</p>
72077	<p>Reports with “Time Sent From” and “Time Sent To” fields do not return any data if the value is removed for either of these fields when running the report</p> <p>When you run a report with the “Time Sent From” and “Time Sent To” fields, the report will not return any value if you remove the value from either one of these fields before running the report. In addition, the log may show an exception.</p>
72344	<p>The maximum length for the Password field in the User Management page is not consistent with the maximum password length specified for envelopes, on the registration page, and on the edit profile page</p> <p>Because the pop-up field in the User Management page has no specified maximum character length, it is possible to create an unusable password.</p> <p>Workaround: Do not enter a password that exceeds forty characters on the User Management page (the specified maximum length for the envelope, registration page, and edit profile page is forty characters).</p>

Service and Support

For the best support experience possible, Cisco recommend that CRES recipients first check the FAQ page to find answers to commonly asked questions. If the issue cannot be resolved, Cisco recommends using Instant Messenger support or sending an email to the CRES support team (see contact info below). For urgent issues, CRES recipients should contact the CRES support line for help. Cisco recommends using the following steps to resolve support cases:

1. First, use the ‘Frequently Asked Question’ webpage—an FAQ webpage has been created to help recipients solve common registration and envelope opening questions. The URL is:

<http://res.cisco.com/websafe/help?topic=FAQ>
2. Between the hours of 6am and 6pm PST, CRES recipients can also obtain support via Instant Messenger by accessing the Instant Messenger Chat link available at:

<https://res.cisco.com/websafe/help?topic=ContactSupport>
3. Lastly, contact CRES Recipient Support via email—any issue that is not resolved by the CRES FAQ page should be emailed to CRES support (support@res.cisco.com). A recipient should expect to receive a response within 24 business hours of submitting his or her email.

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