

# How to get CRES Support

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The Cisco Registered Envelope Service (CRES) is an option of the encryption feature that is available on Cisco IronPort Email Security Appliances. This service allows customers to send secure email messages utilizing a public key server that can only be opened and read by their intended recipients.

When a CRES recipient first receives a secure “envelope” they must register with the CRES Service so they can then decrypt and read their secure email message. While the CRES registration and envelope process is simple, sometimes difficulties arise.

This document addresses how both CRES admins and recipients can get support from Cisco IronPort. Cisco IronPort Customer Support (CICS) is available for CRES administrators to get support when needed. Cisco IronPort utilizes a different team to provide support for CRES recipients if they need help.

## **CRES Admin Support:**

A CRES admin may contact CICS with any technical issues having to do with the encryption feature, or operational issues with the CRES Service itself. CRES admins can contact Cisco IronPort Customer Support in one of 3 ways:

1. Using the Customer Support Portal - <http://www.cisco.com/web/ironport/index.html>
2. Sending an Email to Customer Support - [support@ironport.com](mailto:support@ironport.com)
3. Contacting Customer Support by Phone - (877) 641-IRON (4766) or +1 (650) 989-6533

## **CICS Hours of Operation:**

Office Hours Sunday 4 PM - Friday 6PM PST

Sunday 23:00 - Saturday 01:00 UTC / GMT

On-Call Hours 24 X 7 (request by phone)



### **Note**

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*Remember that it is never appropriate for a CRES recipient to be given the CICS email address or phone number! It is important that CRES customers provide their recipients with the following guidelines for getting end- user CRES support.*

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## **CRES Recipient Support**

CRES recipient support is available 24 hours a day on weekdays. The CRES support team's Service Level Objective (SLO) is to provide a written response to recipients within 24 business hours.

For the best support experience possible we recommend that CRES recipients first check the FAQ page to find their answer. If they cannot resolve their issue using the FAQ page they should send an email to CRES support. Only if their issue is truly urgent should they call the CRES support line for help. CRES recipients should follow these three simple guidelines for getting CRES end-user support:

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. Second, 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](mailto:support@res.cisco.com)). A recipient should expect to receive a response within 24 business hours of submitting their email.
3. Between the hours of 6am and 6pm PST, you can also obtain support via Instant Messenger by accessing the Instant Messenger Chat link available at: <https://res.cisco.com/websafe/help?topic=ContactSupport>.



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**Note** Instant Messenger Support is only available in English.

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4. For Urgent CRES Recipient Support—Urgent phone support is available toll free in most countries. In North America a recipient should call (866) 412 6113, or +1 (410) 568 2486. For other countries refer to: <https://res.cisco.com/websafe/help?topic=ContactSupport>