



Cisco IronPort Desktop Encrypt Plug-in for Outlook 6.5.1 Release Notes

Published: June 22, 2010

Revised: June 22, 2010, OL-23062-01

Contents

The Cisco IronPort Desktop Encrypt Plug-in for Outlook release notes contains the following sections:

- **Supported Versions.** This section describes the supported versions for this release. See [Supported Versions, page 1](#).
- **Fixed Issues.** This section describes fixed issues in this release. See [Fixed Issues, page 1](#).
- **Known Limitations.** This section describes known limitations in this release. See [Known Limitations, page 2](#).
- **Installation Instructions.** This section provides installation instructions for this release. See [Installation Instructions, page 2](#).
- **Service and Support.** This section provides information on obtaining service and support for your Cisco IronPort Desktop Encrypt Plug-in for Outlook. See [Service and Support, page 3](#).

Supported Versions

The Cisco IronPort Desktop Encrypt Plug-in for Outlook is supported on the following email clients:

- Microsoft Outlook versions 2003 and 2007 on Microsoft XP/Vista

Fixed Issues

This section describes significant issues that were fixed in the 6.5.1 release of the Cisco IronPort Desktop Encrypt Plug-in for Outlook.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Fixed: Email messages sent using the Send Secure button with multiple compose windows were not encrypted

Fixed an issue in which if multiple email messages were being composed simultaneously and the **Send Secure** button was used to send more than one of the email messages, an error condition sometimes occurred where only the first email message sent was successfully encrypted. The remaining email messages sent using the **Send Secure** button were not always encrypted and could have resulted in the disclosure of sensitive information if intercepted by an unauthorized party. This issue has been addressed in this release of the Cisco IronPort Desktop Encrypt Plug-in for Outlook.

A Cisco Security Response about the defect was posted as Common Vulnerabilities and Exposures (CVE) identifier CVE-2010-1568. You can review the information here:

http://www.cisco.com/en/US/products/products_security_response09186a0080b2c505.html

[Defect ID: 65623]

Known Limitations

This section describes known issues in the 6.5.1 release of the Cisco IronPort Desktop Encrypt Plug-in for Outlook.

Send Secure Button Disappears or Becomes Disabled in Outlook 2003 when using MS Word as Email Editor

When using Outlook 2003 with Microsoft Word as email editor, if multiple compose windows are open after sending the first encrypted message, the **Send Secure** button will disappear or become disabled in the remaining open compose windows.

Workaround:

There are two possible workarounds:

- Save the remaining open compose messages to the drafts folder, and resend each message separately.

OR

- Disable MS Word as email editor. To do so, go to the Tools menu > options > Mail Format tab. Uncheck "Use Microsoft Office Word 2003 to edit e-mail messages."

[Defect ID: 70676]

Installation Instructions

Follow the instructions below to install the plug-in.

Installation Steps for Windows XP

-
- Step 1** Close Outlook.
 - Step 2** Uninstall any existing plug-in. The plug-in will be listed in Windows control panel add/remove programs as "IronPort Desktop Solution for Outlook". This should be uninstalled from the computer before continuing.
 - Step 3** Delete the directory C:\Program Files\IronPort\Desktop Solution for Outlook if it exists.
 - Step 4** Delete the directory C:\Documents and Settings\{user}\Application Data\IronPort if it exists. Note that Application Data is a hidden directory.

Step 5 Install the new plug-in.

Installation Steps for Windows Vista

Step 1 Close Outlook.

Step 2 Uninstall any existing plug-in. The plug-in will be listed in Windows control panel programs/features as “IronPort Desktop Solution for Outlook”. This should be uninstalled from the computer before continuing.

Step 3 Delete the directory C:\Program Files\IronPort\Desktop Solution for Outlook if it exists.

Step 4 Delete the directory C:\Users\{user}\AppData\IronPort if it exists. Note that AppData is a hidden directory.

Step 5 Install the new plug-in.

Service and Support

You can request our support by phone, email, or online 24 hours a day, 7 days a week. Cisco IronPort Customer Support service level agreement details are available on the Support Portal.

To report a critical issue that requires urgent assistance outside of our office hours, please contact IronPort using one of the following methods:

- U.S. Toll-free: 1 (877) 641-IRON (4766)
- International: www.ironport.com/support/contact_support.html
- Support Portal: www.ironport.com/support

If you have purchased support through a reseller or another entity, please contact that party directly for support of your IronPort products.

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0807R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2010 Cisco Systems, Inc. All rights reserved.