

# CRES FAQ: Why is my company logo not displayed in the encrypted envelope via CRES?



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### Introduction

**Why is my company logo not displayed in the encrypted envelope via CRES?**

### Related Information

## Introduction

This document provides information for why a company logo might not be displayed in the encrypted envelope via Cisco Registered Envelope Service (CRES).

## Why is my company logo not displayed in the encrypted envelope via CRES?

From an active CRES account, verify these items:

- The *Envelope Profile* on the CRES account and the *Email Encryption Profile Name* on the Email Security Appliance (ESA) must match.
- The logo should be at most 60x160 pixels and less than 100 KB.
- This applies to .gif and .jpg files only.
- Since the CRES servers sync based on periodic schedules, there are times where the logo might take up to 24 hours in order to propagate. Most of the time this should occur within one hour.
- In order to set up more than one logo you can use the Multi-Branding feature introduced in AsyncOS 7.0.

## Related Information

- *ESA FAQ: How do I set up multiple company logos on ESA and CRES?*
- *Technical Support & Documentation – Cisco Systems*

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