

# Troubleshoot "Client Data Not Updated" Error on CRES Email Encryption Service Admin Portal

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## Introduction

This document describes how to troubleshoot the error "Client Data Not Updated" on the Cisco Secure Email Encryption Admin Portal.

## Prerequisites

Understanding of Cisco Email Encryption Service (formerly known as Cisco Registered Envelope Service) and Microsoft 365 (Azure AD, Entra ID).

## Problem

Error "Client Data Not Updated" occurs when attempting to save Office 365 Mailbox/Azure AD settings under `Addin Config` on the Email Encryption Service Admin Portal as shown in this image.

The screenshot shows the Cisco Email Encryption Admin Portal interface. At the top, there is a navigation bar with tabs: Details, Groups, Tokens, **Addin Config**, Rules, Profiles, Branding, Features, and Migration. Below the navigation bar, a red error message "Client Data not updated" is displayed with a black arrow pointing to the left. Underneath the error message, the "Step 1: Configure the Office 365 Mailbox Settings" section is visible, which includes a sub-section for "Azure AD Details". This section contains three input fields: "Tenant ID\*" with the value "a443-4298-a0ad-f45d431104d8", "Client ID\*" with the value "09a9-4d69-a6b3-787e7f5c85a1", and "Client Secret\*" which is masked with dots. At the bottom of the form, there are two buttons: "Save Details" and "Reset".

*Error: Client Data not Updated*

## Cause

Incorrect Tenant, Client ID, or invalid Client Secret.

1. Verify the Sign-in Logs of the registered application on Entra ID (Azure AD) by navigating to Applications > Enterprise Applications. Click on the Email Encryption Service application.
2. Under Activity > Sign-in logs, click on Service principal sign-in. Verify the latest failure attempts.

Home > Cisco Secure Email Encryption Add-in | **Sign-in logs**

Activity Details: Sign-ins

Basic info	Location	Authentication Details	Conditional Access	Report-only
Date		04/05/2024, 21:26:13		
Request ID		2ad-a9a0-b6235111d000		
Correlation ID		f2d-80de-eac5877a2a7a		
Status		Failure		
Continuous access evaluation		No		
Sign-in error code		7000215		
Failure reason		Invalid client secret provided. Ensure the secret being sent in the request is the client secret value, not the client secret ID, for a secret added to app '(identifier)'.		

Sign-in Logs

## Resolution

Step 1. Login into Microsoft Entra ID as an Administrator. Navigate to Applications > App Registrations > All Applications. Click on the registered Email Encryption Service application.

Step 2. From the Overview page of the registered application, copy the Application (client) ID and Directory (tenant) ID. Copy the Client secret from Certificates & secrets.

Home > App registrations >

**Cisco Secure Email Encryption Add-in**

Search

Overview

Quickstart

Integration assistant

Manage

Branding & properties

Authentication

Certificates & secrets

Got a second? We would love your feedback on Microsoft identity platform (previously).

Essentials

Display name : Cisco Secure Email Encryption Add-in

Application (client) ID : [redacted] 4d69-a6b3-787e7f5c85a1

Object ID : d0db75f5-c7ef-4458-a9c2-b07ab89f4b03

Directory (tenant) ID : [redacted] 4298-a0ad-f45d431104d8

Supported account types : My organization only

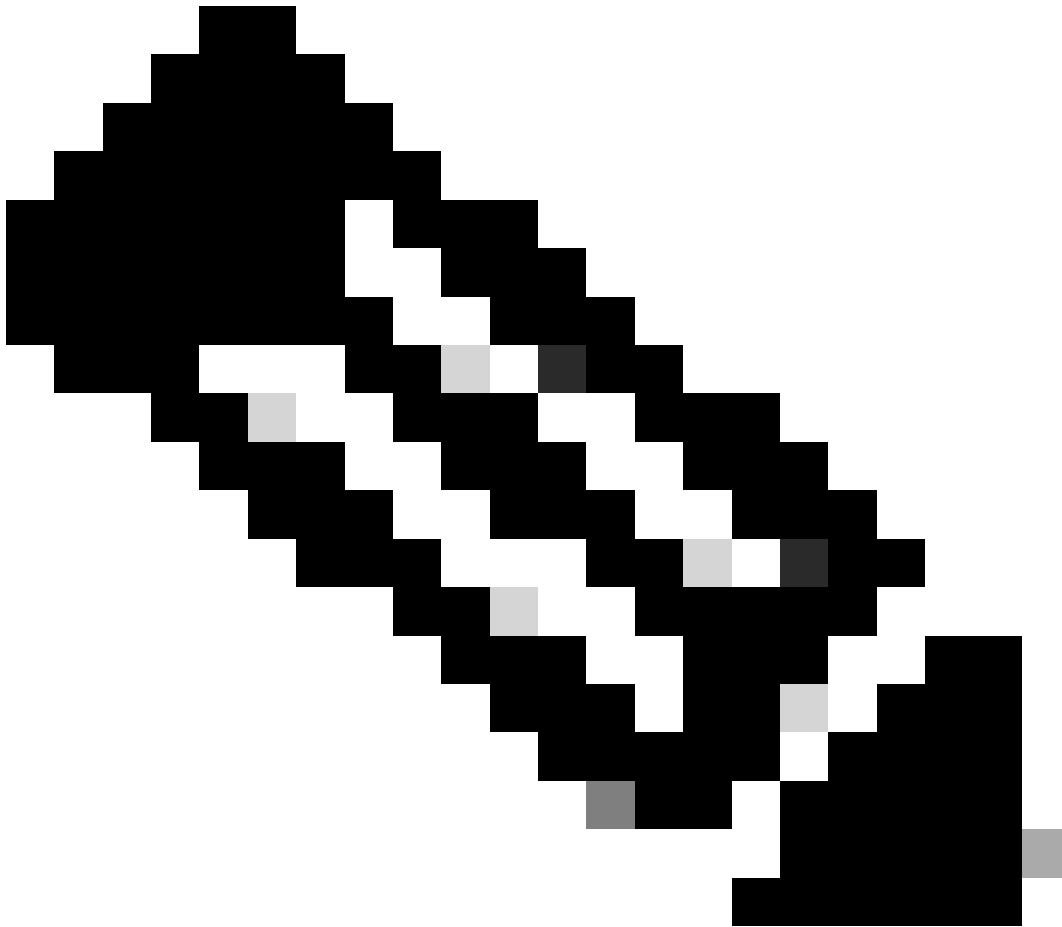
C

Copy Client secret

Certificates (0) **Client secrets (1)** Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

Description	Expires	Value	Secret ID
CRES Client Secret	30/04/2025	21-8Q~Wkyy5n6Ozt8VgfWFgePG6.Ukn1...	aa04c890-94d0-4081-8382-8fec90d4505d



**Note:** Please generate a new client secret if you are unaware of the previously created value by clicking on `New Client Secret` .

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Step 3. Click on the `Add-in Config` tab on the CRES Admin portal. Enter the Tenant, Client ID, and Secret obtained from Entra ID under Azure AD Details, and click on `Save Details`.

## Related Information

- [Cisco Secure Email Encryption Service Account Administrator User Guide](#)
- [Cisco Technical Support & Downloads](#)