



Cisco IronPort Desktop Flag Plug-in for Outlook 6.5.2 Release Notes

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

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- **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 Flag Plug-in for Outlook. See [Service and Support, page 3](#).

Supported Versions

The Cisco IronPort Desktop Flag 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 6.5.2 release of the Cisco IronPort Desktop Flag Plug-in for Outlook.

Fixed: Outlook Shuts Down Unexpectedly When Assigning a Scheduled Task Using Desktop Flag Encryption Flag Plug-In



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Fixed an issue in which Outlook shut down unexpectedly while assigning a scheduled task via the Desktop Flag Plug-in. This issue has been addressed.

[Defect ID: 72385]

Fixed: Outlook Desktop Plugin Installs But Does Not Launch

On some machines the Desktop Plugin appears to be installed in the add-ins, but the program does not launch when clicked. This was caused by a FreeMapiBuffer error. The issue has been fixed.

[Defect ID: 63749]

Known Limitations

This section describes known issues in the 6.5.2 release of the Cisco IronPort Desktop Flag 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

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|---------------|---|
| 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. |
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Installation Steps for Windows Vista

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- | | |
|---------------|---|
| 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. |
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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.

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