Cisco Registered Envelope Service 3.5 Release Notes

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Contents

These release notes contain important information about running the latest version of Cisco Registered Envelope Service, version 3.5:

What's New

This section describes new features and enhancements.

New Feature: Simplified Password Reset Process

New Cisco Registered Envelope recipients may not be required to answer password challenge questions for the password reset process if the recipient browser has previously stored cookies for Cisco Registered Envelope Service. This simplifies the password reset process and reduces the need for technical support.

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New Feature: Mobile Device Support for Encryption Envelopes that are not Password-Protected

Now, if an encryption envelope is not password-protected, Cisco Registered Envelope recipients can open envelopes via Mobile Devices without entering a password. Allowing users to send encrypted envelopes without password-protection was a new feature available in AsyncOS 7.1.1-012 for Email, which is generally available for all customers. This feature is now supported on mobile devices.

Enhancement: Improved CRES Robustness

Several bug fixes improved the robustness of the Cisco Registered Envelope Service:

- **Defect ID: 68270. Improve Slow Production Key Search Query**. This enhancement improves query response time from hundreds (and in some instances thousands) of seconds to approximately 10 seconds.

- **Defect ID: 71646. Limit Number of Records Returned for Report Query from MySQL Server**. This enhancement prevents the application server from running out of memory when a customer or support administrator runs a large report.

- **Defect ID: 71238. Report Aggregating**. This enhancement allows a user who is both customer support administrator and customer account administrator to run reports on both accounts.

Resolved Issues

This section describes significant issues that were fixed in this release of the Cisco Registered Envelope Service.

This section describes significant known issues that exist in the current release of the Cisco Registered Envelope Service.

Table 1   Cisco Registered Envelope Service Resolved Issues for version 3.5.0

Defect ID	Description
64533	**Unable to open Secure Envelope Natively on iPhone** Fixed an issue in which CRES users were unable to open secure envelopes natively on an iPhone.
69289	**Unable to open Non Password-Protected Envelope without Javascript** Fixed an issue in which users were unable to open envelopes that were not password-protected when javascript was disabled.
68265	**Help Icon visibility Changes for Ease-of-Access** Added a help icon so that the link to help topics was more accessible to users.
57516	**Printing Message History Report truncates some fields** In a previous release, when printing a message history report for messages with errors, the Error field was truncated to "Err". Now, the error field displays properly without truncating.
63619	**User Transaction Reports does not count the total of messages per user** In a previous release, the User Transaction Reports (Messages Sent, Received and Opened) did not count the total of messages sent, received or opened per user. Instead, the reports displayed a total of all the messages received, sent or opened. This issue has been addressed. Now the User Transaction Reports (Messages Sent, Received or Opened) displays the total count of messages sent, received or opened per user.

Table 1   ***Cisco Registered Envelope Service Resolved Issues for version 3.5.0 (continued)***

Defect ID	Description
68678	**Unable to reset password for CRES user in admin GUI for user with email containing apostrophe.** In a previous release, when users or administrators attempted to reset a password for a user with an apostrophe in the user name (such as O'keefe), the reset failed. This issue has been addressed.
71734	**Slow Loading User Management and Key Management Landing Pages.** In a previous release, the User and Key Management landing pages sometimes loaded slowly. User management and key management landing pages now load within approximately 12 to 20 seconds from the user management and key management search pages.

Known Issues

This section describes significant known issues that exist in the current release of the Cisco Registered Envelope Service.

Table 2   ***Cisco Registered Envelope Service Known Issues for version 3.5.0***

Defect ID	Description
72077	**Reports with "Time Sent From" and "Time Sent To" fields do not return any data if the value is removed for either of these fields when running the report** When you run a report with the "Time Sent From" and "Time Sent To" fields, the report will not return any value if you remove the value from either one of these fields before running the report. In addition, the log may show an exception.
72075	**Reports that Use a Sort Order May not Run Correctly When a Sort Order is Removed** If you remove items from the sort order, running the report may result in lost data, and the log may also show an exception.
72344	**The maximum length for the Password field in the User Management page are not consistent with the maximum password length specified for envelopes, on the registration page, and on the edit profile page** Because the pop-up field in the User Management page has no specified maximum character length, it is possible to create an unusable password. Workaround: Do not enter a password that exceeds forty characters (the specified maximum length for the envelope, registration page, and edit profile page).
56319	**Multi-Branding Secure Reply uses Default Configuration** When a secure message using multi-branding is replied to, the default brand is displayed rather than the brand of the original secure message.

Service and Support

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). 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`