



Cisco IronPort Encryption Appliance 6.5.5 Release Notes

Published: August 30, 2011

Contents

These release notes contain important information about running the latest version of the IronPort Encryption Appliance:

- **What's New.** This section describes new features introduced in this release. See [What's New, page 1](#).
- **Fixed Issues.** This section describes the issues that were fixed in this release. See [Fixed Issues, page 1](#).
- **Known Limitations.** This section describes known limitations in this release. See [Known Limitations, page 3](#).
- **Patch Installation Instructions.** This section provides patch installation instructions for this release. See [Patch Installation Instructions, page 4](#).
- **Service and Support.** This section provides information on obtaining service and support for your Cisco IronPort Encryption Appliance. See [Service and Support, page 5](#).

What's New

This release focuses on fixing known issues and does not introduce new features.

Fixed Issues

The following table includes descriptions of fixed issues in the latest version of the Cisco IronPort Encryption Appliance.



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

Table 1 Fixed Issues for the Cisco IronPort Encryption Appliance version 6.5.5

| Defect ID | Description |
|-----------|--|
| 65895 | <p>Fixed: TLS security advisory</p> <p>An industry-wide vulnerability existed in the Transport Layer Security (TLS) protocol that could impact any Cisco product that used any version of TLS and SSL. The vulnerability existed in how the protocol handled session renegotiation and exposed users to a potential man-in-the-middle attack (This advisory is posted at http://www.cisco.com/warp/public/707/cisco-sa-20091109-tls.shtml). This issue has been addressed for the Cisco IronPort Encryption Appliance.</p> |
| 65937 | <p>Fixed: Improved robustness for handling websafe properties files containing modifications</p> <p>Fixed an issue in which when performing an upgrade, the upgrader was not designed to handle Websafe properties files which were modified.</p> |
| 71729 | <p>Fixed: Socket exception information</p> <p>In the previous releases, the following socket exception was reported at ERROR level:</p> <p><i>ERROR [org.apache.tomcat.util.net.PoolTcpEndpoint] Remote Host /<IP Address></i></p> <p><i>SocketException: Connection reset</i></p> <p>Now, if there is a socket exception when a server is restarted, the exception is displayed as INFO along with the stack trace.</p> |
| 74875 | <p>Fixed: Cannot Open Certain Envelopes on IE7</p> <p>Fixed an issue in which CRES users were unable to open envelopes, and “corrupted message” error displayed under the following circumstances:</p> <ul style="list-style-type: none"> • If the envelope had one or more attachments • The envelope was large • Java was not installed on the user machine |
| 75445 | <p>Fixed: Login error erroneously informs customer the account is blocked</p> <p>Fixed an issue in which a blocked account error message displayed for a suspended account. Because the steps to remedy a blocked account are different from the ones used to remedy a suspended account, the message may have caused difficulty in re-instating the account.</p> |
| 75478 | <p>Fixed: Disable/Enable the Java-based File Transfer Applet (Uploader Applet) From the GUI</p> <p>Once the Cisco IronPort Encryption appliance is upgraded to version 6.5.5, Java-based File Transfer Applet (Uploader Applet) will be disabled by default. To modify this setting, go to Admin UI -> Configuration -> Globals, 'Enable File Transfer Applet'.</p> |
| 75516 | <p>Fixed: Java errors may occur when using the Java-based File Transfer Applet (Uploader Applet)</p> <p>In some situations, a null pointer exception error occurred when using the Java-based File Transfer Applet (Uploader Applet) to upload attachments. This issue has been addressed.</p> |
| 75613 | <p>Fixed: Updated version of JRE</p> <p>Updated the JRE version to 1.5.0.30.</p> |
| 75872 | <p>Fixed: Envelope Opener Applet does not load on first attempt on Internet Explorer 8</p> <p>Fixed an issue in which when opening a secure envelope with an attachment for the first time, an error message displays and the message cannot be opened.</p> |

Table 1 *Fixed Issues for the Cisco IronPort Encryption Appliance version 6.5.5 (continued)*

| Defect ID | Description |
|-----------|---|
| 75892 | Fixed: Database table size issues may occur when tracking is enabled Fixed an issue in which the T_TRACKINGRECIPS table was not cleaned up by the Tracking Cleanup scheduled task, possibly leading to excessive database size. Now the table is cleaned up by the Tracking Cleanup scheduled task. |
| 76981 | Fixed: Attempting to resend undelivered secure messages fails Fixed an issue in which attempting to resend undelivered secure messages failed. This occurred when the message delivery failed, and bounced messages were treated as errors rather than temporary failures. |
| 77686 | Fixed: Updated version of OpenSSH Updated the OpenSSH version to openssh-4.3p2-72.el5_6.3 to fix the security vulnerability listed in CVE-2008-5161. |

Known Limitations

The following table includes descriptions of known issues in the latest version of the Cisco IronPort Encryption Appliance.

Table 2 *Known Issues for the Cisco IronPort Encryption Appliance version 6.5.5*

| Defect ID | Description |
|-----------|---|
| 79216 | The “Forget Me on this Computer” field not present when the “Remember Me” checkbox is checked and message is opened via the Open Online link When decrypting a message using the Open Online link while the “Remember Me” checkbox is checked, the “Forget Me on this Computer” link is not present. Workaround: Uncheck the “Remember Me on this computer” checkbox or delete the cookie manually. |
| 62168 | Unable to modify some users whose account name contains special characters After entering a new user whose account name contains special characters, an error may appear stating that the user information cannot be modified. |
| 72907 | Temporary files are not removed if the application server is restarted before the user session times out When opening an envelope, temporary files that are created do not get removed if the application server is restarted before the user session times out. This can cause memory problems if the temporary directory becomes large. |
| 72918 | SMTP adapter is dependent upon scheduler service The Scheduler Service must start before the SMTP adaptor can start. The SMTP adaptor is responsible for processing mail, so email may not be sent or received. This dependency can be removed through manual configuration. Please contact customer support if you encounter this problem. This issue will be resolved in a later release. |
| 73127 | When attempting to attach multiple files using the Java-based File Transfer Applet (Uploader Applet), clicking the <i>Remove</i> button causes the page to reset and attachments are lost When attempting to attach multiple files to an encrypted message, if you click the <i>Remove</i> button, this causes the page to reset and all attachments to be lost. |

Table 2 **Known Issues for the Cisco IronPort Encryption Appliance version 6.5.5 (continued)**

| Defect ID | Description |
|-----------|--|
| 73128 | <p>When attempting to attach files using the Java-based File Transfer Applet (Uploader Applet), clicking the <i>Done</i> button while file uploads are in progress aborts any uploads in progress</p> <p>When attempting to attach files to an encrypted message, clicking the Done button causes the process to abort, and changes are lost.</p> |
| 76309 | <p>Individual file size limits are not checked when uploading files</p> <p>When uploading files during message composition, the individual file size is not checked. However, total message size limits are still working as expected. For example if the file size limit is 25 MB per file, and 50 MB for the total message size, the Cisco IronPort Encryption appliance would allow you to upload a 30 MB file, but it would not allow the total message size to exceed 50 MB.</p> |
| 76705 | <p>Java-based File Transfer Applet (Uploader Applet) does not warn when attachment process is aborted</p> <p>When adding attachments using the Java-based File Transfer Applet (Uploader Applet), if the Done button is clicked before the files finish uploading, the files do not get attached and no warning displays to notify customers that the files are not attached.</p> |
| 76719 | <p>Large file support attachment names with UTF-8 characters display incorrectly</p> <p>When opening a LFS attachment, attachment names with UTF-8 characters display incorrectly when the recipient opens the envelope.</p> |

Patch Installation Instructions

Follow the instructions below to obtain and install the patch.

Pre-installation Requirements

Before you upgrade to the 6.5.5 version of the Cisco IronPort Encryption Appliance, verify that the appliance meets the following requirements:

- **Shell Access on Cisco IronPort Encryption Appliance.** You must have access to the shell for the Cisco IronPort Encryption Appliance. For more information, refer to Chapter 1, “Setting Up the Cisco IronPort Encryption Appliance,” in the Cisco IronPort Encryption Appliance 6.5 Installation Guide.
- **Version.** You must have one of the following versions of the Cisco IronPort Encryption Appliance:
 - 6.5.2
 - 6.5.2.1
 - 6.5.2.2
 - 6.5.3
 - 6.5.3.1
 - 6.5.4
 - 6.5.4.1

To verify the version, log into the appliance at the CentOS command prompt, and select option a - About from the main menu.

- **Internet access from Cisco IronPort Encryption Appliance.** You must be able to access the Internet from the Cisco IronPort Encryption Appliance. Internet access is required to download the tools that are necessary to install the patch.

Installation Steps

- Step 1** Use the following command to copy the software patch from the IronPort Support Portal to your appliance:

```
scp checksum_iea_6.5.2x_6.5.3x_6.5.4x-6.5.5_patch.sh admin@<IEA IP Address>:
```

- Step 2** Use SSH to connect to the appliance.

```
ssh admin@<IEA IP Address>
```

- Step 3** At the main menu, enter option x to exit to the Unix command prompt.



Note The x option is a hidden command and does not appear in the list of menu options

- Step 4** Use the following command to install the patch:

```
sh ./checksum_iea_6.5.2x_6.5.3x_6.5.4x-6.5.5_patch.sh
```

- Step 5** Type exit to return to the main menu for the Cisco IronPort Encryption Appliance.

- Step 6** To verify that the patch was properly installed, select option a - About from the main menu. If the patch installation was successful, the software version number is displayed as version 6.5.5.

Service and Support

You can request support by phone, email, or online 24 hours a day, 7 days a week.

During customer support hours (24 hours per day, Monday through Friday excluding U.S. holidays), an engineer will contact you within an hour of your request.

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

U.S. toll-free: 1 (877) 641- 4766

International: <http://cisco.com/web/ironport/contacts.html>

Support Portal: <http://cisco.com/web/ironport/index.html>

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