



Cisco Registered Envelope Recipient Guide

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Cisco Registered Envelope Recipient Guide

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CHAPTER 1

Opening Your First Registered Envelope

Revised: August 2, 2010

The *Cisco Registered Envelope Recipient Guide* provides step-by-step instructions for first-time recipients of password-protected Registered Envelopes. It explains how to enroll with Cisco Registered Envelope Service and open Registered Envelopes.

This chapter discusses the following topics:

- [Overview of Registered Envelopes](#)
- [Steps to Opening Your First Password-Protected Envelope](#)

Overview of Registered Envelopes

A Registered Envelope is a type of encrypted email message. Some Registered Envelopes are password-protected, while others are encrypted but do not require a password.

If you receive a password-protected Registered Envelope, you need to set up a free user account with Cisco Registered Envelope Service to open your encrypted message.

After you enroll with the service, you can use your account password to open all Registered Envelopes that you receive — from any sender. You can also use the service to send your own Registered Envelopes, and you can manage the Registered Envelopes that you send.

Why Use Registered Envelopes?

Registered Envelopes enable you to easily send and receive encrypted email. Typically, senders encrypt messages to prevent important or confidential information from getting into the wrong hands. Encryption protects against accidental breaches of security, as well as intentional illegal and malicious security breaches.

Often, when individuals or organizations send Registered Envelopes, they want to protect confidential information for the benefit of the recipient. In some cases, senders are required to maintain confidentiality because of government regulations or statutes. For example, a health care provider might use a Registered Envelope to convey confidential information about a patient's medical history, and a financial institution might send protected information about a personal bank account.

Registered Envelope Notification Message

When someone sends you a Registered Envelope, you receive the following files:

- **Notification email message.** The notification message indicates that someone has sent you a secure, encrypted message in the form of a Registered Envelope. The notification also includes links to information about Registered Envelopes and Cisco Registered Envelope Service.
- **Encrypted message file attachment.** The notification message includes an encrypted message file attachment. The file attachment uses the naming convention of `securedocdate_time.html` where date and time are represented as a numerical date and time stamp that are added to the file. For example, you might receive a file called `securedoc20100615193043`, where the year, month, day, and time are represented as 20100615193043. This file contains both the Registered Envelope and the encrypted content. To view the Registered Envelope, save the file attachment to your hard drive. Then, double-click the file to display the Registered Envelope in a web browser. Typically, a computer must have an Internet connection to properly display the Registered Envelope and decrypt the message.

Figure 1-1 shows a typical notification email message.

Figure 1-1 Notification Email Message with Encrypted Message File Attachment



The notification email message includes the file attachment, which contains both the Registered Envelope and the encrypted content.



Note

The file attachment includes software to decrypt the encrypted message when you enter the password for your user account. In some cases, the included software cannot decrypt the message, and you must use one of the alternative decryption methods. For more information about alternative methods for opening envelopes, see [Chapter 2, "Troubleshooting Registered Envelope Issues."](#)

Components of a Registered Envelope

When you display a Registered Envelope in a web browser, it looks similar to the envelope shown in Figure 1-2.

Figure 1-2 Example of a Registered Envelope

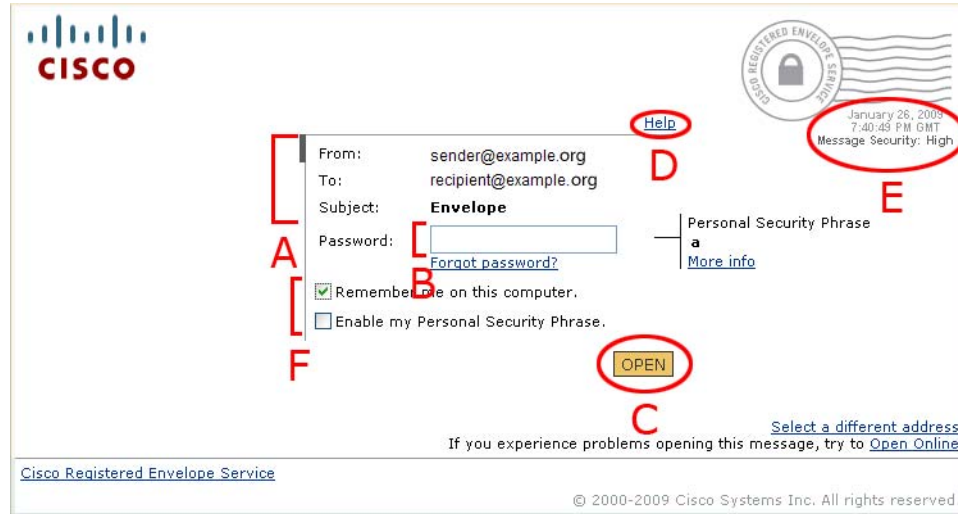


Figure 1-2 highlights important features of a Registered Envelope. The following table describes these features.

	Feature	Description
A	Address fields and subject line	The address fields identify the sender in the From: field and intended recipient in the To: field. If there are multiple recipients, the To: field displays a drop-down list with the recipients' email addresses.
B	Password field	If the message is password-protected, enter your user account password here to open the envelope. If you have not enrolled with the service, you will be directed to enroll before you can enter your password.
C	Open button	If you receive a password-protected message and you have already enrolled with the service, the Open button appears. Click the Open button to decrypt the content and view your message. The Open button appears only after you enroll with the service and create a user account. If your email address is not associated with a user account, the envelope may display a Register button in place of the Open button. In that case, click the Register button to enroll with the service. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p> Note If the Registered Envelope was sent to you with low security, you will see an Acknowledge button instead of an Open button.</p> </div>
D	Help link	Click the Help link to access the online help for Registered Envelopes. The online help describes the standard and alternative methods for opening Registered Envelopes. It also provides a link to frequently asked questions (FAQs).

	Feature	Description
E	Date-time stamp and message security level	<p>The date-time stamp shows when the message was sent. The time appears in Greenwich Mean Time (GMT).</p> <p>The message security level can be low, medium, or high. The default is medium. When a message is sent with low security, you do not need to enter a password to open it. Medium security enables standard password features. When a message is sent with high security, you must always enter a password to open it, even if you previously selected the “Remember me on this computer” option.</p>
F	Remember Me and Personal Security Phrase Checkboxes	<p>Mark the “Remember me on this computer” checkbox to have your settings remembered on your computer. These settings vary depending on the encryption profile. For example, when receiving a medium security message you may not have to enter a password to open it, but when receiving a high security message you will always have to enter your password.</p> <p>Mark the “Enable my Personal Security Phrase” to have your phrase displayed. A Personal Security Phrase is a short phrase that is meaningful to you. When you register with an organization's secure email system, you create a Personal Security Phrase that will be known only to you and to the organization. The Personal Security Phrase helps you to ensure that the Registered Envelope is from the organization, and not a fraudulent ‘password phishing’ attempt.</p>

For information about other Registered Envelope features, see the frequently asked questions (FAQs) about Registered Envelopes at the following URL:

<https://res.cisco.com/websafe/help?topic=FAQ>

Many Registered Envelope components vary from envelope to envelope, depending on several factors. These factors include:

- The sender’s account configuration.
- The software available on the recipient’s computer.
- Modifications that email gateways sometimes make to the encrypted message file attachment.
- The status of the recipient as either enrolled or unenrolled with the service.

Registered Envelopes are dynamic, and the components of a particular envelope can vary over time.

Steps to Opening Your First Password-Protected Envelope

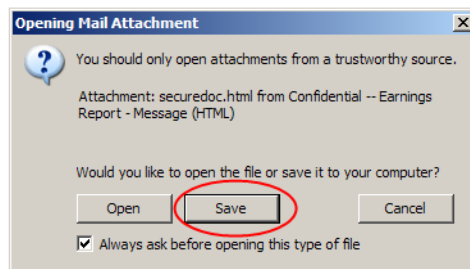
This section provides step-by-step instructions for opening a password-protected Registered Envelope for the first time. The steps demonstrate a typical scenario for a first-time recipient. Some of the steps may vary, depending on the particular circumstances.

**Note**

These steps apply to first-time recipients opening a password-protected message only. After you enroll with Cisco Registered Envelope Service, you can use your password to open envelopes from any sender. If you receive a Registered Envelope that isn't password-protected, you don't need to register to open the message.

Step One: Save the Encrypted Message File Attachment to Your Hard Drive

When you receive a Registered Envelope notification message, you need to open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (*securedoc_date_time.html* where *date* and *time* represent the time stamp appended at the time the mail is sent) and save it to your hard drive before opening it, as shown here.

**Note**

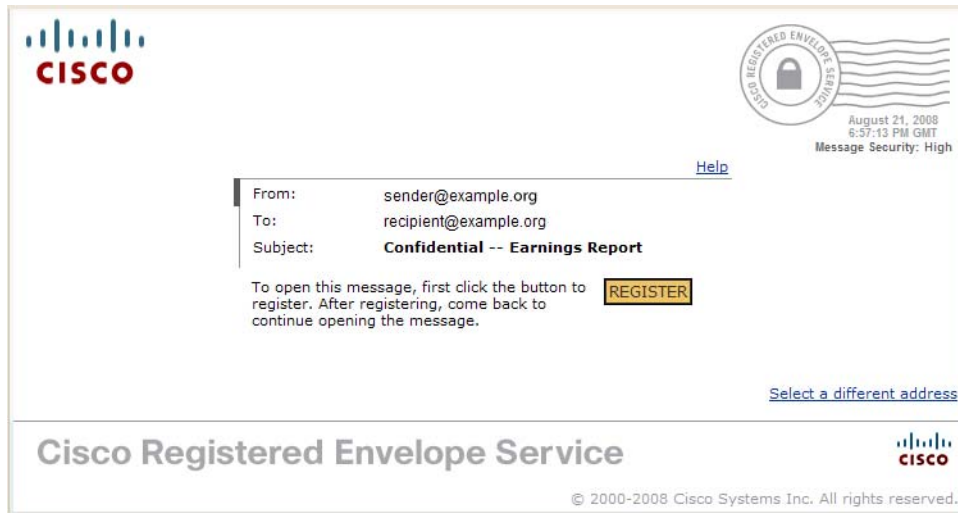
The dialog box for saving an attachment may look different, depending on your email program, or if you use a web mail site, such as Yahoo! Mail, gmail, or Hotmail.

For more information about the notification message, see the [“Registered Envelope Notification Message”](#) section on page 1-2.

Step Two: Open the Attached File in a Web Browser

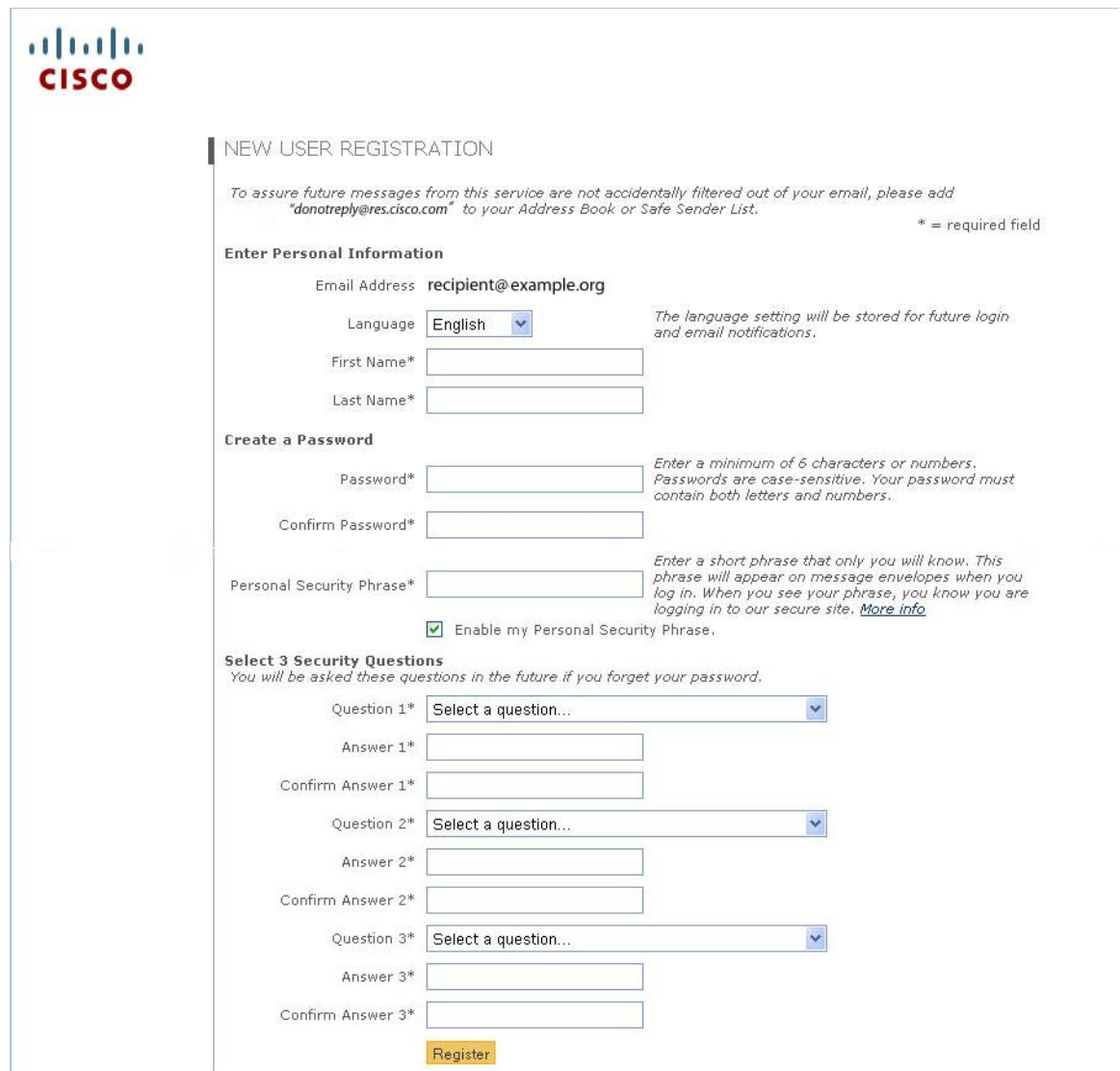
Open the attached file (*securedoc_date_time.html* where *date* and *time* represent the time stamp appended at the time the mail is sent) file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

The Registered Envelope is displayed.



Step Three: Click the Register Button to Enroll with the Service

Click the **Register** button on the Registered Envelope to enroll with Cisco Registered Envelope Service. The New User Registration page is displayed.



The screenshot shows the Cisco New User Registration page. At the top left is the Cisco logo. The page title is "NEW USER REGISTRATION". Below the title is a note: "To assure future messages from this service are not accidentally filtered out of your email, please add 'donotreply@res.cisco.com' to your Address Book or Safe Sender List." followed by "* = required field".

The form is divided into several sections:

- Enter Personal Information:** Includes fields for Email Address (recipient@example.org), Language (English), First Name*, and Last Name*.
- Create a Password:** Includes fields for Password* and Confirm Password*.
- Personal Security Phrase:** Includes a field for the phrase and a checkbox for "Enable my Personal Security Phrase".
- Select 3 Security Questions:** Includes three sets of questions, each with a dropdown menu for the question, an Answer field, and a Confirm Answer field.

At the bottom of the form is a yellow "Register" button.

Complete the online registration form and click the **Register** button at the bottom of the page to create a user account. There is no charge to enroll with and use the service.

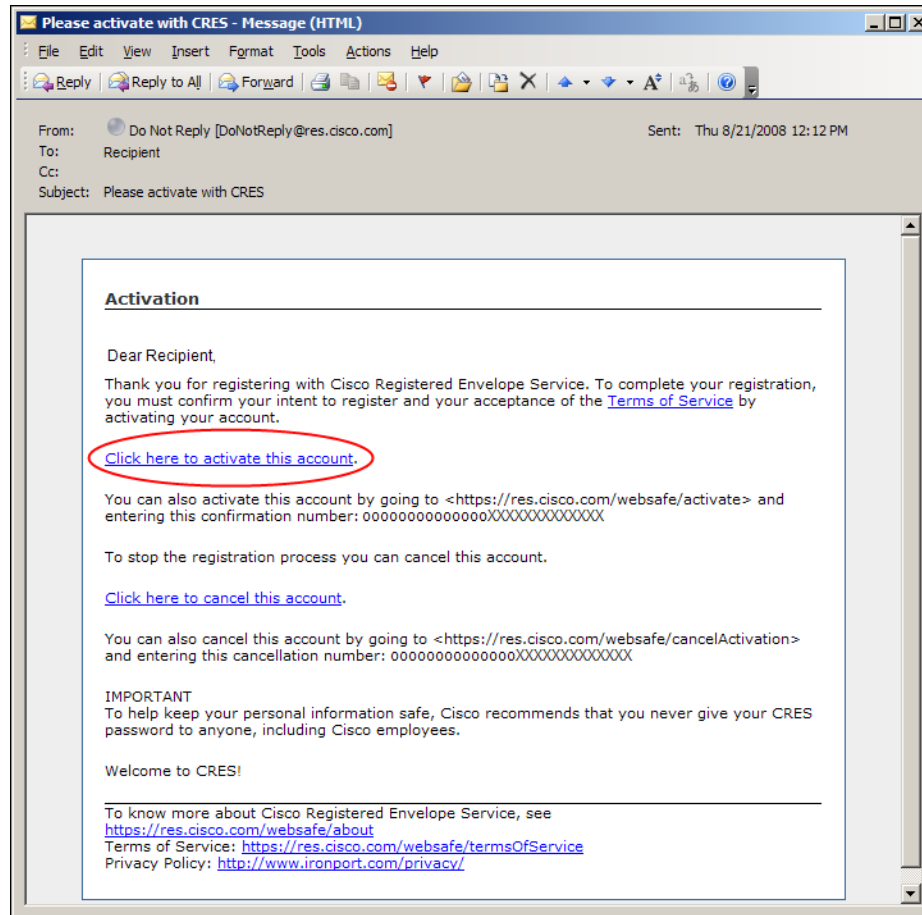
After you complete the form and click **Register**, the following confirmation page is displayed.

**Note**

You may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each address.

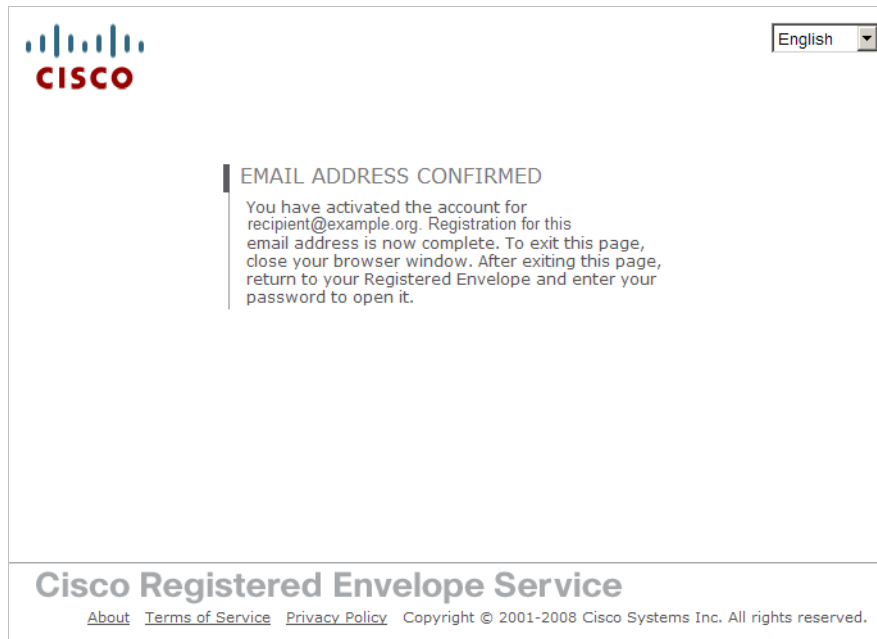
Step Four: Activate Your Cisco Registered Envelope Service Account

Check your email inbox for an activation message from the service. The following example shows a typical activation message.



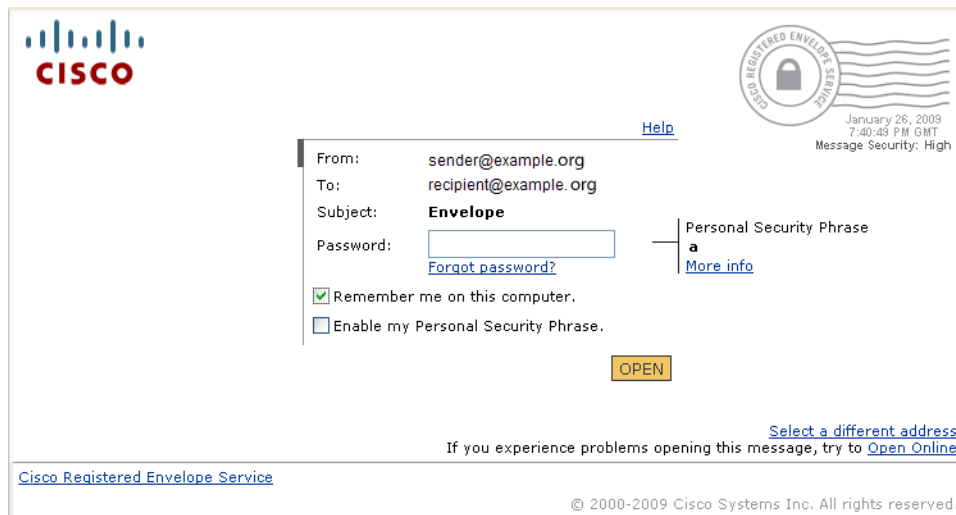
In the activation email message, click the link to activate your user account.

The following confirmation page is displayed.



Step Five: View the Registered Envelope Again and Enter Your Password

Return to the Registered Envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place, as shown here.



Enter the password for your Cisco Registered Envelope Service user account, and click **Open**.

The decrypted message is displayed in the browser window.



After you open a Registered Envelope, you can click **Reply** to send a Secure Reply message or click **Forward** to send a Secure Forward message. When you send a Secure Reply or Secure Forward message, the recipient receives a Registered Envelope containing the encrypted message.

**Note**

Depending on the original sender's preferences, some features may not be available. For example, it might not be possible to send a Secure Reply or Secure Forward message.



CHAPTER 2

Troubleshooting Registered Envelope Issues

Revised: September 8, 2008

This chapter discusses the following topics:

- [Troubleshooting Tips](#)
- [Additional Resources](#)

Troubleshooting Tips

This section provides troubleshooting tips for issues that you might encounter when opening Registered Envelopes.

Issue: Open Button Is Missing from Envelope or Does Not Work

The Open button might be missing or inoperable for several reasons. For example, if your email address is not associated with a Cisco Registered Envelope Service user account, the envelope might display a Register button instead of an Open button. Also, the Open button might not function properly if your computer is not configured to run Java or JavaScript or if the envelope was modified during transmission.



Tip

If a Register button is displayed on the envelope, click **Register** and create a new user account for the email address where you received the envelope.



Tip

If you have already created a user account for the email address, enter your password and click the **Open Online** link to use an alternative method to open the envelope.



Tip

If the Open Online method does not work, forward the envelope to mobile@res.cisco.com. The service will send you an email message with a temporary link that you can click to securely retrieve the message by using a web browser on your computer or personal digital assistant (PDA). For more information about using the Open Online method and the Open by Forwarding method, see the Registered Envelope online help at the following URL:

<https://res.cisco.com/websafe/help?topic=RegEnvelope>

Issue: Email Address Does Not Appear in To: Field

If the Registered Envelope was sent to multiple recipients, your email address might not immediately appear in the To: field.

**Tip**

Click the arrow in the To: field, and select your email address in the drop-down menu.

**Tip**

If you received the envelope as a BCC recipient, your email address does not appear in the drop-down menu for the To: field. In that case, select the “Address not listed” option. Then, enter your email address and click **Submit** to include your email address in the To: field.

Issue: Envelope Is Not Displayed Properly

Occasionally, the Registered Envelope may not be displayed properly when you open the attached encrypted file. For example, the file might contain garbage text or HTML markup (such as <!-- or -->).

**Tip**

If you have a problem viewing the Registered Envelope, forward the envelope to mobile@res.cisco.com. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

Issue: Envelope Processing Slows Down or Stops

When you view or open a Registered Envelope, the envelope processing might be interrupted because of connection problems or other issues. In that case, a message below the envelope might indicate that the envelope tools are loading or that the message decryption is in progress. If a message does not open within several minutes, it is possible that the processing has slowed down or stopped, or that the message contains an unusually large attachment.

**Tip**

If the envelope processing slows down or stops, re-enter your password and click **Open** again.

**Tip**

If clicking **Open** again does not work, forward the envelope to mobile@res.cisco.com. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

Issue: Password Is Forgotten or Does Not Work

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.



Tip

If you forget your password, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.



Tip

Cisco Registered Envelope Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

Issue: Microsoft OWA 2007 Compatibility

Microsoft Patch for OWA 2007 CRES Secure Mail Recipients:

CRES Secure Envelope Recipients attempting to open the CRES Secure Envelope through Microsoft OWA 2007 will need to enable the server side administrative option to disable the HTML/XML filter. Though this HTML filter option will be officially released in the yet-to-be-released Microsoft Exchange 2007 SP1 Rollup 8, Microsoft customers can request an interim patch from Microsoft. How and when to contact Microsoft Customer Service and Support: <http://support.microsoft.com/kb/295539>

Additional Resources

For more information about Cisco Registered Envelope Service and Registered Envelopes, you can refer to the following additional resources.

Registered Envelope Help

For an overview of the service and the various methods of opening Registered Envelopes, access the Registered Envelope help page at the following URL:

<https://res.cisco.com/websafe/help?topic=RegEnvelope>

Frequently Asked Questions

For answers to common questions about opening encrypted email, enrolling with Cisco Registered Envelope Service, and configuring optimal browser settings, view the frequently asked questions (FAQs) at the following URL:

<https://res.cisco.com/websafe/help?topic=FAQ>

Customer Support

To contact Customer Support for Cisco Registered Envelope Service, you can send an email message to the following address:

support@res.cisco.com

Telephone support is also available in some locations. You can call Customer Support by using the phone numbers listed at the following URL:

<https://res.cisco.com/websafe/help?topic=ContactSupport>



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