

Troubleshoot Failed to Open Encrypted Emails Processed by Mimecast Secure Email Gateway

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Introduction

This document describes an issue with Cisco Secure Email Encryption Service (formerly Cisco Registered Envelope Service) encrypted emails if the entity that receives the emails has a Mimecast Secure Email Gateway and URL rewrites are enabled.

Problem

Two separate behaviors have been observed in the field in regards to Mimecast and Cisco Secure Email Encryption integration.

- Mimecast changes the backward slash to a forward slash, which results in a browser redirect failure.
- Mimecast rewrites the URL in the attachment and corrupts the payload.

Browser Redirect Issue

Description

Mimecast Secure Email Gateway changes the backward slash to a forward slash in the `securedoc.html` attachment, which then corrupts the payload and causes end-users to fail to open messages.

Symptoms

General symptoms include end-users that are not able to enter their passwords or that the password field produces errors.

Password



Identify the Issue

1. Request any impacted end-users to share the **securedoc.html**
2. Open the **securedoc.html** file in your text editor of choice (For example, Notepad++) or share it with Cisco TAC and search for the string: **BrowserRedirect**
3. Review the full URL with the **BrowserRedirect** and confirm whether there is a backward or forward slash at the end.
 - a. Correct URL (Ends with Backward Slash) -
`java.sun.com/webapps/getjava/BrowserRedirect\`
 - b. Problematic URL (Ends with Forward Slash) -
`java.sun.com/webapps/getjava/BrowserRedirect/`
4. An incorrect URL ends with a forward slash and allows us to confirm the problematic behavior.

Solution

1. An encryption (PXE) engine update has been released that includes a fix that resolves the issue. Please run **updatenow** force from the CLI to trigger the update.

```
(Machine esa.example.com)> updatenow force
```

```
Success - Force update for all components requested
```

2. Once an update has been started, you can then use the **encryptionstatus** command to confirm the update has been applied.

```
(Machine esa.example.com)> encryptionstatus
```

```
Component Version Last Updated
PXE Engine 8.1.5.007 29 Jul 2022 16:58 (GMT +00:00)
Domain Mappings File 1.0.0 Never updated
```

3. If successful, the PXE Engine output shows the current date and time.

```
(Machine esa.example.com)> encryptionstatus
```

```
Component Version Last Updated
PXE Engine 8.1.5.007 29 Jul 2022 16:58 (GMT +00:00)
Domain Mappings File 1.0.0 Never updated
```

URL Rewrite Issue

Description

Mimecast Secure Email Gateway rewrites the URLs in the **securedoc.html** attachment, which then corrupts the payload and causes end-users to fail to open messages.

Symptoms

General symptoms include end-users that are not able to enter their passwords or that the password field produces errors.

Password

A blue rectangular button with the word "Error" written in white text.A blue rectangular button with the word "Error" written in white text.

Identify the Issue

1. Request any impacted end-users to share the **securedoc.html**
2. Open the **securedoc.html** file in your text editor of choice (For example, Notepad++) or share it with Cisco TAC and search for the string: **protect-us.mimecast.com**
3. Review the rewritten URLs and refer to the image for a before and after comparison.

B	C
Cisco CRES	Mimecast
https://res.cisco.com:443">https://res.cisco.com:443	https://protect-us.mimecast.com/s/qe5vCjRj6RUJ1mRzztRupc2?domain=res.cisco.com
https://res.cisco.com:443/websafe/help?topic=AddrNotShown',('localeUI':getLocale()))	https://protect-us.mimecast.com/s/fQ-ICkRMXRUn3B5DDIQIC_L?domain=res.cisco.com%27:getLocale()%7d
https://res.cisco.com:443/websafe/help?topic=AddrNotShown'	https://protect-us.mimecast.com/s/K-wsCIY6EYioqEXWwtq8lgM?domain=res.cisco.com'
https://res.cisco.com:443/websafe/pswdForgot.action'	https://protect-us.mimecast.com/s/19AmCmZXNZf5LIWVVCQgK3j?domain=res.cisco.com
https://res.cisco.com:443/websafe/pswdForgot.action	https://protect-us.mimecast.com/s/19AmCmZXNZf5LIWVVCQgK3j?domain=res.cisco.com
https://res.cisco.com/keyserver/Logout	https://protect-us.mimecast.com/s/cJy3Cn5J65fGpDm44IEFCsD?domain=res.cisco.com
https://res.cisco.com:443/keyserver/Logout	https://protect-us.mimecast.com/s/cJy3Cn5J65fGpDm44IEFCsD?domain=res.cisco.com
https://res.cisco.com:443	https://protect-us.mimecast.com/s/qe5vCjRj6RUJ1mRzztRupc2?domain=res.cisco.com
https://res.cisco.com:443/websafe/help?topic=AddrNotShown	https://protect-us.mimecast.com/s/K-wsCIY6EYioqEXWwtq8lgM?domain=res.cisco.com'
https://res.cisco.com:443/keyserver/keyserver	https://protect-us.mimecast.com/s/8FnrCpYVLYzEoAggFkH5wE?domain=res.cisco.com

4. When the securedoc.html attachment is sent through the Mimecast Secure Email Gateway, the referenced URLs are rewritten incorrectly which then causes the HTML syntax to break. Due to this, end-users are unable to open the encrypted emails.

For example:

https://res.cisco.com:443/websafe/help?topic=AddrNotShown',('localeUI':getLocale())) is rewritten to https://protect-us.mimecast.com/s/fQ-ICkRMXRUn3B5DDIQIC_L?domain=res.cisco.com':getLocale())). As you can see, after the URLs are rewritten, the **localeUI** field is removed.

Solutions

1. Forward the email in question to mobile@res.cisco.com. When received, end-users would then be able to click on the link and successfully decrypt the email.

or

2. Enable the Easy Open feature. Encrypted emails would be sent to the recipients with a view link in the body of the email. End-users would then be able to click on the link and decrypt the email.

or

3. Bypass the sender domain of res.cisco.com on the Mimecast Secure Email Gateway.

Additional Information

Cisco Secure Email Gateway Documentation

- [Release Notes](#)
- [User Guide](#)
- [CLI Reference Guide](#)
- [API Programming Guides for Cisco Secure Email Gateway](#)
- [Open Source Used in Cisco Secure Email Gateway](#)
- [Cisco Content Security Virtual Appliance Installation Guide](#)(includes vESA)

Secure Email Cloud Gateway Documentation

- [Release Notes](#)
- [User Guide](#)

Cisco Secure Email and Web Manager Documentation

- [Release Notes and Compatibility Matrix](#)
- [User Guide](#)
- [API Programming Guides for Cisco Secure Email and Web Manager](#)
- [Cisco Content Security Virtual Appliance Installation Guide](#)(includes vSMA)

Cisco Secure Product Documentation

- [Cisco Secure portfolio naming architecture](#)