

Secure Email for UNM Cloud (O365) Email Accounts

Problem

When a UNM Main Campus user tried to open a secure email they've received, they get an error message: 'This message was not sent to your address (<username>@unm.edu).' This document is only relevant to UNM Main Campus users.

Summary

This is an issue we've been running into with secure email since UNMHSC went to Exchange. If a UNMHSC email account sends a secure email to an O365 @unm.edu address, the email is actually sent to the UNM email alias 'username@service.unm.edu'. This address change is necessary for proper email routing to the O365 cloud installation. The IronPort Email Security Appliance sees this address as a different recipient, and so it sends the encrypted email to the '@service.unm.edu' account. From the internal UNM mail system user's point of view, emails sent to '<username>@unm.edu' and '<username>@service.unm.edu' end up going to the same mailbox - '<username>@unm.edu'. UNM users attempting to create a CRES account with an '<username>@unm.edu' address will get an error 'This message was not sent to your address (<username>@unm.edu).' because the encrypted message was actually sent to the '<username>@service.unm.edu' account.

Solution

Currently, the only workaround in place is to have UNM users experiencing this issue register their account in CRES as <username>@service.unm.edu. They will then need to access all secure emails under that account.

Instructions for UNM End Users:

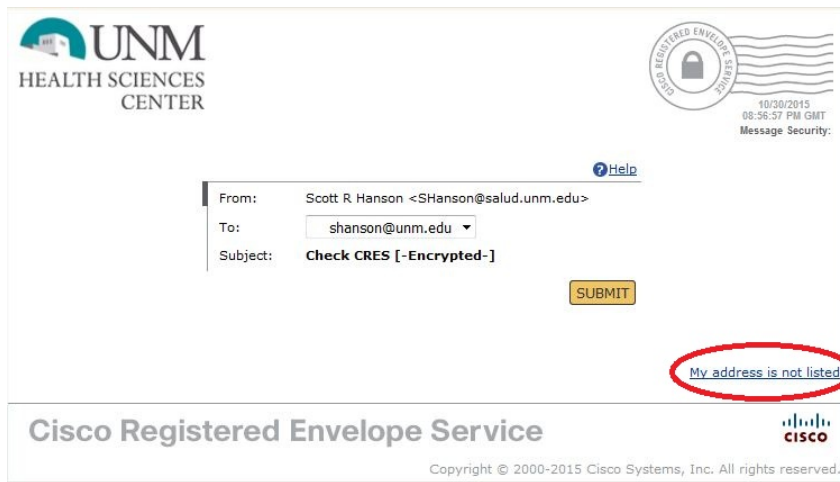
When you receive an encrypted (CRES) email, you need to first register your @service.unm.edu account:

- 1.) Download the securedoc.html attachment.



2.) Open the attachment from the downloaded location.

3.) Click on the 'My address is not listed' link.



4.) Enter in your UNM email address, but use '@service.unm.edu' instead of '@unm.edu'.



[Help](#)

From: Scott R Hanson <SHanson@salud.unm.edu>
To:
Your address:
Subject: Check CPE [Encrypted-]

SUBMIT

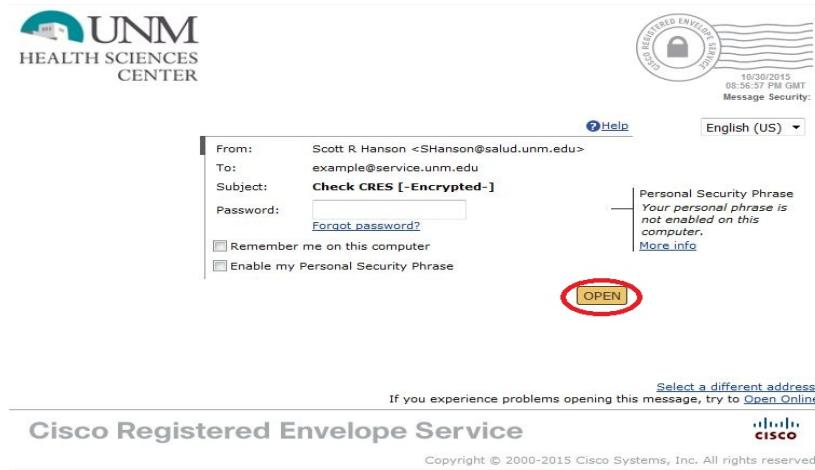
[My address is not listed](#)

Cisco Registered Envelope Service

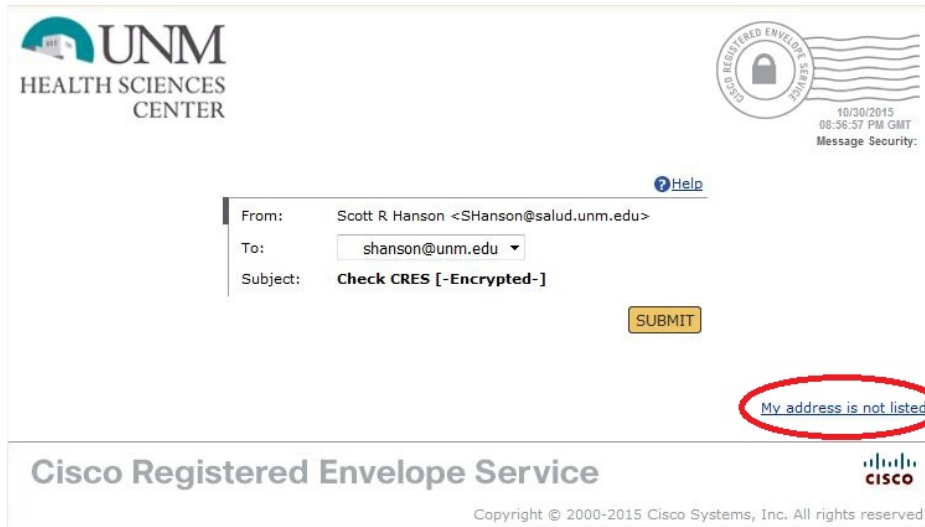


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- 5.) Click on the 'Open' or 'Register' link. (If link says 'Open' instead of 'Register', leave password field blank, and click 'Open'.)



- 6.) Register and create this CRES account by filling out the form.
7.) Once you've registered your @service.unm.edu account, go back to the secure email attachment (securedoc.html).
8.) Click on the 'My address is not listed' link.



9.) Enter your newly registered '<username>@service.unm.edu' account in the 'Your address:' field.

The screenshot shows a registration form for the Cisco Registered Envelope Service. In the top left corner is the UNM Health Sciences Center logo. In the top right corner is a circular logo with a padlock and the text 'CISCO REGISTERED ENVELOPE SERVICE', along with a postage stamp graphic, the date '10/30/2015', the time '08:56:57 PM GMT', and the text 'Message Security:'. Below these is a 'Help' link. The main form area contains the following fields: 'From:' with the value 'Scott R Hanson <SHanson@salud.unm.edu>', 'To:' with a dropdown menu showing 'Address not listed', 'Your address:' with the value 'mple@service.unm.edu' (circled in red), and 'Subject:' with the value 'Check CRES [Encrypted-]'. A yellow 'SUBMIT' button is located to the right of the 'Your address:' field. At the bottom right of the form area is a link that says 'My address is not listed'. The footer of the page contains the text 'Cisco Registered Envelope Service' and the Cisco logo, with a copyright notice: 'Copyright © 2000-2015 Cisco Systems, Inc. All rights reserved.'

10.) Enter your password.

11.) Access your secure email by clicking 'Open'.

Once you've been registered, you'll only need to follow steps 8-11 to access future secure email.