

# Cisco RES: 虛擬、託管和硬體ESA的帳戶調配配置示例

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## 簡介

本檔案介紹如何透過建立思科註冊信封服務(RES)帳戶，為思科電子郵件安全裝置(ESA)建立加密設定檔和完成帳戶布建。

**附註：**當前，虛擬和託管ESA與硬體ESA之間存在差異。這些差異在文檔中進行了說明。

本文還討論了如何更正「Unable to provision <profile\_name> for reason : ( 由於以下原因，無法設定配置檔案<profile\_name> )」。找不到帳戶「」錯誤，因為當您嘗試新增加密配置檔案時，此錯誤通常出現在虛擬和託管ESA中。如果收到此錯誤，請完成虛擬和託管ESA部分中提供的步驟。

## 必要條件

確保在ESA上安裝了IronPort電子郵件加密功能金鑰。從ESA GUI、**System Administration > Feature Keys**或使用featurekey在ESA CLI上驗證此情況。

## 需求

本文件沒有特定需求。

## 採用元件

本文件所述內容不限於特定軟體和硬體版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設)的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

# 設定

## 適用於虛擬和託管ESA的Cisco RES帳戶調配

虛擬和託管ESA在嘗試設定加密配置檔案時遇到此錯誤：

### Cisco IronPort Email Encryption Settings

**Error** — Unable to provision profile "ESA\_C170\_ENCRYPTION" for reason: Cannot find account. Please make sure that you have correctly registered your appliance with the hosted service and try again, or contact customer support for assistance.

Email Encryption Global Settings	
Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	
Proxy Server (optional):	Not Configured

[Edit Settings...](#)

Email Encryption Profiles			
<a href="#">Add Encryption Profile...</a>			
Profile	Key Service	Provision Status	Delete
ESA_C170_ENCRYPTION	Cisco Registered Envelope Service	<b>Not Provisioned</b> <a href="#">Provision</a>	

思科必須協助並完成您的RES調配帳戶。使用以下資訊向[stg-cres-provisioning@cisco.com](mailto:stg-cres-provisioning@cisco.com)發起電子郵件請求：

- 帳戶名(指定準確的公司名稱，因為您需要列出此名稱。)

如果這是針對託管客戶帳戶，請將帳戶名稱記為 "<Account Name> HOSTED"。

- 用於帳戶管理員的電子郵件地址 (指定相應的管理員電子郵件地址。)

- ESA的完整序列號(\*)

- 出於管理目的，應對映到RES帳戶的客戶帳戶的任何/所有域

(\*)如果運行命令版本，可以從**GUI系統管理>功能金鑰**或裝置CLI找到裝置序列號。

**注意：**如果已經預配RES帳戶，請提供以前使用的公司名稱或RES帳戶號碼。這可確保所有新的裝置序列號都新增到正確的帳戶中，並避免任何公司資訊和調配的重複。

**注意：**一個裝置序列號只能註冊到RES中的一個帳戶。一個RES帳戶可能有多台裝置註冊到您的公司。

傳送到[stg-cres-provisioning@cisco.com](mailto:stg-cres-provisioning@cisco.com)的請求將在一個工作日內進行處理 (如果不是更早的話)。註冊序列號或完成新RES帳戶設定後，將傳送確認電子郵件。管理員帳戶使用的電子郵件地址在列為關聯帳戶的管理員後會收到通知。

如果您已經嘗試在ESA上建立加密配置檔案，請完成以下步驟：

1. 從ESA GUI導航至**安全服務> Cisco IronPort郵件加密>郵件加密配置檔案**。
2. 按一下「**Re-provision**」。然後，此操作將作為**Provisioned**完成。
3. 如果沒有，則繼續下一節中的步驟，以便在ESA上建立加密配置檔案。

## 適用於硬體ESA的Cisco RES帳戶調配

自Cisco RES版本4.2起，硬體ESA可以自動調配，這意味著不再需要通過電子郵件請求建立帳戶。

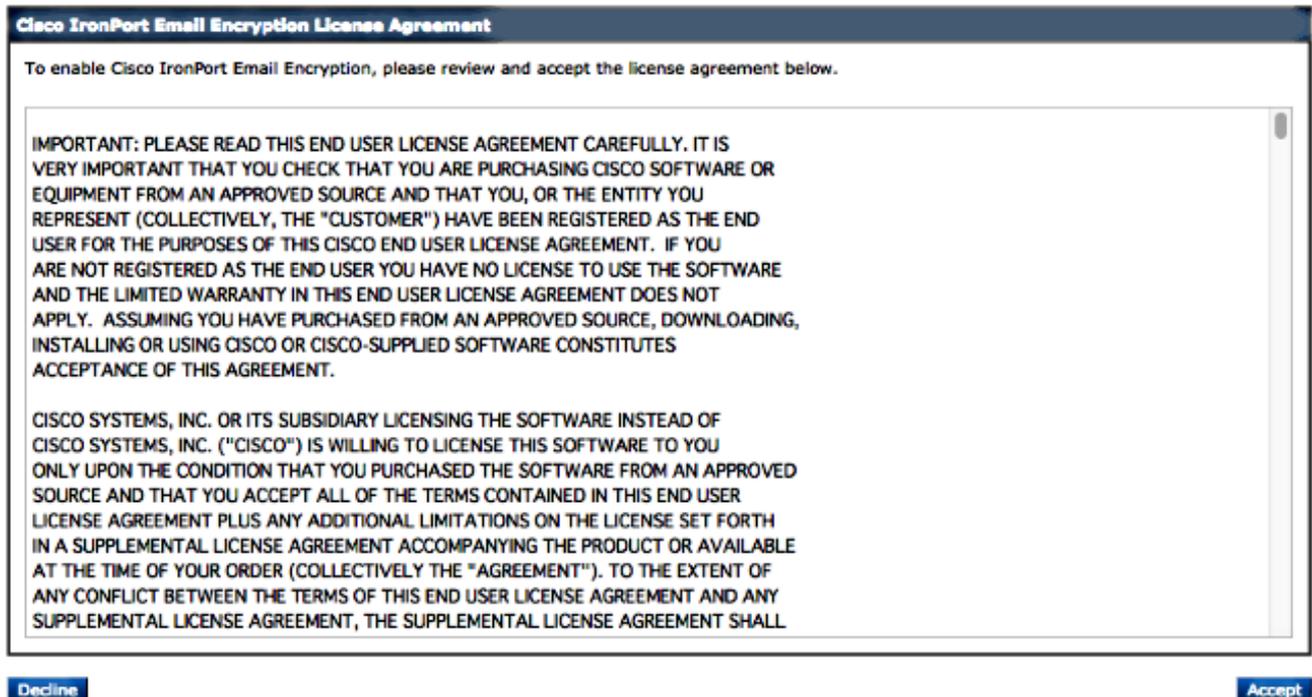
對於硬體ESA，請按照以下步驟完成加密配置檔案調配。

1. 在ESA GUI中，導覽至**Security Services > Cisco IronPort Email Encryption**，啟用該功能，如果尚未完成，則接受終端使用者許可協定(EULA):

### Cisco IronPort Email Encryption Settings



### Edit Cisco IronPort Email Encryption Global Settings



2. 按一下「**Edit Settings**」：

## Cisco IronPort Email Encryption Settings

Email Encryption Global Settings	
Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	Not Configured
Proxy Server (optional):	Not Configured

 [Edit Settings...](#)

---

Email Encryption Profiles	
<a href="#">Add Encryption Profile...</a>	
No Encryption Profiles Configured.	

---

PXE Engine Updates		
Type	Last Update	Current Version
PXE Engine	Never updated	6.9.4-120
Domain Mappings File	Never updated	1.0.0

[Update Now](#)

確保為「加密帳戶管理員」欄位的電子郵件地址輸入管理電子郵件地址，然後按一下提交：

## Edit Cisco IronPort Email Encryption Global Settings

Cisco IronPort Email Encryption Settings	
<input checked="" type="checkbox"/> Enable Cisco IronPort Email Encryption	
Maximum Message Size to Encrypt:	<input type="text" value="10M"/> Maximum <small>Add a trailing K or M to indicate units. Recommended setting is 10M or less. Increasing the message size over the suggested value may result in decreased performance. Please consult documentation for size recommendations based on your environment.</small>
Email address of the encryption account administrator:	<input type="text"/>
<b>Proxy Server (optional)</b>	
Proxy Settings:	<input type="checkbox"/> Configure proxy for use in encryption profiles.
Proxy Type	
<input checked="" type="radio"/> HTTP <input type="radio"/> SOCKS 4 <input type="radio"/> SOCKS 5	
Host Name or IP Address	
<input type="text"/>	Port: <input type="text" value="3128"/>
Authentication (Optional):	
	Username: <input type="text"/>
	Password: <input type="password" value="*****"/>
	Retype Password: <input type="password"/>

[Cancel](#) [Submit](#)

3. 使用Add Encryption Profile按鈕建立加密配置檔案：

## Cisco IronPort Email Encryption Settings

Success — Settings have been saved.

Email Encryption Global Settings	
Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	
Proxy Server (optional):	Not Configured

[Edit Settings...](#)

---

Email Encryption Profiles	
<a href="#">Add Encryption Profile...</a>	
No Encryption Profiles Configured.	

---

PXE Engine Updates		
Type	Last Update	Current Version
PXE Engine	Never updated	6.9.4-120
Domain Mappings File	Never updated	1.0.0

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4. 在建立配置檔案期間，請確保提供有意義的配置檔名稱，以便以後可以將其與為使用加密而建立的郵件或內容過濾器相關聯：

### Add Encryption Envelope Profile

Encryption Profile Settings	
Profile Name:	<input type="text" value="ESA_C170_ENCRYPTION"/>
<b>Key Server Settings</b>	
Key Service Type:	Cisco Registered Envelope Service
Proxy:	A proxy server is not currently configured.
Cisco Registered Envelope Service URL:	<input type="text" value="https://res.cisco.com"/>
Advanced	Advanced key server settings
<b>Envelope Settings</b>	
Envelope Message Security:	<input checked="" type="radio"/> <b>High Security</b> Recipient must enter a password to open the encrypted message, even if credentials are cached ("Remember Me" selected). <input type="radio"/> <b>Medium Security</b> No password entry required if recipient credentials are cached ("Remember Me" selected). <input type="radio"/> <b>No Password Required</b> The recipient does not need a password to open the encrypted message.

5. 完成後，按一下**Submit**。

未預配的配置檔案已針對新建立的配置檔案列出。必須提交更改才能繼續：

## Cisco IronPort Email Encryption Settings

Success — A Cisco Registered Envelope Service profile "ESA\_C170\_ENCRYPTION" was saved.

1. Commit this configuration change before continuing.
2. Return to provision the hosted service.

Email Encryption Global Settings	
Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	[REDACTED]
Proxy Server (optional):	Not Configured

[Edit Settings...](#)

Email Encryption Profiles			
<a href="#">Add Encryption Profile...</a>			
Profile	Key Service	Provision Status	Delete
ESA_C170_ENCRYPTION	Cisco Registered Envelope Service	<b>Not Provisioned</b>	

PXE Engine Updates		
Type	Last Update	Current Version
PXE Engine	Never updated	6.9.4-120
Domain Mappings File	Never updated	1.0.0

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## Cisco IronPort Email Encryption Settings

Success — Your changes have been committed.

Email Encryption Global Settings	
Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	[REDACTED]
Proxy Server (optional):	Not Configured

[Edit Settings...](#)

Email Encryption Profiles			
<a href="#">Add Encryption Profile...</a>			
Profile	Key Service	Provision Status	Delete
ESA_C170_ENCRYPTION	Cisco Registered Envelope Service	<b>Not Provisioned</b> <a href="#">Provision</a>	

PXE Engine Updates		
Type	Last Update	Current Version
PXE Engine	Never updated	6.9.4-120
Domain Mappings File	Never updated	1.0.0

[Update Now](#)

6. 提交更改後，按一下**Provision**以完成置備過程：

## Cisco IronPort Email Encryption Settings

### Email Encryption Global Settings

Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	[REDACTED]
Proxy Server (optional):	Not Configured

[Edit Settings...](#)

### Email Encryption Profiles

[Add Encryption Profile...](#)

Profile	Key Service	Provision Status	Delete
ESA_C170_ENCRYPTION	Cisco Registered Envelope Service	<input type="radio"/> Provisioning...	

### PXE Engine Updates

Type	Last Update	Current Version
PXE Engine	Never updated	6.9.4-120
Domain Mappings File	Never updated	1.0.0

[Update Now](#)

7. 完成調配後，您將收到條幅通知，配置檔案調配按鈕將更改為**重新調配**：

## Cisco IronPort Email Encryption Settings

Info — Cisco Registered Envelope Service "ESA\_C170\_ENCRYPTION" was successfully provisioned.

### Email Encryption Global Settings

Cisco IronPort Email Encryption:	Enabled
Maximum message size to Encrypt:	10M
Email address of the encryption account administrator:	[REDACTED]
Proxy Server (optional):	[REDACTED]

[Edit Settings...](#)

### Email Encryption Profiles

[Add Encryption Profile...](#)

Profile	Key Service	Provision Status	Delete
ESA_C170_ENCRYPTION	Cisco Registered Envelope Service	Provisioned <a href="#">Re-provision</a>	

### PXE Engine Updates

Type	Last Update	Current Version
PXE Engine	Never updated	6.9.4-120
Domain Mappings File	Never updated	1.0.0

[Update Now](#)

加密配置檔案已完成。您現在能夠通過RES成功加密來自裝置的郵件。

## 帳戶管理員通知和帳戶驗證

使用本節內容，確認您的組態是否正常運作。

之前為加密帳戶管理員的電子郵件地址指定的**電子郵件地址接收帳戶管理員狀態的通知**：

**You are now an account administrator for the 'Cisco Registered Envelope Service' account. This account is currently Active.**

---

As an account administrator, you can perform various tasks such as locking or expiring Registered Envelopes and viewing usage statistics for the account.

If you were not previously registered, a user name (email address) and password has been automatically generated for you. You will need to reset this password in order to access your account. Click here <https://res.cisco.com/websafe/pswdForgot.action> to set your new password.

If you have already registered and have a password please go to <https://res.cisco.com/admin> and log in.

#### IMPORTANT

To help keep your personal information safe, Cisco recommends that you never give your Cisco Registered Envelope Service password to anyone, including Cisco employees.

Thank you,  
Cisco Registered Envelope Service Customer Support

收到帳戶管理通知後，登入到[RES Admin](#)站點並驗證您的帳戶。登入後，您將看到在「帳戶摘要」中建立的帳戶號。使用以下資訊向[stg-cres-provisioning@cisco.com](mailto:stg-cres-provisioning@cisco.com)發起電子郵件請求：

- 帳號
- 帳戶名稱
- 應對映到RES帳戶以進行管理的帳戶的任何/所有域

這可確保您的帳戶對通過RES註冊的所有域帳戶具有完全可視性。

## Cisco RES帳號建立

RES帳號是根據與裝置關聯的合約資訊建立的。帳號是根據全域性最終(GU)ID生成的，而帳戶名稱則根據Installed At Site Name生成。若要檢視，請確保您具有適當的思科線上連線(CCO)和權利，並檢查[思科服務合約中心\(CSCC\)](#)。

## 確定Cisco RES版本

從<http://res.cisco.com/admin>右上角選擇[關於](#)超連結。當前的Cisco RES版本將顯示在彈出視窗中。

範例：

### Cisco Registered Envelope Service

Version 4.3.0

Copyright © 2001-2014 Cisco Systems, Inc. All rights reserved.

Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:  
<http://tools.cisco.com/legal/export/pepd/Search.do>

Close

## 疑難排解

本節提供的資訊可用於對組態進行疑難排解。

要確認ESA能夠成功與Cisco RES伺服器通訊，請輸入以下命令：

```
myesa.local> telnet res.cisco.com 443
```

```
Trying 184.94.241.74...
```

```
Connected to 184.94.241.74.
```

```
Escape character is '^['.
```

```
^]
```

```
telnet> quit
```

```
Connection closed.
```

## 相關資訊

- [ESA電子郵件加密配置示例](#)
- [Cisco RES金鑰伺服器的IP和主機名是什麼？](#)
- [Cisco Email Security Appliance — 最終使用手冊](#)
- [技術支援與文件 - Cisco Systems](#)