CRES FAQ: Why Company Logo is not Displayed in the Encrypted Envelope via CRES?

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Introduction

This document provides information for why a company logo might not be displayed in the encrypted envelope via Cisco Registered Envelope Service (CRES).

Why Company Logo is not Displayed in the Encrypted Envelope via CRES?

From an active CRES account, verify these items:

- The Envelope Profile on the CRES account and the Email Encryption Profile Name on the Email Security Appliance (ESA) must match.

- The Envelope Profile on the CRES account has a 32 character limit. If you enter in additional characters and try to Add Image, you see a blank white screen, and the image is not uploaded.

- The logo should be at most 60x160 pixels and less than 100 KB.

- This applies to **.GIF** and **.JPG** files only.

- Since the CRES servers sync based on periodic schedules, there are times where the logo might take up to 24 hours in order to propagate. Most of the time this should occur within one hour.

Related Information

- **[ESA FAQ: How do I set up multiple company logos on ESA and CRES?](#)**
- **[Technical Support & Documentation - Cisco Systems](#)**