

Technical Advisory – Critical Interoperability Issue with Microsoft Outlook 2003 Security Update (KB2293428)

Date issued: October 1, 2010

Products affected: SecureZIP for Windows desktop v8.0 and newer

Summary of issue: Customers installing a recent Microsoft security patch for Outlook 2003 may see a loss of operation of SecureZIP when sending email. After applying the Outlook 2003 security patch (KB2293428), use of the SecureZIP email integration feature will not operate and customers may see Outlook 2003 reporting an error and request to restart Outlook. Some customers may have messages sent unencrypted.

Microsoft has acknowledged to PKWARE that a problem exists with this security patch for Outlook 2003 and that it affects software from multiple vendors, including PKWARE. Microsoft is working to provide a fix. Specific information on the problem resulting from installing the KB2293428 patch is outlined in a subsequent Knowledge Base article referenced as KB2445403. To avoid this issue, customers are advised to immediately contact Microsoft Product Support referencing KB2445403 for additional information and availability of a cumulative patch.

Detailed description of issue: Microsoft Security Bulletin MS10-064 released September 14, 2010 identified a security vulnerability affecting users of Office Outlook 2003. Microsoft has classified this vulnerability as “critical” and recommends customers immediately apply an available patch to resolve this issue. Additional information on this problem is available from Microsoft under Microsoft Knowledge Base Article KB2293428.

An incompatibility introduced by this Microsoft patch will cause PKWARE customers using SecureZIP versions 8.0 and newer to experience problems when sending encrypted messages. This problem affects only customers using Outlook 2003 that have installed this Microsoft update. This problem does not affect customers using SecureZIP for Windows desktop or its Microsoft Office integration features; it only affects SecureZIP integration with Microsoft Office Outlook 2003.

Specifically, conditions present for this problem to occur are:

- Using Outlook 2003 with Microsoft Exchange
- Applying the recommended Microsoft MS10-064 security patch
- Using SecureZIP with digital certificate encryption configured
- Having the SecureZIP *Auto-search for recipients* option enabled

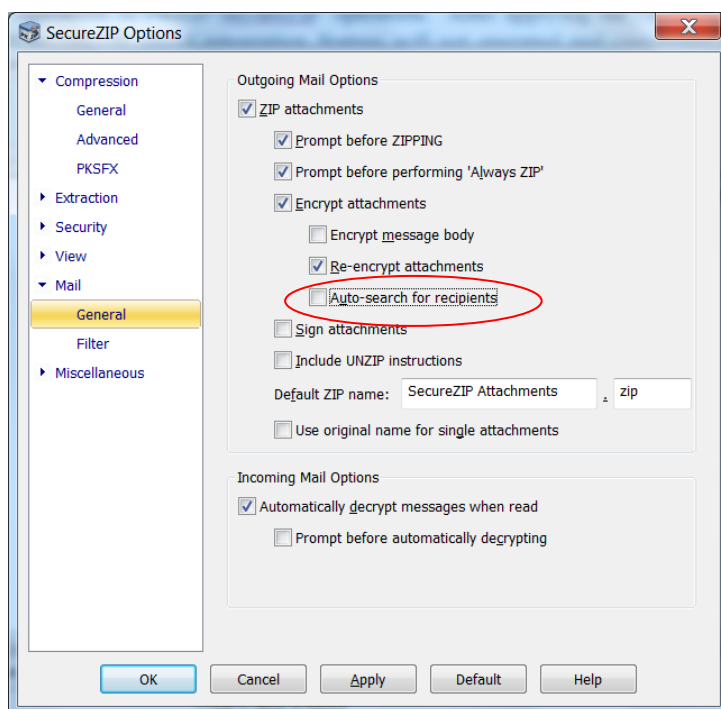
Customers not configured as above will not experience this problem.

A symptom of this problem for all users on version 8.0 or newer is that messages configured to be sent compressed or encrypted may be sent without SecureZIP having processed the message, resulting in the potential for uncompressed and unencrypted information delivered in the message. An additional symptom may be encountered by customers using SecureZIP version 10.0 or newer. When sending messages to be compressed or encrypted, users will see a dialog warning that

Microsoft Office Outlook has encountered a problem and needs to restart. Outlook will restart. Further attempts to send messages will cause this problem to recur.

Customers unable to immediately apply the patch referenced by KB2445403 are advised to implement a work-around that PKWARE has identified to avoid this issue until the Microsoft patch is applied.

Recommended work-around: To implement this work-around, PKWARE recommends that customers open the SecureZIP Options dialog from the *Tools* menu. Select *Mail->General* (as in the figure below) and uncheck the option *Auto-search for recipients*. If using the Fluent interface in SecureZIP version 12.4 or newer, click the SecureZIP application button in the upper left corner. Click Options, then select *Mail->General* (as in the figure below) and uncheck the option *Auto-search for recipients*. After making this change, messages will again operate within Outlook. When sending encrypted messages, recipient selection will be required.



Contact PKWARE: PKWARE will provide updated information on this issue as soon as it is available. For questions or additional information regarding this issue please contact PKWARE Product Support by phone +1.937.847.2687 or on the web at <http://www.pkware.com/support/desktop> for more information.