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# How can I manage validation and decryption of S/MIME encoded emails?

Julien Ducro - 2018-03-14 - Comments (0) - Using Deskpro

## Context

With the usage of an email certificate, you can ensure that your email communication is not tampered with and even encrypt the content so confidential data cannot be intercepted.

## **Getting a certificate**

Several providers can deliver you an email certificate corresponding to your email address, you can get one for free on <u>Comodo</u>.

# **Email Signature**

If you configure your email client you can sign your emails, which means adding an attachment that encrypts the original content of the email.

When the email is delivered the recipient compares the content with the signature and checks everything was delivered as it should be.

In Deskpro we add the following message to distinguish if the checks have passed:

MESSAGE	FULL LOG	DATES & TIMES		
	Julien Ducr	skpro.com> less than a minute ago	٥	
т	est signed m	essage to chec	<	
	🛡 This messag	je has been signe	d with a valid signature	

In the below case we add this error message to show the signature didn't match the content:

ES FULL LOG	DATES & TIMES				
#1 Julien Ducro <julien.ducro@deskpro.com></julien.ducro@deskpro.com>					
Test signed message to check					
The signatu	re of this message	has been tampered with			
	#1 Julien Duc	#1 Julien Ducro <julien.ducro@de Test signed message to chec</julien.ducro@de 	#1 Julien Ducro <julien.ducro@deskpro.com> 7 minutes ago</julien.ducro@deskpro.com>		

This means that the content has been altered or that the signature is corrupted. Common causes can be data corruption, user error and time not being properly set.

#### **Email encryption**

To encrypt emails you need to add the public certificate of your recipient in your system. The content will then be unreadable to anyone who doesn't have the private key needed to decrypt it.

#### Set up

Go to Admin > Tickets > Email Accounts and select the target email account.

Under Account Details select Advanced Options

Advanced Options ↑					
Enable Encryption and Signing (S/MIME)					
Upload Certificate					
Upload Key					
Your private key pass phrase (optional)					
Your private key pass phrase (optional)					

Upload your certificate and key.

## **Decrypted emails**

If you send an encrypted email to Deskpro and its content is successfully decrypted with the key stored on the server, it will be shown like a regular message with an additional message to inform you (this email was also signed):

MESSAG	GES FULL LOG DATES & TIMES					
	#1 Julien Ducro <julien.ducro@deskpro.com></julien.ducro@deskpro.com>					
1	Encrypted content, very secret.					
	Tremendous secrets here!					
	This message has been signed with a valid signature					
	The message has been extracted from an encrypted email					

In the case of a failure of the decryption you will be provided with the below message. You can then try to open this in your email client.



- タグ
- <u>email</u>
- <u>encryption</u>
- <u>signature</u>