Other Topics - Troubleshooting and Privacy

- Interactions with Other Systems
- Publication of Public Keys

Interactions with Other Systems

- It is possible that some ticketing or listserv applications may send blank replies or attachments when they receive a signed message.
- Please refer to these topics for information about interactions with various mobile and Web applications:
  - Troubleshooting: Problems Reading Signed or Encrypted Email

Publication of Public Keys

When a faculty or staff member at UT Austin downloads a certificate from the ITS Digital Certificates service, the public key for that certificate is automatically published to the Austin Active Directory, making it available to the Global Address List (GAL) in supported Exchange applications. When you create email messages and want to use encryption, the client application automatically finds the available public keys for use in that message.

The University Directory (x500.utexas.edu) also receives the public keys for all certificates nightly. If a faculty or staff member has a certificate, the key is available in the directory record and can be downloaded. While Exchange-based email programs in the Austin Active Directory are able to retrieve certificates from the Austin Active Directory, you cannot export certificates from the GAL using Outlook. This means that you cannot export another user’s public certificate in order to distribute it to external consumers. However, you can direct people to the University Directory.