



# Release Notes for Cisco Secure Email Encryption Service 6.2.0

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## What's New in Release 6.2.0-118

The Cisco Secure Email Encryption Service release 6.2.0-118 consists of a bug fix and a known issue. For more information, see [List of Fixed and Known Issues in Release 6.2.0-118, page 2](#).

## Supported Operating Systems and Certificate Authorities

For information about the supported operating systems and certificate authorities in this release, see [Compatibility Matrix for Cisco Secure Email Encryption Service](#).



# Fixed and Known Issues

Use the Cisco Bug Search Tool to find information about the known defects in this release.

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## Bug Search Tool Requirements

Register for a Cisco account if you do not have one. Go to <https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui>.

## List of Fixed and Known Issues in Release 6.2.0-118

- Fixed Issue - CSCwb58119: Opening securedoc with large attachments takes a longer time.



### Note

This issue is fixed for secure messages sent via WebSafe portal and Secure Email Gateway (with latest SDK-8.1.5-007).

- Known Issue - CSCwb89758: Older securedocs with large attachments sent prior to May 2022 release takes longer time to decrypt.

## Finding Information about Known Issues

Use the Cisco Bug Search Tool to find the most current information about known defects.

### Before You Begin

Register for a Cisco account if you do not have one. Go to <https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui>.

### Procedure

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- Step 1** Go to <https://tools.cisco.com/bugsearch/>.
  - Step 2** Log in with your Cisco account credentials.
  - Step 3** Enter the search criteria.  
For example, the easiest way to find all issues for this product is to enter *Cisco IronPort Encryption Appliance Software* in the Product field
  - Step 4** In Releases field, enter the version of the release, for example, 6.2.0-118.
  - Step 5** To view the list of known issues, select **Affecting these Releases** from the Show Bugs drop down and select **Open** from the Status drop down.
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**Note**

If you have questions or problems, click the **Help** or **Feedback** links at the top right side of the tool. There is also an interactive tour; to view it, click the link in the orange bar above the search fields.

## Related Documentation

Document	Location
Account Administrator Guide	<a href="https://www.cisco.com/c/en/us/support/security/email-encryption/products-user-guide-list.html">https://www.cisco.com/c/en/us/support/security/email-encryption/products-user-guide-list.html</a>
Recipient User Guide	
Compatibility Matrix	
Open Source Documentation	<a href="https://www.cisco.com/c/en/us/support/security/email-encryption/products-release-notes-list.html">https://www.cisco.com/c/en/us/support/security/email-encryption/products-release-notes-list.html</a>
Release Notes	

## Service and Support

Use the following steps to resolve support cases:

**Step 1** Use the ‘Frequently Asked Questions’ web page—most issues with registration and Secure Message opening can be quickly resolved by seeing if your question is answered on the following web page: <http://res.cisco.com/websafe/help?topic=FAQ>.

**Step 2** Recipients can obtain support by clicking the Chat Online icon and speaking with the Live Agent 24 hours a day, seven days a week. The web chat is available at: <https://res.cisco.com/websafe/help?topic=ContactSupport>.

**Note**

The Email and Web Chat Support is now available in English and French. The French Support is available between the hours of 8:00 AM to 5:00 PM, Eastern Time, on weekdays.

**Step 3** Contact Cisco Secure Email Encryption Service support through email—any issue that is not resolved by the FAQ page must be emailed to the Cisco Secure Email Encryption Service support (support@res.cisco.com). An end-user can expect a response within 24 business hours after submitting the email.

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

To have a list of all new and revised Cisco technical documentation delivered directly to your desktop using a reader application, subscribe to *What's New in Cisco Product Documentation* as an RSS feed by clicking the RSS icon on the What's New page. The RSS feeds are a free service.

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