



Release Notes for Cisco Secure Email Encryption Service Engine Update 8.1.5

Published: May 18, 2022

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What's New in Release 8.1.5-007

The Cisco Secure Email Encryption Service Engine Update release 8.1.5-007 consists of a bug fix and a known issue. For more information, see [List of Fixed and Known Issues in Release 8.1.5-007, page 1](#).

List of Fixed and Known Issues in Release 8.1.5-007

- 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.



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Related Documentation

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

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: <https://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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