



Release Notes for Cisco Secure Email Encryption Service Engine Update 10.0.0-327

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Note

Applicable to AsyncOS versions 16.5.0 and later.

What's New in This Release

There are no new features added in this release. For the list of known and fixed issues in this release, see [Fixed Issues in This Release, page 1](#)

Fixed Issues in This Release

- CSCws15386 - Non-ASCII characters transform to unreadable symbols in CRES emails

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



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Service and Support

Use the following steps to resolve support cases:

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- 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.
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- 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.
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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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