

Release Notes for Cisco Secure Email Encryption Service 6.2.0

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What's New

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What's New in Release 6.2.0-735

French language support in automated web chat for contacting customer support	<p>Websafe users can use automated web chat support to open support tickets for common problems related to opening a secure message. Users can fill out and submit the support form by providing specific information about the issue they face.</p> <p>French language support for the automated web chat is available from this release onwards.</p>
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What's New in Release 6.2.0-719

Feature	Description
User Interface changes on Websafe	Cisco Secure Email Encryption Service Websafe has a new and improved User Interface layout that follows Cisco's enhanced user interface standards. The functionality and navigation options remains the same.
Automated web chat for contacting customer support	<p>Websafe users can use automated web chat support to open support tickets for common problems related to opening a secure message. Users can fill out and submit the support form by providing specific information about the issue they face.</p> <p>Note: French support for the automated chat will be available in the next release. Currently, only English is supported.</p>

What's New in Release 6.2.0-657

Feature	Description
SAML based login for Admin Portal	You can now use SAML 2.0 authentication method as the sign-in method for either websafe, admin portal, or both. See "Selecting an Authenticaion Method" in <i>Cisco Secure Email Encryption Service 6.2 Account Administrator Guide</i> for more information.

What's New in Release 6.2.0-560


The Cisco Secure Email Encryption Service release 6.2.0-560 consists of a known issue. For more information about the known issue, see [Known Issue in Release 6.2.0-560, page 5](#).

Feature	Description
Display of Cisco Logo	The securedoc now displays the Cisco logo by default at the center of the login page.

What's New in Release 6.2.0-096

The Cisco Secure Email Encryption Service release 6.2.0-096 consists of a bug fix and a known issue. For more information, see [List of Fixed and Known Issues in Release 6.2.0-096, page 4](#).

What's New in Release 6.2.0-079

Feature	Description
Support for Large File Attachments	<p>The large file attachments feature in Cisco Secure Email Encryption Service allows users to send up to 100MB of attachments in a secure email. The encrypted email does not contain a securedoc html attachment if the file attachment size is more than 25 MB and Read from Message (earlier known as Easy Open) is enabled by default.</p> <p> Note The large file attachments feature is available for encrypted emails sent using the websafe portal only. It is not supported for emails sent using Secure Email Gateway (ESA), Secure Email Add-In, and Secure Email Plug-In.</p>
Option for Selecting Storage Preference	<p>You can configure the preferred storage to save a copy of the encrypted envelope when this feature is enabled. The following storage options are available:</p> <ul style="list-style-type: none"> • Cisco Storage • Microsoft OneDrive Storage



Note

The large file attachments and external storage features are available in English language only. Other languages are not supported for these features in this release.

Changes in Behavior

- [Changes in Behavior in Release 6.2.0-657, page 4](#)
- [Changes in Behavior in Release 6.2.0-079, page 4](#)

Changes in Behavior in Release 6.2.0-657

Feature	Description
Secure Email Encryption Service Version information	From this release onwards, go to https://res.cisco.com/admin/about.action to see the Secure Email Encryption Service version information.

Changes in Behavior in Release 6.2.0-079

Feature	Description
<i>Easy Open</i> menu name changed to <i>Storage and Attachments</i>	The Easy Open menu under <i>Accounts > Manage Accounts</i> is changed to Storage and Attachments .
<i>Easy Open</i> feature name changed to <i>Read From Message</i>	The Read from Message feature (earlier known as Easy Open) allows the recipient to open the envelopes from any device without the need to install any client-side application.

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 issues in this release.

- [Bug Search Tool Requirements, page 5](#)
- [Known Issue in Release 6.2.0-560, page 5](#)
- [List of Fixed and Known Issues in Release 6.2.0-096, page 4](#)
- [List of Known Issues in Release 6.2.0-079, page 5](#)
- [Finding Information about Known Issues, page 5](#)

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>.

Fixed and Known Issues

- [Fixed Issue in Release 6.2.0-719, page 5](#)
- [Known Issue in Release 6.2.0-560, page 5](#)
- [Fixed and Known Issues in Release 6.2.0-096, page 5](#)
- [Known Issues in Release 6.2.0-079, page 5](#)

Fixed Issue in Release 6.2.0-719

CSCwh51946: SAML New User Registration fails if "Require at Least One Special Character in Password" is enabled.

Known Issue in Release 6.2.0-560

CSCwc43733: The recipients cannot open the securedoc using the Firefox browser due to the latest Firefox update.

Fixed and Known Issues in Release 6.2.0-096

- Fixed Issue - CSCvx08665: Cisco Secure Email Encryption Service Evaluate CKEditor Update to version 5.
- Known Issue - CSCwb31196: Tables added from Websafe compose page is removed after decrypting the email.

Known Issues in Release 6.2.0-079

Known Issues	https://bst.cloudapps.cisco.com/bugsearch?kw=*&pf=prdNm&sb=afr&rls=6.2.0-079&bt=custV&prdNam=Cisco%20Registered%20Envelope%20Service
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Finding Information about Known Issues

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

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 Registered Envelope Service* in the Product field
 - Step 4** In Releases field, enter the version of the release, for example, 6.2.0-079.
 - 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	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
Release Notes	

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.

- 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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