



Release Notes for Smart Call Home Transport Gateway Release 4.2.1

Release Version: Smart Call Home TG 4.2.1

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Introduction

- This document provides information to the systems engineers about the actual functional and performance capabilities of the product delivered to the customer.
- This document is the release notes for SCH TG 4.2.1 which describes system requirements, new features in this release and caveats.
- Cisco Smart Call Home is an award-winning, embedded support feature available with Cisco Smart Net Total Care and other qualifying service offers. It is available at no additional cost for a broad range of Cisco network devices.

Operational and Business Benefits

Problems are often identified and resolved before they affect your business. Smart Call Home provides the following operational and overall business benefits:

- Higher availability as a result of proactive, fast issue resolution.
- Increased operational efficiency through less time troubleshooting.
- Quick and convenient web-based access to personalized information.

Enhancements

The following enhancements are made in the release:

- Fixed CUCM Registration using https is failing in TG 4
- Fixed Transport Gateway not connecting to SCH backend

Resolved Defects

The following defect has been fixed and details related are noted below:

Defects	Description
CSCwb02256	CUCM Registration using https is failing in TG 4
CSCwa91870	Transport Gateway not connecting to SCH backend

Important Notes

The following list describes acronyms and definitions for terms used throughout this document:

- **DoS:** Denial of Service
- **TAC:** Technical Assistance Centre
- **TG:** Transport Gateway
- **SL:** Smart Licensing
- **SR:** Service Request

Related Documentation

Release-Specific Documents

Smart Call Home information can always be gathered on the internet at:

- [SCH support community](#)

There are two guides published for the latest SCH release, for end customers and Cisco partners. These can be found at:

- For end customers: transport gateway and troubleshooting
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/SCH_Ch4.pdf
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/SCH_Ch5.pdf
- For Cisco partners:
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Book.pdf
- SCH Monitoring Details
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Monitoring-Details.pdf

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *what's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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