

Smart Call Home Release Notes

This document lists:

- New features
- Known issues that have not been fixed yet
- Fixed issues

New Features

Feature	Date
Support for MDS 3.x and 4.x	10-OCT-2008
Support in Transport Gateway for Call Home messages sent via HTTP	10-OCT-2008
Configuration Best Practices reporting	10-OCT-2008
Automated registration for additional devices covered by same contract as the customer's other device(s) already registered in Smart Call Home	10-OCT-2008
Call Home Request: additional support for bugs-list subtype	10-OCT-2008
Support for Cisco Nexus 7000	30-JUN-2008
Support for Cisco Nexus 5000	30-JUN-2008
Support for Cisco Catalyst 6500: VSS	30-JUN-2008
Transport Gateway on Linux	30-JUN-2008
Syslog message processing	25-FEB-2008

Known Issues

Note: Be aware that there may be some significant performance problems when performing the following tasks:

- **Display Edit Registration** [possibly more than a minute]
- **Add User Registration** [possibly more than a minute]

High-Severity Problems

Error Categories	Summary	Comment/Description
Message Processing	Defect CSCzh03072 MDS 9000 4.x: COLD_BOOT and Test_inventory messages are currently not supported by Smart Call Home.	Workaround: No workaround available
	Defect CSCzh02359 Cisco Catalyst 6500: No processing or only partial processing results for a diagnostic recovery message (subtype diagnostic-normal) may be available in the Call Home History report.	Workaround: No workaround available.
Transport Gateway	Defect CSCsk39486 On Windows 2003 the Transport Gateway UI does not display when connecting via remote desktop.	Workaround: In the DOS command prompt run the following command: mstsc /v <servername> /console
	Defect CSCso93865 The Cisco.com ID and password used to register a Transport Gateway need to belong to someone who already is known in the Smart Call Home; otherwise the registration of the Transport Gateway will fail.	Workaround: Make sure that the person's whose Cisco.com user ID and password are used to register the Transport Gateway logged in to the Smart Call Home application before registering the Transport Gateway.

Error Categories	Summary	Comment/Description
	Defect CSCzh03169 When configuring the Transport Gateway for HTTP support for Call Home messages sent by devices, the Call Home messages are not sent to the Smart Call Home backend until the "Send Call Home Messages" checkbox in the Mailbox Configuration tab is selected and saved.	Workaround: Configure the mailbox on the Transport Gateway. This can also be done by entered dummy values for Mail Server Hostname or IP Address, Account name, and Password. Make sure the "Send Call Home Messages" checkbox is selected when saving the settings.

Note: As a general workaround for either the Smart Call Home web application or Transport Gateway, if you get a system error that does not have a link to the feedback box or if the link does not work, contact the support team directly at sch-support@cisco.com.

Medium-Severity Problems

Error Categories	Summary	Comment/Description
Message Processing	Defect CSCzh01329 When a Call Home message has been received from a device for which the contract or warranty used to register the device has expired, the application will not be able to automatically create a Service Request. An email notification indicating that an error occurred when trying to create the Service Request will be sent to the customer.	Workaround: Register the device under an active contract and edit the Smart Call Home device registration using the active contract, which exists in the user's Cisco.com profile.
Application	Defect CSCzh03110 The number of product IDs, power supplies, and so on displayed in the Network Summary Report is incorrect.	Workaround: No workaround available.
	Defect CSCzh0706 Call Home History report: When the report contains a large amount of records and the user browses through the pages rapidly, the client session may freeze up after 20 or more pages.	Workaround: Narrow the scope of the query to retrieve fewer records.
	Defect CSCzh02316 A newly registered user cannot see the device report in the same login session after the user confirms a device registration.	Workaround: Log out and log in again.

Note: As a general workaround for either the Smart Call Home web application or Transport Gateway, if you get a system error that does not have a link to the feedback box or if the link does not work, contact the support team directly at sch-support@cisco.com.

Low-Severity Problems

Error Categories	Summary	Comment/Description
Registration	Defect CSCzh02966 Cisco Catalyst 6500 with VSS configuration: Both chassis in the VSS configuration need to be registered for the Smart Call Home application to process the Call Home messages. Two notifications will be sent by the application to request the confirmation of the device registrations. Each notification is related to one chassis in the VSS configuration.	Workaround: Make sure to confirm both registrations using the links in the two email notifications.
Message Processing	Defect CSCzh03033, CSCzh03056 MDS 9000: The application does not yet support RMON alert messages. The Call Home message with the RMON alert will be displayed in the Call Home History report containing basic information only.	Workaround: No workaround available.
	Defect CSCsv05792 MDS 9000 3.x: Diagnostic messages with "Call Home Test SUP_FAILURE" are not being processed by Smart Call Home.	Workaround: No workaround available.
	Defect CSCzh03013 Cisco Catalyst 6500: Diagnostic message triggered by "call-home send alert-group diag module x profile y" is not processed. No email notification will be sent to customer. Basic information (AML message description) will be visible in the reports.	Workaround: No workaround available.
	Defect CSCzh02818, CSCzh02845, CSCzh02846 Cisco Nexus 5000: The application is not handling diagnostic Call Home message related to port failures on a Cisco Nexus 5000 device. A message will be displayed indicating that there are no processing results available.	Workaround: No workaround available.

Error Categories	Summary	Comment/Description
Application	Defect CSCzh03171 MDS 9000 4.x: The Last Reset Time displayed in the Device Report and Call Home History Reports is not correct.	Workaround: The last reset time is available in the Call Home message in the Show Version CLI output.
	Defect CSCzh03055 MDS 9000: The mapping of features to technology and subtechnology is not yet supported. No feature mapping data will be displayed in the following reports: <ul style="list-style-type: none"> - Configuration details in the Device Report - Call Home configuration message processing results in the Call Home History Report 	Workaround: No workaround available.
	Defect CSCzh03151 MDS 9000: History Report for Non-Gold Diagnostic Results displays "Device" as blank and Count as "0." Count column should have shown '1' because the problem has occurred at least once.	Workaround: No workaround available.
	Defect CSCzh02998 Fan status in reports are showing blank instead of "not available."	Workaround: No workaround available.
	Defect CSCzh03109 MDS 9000 3.x: Few data fields are appearing blank in device report's System Details.	Workaround: Data contained in 'show version' output should be referred.
	Defect CSCzh01443 Currently the Configuration details in the Device report cannot be downloaded to Excel or PDF format. A blank screen is displayed when trying to download the details.	Workaround: No workaround available.
	Defect CSCzh02880 When accessing the Call Home message processing results using the URL provided in the email notification, the updated SR number, technology, subtechnology and problem code are not being displayed in the application.	Workaround: Access the message details page as follows: Step 1: Log into the Smart Call Home application. Step 2: Navigate to the Call Home History report. Step 3: Run the Call Home History report by using the appropriate search criteria.
	Defect CSCzh02929, CSCzh02931 The date displayed in the Device Report as "Configuration Updated" is not correct. The date should be the date when the last configuration message was processed by Smart Call Home. However currently the application displays the date the last inventory message was received from the device.	Workaround: No workaround available.
	Defect CSCzh02730 Cisco Catalyst 6500: The system details in the Device Report and in the Call Home inventory message processing results in the Call Home History report are displaying incorrect information for "System Flash" for supervisors.	Workaround: Verify the CLI output in the Call Home message using the Smart Call Home application: Step 1: Navigate to the message details page in the Call Home History report. Step 2: In the message details page click View Device Output. Step 3: Verify the CLI output for remote command switch show version.
	Defect 2871 Inventory information for components that do not have a serial number is not displayed in the Smart Call Home reports.	Workaround: The information is included in the inventory Call Home message and can be viewed using the Call Home History processing results for the inventory message by clicking the "View Device Output" link.
	Defect CSCzh02972 Cisco Nexus 5000: The module details in the Network Summary report display duplicate records.	Workaround: No workaround available.
	Defect CSCsv76824 Cisco Nexus 7000: In case a failure occurs on a nondefault VDC of a Cisco Nexus 7000 device the message processing results in the Call Home History report do not indicate the VDC number.	Workaround: No workaround available.
	Defect CSCzh02962 Cisco Nexus 7000: In the Device Report, when downloading the chassis information for a Cisco Nexus 7000 device to Excel, the data is not downloaded correctly.	Workaround: No workaround available.
	Defect CSCzh03037 Cisco Catalyst 6500: Processing of Configuration Message is not complete and application is displaying "AAA authorization failure" in the reports.	Workaround: Running and startup configuration can be viewed using the history report results.

Error Categories	Summary	Comment/Description
	Defect CSCzh03040 Cisco Catalyst 6500: Processing of Inventory Message is not complete and application is displaying "AAA authorization failure" in the reports.	Workaround: Inventory data contained in the message can be viewed using the history report results.
	Defect CSCsv33267 After updating the contact email address on the device the Contact details in the Device report and the device preferences will still display the email address previously configured on the device. Message processing results for the device will be sent to the newly configured email address however.	Workaround: No workaround available.

Note: As a general workaround for either the Smart Call Home web application or Transport Gateway, if you get a system error that does not have a link to the feedback box or if the link does not work, contact the support team directly at sch-support@cisco.com.

Fixed Issues

Error Categories	Summary	Comment/Description	Issue Fixed in Release Date
Transport Gateway	Defect CSCsk78300 In case the mail server only supports SSL for POP3 or IMAP, the Transport Gateway displays a message indicating that no connection could be established with the mailbox when configuring the Transport Gateway.	Workaround: Step 1. Stop TG Service. Step 2. Navigate to the 'conf/an/properties' directory of the Transport Gateway installation. ie., "C:\Program Files\Cisco Systems\Cisco Transport Gateway\Transport Gateway\confan\properties." Step 3. Open anconnector.properties, modify and save the following property lines: # Accessing mailserv over SSL an.mailReceiver.ssl.useSecureConnection=true an.mailReceiver.ssl.trustAllMailServers=true This will enable the Transport Gateway to support Secure connection with the email server. Step 4. Start the Transport Gateway configuration UI and navigate to the 'Configuration' UI page to configure the Transport Gateway. Note: By turning on the property line 'an.mailReceiver.ssl.trustAllMailServers=true' in the Transport Gateway, you are allowing the Transport Gateway to trust your email server certificates without any validation.	05-NOV-2007
	Defect 1822 When a problem occurs configuring the Transport Gateway, the Transport Gateway displays only a general warning message, without indicating the specific problem. This error could occur in the following configuration instances: <ul style="list-style-type: none"> An incorrect email service user name or password has been entered. An incorrect mail service hostname or IP address has been entered. 	Workaround: Verify that the entered values are correct.	05-NOV-2007
	CSCsk53070 When changing the Proxy Settings in the Transport Gateway, the new Proxy setting is not updated automatically after configuration; as a result the Transport Gateway cannot connect to the Cisco backend.	Workaround: After updating the Proxy Settings in the UI, stop and restart the Transport Gateway services, then test the connection to the Cisco backend using the Test Connection button in the Transport Gateway.	05-NOV-2007
	Defect CSCsk53019 On Windows 2003, there are some issues configuring the Transport Gateway. When trying to configure the Transport Gateway, the system indicates that the specified memory space is not available. Due to this error the configuration settings cannot be saved.	Workaround: See Troubleshooting section in the User Guide.	08-OCT-2007

Error Categories	Summary	Comment/Description	Issue Fixed in Release Date
Message Processing	Defect 2815 Cisco Nexus 7000: No analysis results are available for nondefault VDCs impacted by a failure on a Cisco Nexus 7000 device.	Workaround: No workaround available.	10-OCT-2008
	Defect 2696 Cisco Catalyst 6500: The TestErrorCounterMonitor failure is currently not supported. If this is the only failure in a processing window, the Call Home message description will be visible in the message processing results page. However, if this failure occurs in combination with a supported failure in the same processing window, the message processing results will not mention this unsupported failure.	Workaround: Verify the Call Home message using the Smart Call Home application: Step 1: Navigate to the message details page in the Call Home History report. Step 2: In the message details page click View Device Output.	10-OCT-2008
	Defect 2596 Processing for VSS GOLD Diagnostic Call Home messages is failing.	Workaround: No workaround available.	30-JUN-2008
	Defect 2620 When the TestFabricSnakeForward test fails and then passes in the same Smart Call Home processing period (about 5 minutes), the application displays the message processing results as if this test still fails.	Workaround: No workaround available.	30-JUN-2008
	Defect 2314, 2621 Concurrent processing of inventory or configuration messages sent by the same device results in an error. This error occurs for devices that are not yet registered in Smart Call Home and have sent more than one inventory or configuration message. This only occurs if the messages are sent very quickly (like several within a minute).	Workaround: No workaround available. The user will receive a notification indicating that an error occurred during device registration confirmation. Smart Call Home support will be automatically notified about the issue.	30-JUN-2008
	Defect 2360 Smart Call Home has a maximum threshold for Service Request updates. On the last Service Request update, before the maximum threshold has been reached, Smart Call Home will indicate that additional messages will be discarded; however, when the maximum threshold has actually been reached the messages still continue to be processed but the Service Request will not longer be updated. The processing results will be available in the Call Home History report and an email notification will be sent.	Workaround: No workaround available.	30-JUN-2008
	Defect CSCsj80403 A Call Home message might get stuck in processing when one of the services on the Cisco backend is down.	Workaround: No workaround available. When a Call Home message gets stuck in processing, the message is lost. No email notification is sent to the customer. Smart Call Home support will be automatically notified about the issue.	25-FEB-2008
	Defect 1050 A Call Home message might get stuck in processing when one of the services on the Cisco backend is down.	Workaround: No workaround available. When a Call Home message gets stuck in processing, the message is lost. No email notification is sent to the customer. Smart Call Home support will be automatically notified about the issue.	8-JAN-2008
	Defect 2612 In case the receive notification preferences for a device are set to "No," no email notification will be sent in case a Service Request was created or updated for the device.	Workaround: Set the Receive Notification preferences for the devices to "Yes."	8-JAN-2008
	Defects 804, CSCsj23698 A Call Home message might get stuck in processing when one of the services on the Cisco backend is down.	Workaround: No workaround available. When a Call Home message gets stuck in processing, the message is lost. No email notification is sent to the customer. Smart Call Home support will be automatically notified about the issue.	30-NOV-2007

Error Categories	Summary	Comment/Description	Issue Fixed in Release Date
	<p>Defect 2377, 2387, 2389, 2469</p> <p>The following GOLD tests are not yet supported by Smart Call Home:</p> <p>TestVSetActiveToStandbyLoopback, TestIPSecBaseComponents, TestIPSecSPAComponents, TestSpuriousIsrDetection, TestVDB, TestFabricFlowControlStatus, BusConnectivityTest, TestIntPortLoopback, TestVsiBridgeLink, TestL3Capture, TestIPSecEncrypDecrypPkt</p> <p>No processing results will be available in the Call Home History report for these tests.</p>	<p>Workaround: No workaround available.</p>	30-NOV-2007
	<p>Defect 2376</p> <p>A notification for TestActiveToStandbyLoopback is currently sent when the port failure count is greater than 2; the notification should be sent when the first failure occurs.</p>	<p>Workaround: This test is a disruptive test that should be run only during downtime. This test has to be executed by the user, so they will be aware if it fails and should be run only if the user is already impacted by a problem that can be identified with this test.</p>	30-NOV-2007
Data Issues	<p>Defect 2614</p> <p>When a Syslog message is received, the Smart Call Home application does not send an email notification to the user. However, the Call Home History report indicates that an email notification has been sent.</p>	<p>Workaround: No workaround available.</p>	25-FEB-2008
	<p>Defect 1935</p> <p>The image name is displaying a fake extension at the end of the image name; this is displayed in the Software details section of the Device and Call Home History reports.</p>	<p>Workaround: Ignore the extension added after the image name.</p>	30-NOV-2007
	<p>Defect 2326</p> <p>Device Report: The Last Reset reason in the Software Details is being truncated.</p>	<p>Workaround: The full reset reason is included in the Call Home message, as part of the Show Version.</p>	30-NOV-2007
	<p>Defect 1975</p> <p>Call Home History Report: The SN Entitled column displays "Yes" only when the Serial Number is covered by contract or warranty. Currently the SN Entitled column always displays "Yes," even when the device is not covered by a contract or warranty.</p>	<p>Workaround: No workaround available.</p> <p>The displayed value in this column does not have an impact on the message processing and Service Request creation or update.</p>	30-NOV-2007
Application	<p>Defect 2992</p> <p>Cisco Nexus 7000 and VDC: The application does not support searching on the nondefault VDC hostnames in the reports. A search on nondefault VDC hostname will result in a UI message being displayed which indicates that no results could be found.</p>	<p>Workaround: Search on hostname using the default VDC hostname.</p>	10-OCT-2008
	<p>Defect 2873</p> <p>Cisco Nexus 5000: The mapping of features to technology and subtechnology is not yet supported. No feature mapping data will be displayed in the following reports:</p> <ul style="list-style-type: none"> - Configuration details in the Device Report - Call Home configuration message processing results in the Call Home History Report 	<p>Workaround: No workaround available.</p>	10-OCT-2008
	<p>Defect 2744</p> <p>Cisco Nexus 7000: The displayed power supply Hardware revision for a Cisco Nexus 7000 device is truncated in case the revision includes more than 10 characters. This issue appears in the following locations:</p> <ul style="list-style-type: none"> • Power Supply details in the Device Report • Power Supply details in the Call Home Inventory message processing results in the Call Home History Report 	<p>Workaround: No workaround available.</p>	10-OCT-2008

Error Categories	Summary	Comment/Description	Issue Fixed in Release Date
	Defect 2808 Cisco Nexus 7000: The Device Report displays multiple hostnames associated with the VDCs. In case a next Call Home Inventory or Configuration message is sent by the device after the hostnames for the VDCs have changed, the Device Report does no longer displayed the associated hostnames for the VDCs.	Workaround: No workaround available.	10-OCT-2008
	Defect 2856 Cisco Nexus 7000: Currently the application only supports mapping a limited number of features to technology and subtechnology for a Cisco Nexus 7000 device. Hence the Technology – Sub-technology: Feature mapping displayed in the configuration details of the device report and the Call Home configuration message processing results in the Call Home History report does not include all features.	Workaround: No workaround available.	10-OCT-2008
	Defect 1648, 1893 Problems with email selection in device preferences: <ul style="list-style-type: none"> The person confirming a device registration will, by default, receive email notifications for Call Home messages that have been processed by Smart Call Home. The person's email address is currently not selected in the device preferences area, even though they are supposed to be receiving the email notifications. The email address selection process, for persons that need to be notified of Call Home messages that have been processed by the Smart Call Home application, is not intuitive. 	Workaround: See the user guide for instructions on how to select/deselect email addresses when setting the device preferences.	30-JUN-2008
	Defect 2129 When the user changes the notification settings in the Device Preferences page from "Yes" to "No," previously manually entered and selected emails will be removed instead of being grayed out.	Workaround: No workaround available.	30-JUN-2008
	Defect 2613 Displaying the list of registered devices is slow when a large number of devices needs to be displayed.	Workaround: No workaround available.	25-FEB-2008
	Defect 2066 Call Home History report: The label "Message Received Time" needs to be changed to "Message Processed Time." Normally these two timestamps are very close in time to each other, unless the Call Home message triggered a device registration. A device registration needs to be confirmed by the user first, before the Call Home message will be processed.	Workaround: No workaround available.	30-NOV-2007



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