

Smart Call Home 3.2.0.3 Release Notes Document

A Product Description Document (PDD), based on this template, is required at First Customer Ship. 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 3.2.0.3 which describes system requirements, new features in this release and caveats

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1 Product Overview

Cisco® Smart Call Home is an award-winning, embedded support feature available with Cisco SMARTnet® 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

2 New Smart Call Home Hot Fix 3.2.0.3

These release notes describe the latest Smart Call Home Hot Fix 3.2.0.3 as implemented on April 7, 2012.

3 New Features

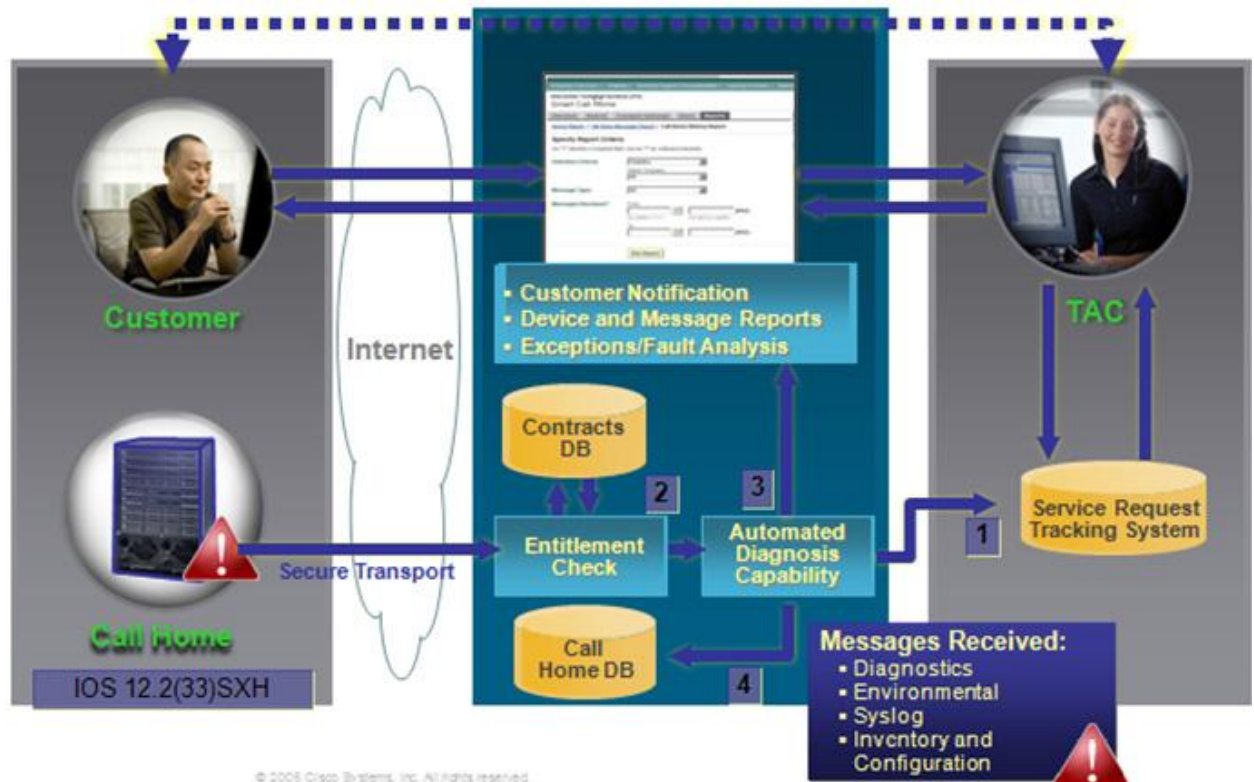
There are two new features in this release. SCH now supports language specific routing for service requests intended for the Japanese TAC. The language preference is set in Edit Device Preferences for specific devices. Routing for existing and new devices will default to the current English routing. This release also introduces the first release of support for the Cloud Ray APIs. These are intended to be used by TAC to access SCH directly through the APIs rather than through the UI.

4 Issues Resolved

CDET	Hot Fix items
CSCtx30797	SR Routing base on Language preference
CSCtx30807	Anonymous Registration to support use of both contact and user data email addresses
CSCtx25735	Crash messaging
CSCtw52752	Shows registered in device report, but not on registered devices list on SCH portal
CSCtx38624	Some devices with Anonymous Registration are not showing on ad hoc report
CSCtw68078	Attachment file extension is incorrect for auto created TAC SR
CSCtx90343	Remove Dependency on C3 for Anonymous Registration
CSCtx17837	LT fix for “show tech” details on MDS switches
CSCtu21981	MDS 9000 switch: No SR being created. Rules changes required
CSCtx67219	Data synchronization: customer updated BID in CPR tool but not reflected in SCH (IBM issue)
CSCtx37700	Registration issues for CUCM entitlement keys
CSCtx93247	An email: morse.cisco.com is being decommissioned, running buggy software
CSCtx98467	Config message processing with MDS device
CSCtz13300	Nexus 5000 callhome not supported. Need new series tag for Nexus 5000

CSCtx35256	Contract number should be optional on device reg API calls
CSCty65771	Register Security credentials generated even when user does not give CCO password
CSCty70592	getMessageProcessingResultsByMessageID() API returns empty
CSCtx07310	SCH opens multiple cases for same crash 3 days after crash
CSCtx60242	ASA Env - PS redundancy lost shows unsupported
CSCty85287	C5K / 49K: Syslog messages not supported by smart call home
CSCtz00241	Cat 7600 Inventory Message Failing in Production
CSCtz57580	Business request to include support for F0277; correlation is implemented for link-up/recovery.

5 Hardware Architecture



6 Known Issues (same as SCH 3.2)

The following items are known issues for the SCH 3.2 release:

- Context sensitive help will not be supported in this release. The help links will continue to point to the main user guides.
- The registration summary report is not showing information for some registered devices (e.g., CUCM). These devices can be seen when queries are made on the host name or serial number, but they are not retrieved when the report is run on the device type. *CSCtr79518*
- The ability to manage contact information on contracts is dependent upon knowing

the correct bill-to number. There is currently an open defect because the bill-to name and address are not shown on the window. *CSCts41692*

- There is a problem with the notification for a blade failure on a UCS device that is recovered within five minute of the failure. The notification indicates the failure, but not the recovery. The report shows the information correctly. *CSCts41289*

7 References

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

<http://www.cisco.com/go/smartcallhome>

There are two guides published for the SCH 3.2 release, one for end customers and one for Cisco partners. These can be found at:

For end customers:

http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/user_guides/Book.html

For Cisco partners:

http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/partner/book.html

8 Appendixes

N/A

9 Glossary

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

- **TAC:** Technical Assistance Centre
- **PSIRT:** Product Security Incidence Response Team

10 Attachments

N/A

End of Document