



Release Notes for Smart Net Total Care 4.3.39

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Product Overview

Cisco Smart Net Total Care Service™ is designed for IT support operations including IT managers, network administrators, contract administrators, and others who are responsible for managing risks to ongoing business continuity. Secure, auto-mated visibility of the Cisco products on your network combined with Cisco's expertise and deep knowledge base deliver up-to-date information you need to make informed decisions about supporting your Cisco products.

A powerful and secure web portal with a customizable dashboard and reports deliver actionable information and insights about your network. The Smart Net Total Care portal provides access to product lifecycle information, Cisco service coverage status, product and security alerts, and bugs that may be impacting the network. The portal helps you resolve problems more quickly, mitigate risk, and improve the efficiency of your support workflows.

New and Changed Information

This section provides a brief description of what is new or changed in this release:

- Addressed security vulnerabilities and customer reported issue.

Reminders

Please Take Action:

Cisco services such as Smart Net Total Care, which require user management, have introduced a new position, Delegated Administrator (DA). If you have not already selected a DA for your company, you need to take action to continue to control portal user access. The DA should be someone who is typically responsible for managing users in your organization. For more information about the Delegated Administrator role and responsibilities, see this short [How-To video](#) .

To be able to view data in the portal, your company must have performed a file import or completed at least one recent collection upload. If you are using a collector to gather your device data, ensure that you do an up-load. If you continue to have problems, act based on your contract support status. You can find details on contacting support in the "Useful Links" page in the portal.

Collector Versions supported with Smart Net Total Care

This section covers the versions for the following:

- [Cisco Software Collector](#)
- [VMware Virtualization Platform](#)

Note: The Smart Net Total Care portal contains materials about deploying, registering, and configuring the software collector and a link to the download center.

The [PID Checker tool](#) has been updated to reflect the devices supported in the Smart Net Total Care portal. The latest version of the Smart Net Total Care CSPC collector software supports Rules Package 4.16. If you are not using the latest collector version, we encourage you to upgrade your collector software to take **advantage of more comprehensive** device data collection and reporting.

Cisco Software Collector

The following are the supported versions of Collector Software that are certified with Smart Net Total Care 4.x:

- CSPC 2.10 and above

VMware Virtualization Platform

These are the system requirements for the collector image that run on the VMware platform. Select the configuration based on your network size.

CSPC Configuration – OVA			
	Small Up to 10,000 devices	Medium 10,000 to 20,000 Devices	Large 20,000 to 40,000 devices
Physical Core count	2	4	6
Core to vCore ratio	2	2	2
vCore count	4	8	12
RAM	4GB	8GB	16GB
HDD (GB)	250	500	1000
Network Inventory Size (NW Element)	<= 10k	<=20k	<= 40k

Supported Browsers

- Chrome: version 50.x or latest on Windows 7/10 and Mac OS X (Preferred Browser)
- Firefox: version 45.0.1 or latest on Windows 7/10 and Mac OS X
- Microsoft Internet Explorer: version 11 or latest on Windows 7
- Microsoft Edge: version 13 or latest on Windows 10
- Safari: version 9.1.1 or latest on Mac OS 10.11.x

Resolved Defects

The following defects are fixed, closed, and verified:

Bug ID	Description
CSCwa57262	SNTC All Collectors page not loading as expected

Known Issues

The following defects are the known issues:

Bug ID	Description
CSCvr31314	Problem: Unable to Delete Entitlement in SNTC application because it may have been associated with a user who was no longer with the company. Workaround: None.

Resources

The following are the resources that are used in the Smart Net Total Care services.

Smart Net Total Care Support Site

Visit our [Support for Smart Net Total Care](#) pages for documentation, training, and more including getting started with Smart Net Total Care, using the portal, and support for SNTC-supported collectors.

Smart Net Total Care Support Community

[Access the community](#) link for relevant Smart Net Total Care announcements and discussions. This online resource is available 24/7. Need help accessing the community? Please email us at sntcaccess@cisco.com for help.

Service and Support

Use the following URL to contact service and support:

<https://www.cisco.com/c/en/us/support/index.html>

Documentation Updates

The following sections indicate where different types of documentation can be found related to Smart Net Total Care.

Platform-Specific Documents

Content-specific online Help is available in each of the portal reports.

Videos on basic training, job-specific how-to's, administration, and the collector are

available: Portal videos: <http://www.cisco.com/c/en/us/support/services/sntc-portal/video-resources.html>

Collector videos: <http://www.cisco.com/c/en/us/support/services/sntc-collectors/video-resources.html>

Additional information regarding installing and configuring the collector is covered in the CSPC Collector Quick Start Guide:

<http://www.cisco.com/c/dam/en/us/support/docs/cloud-systems-management/common-services-platform-collector-cspc/CSPC-Quick-Start-Guide.pdf>

This document is to be used in conjunction with the documents listed in the [Resources](#) section.

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