



Release Notes for Smart Net Total Care 3.12

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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 the risk to ongoing business continuity. Secure, automated visibility of the Cisco products on your network, combined with Cisco's expertise and deep knowledge base, delivers the up-to-date information you need to make informed decisions about supporting your Cisco products.

A powerful and secure web portal, with customizable dashboard and reports, delivers actionable information and insights into your network. The Smart Net Total Care portal provides access to product lifecycle information, Cisco service coverage status, and product and security alerts. 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:

- **New Service Status Page**

An independent web page is available at <http://sntc-status.cisco.com/> to provide you with the status of multiple service functions. You can subscribe to automatic notifications that will be sent whenever there is an incident or update that affects the Smart Net Total Care service.

- **Free Training Offer**

Starting now, Learning@Cisco is proud to offer a special promotion to our SNTC portal registered users. The offer consists of access to a free version of one of the CCNA or CCNP classes from the route/switch curriculum. A new class will be available every six months

- **Useful Links Updates**

Several improvements have been made to the Useful Links page in the portal to provide easier access to information:

- New link to the SNTC PID Checker tool, to make it easier for you to determine if a device can be discovered and reported on in the SNTC portal.
- New link to the portal status page (<http://sntc-status.cisco.com/>) to make it easier for you to check on the status of the various portal functions.
- New link to the promotional offer from Learning@Cisco.
- Link update for the How-to videos to point to their new location on the support pages.

- **Bug Reporting Enhancements**

Bug reporting information now takes into account a combination of device PID and the installed software to determine if the reported problem will affect your device. This improves the quality and accuracy of bug reporting information. Additional fields have been added to the Consolidated Bug report to include the new information:

- Running IOS type and version
- Bug status (such as Open or Fixed)

- **Local Language Quality Improvements**

Improved the French language localization in the portal for a better localized language experience.

Reminders

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 upload. If you continue to have problems take action 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:

- Software Collector Appliance
- VMware Virtualization Platform

Note: The Smart Net Total Care portal contains material 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 4.4. 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.

Software Collector Appliance

Following are the supported versions of Collector Software that are certified with Smart Net Total Care 3.12:

- CSPC 2.6 and 2.6.4 + RP 4.4
- CSPC 2.7 and 2.7.1 + RP 4.4

VMware Virtualization Platform

These are the system requirements for the collector image that runs on the VMware platform:

- 250 GB of hard drive space
- 4 CPU cores with 64-bit support (virtual CPUs)
- 1 virtual GB NIC (number of NICs required is dependent upon the network topology)
- 4GB of virtual RAM.

Supported Browsers

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

Resolved Defects

The following defects are fixed, closed, and verified:

| Customer Facing Fixed Defects | | |
|--------------------------------------|------------------|---|
| Bug ID | Corrected | Description |
| CSCva16557 | 3.12 | Problem: The Support Coverage dashboard, took more time than expected to load. Fix: The Support Coverage dashboard now loads as expected. |
| CSCva41595 | 3.12 | Problem: UCS Memory Module Device Types were incorrectly being categorized within the inventory reports. Fix: This issue is now resolved. |
| CSCvf20121 | 3.12 | Problem: Consolidated Bug report returned bug ids for the device, which had bugs fixed in that version instead of returning the bug that impacted the device. Fix: The Consolidated Bug report now returns only the impacted bug for the device. |
| CSCvf21659 | 3.12 | Problem: Unable to create segment. Fix: This issue is now resolved. |
| CSCvf24987 | 3.12 | Problem: While creating a segment based on a range of IP addresses, the process time took longer than expected and returned no entries matching the criteria. Fix: The time out error does not exist and the entries are displayed as expected. |
| CSCvf54363 | 3.12 | Problem: While creating a segment based on the condition (IP Address > is in the range of), the process time for search results took longer than expected. Fix: This issue is now resolved. |
| CSCvf60725 | 3.12 | Problem: Devices from latest collection of all of the appliances were not reported on the portal with latest view. Fix: This issue is now resolved. |

Known Issues

The following table shows the known issues and workaround:

| Bug ID | Description |
|--|--|
| Translation Issues [Simplified Chinese] | <ul style="list-style-type: none"> • In the File Import page, the string <i>Please Select Any One Inventory</i> is not translated. • In the Inventory Collection Delta page, there are truncation issues with the text in the pop-up window for Help. • Some of the strings are not translated correctly in Inventory Insight Summary page and the pop-up window for Help. • Few strings are not translated correctly in the pop-up while registering a new CSPC collector. Administration -> All Collectors -> Actions -> Register a new CSPC • For offline reports, the schedule task option pages and pop-ups have translation issues for all reports except Inventory Collection Delta and Product Alerts Report. • Few strings are not correct in the pop-up while viewing 1.x collector details. Administration -> All Collectors -> Actions -> View 1.X Collector • The Calendar tool under Access Management is not properly displayed for few strings (Info on Month, Days) and Close Option. • In the RBAC settings page, many fields and strings have translation issues. Admin dashboard -> User grid -> Highlight user -> Actions -> Manage permissions. |
| CSCut54939 | <p>Problem: When using the CSV File Import feature, a CSV file with commas in the SysLocation field will result in parsing errors.</p> <p>Workaround: Do not use commas in any field of the CSV file that are to be uploaded.</p> |
| CSCuy99054 | <p>Problem: Intermittent failures in the portal occur if a user selects a high number of segments – errors have been seen with 69+ segments selected.</p> <p>Workaround: Reduce the number of segments selected.</p> |
| CSCvc33800 | <p>Problem: Offline delta report summary numbers does not align with online summary.</p> <p>Workaround: Use the online summary.</p> |
| CSCvc79833 | <p>Problem: Unable to access the newly created segment, when accessing for first time.</p> <p>Workaround: None.</p> |
| | <p>Problem: The Inventory Collection Delta report may also report inaccurate deltas between selected collections.</p> <p>Workaround: None.</p> |
| CSCvd57319 | <p>Problem: New inventories are not available to be selected by a user for viewing until a complete upload has been processed. Wait for the complete upload to process before attempting to select the inventory.</p> <p>Workaround: None.</p> |
| CSCve04665 | <p>Problem: For customers running CSPC 2.7, upon completion of an upload being processed, the email notification from SNTC may be missing the Entitled Company name in the body of the email.</p> <p>Workaround: None.</p> |

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| CSCve36267 | Problem: The Inventory Delta report may have some missing records for customers having uploads between specific dates prior to the SNTC 3.10 release. Workaround: None. |
| CSCvf06318 | Problem: When viewing upload times, the Upload Processing Report used as dates/times in the collection details screen does not properly respect the user's timezone. Workaround: View the Upload Processing Report for dates/times associated to the upload. |

Known Limitations

The following table shows the known limitations with this release.

| Known Limitations | Workaround |
|--|--|
| Scheduling report does not prevent entering past date. | Enter a future time. |
| Filtering the Smart Reports by exact date within the Smart Net Total Care portal may not always function properly. | Use a different matching criterion that does not require an exact match. |
| When saving a name of a custom dashboard within the portal, intermittent failure may occur. | Ensure no special characters are present in your name of your dashboard. |
| When filtering contract start date and contract end date in the smart reports, the filter is not picking the dates of selected criteria. | This is currently under investigation. |
| The coverage end date filter in the smart reports is not populating data for the selected date item. | This is currently under investigation. |
| In the Inventory Collection Delta report, contract details associated with a “changed” device are not included. | This is currently under investigation. |
| Coverage data may not reflect the absolute latest values. | Perform a new collection upload. |
| The Smart Net Total Care portal does not support displaying device configuration data submitted by the SolarWinds collector. | This is currently under investigation. |
| The All PSIRTs report might display some medium and low advisories. | This is currently under investigation. |
| Any segment created by the admin, is not accessible before the cache is reloaded | This is currently under investigation. |
| To utilize the new consolidated bug report, a customer should perform a new upload. | Customer is required to perform a new upload. |

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://tools.cisco.com/ServiceRequestTool/scm/mgmt/case?referring_site=shp_contacts_support_cases

Software Configuration Tips on the Cisco TAC Home Page

Use the following URL to obtain software configuration tips:

<http://case.cisco.com/>

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 are covered in 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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