



Release Notes for Smart Net Total Care 4.3.5

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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 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:

- **Support for CSPC version 2.8**

The Common Services Platform Collector (CSPC) software version 2.8 is now available! This version has several new features that improve reliability, security, and ease of use:

- An updated rules package with support for 178 additional devices, including more Industrial Security Appliance (ISA) devices and modules from a variety of products.
- Email notification of CCO password expiration, to help ensure future automated collector software upgrades do not fail
- Enhanced collection status information to clearly show in progress, pending, scheduled and completed collections
- Ability to identify and prioritize job scheduling when a single collector is used for multiple services (for example, Smart Net Total Care and Business Critical Services)
- Grouping of collection data by region so that multiple collections can be arranged together into a single network view
- Ability to pause and resume collection jobs without the need to restart the entire collection.
- Several enhancements to make the collector more secure, including receiving penetration certification from NCC Group.
- Chrome browser support for the web UI

- **Updated PID Checker Available**

The [PID Checker](#) has been updated to reflect the new rules package.

- **Additional Annotation Capabilities**

Two new Notes columns are available in the **All Equipment** data grid. Your customer admin can use these two free-form text fields to add notes or tag devices for further action.

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 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:

- [Cisco Software Collector](#)
- [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 4.8. 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

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

- CSPC 2.7.X and CSPC 2.8

VMware Virtualization Platform

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

- 40 GB of hard drive space
- 2 CPU cores with 64-bit support (virtual CPUs)
- 1 virtual GB NIC (number of NICs required is dependent upon the network topology)
- 2 GB 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 and Field Facing Fixed Defects | | |
|--|-------------------|--|
| Bug ID | Corrected | Description |
| CSCvg49520 | 4.3 07/11/18 | Problem: In Inventory by Sites report, certain sites needed site verification. Fix: The site information is validated in the backend now. |
| CSCvg76410 | 4.3 07/11/18 | Problem: After reviewing the latest view at the portal, customers/partners were not able to find the Wireless controller devices that was collected during the latest collection/upload cycle. Fix: This issue is now resolved. |
| CSCvi97353 | 4.3 07/11/18 | Problem: Certain devices were missing under Covered Report. Fix: This issue is now resolved. |
| CSCvj06905 | 4.3 06/27/18 | Problem: For certain PID, numeric values were displayed Fix: The PID displays appropriate values now. |
| CSCvj22106 | 4.3.4 09/21/18 | Problem: Collected devices information appeared in both All Equipment report and Not Collected tab. Fix: Not collected tab does not show all the collected device information. |
| CSCvj26591 | 4.3.4 09/26/18 | Problem: Contract discrepancies such as contract PID mismatch or coverage details were missing. Fix: The contract PID and coverage details appears as expected. |
| CSCvj41720 | 4.3 | Problem: For certain customer, uploads failed. Fix: This issue is now resolved. |
| CSCvj42712 | 4.3 06/27/18 | Fix: In SNTC portal, customer admin/customer user were able to view the contracts that do not cover them. Problem: This issue is now resolved. |
| CSCvj52933 | 4.3 | Problem: IP phone inventory collected under CCME MIBs' did not process in SNTC portal Fix: This issue is now resolved. |
| CSCvj71040 | 4.3.4 09/21/18 | Problem: Performance issue was reported in All Security Advisories (PSIRT) Fix: This issue is now resolved. |
| CSCvj78507 | 4.3.3 07/13/18 | Problem: Schedule report with space in the report name, was downloaded with generic names instead of actual names. Fix: The Schedule report now appears with actual names. |

CISCO SYSTEMS

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| CSCvj79298 | 4.3 06/27/18 | Problem: Serial number (module) does not display under Custom Inventory report, however reported under Duplicates. Fix: The serial number (module) displays under All Equipment and Custom Inventory report. |
| CSCvj80926 | 4.3 06/27/18 | Problem: Incorrect entry reported in Alerts LNP for a deleted device. Fix: This issue is now resolved. |
| CSCvj82910 | 4.3.4 09/26/18 | Problem: Devices coverage discrepancies was reported in Contract Management report. Fix: This issue is now resolved. |
| CSCvj86874 | 4.3 06/27/18 | Problem: For certain customer, contract details were missing. Fix: This issue is now resolved. |
| CSCvj92162 | 4.3.5 10/12/18 | Problem: CBR Admin (MSP) role did not have access to Getting Started. Fix: CBR Admin (MSP) has access to Getting Started. |
| CSCvj95432 | 4.3.4 09/26/18 | Problem: Incorrect Field Notice alerts appeared in SNCT portal. Fix: This issue is now resolved. |
| CSCvk03908 | 4.3.3 07/13/18 | Problem: Data type for the CVSS Base Score column was not set to numeric value, which resulted in sorting issues. Fix: This issue is now resolved. |
| CSCvk07593 | 4.3.3 07/13/18 | Problem: For certain customers, manual file import issues were reported. Fix: This issue is now resolved. |
| CSCvk14622 | 4.3.3 07/13/18 | Problem: Certain customer was not able to add notes to LDoS devices due to special character in CCO id. Fix: The customer is now able to add notes to LDoS devices. |
| CSCvk22687 | 4.3 07/11/18 | Problem: The Alert Processing email notification failed to display alerts Fix: The Alert Processing email notification now displays appropriate alerts. |
| CSCvk23516 | 4.3 08/10/18 | Problem: The PSIRT alerts did not show for devices, which are running on vulnerable PID and Software versions. Fix: This issue is now resolved. |
| CSCvk26751 | 4.3.3 08/29/18 | Problem: There was a count difference in the All Hosts report when the inventory was selected vs selecting all the segments. Fix: This issues is now resolved. |
| CSCvk39954 | 4.3.4 09/21/18 | Problem: Invalid characters appeared in the Field Notice Alert XLS report. Fix: This issue is now resolved. |
| CSCvk51310 | 4.3.4 09/26/18 | Problem: For certain devices, coverage info did not appear in Covered or Uncovered reports. Fix: This issue is now resolved. |

CISCO SYSTEMS

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|-------------------|-------------------|---|
| CSCvk60794 | 4.3.5 10/12/18 | Problem: Inventory by Sites took more time to load data. Fix: This issue is now resolved. |
| CSCvk63370 | 4.3.4 09/26/18 | Problem: For certain devices, coverage info was missing. Fix: This issue is now resolved. |
| CSCvk63375 | 4.3.4 09/26/18 | Problem: Coverage info was missing for modules and power supplies and not reported in Covered and Uncovered reports. Fix: This issue is now resolved. |
| CSCvk72203 | 4.3.4 09/26/18 | Problem: Upload completion status did not get updated in the backend. Fix: This issue is now resolved. |
| CSCvk72211 | 4.3.4 09/26/18 | Problem: Certain uploads failed. Fix: This issue is now resolved, |
| CSCvm06597 | 4.3.4 09/26/18 | Problem: Certain uploads failed due to sync error. Fix: This issue is now resolved. |
| CSCvm09499 | 4.3.4 09/26/18 | Problem: Contract information was missing. Fix: This issue is now resolved. |
| CSCvm10576 | 4.3.4 09/21/18 | Problem: Issues were reported due to duplicate user profiles. Fix: This issue is now resolved. |
| CSCvm15841 | 4.3.4 09/26/18 | Problem: Certain devices that have a valid contract was reported under Not Covered report. Fix: The devices are correctly reported under Covered report. |
| CSCvm19438 | 4.3.4 09/21/18 | Problem: Cisco Profile Manager and My access to Customers widgets did not appear. Fix: This issue is now resolved. |
| CSCvm41511 | 4.3.5 10/12/18 | Problem: Not Covered report was slow to display. Fix: This issue is now resolved. |
| CSCvm55346 | 4.3.4 09/26/18 | Problem: Uploads were stuck in In-Progress state. Fix: This issue is now resolved. |
| CSCvm56593 | 4.3.5 10/12/18 | Problem: Add User was visible to all Customer Admins. Fix: Add User is disabled to all Customer Admins. |

Known Issues

The following defects are the known issues:

| Bug ID | Description |
|------------|--|
| CSCVa16522 | Problem: The Custom Inventory online report, takes more time than expected to load. Workaround: None. |
| CSCVc16629 | Problem: Customer administrators may not be able to modify Segments, when also added as Segment user. Workaround: Remove Customer administrator from Segment access list. |
| CSCVf14637 | Problem: All Hosts tab takes more time than expected to load the count and data for customers with more devices. Workaround: None. |
| CSCVh75091 | Problem For certain users, when generating Inventory Collection Delta offline reports, the upload time stamp does not show in snapshots. Workaround: None. |
| CSCVk14247 | Problem: Inventory details are missing from Inventory Restored with New Collection Action report. Workaround: None. |
| CSCVk16465 | Problem: In Inventory by Product there might be some performance issues. Workaround: None. |
| CSCVk60794 | Problem: Inventory by Sites and Inventory by Product takes more time to load data. Workaround: None. |
| CSCVk65206 | Problem: Comprehensive view shows latest collection date on devices, which are not part of latest collection Workaround: None. |
| CSCVm41511 | Problem: Not Covered report reported performance issues. Workaround: None. |
| CSCVm53024 | Problem: For certain customer, duplicate contract numbers reported under All Contracts report. Workaround: None. |
| CSCVm26023 | Problem: When the CSV file gets imported with duplicate hostnames/management IP address, the portal detects only the first chassis serial number and ignore the others. 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://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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