



Release Notes for Smart Net Total Care 4.2.1

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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:

- **Updated Export File Formats**
Reports exported from both scheduled reports and the left navigation panel now provide proper data types for all cells. Dates are formatted as "dates" and numbers as "numbers" so you can easily sort, filter and process the content of data grid reports to suit your needs.
- **Updated Links**
Links to access contract information have been updated to the new interface for Cisco contract information. Links in the "Actions" option of the **All Contracts** report and in the "Contract Management" section of the **Useful Links** page now give you access to the new Cisco Commerce Workspace-Renewals (CCW-R) pages.

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:

- [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 4.5. 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 2.6 and 2.6.4 + RP 4.4
- CSPC 2.7.X

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
CSCvg44393	4.2.1	Problem: SNTC portal did not reflect bugs associated to ASR1001-X router. Fix: The bugs are displayed in the bugs tab .
CSCvg91417	4.2.1	Problem: Obsolete email alias reference for support was reported in pop-up screen during failed scenario of report generation. Fix: Obsolete email alias reference is replaced with valid email reference.
CSCvh66788	4.2.1	Problem: The auto-generated SNTC emails had broken hyperlink reference in the footer URL. Fix: The footer URL is updated with the correct reference.

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.
CSCVe96667	Problem: Broken link reported in Alert PDF report. Workaround: None.
CSCVf93328	Problem: Few Nexus devices are missing in SNTC 4.0 portal. Workaround: None.
CSCVg37144	Problem: Alert async does not work as expected for comprehensive equipment. Workaround: The user must perform a full collection of all their devices.
CSCVg51874	Problem: SNTC portal fails to process the collection files for child appliance id. Workaround: None.
CSCVg69507	Problem: The Inventory Delta online report, does not display timezone information and ignores the timezone setting from the globe icon. Workaround: None.
CSCVg76410	Problem: After reviewing the latest view at the portal, customers/partners are not able to find the Wireless controller devices that has been collected during the latest collection/upload cycle. Workaround: None
CSCvh07367	Problem: In Custom Inventory report, values are not populated in Installed memory. Workaround: None.
CSCvh13856	Problem: For a few Chassis, Software Version values are not populated in All Equipment Reports. Workaround: None.
CSCvh21087	Problem: For a few Software Alerts, Alerts does not appear. Workaround: None
CSCvh25001	Problem: For a few Customer Inventories, duplicate instances are reported in the Custom Inventory and All Equipment reports. Workaround: None.
CSCvh55219	Problem: In My Notification tab, when the email has special characters such as "." in the email id, then an error message appears. Workaround: None.
CSCvh58002	Problem: Software types are populated incorrectly for a few Call Manager devices. Workaround: None.
CSCvh65538	Problem: Nexus 7K virtual devices do not display properly in SNTC portal. Workaround: None.
CSCvh75091	Problem For some users, when generating Inventory Collection Delta offline reports, the upload time stamp does not show in snapshots. Workaround: None.

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CSCvh75092	Problem: AIM-VPN/BP devices are not processing properly in the portal. Workaround: None.
CSCvh77477	Problem: Alert processing email shows alert count as '0'. Workaround: None.
CSCvh82964	Problem: For certain devices, Startup/Running config data is missing. 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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