



Release Notes for Smart Call Home Release 4.0.2

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Release: Smart Call Home 4.0.2

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Introduction

This document provides information to the systems engineers and customers about the actual functional and performance capabilities of the product delivered to the customer.

This document is the release notes for Smart Call Home 4.0.2 that describes the enhancements in this release.

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

New and Changed Information

1. **Entitlement Message Processing:** Message processing experienced performance impact due to additional entitlement checks executed on the engine. Engineering was able to isolate the engine threads causing slow response of the system causing delays. Engineering removed the entitlement check to increase the ACS performance quality.
2. **Identity Service Engine (ISE) Global Summary Report:** An update to the global summary report was customized to include ISE devices. There is no impact on the existing summary report.
3. **Polaris products support extended:** Polaris products will be available and supported upon release. Alerts for Inventory, Configuration, Diagnostics, Environmental, and Syslog message type have been extended to the product set. The Catalyst 3850 is currently supported.
4. **History Report Performance Enhancement:** Date Fields have been incorporated and date selection have disabled beyond the 90 days. Older data is available upon request.

Caveats

ID	Description
CSCur78471	Inventory message is processing after enforce demo SR is executed, and reports appear in History report.
CSCut99325	Employee access to Edit Device Group page displays an error.
CSCuv95460	History Report not appearing for the devices having multiple registration status.

Related Documentation

Smart Call Home information can always be gathered on the internet at: [SCH support community](#)

There are two user guides published for Smart Call Home, one for end customers and one for Cisco partners. These can be found at:

- For end customers: transport gateway and troubleshooting
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/SCH_Ch4.pdf
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/SCH_Ch5.pdf
- For Cisco partners:
http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Book.pdf
- SCH Monitoring Details
http://www.cisco.com/en/US/services/ps2827/ps2978/ps7334/SCH_Monitoring_Details.pdf
<http://www.cisco.com/assets/services/smart-call-home/monitoring-details-for-smartnet-service/>
- TG Deployment Guide
<https://supportforums.cisco.com/docs/DOC-24189>

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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Related documentation section.

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