



Release Notes for Smart Call Home Release 4.0.3

Release Date: November 10, 2015

Release: Smart Call Home 4.0.3

Contents

- Introduction 3
- New and Changed Information 4
- Caveats 5
- Related Documentation 6

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 4.0.3 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

Backend Support for ISR 4x00 Products: ISR product 4x00 series model is now supported in SCH

Solution Support case routing: For contract type SSSNT and UCS products, TAC cases will be routed to the solution support teams: Solution Support (SSPT - contract required) and Critical Infrastructure Solution (including Versa Stack and Flexpod).

Smart Licensing Reporting: PHP reports are generated on Smart Licensing data, useful for product management to take the analytics on SL data.

Caveats

ID	Description
CSCtx66196	Support "Previous-Cluster-UniqueID" parameter for CUCM
CSCuu76459	Product Type UCS 6324 should be SCH supported
CSCut95313	SL-Registration flow Fails when Device is eligible for Model Registration
DE55559	Cloud Ray is not populating Host Name in SRS

Acronym Definitions

SSNT: Solution and Support SmartNet

UCS: Unified Computing System

TAC: Technical Assistance Center

SSPT: Solution Support

PHP: Personal Home Page

SL: Smart Licensing

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>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

Related documentation section.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© <2015> Cisco Systems, Inc. All rights reserved. Printed in the USA on recycled paper containing 10% postconsumer waste.