



# **Release Notes for Smart Call Home Release 4.0**

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**Release: Smart Call Home 4.0**

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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 that describes the enhancements.

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

Smart Call Home 4.0 delivers backend database enhancements to improve the overall performance of the SCH platform and accommodate higher data growth rates. The release is an extension to Smart Call Home 3.8 version which increased scalability, performance, and reliability through a number of additional backend platform enhancements.

- Performance:
  - 61% faster message processing performance
  - Enhanced web portal performance
- Data growth:
  - Ability to scale with higher data growth rates

## Related Documentation

Smart Call Home information can always be gathered on the internet at:

<http://www.cisco.com/go/smartcallhome>    [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_Ch4.pdf)  
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- SCH Monitoring Details  
[http://www.cisco.com/en/US/services/ps2827/ps2978/ps7334/SCH\\_Monitoring\\_Details.pdf](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.

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