



Release Notes for Smart Call Home Release 4.2.1

Release Date: May 4, 2017

Release: Smart Call Home 4.2.1

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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 4.2.1 that describes the caveats 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

Caveats

<i>Table 1 Release Caveats and Caveats Corrected Reference</i>	
SCH Software Release 4.2.1	
ID	Details
CFD	
CSCvd16782	SCH Portal UI is not displaying all the registered devices for some of the accounts.
CSCvd16831	Portal displays incorrect entitlement status for unsupported devices.
CSCvd99619	Messages processing for Email/SR notification are getting delayed intermediately.
CSCvb12039	Devices registered for entitlement check, failed.
CSCvd43446	Allow cases to be opened with 'phone' as primary communication preference
IFD	
CSCve20387	Software device registrations are not working from Admin tool, Bulk registration, and Smart Licensing registration.
CSCve20422	Active serviceline ID should be passed for SR creation.
User Stories	
US80451	Allow customer to set communication preference for TAC SR
US85857	Add support for SW devices in Bulk, Manual and SL registration flows

Acronym Definitions

IMC – Integrated Management Controller

ISE – Identity Service Engine

LAE – Lightweight Application Environment

PSS – Partner Support Service

SNTC – Smart Net Total Care

UCS – Unified Computing System

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_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/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/MonitoringDetails.pdf
<http://www.cisco.com/assets/services/smart-call-home/monitoring-details-for-smartnet-service/>
- TG Deployment Guide
[Deploying the Transport Gateway on Cisco Unified Computing System and Red Hat Linux](#)
[Deploying the Transport Gateway in a Load-Balanced Environment](#)

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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