



## **Release Notes for Smart Call Home Release 4.2.2.3**

---

**Release Date: November 21, 2017**

**Release: Smart Call Home 4.2.2.3**

# Contents

Contents	2
Introduction	3
New and Changed Information	3
Caveats	4
Acronym Definitions	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 4.2.2.3 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

## New and Changed Information

This section provides a brief description of what is new or changed in this release:

- User Interface enhancements to align to Cisco CAMP templates.
- Device that is covered under multiple contracts does not fail to register.
- Partners can perform bulk registration for their devices.
- Software device registration considers the input contract given in bulk registration sheet.
- Email template updates to reflect CSOne url.

# Caveats

*Table 1 Release Caveats and Caveats Corrected Reference*

<b>SCH Software Release 4.2.2.3</b>	
<b>ID</b>	<b>Details</b>
<b>CFD</b>	
CSCvg45081	Smart Call Home message status took more time to process than expected.
CSCvg17731	Smart Call Home generated excessive service requests for HyperFlex product series.
CSCve82284	Multiple email notification were sent to customers when a primary or subordinate device which were not under a valid cisco contract.

# 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_Ch4.pdf)  
[http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart\\_call\\_home/user\\_guides/SCH\\_Ch5.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](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/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.

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](http://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.

© <2017> Cisco Systems, Inc. All rights reserved. Printed in the USA on recycled paper containing 10% postconsumer waste.