



## **Release Notes for Smart Call Home Release 4.2**

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**Release Date: February 20, 2017**

**Release: Smart Call Home 4.2**

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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 4.2 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

# Enhancements

## 1. Diagnostic Signature Management:

Diagnostic Signature Management supports TAC or system engineer to view and push the diagnostic signatures to a device. User interface has the ability to view and apply the signatures to the devices.

## 2. HyperFlex Integration:

SCH supports HyperFlex, in which all the cluster members (nodes) are registered with SCH. This release supports environmental event type, which supports 13 SR capable alarms.

For more information, see **SCH Monitoring Details** guide.

## 3. Support for new devices:

SCH supports the following devices:

- C5921 Software Router
- Cisco Nexus 3172T Chassis
- Cisco UCS 6300 Series Fabric Interconnect
- Cisco Expressway

## 4. Partner SR capable email enhancement:

Existing Partner Service Request notification email template is modified to include alert type and subtype.

# 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: [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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<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>

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Related documentation section.

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