



Release Notes for Smart Call Home Transport Gateway Release 4.1.4

Published On: April 29, 2016

Release Version: Smart Call Home TG 4.1.4

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Introduction

- This document provides information to the systems engineers about the actual functional and performance capabilities of the product delivered to the customer.
- This document is the release notes for SCH TG 4.1.4 which describes system requirements, new features in this release and caveats.
- Cisco® Smart Call Home is an award-winning, embedded support feature available with Cisco Smart Net Total Care® 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 features

Fault message processing in Cisco Smart Software Manager [CSSM] Satellite image

In case of CSSM Satellite deployments, the fault messages will be processed when TG is registered and connection to Cisco cloud exists.

Caveats

<i>Table 1 Release Caveats and Caveats Corrected Reference</i>	
ID	TG Software Release 4.1.4
	Details
CSCuy92550	TG should support Java 7 or higher versions.
CSCuy80119	TG - Test connection fails in some cases.

Important Notes

The following list describes acronyms and definitions for terms used throughout this document:

- **CSSM:** Cisco Smart Software Manager
- **TAC:** Technical Assistance Centre
- **TG:** Transport Gateway
- **PSIRT:** Product Security Incidence Response Team
- **SL:** Smart Licensing
- **SR:** Service Request
- **UBR:** Universal Broadband Router

Related Documentation

Release-Specific Documents

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

<http://www.cisco.com/go/smartcallhome> [SCH support community](#)

There are two guides published for the latest SCH release, for end customers and 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

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<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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