



## **Release Notes for Smart Call Home Transport Gateway Release 4.1.9**

**Published On: November 27, 2020**

**Release Version: Smart Call Home TG 4.1.9**

# Contents

- Contents ..... 2
- Introduction ..... 3
- Enhancements ..... 4
- Resolved Defects ..... 4
- Important Notes ..... 5
- Related Documentation ..... 6

# 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 4.1.9 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.

# Enhancements

The following enhancements are made in the release:

- New TG OVA build will be supported in CentOS 8 version.

# Resolved Defects

The following defect has been fixed and details related are noted below:

Defects	Description
<b>CSCvt18267</b>	<b>Problem:</b> 4.1.8 and 4.1.7 Transport Gateway was not working with proxy. <b>Fix:</b> There was an issue with SCH backend link but the issue has been resolved and the proxy settings working fine now.

# Important Notes

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

- **DoS:** Denial of Service
- **TAC:** Technical Assistance Centre
- **TG:** Transport Gateway
- **SL:** Smart Licensing
- **SR:** Service Request

# Related Documentation

## Release-Specific Documents

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

- [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_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/Monitoring-Details.pdf](http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Monitoring-Details.pdf)

## 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 *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.

This document is to be used in conjunction with the documents listed in the 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.

© 2020 Cisco and/or its affiliates. All rights reserved. This document is Cisco Public.