



## Release Notes for Smart Net Total Care 4.3

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## Product Overview

Cisco Smart Net Total Care Service™ is designed for IT support operations, including IT managers, network administrators, contract administrators, and others who are responsible for managing the risk to ongoing business continuity. Secure, automated visibility of the Cisco products on your network, combined with Cisco's expertise and deep knowledge base, delivers the up-to-date information you need to make informed decisions about supporting your Cisco products.

A powerful and secure web portal, with customizable dashboard and reports, delivers actionable information and insights about your network. The Smart Net Total Care portal provides access to product lifecycle information, Cisco service coverage status, product and security alerts, and bugs that may be impacting the network. The portal helps you resolve problems more quickly, mitigate risk, and improve the efficiency of your support workflows.

## New and Changed Information

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

- **New Collector Software Release Available**

The CSPC 2.7.4 release is available for download. Please plan to update to the latest version as soon as possible to take advantage of all the new features:

- Additional security updates that address the Meltdown and Spectre vulnerabilities
- A new software download process has been implemented that will be used for all future collector software updates
- It's now easier to reset or retrieve the collector Admin password
- Several new collector security login features have been added. With these new features you can opt-out of the Captcha security feature, adjust the mandatory password change frequency, and set the inactivity log-out timer
- Over 300 additional devices can be collected with the new rules package

- **Self-service Inventory Deletion**

If you have an inventory that is obsolete or you are no longer interested in tracking, your Customer Administrator can remove it from the portal display screens and from future scheduled reports. The admin can choose the specific inventory from the list displayed in the new **Inventory Deletion** function of the Administration library. Your admin can also assign this capability to your Partner (CBR Administrator).

- **Improved Look & Feel**

You may notice a change to the screen layout on several of the screens that allow you to configure or request additional information in the portal. The following displays have been updated to make them consistent with the rest of the portal reports:

- File import request
- Upload Processing details tab
- Segment Management creation
- Manage User Access capability

## Reminders

### Please Take Action:

- Cisco services such as Smart Net Total Care, which require user management, have introduced a new position, Delegated Administrator (DA). If you have not already selected a DA for your company, you need to take action to continue to control portal user access. The DA should be someone who is typically responsible for managing users in your organization. For more information about the Delegated Administrator role and responsibilities see this short How-To video.
- To be able to view data in the portal, your company must have performed a file import or completed at least one recent collection upload. If you are using a collector to gather your device data, ensure that you do an upload. If you continue to have problems take action based on your contract support status. You can find details on contacting support in the “Useful Links” page in the portal.

## Collector Versions supported with Smart Net Total Care

This section covers the versions for the:

- [Software Collector Appliance](#)
- [VMware Virtualization Platform](#)

**Note:** The Smart Net Total Care portal contains material about deploying, registering and configuring the software collector and a link to the download center.

The [PID Checker tool](#) has been updated to reflect the devices supported in the Smart Net Total Care portal. The latest version of the Smart Net Total Care CSPC collector software supports Rules Package 4.6. If you are not using the latest collector version, we encourage you to upgrade your collector software to take advantage of more comprehensive device data collection and reporting.

### Cisco Software Collector

Following are the supported versions of Collector Software that are certified with Smart Net Total Care 4.x:

- CSPC 2.6 and 2.6.4 + RP 4.4
- CSPC 2.7.X

### VMware Virtualization Platform

These are the minimum system requirements for the collector image that runs on the VMware platform:

- 40 GB of hard drive space
- 2 CPU cores with 64-bit support (virtual CPUs)
- 1 virtual GB NIC (number of NICs required is dependent upon the network topology)
- 2 GB of virtual RAM

### Supported Browsers

- Chrome: version 50.x on Windows 7 and Mac OS X (Preferred Browser)
- Firefox: version 45.0.1 on Windows 7 and Mac OS X
- Microsoft Internet Explorer: version 11 on Windows 7
- Microsoft Edge: version 13 on Windows 10
- Safari: version 9.1.1 on Mac OS 10.11.x

## Resolved Defects

The following defects are fixed, closed, and verified:

<b>Customer and Field Facing Fixed Defects</b>		
<b>Bug ID</b>	<b>Corrected</b>	<b>Description</b>
<b>CSCvg87121</b>	4.3	<b>Problem:</b> Certain Nexus VDC's did not display in SNTC portal. <b>Fix:</b> The Nexus VDC devices now display in the SNTC portal.
<b>CSCvg95296</b>	4.3	<b>Problem:</b> Duplicate records were displayed in Custom Inventory report. <b>Fix:</b> This issue is now resolved.
<b>CSCvh07367</b>	4.3 04/27/18	<b>Problem:</b> In Custom Inventory report, values were not populated in Installed memory. <b>Fix:</b> This issue is now resolved.
<b>CSCvh55219</b>	4.3	<b>Problem:</b> My Notification displayed error message when the ID had special characters. <b>Fix:</b> This issue is now resolved.
<b>CSCvh58002</b>	4.3 04/27/18	<b>Problem:</b> Software types were incorrectly populated for a few Call Manager devices. <b>Fix:</b> This issue is now resolved.
<b>CSCvh58414</b>	4.3	<b>Problem:</b> Devices with multiple contracts did not appear. <b>Fix:</b> Devices with multiple contracts now appears.
<b>CSCvh82964</b>	4.3 04/11/18	<b>Problem:</b> For certain devices, Startup/Running config data was missing. <b>Fix:</b> This issue is now resolved.
<b>CSCvh89592</b>	4.3	<b>Problem:</b> Performance issues reported while creating or editing Segment. <b>Fix:</b> This issue is now resolved.
<b>CSCvh92922</b>	4.3	<b>Problem:</b> Alert Description Hyperlink did not work as expected. <b>Fix:</b> This issue is now resolved.
<b>CSCvi02898</b>	4.3	<b>Problem:</b> In all dashboards, reports in data grids appeared disrupted when dashlets were maximized. <b>Fix:</b> This issue is now resolved.
<b>CSCvi38822</b>	4.3 04/11/18	<b>Problem:</b> In Inventory Insight report, incorrect upload and processing complete date was displayed. <b>Fix:</b> Inventory Insight report displays the correct upload and processing complete date.
<b>CSCvi44337</b>	4.3 04/11/18	<b>Problem:</b> In SNTC portal, access point did not get displayed. <b>Fix:</b> This issue is now resolved.

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<b>CSCvi57869</b>	4.3 04/11/18	<b>Problem:</b> In SNTC portal, PSIRT alerts were not getting displayed. <b>Fix:</b> This issue is now resolved.
<b>CSCvi06189</b>	4.3 04/11/18	<b>Problem:</b> In SNTC portal, for certain device serial numbers were displayed as NA. <b>Fix:</b> This issue is now resolved.
<b>CSCvi06571</b>	4.3 04/11/18	<b>Problem:</b> Manual uploads failed to process. <b>Fix:</b> Manual uploads are now processed.
<b>CSCvi49134</b>	4.3 04/27/18	<b>Problem:</b> For specific customer upload fails. <b>Fix:</b> Uploads are now processed.
<b>CSCvi61128</b>	4.3 04/27/18	<b>Problem:</b> In SNTC portal, incorrect alerts were displayed <b>Fix:</b> This issue is now resolved.
<b>CSCvi94140</b>	4.3 04/27/18	<b>Problem:</b> Failures scenario in product alerts and contracts modules, were not logged in the database table task_err. <b>Fix:</b> This issue is now resolved.

## Known Issues

The following defects are the known issues:

Bug ID	Description
CSCVa16522	<b>Problem:</b> The Custom Inventory online report, takes more time than expected to load. <b>Workaround:</b> None.
CSCVe96667	<b>Problem:</b> Broken link reported in Alert PDF report. <b>Workaround:</b> None.
CSCVf93328	<b>Problem:</b> Few Nexus devices are missing in SNTC 4.0 portal. <b>Workaround:</b> None.
CSCVg37144	<b>Problem:</b> Alert async does not work as expected for comprehensive equipment. <b>Workaround:</b> The user must perform a full collection of all their devices.
CSCVg51874	<b>Problem:</b> SNTC portal fails to process the collection files for child appliance id. <b>Workaround:</b> None.
CSCVg76410	<b>Problem:</b> After reviewing the latest view at the portal, customers/partners are not able to find the Wireless controller devices that has been collected during the latest collection/upload cycle. <b>Workaround:</b> None
CSCVh21087	<b>Problem:</b> For a few Software Alerts, Alerts does not appear. <b>Workaround:</b> None
CSCVh25001	<b>Problem:</b> For a few Customer Inventories, duplicate instances are reported in the Custom Inventory and All Equipment reports. <b>Workaround:</b> None.
CSCVh65538	<b>Problem:</b> Nexus 7K virtual devices do not display properly in SNTC portal. <b>Workaround:</b> None.
CSCVh75091	<b>Problem</b> For some users, when generating Inventory Collection Delta offline reports, the upload time stamp does not show in snapshots. <b>Workaround:</b> None.
CSCVh75092	<b>Problem:</b> AIM-VPN/BP devices are not processing properly in the portal. <b>Workaround:</b> None.
CSCVh98827	<b>Problem:</b> CSV imports does not pass alert PIDs. <b>Workaround:</b> None.
CSCVi01262	<b>Problem:</b> Default IP address was not masked for third party uploads. <b>Workaround:</b> None.
CSCVi23704	<b>Problem:</b> In SNTC portal, delta reports considers same snapshots for future recurrence schedules. <b>Workaround:</b> None.
CSCVi63700	<b>Problem:</b> Certain devices does not display the proper collected hostname, instead displays IP address as the hostname. <b>Workaround:</b> None.

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<b>CSCvi64527</b>	<b>Problem:</b> Under cluster configuration the call managers are reported multiple times. <b>Workaround:</b> None.
<b>CSCvi65482</b>	<b>Problem:</b> Decommissioned devices appear in SNTC portal. <b>Workaround:</b> None.
<b>CSCvi70363</b>	<b>Problem:</b> Serial Numbers of some ASR1001 does not get recognized <b>Workaround:</b> None.
<b>CSCvi76913</b>	<b>Problem:</b> CSV import fails when one Network Element is submitted. <b>Workaround:</b> Include atleast two devices.

## Resources

The following are the resources that are used in the Smart Net Total Care services.

### Smart Net Total Care Support Site

Visit our [Support for Smart Net Total Care](#) pages for documentation, training and more including getting started with Smart Net Total Care, using the portal and support for SNTC-supported collectors.

### Smart Net Total Care Support Community

[Access the community](#) link for relevant Smart Net Total Care, announcements and discussions. This online resource is available 24/7. Need help accessing the community? Please email us at [sntcaccess@cisco.com](mailto:sntcaccess@cisco.com) for help.

### Service and Support

Use the following URL to contact service and support:

[https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case?referring\\_site=shp\\_contacts\\_support\\_cases](https://tools.cisco.com/ServiceRequestTool/scm/mgmt/case?referring_site=shp_contacts_support_cases)

### Software Configuration Tips on the Cisco TAC Home Page

Use the following URL to obtain software configuration tips:

<http://case.cisco.com/>

### Documentation Updates

The following sections indicate where different types of documentation can be found related to Smart Net Total Care.

#### Platform-Specific Documents

Content specific online Help is available in each of the portal reports.

Videos on basic training, job-specific how-to's, administration, and the collector are available:

Portal videos: <http://www.cisco.com/c/en/us/support/services/sntc-portal/video-resources.html>

Collector videos: <http://www.cisco.com/c/en/us/support/services/sntc-collectors/video-resources.html>

Additional information regarding installing and configuring the collector are covered in CSPC Collector Quick Start Guide:

<http://www.cisco.com/c/dam/en/us/support/docs/cloud-systems-management/common-services-platform-collector-cspc/CSPC-Quick-Start-Guide.pdf>

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This document is to be used in conjunction with the documents listed in the [Resources](#) section.

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