



Release Notes for Smart Net Total Care 4.1

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Table of Contents

Product Overview	3
New and Changed Information.....	3
Reminders.....	3
Collector Versions supported with Smart Net Total Care.....	4
Cisco Software Collector	4
VMware Virtualization Platform	4
Supported Browsers	4
Resolved Defects.....	5
Known Issues	6
Resources	8
Smart Net Total Care Support Site	8
Smart Net Total Care Support Community.....	8
Service and Support	8
Software Configuration Tips on the Cisco TAC Home Page	8
Documentation Updates.....	8
Platform-Specific Documents.....	8

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:

Easier Device Site Information Changes

- You can now request a change from within the portal to out-of-date site information shown in reports. You can request device reassignment to an existing authenticated site or add a new location. Your changes are not immediately applied and will be reviewed and processed by the team that handles change requests. The changes may take up to 72 hours to be displayed in your portal reports. You will receive email notification when the change is completed.

Note: This feature is not designed for Partner Branded Contracts. You may not be able to request Installed at Site update for Partner Branded Contract.

Improved Classification of Data Center Product Information

- Additional equipment types are added for consistency with the categories used by data center products to make reports more relevant.

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 4.5. 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, 2.7.1, 2.7.2, and 2.7.3 + RP 4.5

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:

Customer and Field Facing Fixed Defects		
Bug ID	Corrected	Description
CSCvg67029	4.1	Problem: Incorrect last upload date was reported in Custom Inventory offline report. Fix: Upload date in the Custom Inventory offline report reflects the latest date and time.
CSCvg69992	4.1	Problem: No data appears in the Details Tab under Upload Processing. Fix: Upload process details page now appears with data.
CSCvg71731	4.1	Problem: SNMP location information were not reported for CSV file imported inventory. Fix: The SNMP location is now updated in the SNTC portal.
CSCvg72577	4.1	Problem: Delta report took more time than expected to generate Delta reports. Fix: This issue is now resolved.
CSCvg79817	4.1	Problem: CMR offline report took more time to process when All Inventories and Segments were selected. Fix: This issue is now resolved.
CSCvf89567	4.1	Problem: While creating a Segment without adding a user, the segment was assigned to admin users and were unable to view the Segment. Fix: This issue is now resolved.
CSCvf95096	4.1	Problem: When data-grid contains over 50 records, then the Action button was disabled. Fix: This issue is now resolved.

Known Issues

The following defects are the known issues:

Bug ID	Description
CSCva16522	Problem: In Custom Inventory online report, takes more time than expected to load. Workaround: None.
CSCve96667	Problem: Broken link reported in Alert PDF report. Workaround: None.
CSCvf54488	Problem: In Custom Inventory report hyperlinks for Startup/Running configuration are displayed when configurations are not available. Workaround: None.
CSCvf66761	Problem: For certain IOS-XE devices, OS type and Image name are missing. Workaround: None.
CSCvf76912	Problem: Duplicate IP phones appear in both online and offline reports. Workaround: None.
CSCvf77098	Problem: In Inventory Collection Delta report, CHANGED does not get computed for Managed Modules and IP Phone. Workaround: None.
CSCvf93328	Problem: Few Nexus devices are missing in SNTC 4.0 portal. Workaround: None.
CSCvg06531	Problem: Date and Time did not change based on timezone selection in Inventory Collection Delta report and it does not sync with Upload Process report. Workaround: None.
CSCvg24225	Problem: In SNTC portal, the UCS blades show only the hostname and IP address of the Fabric Interconnects rather than the unique blade hostname and IP address. Workaround: None.
CSCvg29307	Problem: Few equipment are reported as both Added and Deleted in Delta. However there are no changes from the data collection in the inventory file. Workaround: None.
CSCvg30724	Problem: In All Equipment report, when Collection Date filter is applied, the All Equipment report fails to download. Workaround: None.
CSCvg30842	Problem: When multi chassis converts to single chassis, the single chassis still shows multi chassis with two collection id and old values. Workaround: None.
CSCvg37144	Problem: Alert async does not work as expected for comprehensive equipment. Workaround: The user must perform a full collection of all their devices.
CSCvg44393	Problem: SNTC portal does not reflect bugs associated to ASR1001-X router. Workaround: None.

CISCO SYSTEMS

CSCvg51518	Problem: In Not Covered under Host Details tab, the Software Version and SW type shows null. Workaround: None.
CSCvg51874	Problem: SNTC portal fails to process the collection files for child appliance id. Workaround: None.
CSCvg59851	Problem: SNTC portal does not reflect cisco-sa-20171016-wpa alerts under PSIRT alerts. Workaround: Contact support if needed.
CSCvg63411	Problem: Role based access control fails. Customer or CBR user with appropriate privileges will not be able to view Active Alerts. Workaround: None.
CSCvg69507	Problem: In Inventory Delta online report, does not display timezone information and ignores the timezone setting from the globe icon. Workaround: None.
CSCvg76410	Problem: 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. Workaround: None
CSCvg85601	Problem: There might be some coverage discrepancies in SNTC portal. Workaround: None.
CSCvg91417	Problem: Incorrect support email alias present in failed export popup window. Workaround: None.
CSCvg94289	Problem: In All Contract reports, multiple entries of service level or install site are reported. Workaround: None.
CSCvg95954	Problem: For certain customers, customer/inventory name does not appear in the Inventory and Segment LNP. Workaround: None.
CSCvg96528	Problem: In SNTC portal there may be some intermittent upload failures. Workaround: None.
CSCvh01519	Problem: In Contract Management report, All Contract and Expiring Contract tabs have invalid partner details. Also, few data is missing in certain columns for CBR admin and LOA user role. Workaround: None.

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 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

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>

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

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