

# Smart Call Home 3.2.0.2 Release Notes Document

A Product Description Document (PDD), based on this template, is required at First Customer Ship. 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 3.2.0.2 which describes system requirements, new features in this release and caveats**

# Contents

Smart Call Home 3.2.0.2 Release Notes Document .....	1
1 Product Overview .....	3
2 New Smart Call Home Hot Fix 3.2.0.2 .....	3
3 New Features .....	3
4 Issues Resolved .....	3
5 Hardware Architecture .....	4
6 Known Issues (same as SCH 3.2) .....	4
7 References .....	5
8 Appendixes .....	5
9 Glossary .....	5
10 Attachments .....	5

# 1 Product Overview

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

## 2 New Smart Call Home Hot Fix 3.2.0.2

These release notes describe the latest Smart Call Home Hot Fix 3.2.0.2 as implemented on January 11, 2012.

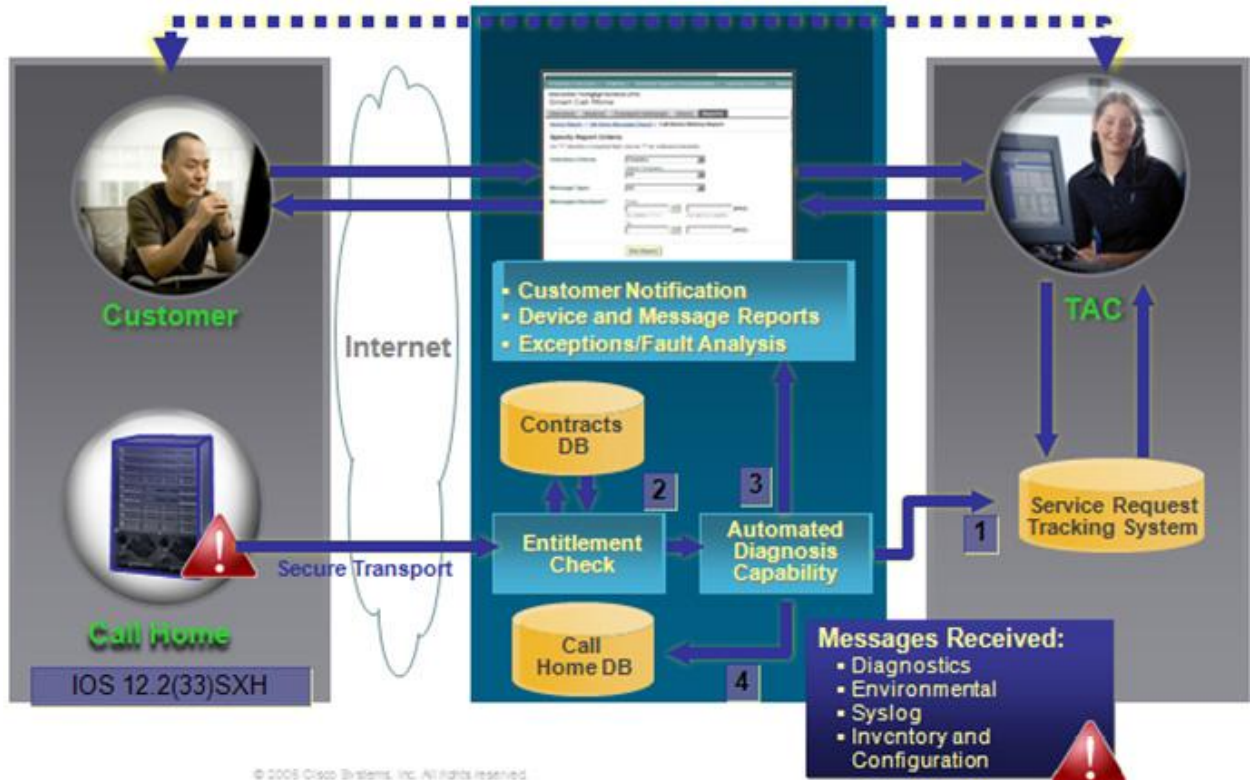
## 3 New Features

There are no new features in this release

## 4 Issues Resolved

CDET	Hot Fix items
CSCtu32972	TG issue (DS spring config in sddce and eddce)
CSCtu45028 (Dupl), CSCtt33597	Nexus 7K parsing issue for installed memory
CSCts60304	createSR() API issue
CSCtu16082	PTESDC needs DataSource updated in resource.xml for SE
CSCtu25769	618847653/ INC000019956106 -- SCH/wrong bill to id emails sent to the customer
CSCtw50869	INC000021087647 -- NullPointerException
CSCtu74280, CSCtu44230	Suppressing Notification emails
CSCtw56100	getAllEvents request returns error when s/n and PID are given as input
CSCtw62434	SCH to use Sub-techs used by field rather than SCH specific sub-techs
CSCtw51906	N7K Inventory - parsing rule enhancement
CSCtu97820	INC000020865805 -SR created for FOX090403JK, but without show tech details

## 5 Hardware Architecture



## 6 Known Issues (same as SCH 3.2)

The following items are known issues for the SCH 3.2 release:

- Context sensitive help will not be supported in this release. The help links will continue to point to the main user guides.
- The registration summary report is not showing information for some registered devices (e.g., CUCM). These devices can be seen when queries are made on the host name or serial number, but they are not retrieved when the report is run on the device type. *CSCtr79518*
- The ability to manage contact information on contracts is dependent upon knowing the correct bill-to number. There is currently an open defect because the bill-to name and address are not shown on the window. *CSCts41692*
- There is a problem with the notification for a blade failure on a UCS device that is recovered within five minute of the failure. The notification indicates the failure, but not the recovery. The report shows the information correctly. *CSCts41289*

## 7 References

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

<http://www.cisco.com/go/smartcallhome>

There are two guides published for the SCH 3.2 release, one for end customers and one for Cisco partners. These can be found at:

For end customers:

[http://www.cisco.com/en/US/docs/switches/lan/smart\\_call\\_home/user\\_guides/Book.html](http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/user_guides/Book.html)

For Cisco partners:

[http://www.cisco.com/en/US/docs/switches/lan/smart\\_call\\_home/partner/book.html](http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/partner/book.html)

## 8 Appendixes

N/A

## 9 Glossary

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

- **TAC:** Technical Assistance Centre
- **PSIRT:** Product Security Incidence Response Team

## 10 Attachments

N/A

**End of Document**