



Release Notes for Smart Call Home Release 4.2.9.7

Release: Smart Call Home 4.2.9.7

Release Date: November 10, 2021



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Introduction

This document provides information to systems engineers and customers about the actual functional and performance capabilities of the product delivered to the customer.

This document is the Release Notes for Smart Call Home 4.2.9.7 that describes the caveats in this release.

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

Feature Enhancement

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

- Some system issues have been resolved.



Resolved Defects

SCH Software Release 4.2.9.7	
ID	Details
CSCvt89279	SQL exception issue

Known Defects

SCH Software Release 4.2.9.7	
ID	Details
CSCvq10893	Problem: Call home alerts and auto SR features were not working for hyperflex clusters. Workaround: None.
CSCvi91772	Problem: Smart Call Home - Automatic Device Contract Sync Failure. Workaround: None.



Related Documentation

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

[SCH support community](#)

There are two user guides published for Smart Call Home, one for end customers and one for Cisco partners. These can be found at the following link:

- 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
<http://www.cisco.com/assets/services/smart-call-home/monitoring-details-for-smartnet-service/>

TG Deployment Guide

- [Deploying the Transport Gateway on Cisco Unified Computing System and Red Hat Linux](#)
[Deploying the Transport Gateway in a Load-Balanced Environment](#)

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 the following link:

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

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