



Release Notes for Smart Call Home Release 4.2.9.9

Release: Smart Call Home 4.2.9.9

Release Date: December 15, 2021



Table of Contents

INTRODUCTION	3
FEATURE ENHANCEMENT	3
RESOLVED DEFECTS.....	4
KNOWN DEFECTS	4
RELATED DOCUMENTATION	5

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 4.2.9.9 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:

- Resolved SCH: Apache Log4j RCE Vulnerability.

Resolved Defects

SCH Software Release 4.2.9.9	
ID	Details
CSCwa48228	SCH: Apache Log4j RCE Vulnerability

Known Defects

SCH Software Release 4.2.9.9	
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>

Subscribe to the 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. Cisco currently supports RSS Version 2.0.

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. 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.

© 2021 Cisco Systems, Inc. All rights reserved. Printed in the USA on recycled paper containing 10% postconsumer waste.