

Smart Call Home Release Notes

This document lists:

- Known Issues which have not been fixed yet
- Fixed Issues

Known Issues

Note: Be aware that there may be some significant performance problems when performing the following tasks:

- **Display Edit Registration** [possibly more than a minute]
- **Add User Registration** [possibly more than a minute]

High Severity Problems

Error Categories	Summary	Comment/Description
Message Processing	Defects 804, 1050, CSCsj23698, CSCsj80403 A Call Home message might get stuck in processing when one of the services on the Cisco backend is down.	Workaround: No workaround available. When a Call Home message gets stuck in processing, the message is lost. No email notification is sent to the Customer. Smart Call Home support will be automatically notified about the issue.
	Defect 2359 When no other Call Home messages are received in the same aggregation time period, there will be: <ul style="list-style-type: none">- No processing results for a diagnostic recovery message in the Call Home History report.- No email notification sent to indicate that a recovery message was received.	Workaround: No workaround available.
Transport Gateway	Defect CSCsk39486 On Windows 2003 the Transport Gateway UI does not display when connecting via remote desktop.	Workaround: In the DOS Command prompt run the following command: mstsc /v <servername> /console

NOTE: As a general workaround for either the Smart Call Home web application or Transport Gateway, if you get a system error that does not have a link to the feedback box or if the link does not work, contact the support team directly via sch-support@cisco.com.

Medium Severity Problems

Error Categories	Summary	Comment/Description
Message Processing	Defect 1329 When a Call Home message has been received from a device for which the contract or warranty used to register the device has expired, the application will not be able to automatically create a Service Request. An email notification, indicating that an error occurred when trying to create the Services Request, will be sent to the customer.	Workaround: Register the device under an active contract and edit the Smart Call Home device registration using the active contract, which exists in the user's Cisco.com profile.
	Defect 2314 Concurrent processing of inventory messages sent by the same device results in an error. This error occurs for devices that are not yet registered in Smart Call Home and have sent more than one inventory message. This only occurs if the messages are sent very quickly (like several within a minute).	Workaround: No workaround available. The user will receive a notification indicating that an error occurred during device registration confirmation. Smart Call Home support will be automatically notified about the issue.
	Defect 2377, 2387, 2389, 2469 The following GOLD tests are not yet supported by Smart Call Home: TestVSetActiveToStandbyLoopback, TestIPSecBaseComponents, TestIPSecSPAComponents, TestSpuriousIsrDetection, TestVDB, TestFabricFlowControlStatus, BusConnectivityTest, TestIntPortLoopback, TestVslBridgeLink, TestL3Capture, TestIPSecEncrypDecrypPkt No processing results will be available in the Call Home History report for these tests.	Workaround: No workaround available.
Data Issues	Defect 1935 The image name is displaying a fake extension at the end of the image name; this is displayed in the Software details section of the Device and Call Home History reports.	Workaround: Ignore the extension added after the image name.
	Defect 2326 Device Report – The Last Reset reason in the Software Details is being truncated.	Workaround: The full reset reason is included in the Call Home message, as part of the Show Version.
Application	Defect 706 Call Home History report – When the report contains a large amount of records and the user browses through the pages rapidly, the client session may freeze up after 20 or more pages.	Workaround: Narrow the scope of the query to retrieve fewer records.

	<p>Defect 2316</p> <p>A newly registered user cannot see the device report in the same login session after they confirm a device registration.</p>	<p>Workaround: Log out and log in again.</p>
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Low Severity Problems

Error Categories	Summary	Comment/Description
<p>Message Processing</p>	<p>Defect 2360</p> <p>Smart Call Home has a maximum threshold for Service Request updates. On the last Service Request update, before the maximum threshold has been reached, Smart Call Home will indicate that additional messages will be discarded; however, when the maximum threshold has actually been reached the messages still continue to be processed but the Service Request will not longer be updated. The processing results will be available in the Call Home History report and an email notification will be sent.</p>	<p>Workaround: No workaround available.</p>
	<p>Defect 2376</p> <p>A notification for TestActiveToStandbyLoopback is currently sent when the port failure count is greater than 2; the notification should be sent when the first failure occurs.</p>	<p>Workaround: This test is a disruptive test that should be run only during downtime. This test has to be executed by the user, so they will be aware if it fails and should be run only if the user is already impacted by a problem that can be identified with this test.</p>
<p>Data Issues</p>	<p>Defect 1178, 1975</p> <p>Call Home History Report – The SN Entitled column displays “Yes” only when the Serial Number is covered by contract or warranty. Currently the SN Entitled column always displays “Yes”, even when the device is not covered by a contract or warranty.</p>	<p>Workaround: No workaround available.</p> <p>The displayed value in this column does not have an impact on the message processing and Service Request creation or update.</p>
<p>Application</p>	<p>Defect 1648, 1893</p> <p>Problems with email selection in device preferences:</p> <ul style="list-style-type: none"> - The person confirming a device registration will, by default, receive email notifications for Call Home messages that have been processed by Smart Call Home. The person’s email address is currently not selected in the device preferences area, even though they are supposed to be receiving the email notifications. - The email address selection process, for persons that need to be 	<p>Workaround: See the user guide for instructions on how to select/de-select email addresses, when setting the device preferences.</p>

	notified of Call Home messages that have been processed by the Smart Call Home application, is not intuitive.	
	Defect 2066 Call Home History report – The label “Message Received” Time needs to be changed to “Message Processed Time”. Normally these two timestamps are very close in time to each other, unless the Call Home message triggered a device registration. A device registration needs to be confirmed by the user first, before the Call Home message will be processed.	Workaround: No workaround available.
	Defect 2129 When the user changes the notification settings in the Device Preferences page from “Yes” to “No”, previously manually entered and selected emails will be removed instead of being grayed out.	Workaround: No workaround available.
	Defect 1443 Currently the Configuration details in the Device report cannot be downloaded to Excel or PDF format. A blank screen is displayed when trying to download the details.	Workaround: No workaround available.

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Fixed Issues

Error Categories	Summary	Comment/Description	Release Date
Transport Gateway	Defect CSCsk78300 In case the mail server only supports SSL for POP3 or IMAP, the Transport Gateway displays a message indicating that no connection could be established with the mailbox when configuring the Transport Gateway.	Workaround: Step 1. Stop TG Service Step 2. Navigate to the 'conf/an/properties' directory of the Transport Gateway installation. I.e., "C:\Program Files\Cisco Systems\Cisco Transport Gateway\Transport Gateway\conf\an\properties" Step 3. Open anconnector.properties, modify and save the following property lines: # Accessing mailserver over SSL	05-NOV-2007

		<p>an.mailReceiver.ssl.useSecureConnection=true</p> <p>an.mailReceiver.ssl.trustAllMailServers=true</p> <p>This will enable the Transport Gateway to support Secure connection with the email server.</p> <p>Step 4. Start the Transport Gateway configuration UI and navigate to the 'Configuration' UI page to configure the Transport Gateway.</p> <p>NOTE: By turning on the property line 'an.mailReceiver.ssl.trustAllMailServers=true' in the Transport Gateway, you are allowing the Transport Gateway to trust your e-mail server certificates without any validation.</p>	
	<p>Defect 1822</p> <p>When a problem occurs configuring the Transport Gateway, the Transport Gateway displays only a general warning message, without indicating the specific problem. This error could occur in the following configuration instances:</p> <ul style="list-style-type: none"> - An incorrect email service user name or password has been entered. - An incorrect mail service hostname or IP address has been entered. 	<p>Workaround: Verify that the entered values are correct.</p>	05-NOV-2007
	<p>CSCsk53070</p> <p>When changing the Proxy Settings in the Transport Gateway, the new Proxy setting is not updated automatically after configuration, as a result the Transport Gateway cannot connect to the Cisco backend.</p>	<p>Workaround: After updating the Proxy Settings in the UI, stop and re-start the Transport Gateway services, then test the connection to the Cisco backend via the Test Connection button in the Transport Gateway.</p>	05-NOV-2007
	<p>Defect CSCsk53019</p> <p>On Windows 2003, there are some issues configuring the Transport Gateway. When trying to configure the Transport Gateway, the system indicates that the specified memory space is not available. Due to this error the configuration settings cannot be saved.</p>	<p>Workaround: See Trouble shooting section in the User Guide.</p>	08-OCT-2007

