



Smart Net Total Care Service Update

You may need to update your CSPC software!

If you are using version 2.5 or earlier of the Common Services Platform Collector (CSPC) software to upload files to Cisco as part of your Cisco support service, you must update to the latest CSPC version to avoid file upload issues.

Because of security issues in older TLS protocols used for transporting customer data to Cisco, we are making a change in the Cisco processing that will result in all CSPC collectors running 2.5 or earlier to no longer upload files. **This change will happen on May 1, 2019.** In order to avoid this situation you should update your CSPC software to the latest version (CSCP 2.8.1.2) as soon as possible.

You can download the CSPC 2.8.1.2 software from the [software download center](#). Use the [CSPC Installation Guide](#) and follow the steps for an OVA installation to update your collector. We recommend enabling the "Auto SW Update" option after you upgrade to ensure you always have the latest collector software and avoid any upload disruptions in the future.

If you have additional questions, start a discussion in this Community.

Cisco Customer Experience Product Management