



Smart Net Total Care 4.0 Portal is Available!

Smart Net Total Care 4.0 portal release provides you with an improved experience while maintaining the same portal look-and-feel and access rights you have been using.

This release addresses accuracy and performance issues that you may have experienced in the past. Improvements include:

- Faster upload processing. Uploads finish in less than 8 hours for inventories with less than 30K devices. In many cases the processing finishes in less than an hour.
- Upload processing success rate of 99%. Stuck uploads are a thing of the past or extremely rare.
- Device profiling improvements result in better product family grouping and device classification for supported devices.
- Increased accuracy of contract coverage status through more frequent and streamlined data synchronization.
- Portal UI response time performance improvements.
- Fewer portal downtime incidents and more portal availability.

What you need to know:

Cisco has migrated up to one year of historical upload data for each collector and all your user information, access capabilities and any portal customization features. One upload for each of the past 12 months has been migrated. If you have uploaded more frequently than once each month, the last upload of the month was migrated.

If you have been using CSV file import or have been directly importing transport files in the portal as part of your data collection, don't forget to re-import this information manually. Refer to the ["Migrating imported data from 3.x to 4.0"](#) process document that explains the steps.

No changes to the Common Services Platform Collector (CSPC) are needed to use the SNTC 4.0 portal release. However, please ensure you are running a [current CSPC version](#).

If you have questions, **please refer to the [FAQ](#)**, or please start a discussion in the [SNTC Community](#).

Sincerely,
Technical Services Product Management Team