Smart Net Total Care 4.0 Portal is Coming Soon!

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 are currently 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 will take care of migrating all your user information, access capabilities and any portal customization features such as report generation schedules, custom display names, and inventory segmentation.

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.

Cisco will also migrate up to one year of historical upload data for each collector. One upload for each of the past 12 months will be migrated. If you have uploaded more frequently than once each month, the last upload of the month will be 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, you will need to re-import this information manually. It will not be automatically available after the 4.0 release. There is a "Migrating imported data from 3.x to 4.0" process document that explains the steps.

The release is planned for early November, so please be prepared. You'll see reminders in the SNTC Community, the status page, and in the portal. Be sure to take care of any CSV file import activities before the release of the SNTC 4.0 portal, because you won't be able to access the SNTC 3.x system after that date.

If you have questions now or after the release, **please refer to the FAQ**, or please start a discussion in the SNTC Community.

Sincerely,
Technical Services Product Management Team