

Question or Item	Answer
Date:	2022-10-14
Individual creating the TSB:	Matthew Bell
Customer:	All
Product(s) affected:	SmartCare Remote Management On Premises Solution
Hardware Version(s) affected:	N/A
Software Version(s) affected:	N/A
Serial Number(s) affected:	N/A
Lot or Date Code Affected:	N/A
Subject:	SmartCare Remote Management On Premises 10.11 Release

Software Description:

This software contains updates for SmartCare Remote Management On Premises Solution (SCRM OnPrem), for customers who opt to host their own On Premises SCRM instance.

SmartCare Remote Management On Premises version 10.11

- The SCRM OnPrem VMware image version 10.11 is released to support VMware ESXi environment.
 - Version 10.11 now supports TLS 1.3 along with TLS 1.2
- This version resolves the bug of CVSM CustomData.xml not appearing.
 - If the configuration includes custom data, a separate custom data file is transmitted at the same time as the configuration file.
 - Configuration filenames end with the tag "_CONFIG.PMP.settings"
 - Custom data filenames end with the tag "_CustomData.xml.settings"
- Updated Partner Connect Agent version from 14.0.1 to 14.0.2

Hardware/Software Compatibility:

This software release has no adverse impact or constraints on compatibility of supported devices and applications.

- The Partner Connect 14.0.2 agent was tested and verified that it persisted meeting requirements when operating on Windows Server 2016 & 2019.
- SCRM OnPrem software baseline 14.0.1 was tested and verified compatible with Service Monitor 1.7.0.0.
- SCRM OnPrem software baseline 10.11 was tested and verified compatible with CVSM baseline software version 2.45.00 A0003 and CSM baseline firmware version 1.51.00-A0002.

Ver.	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2022-09-23	MB
B	N/A	Updated Software Version's in Hardware/Software Compatibility software description.	2022-10-14	MB



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