

Cohesity Alta SaaS Protection Release Notes

Cohesity Preface

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Cohesity Support

Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to [Cohesity Support](#), to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the [Cohesity Support Portal](#) to create a new case.
- Click the (?) icon on the Cohesity UI and select Support Portal.

Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the [Cohesity Knowledge Base](#).
- Log in to the [Cohesity Support Portal](#) to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

Note: Cohesity cannot process hardware replacement requests for partner hardware.

2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

Enhancements and fixes

This document includes the following topics:

- [Enhancements and fixes](#)

Enhancements and fixes

The enhancements and fixes that are completed in Cohesity Alta SaaS Protection 3.16.1 release:

Table 1-1 Enhancements and fixes

Sr. No.	Description
1.	Updated the user interface to provide a consistent look and feel across the platform, specifically improving the design of dashboard tiles and information cards.
2.	Restored the 'CASPBKBackupEnabled' custom property to ensure backup settings are correctly maintained.
3.	Added a warning message when configuring deletion policies to help prevent accidental data removal.
4.	Enhanced backup processes to include technical note properties for better data tracking and documentation.