

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.

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New features

This chapter includes the following topics:

- [New feature](#)

New feature

Cohesity Alta SaaS Protection Copilot:

Copilot is now available with Cohesity Alta SaaS Protection. This AI-powered assistant helps you find the answers related to product features, configuration steps, and troubleshooting.

You can ask how-to questions or paste error messages from backup or restore jobs—Cohesity Alta SaaS Protection Copilot will search the Administrator's Guide and knowledge base to provide relevant guidance.

For more information, refer to the following link:

[Cohesity Alta SaaS Protection Copilot \(AI chatbot\)](#)

Enhancements

This chapter includes the following topics:

- [Enhancements](#)

Enhancements

The new enhancements completed in the Cohesity Alta SaaS Protection 3.2.1 release are:

Table 2-1

Sr. No.	Enhancements
1.	Enhanced the deletion policy to automatically remove versioned locations when all items and their versions have been deleted, ensuring cleaner and more efficient data management.
2.	Enhanced user usability by excluding versioned locations with no child items from the Content page view in the Administration portal and End user portal.
3.	Improved the Export Utility to allow backups for the items that previously failed or encountered errors.
4.	Updated the verbiage for the End User Export Job Completed email notification to provide clearer, more concise information.

Bug fixes

This chapter includes the following topics:

- [Bug fixes](#)

Bug fixes

The bugs fixed in the Cohesity Alta SaaS Protection 3.5.1 release are:

Table 3-1

Sr. No.	Fixes
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

Table 3-1 (continued)

Sr. No.	Fixes
13.	
14.	
15.	
16.	
17.	
18.	

Related documents

This chapter includes the following topics:

- [Related documents](#)

Related documents

You can download the Administrator's guide from the following link:

[Related documents](#)