

# Smart Call Home Quick Start Configuration Guide

Smart Call Home offers proactive diagnostics and real-time alerts on select Cisco devices, which provides higher network availability and increased operational efficiency. Smart Call Home is a secure connected service of Cisco SMARTnet for Cisco ASA5500s.

This document provides information to configure and register a Cisco ASA5500 for Smart Call Home using four options. It is assumed that the device has the necessary DNS configuration (dns domain-lookup and name-server for DNS look-ups) in order to resolve host-names that may appear in destination addresses.

1. HTTPS transport from the Cisco ASA5500 to Cisco
2. Email transport from the Cisco ASA5500 to Cisco
3. HTTP from the Cisco ASA5500 to a Transport Gateway (TG) - HTTPS transport to Cisco
4. Email from the Cisco ASA5500 to a Transport Gateway (TG) - HTTPS transport to Cisco

**Note:** For security reasons, Cisco recommends customers make use of one of the HTTPS transport options, due to the additional payload encryption that HTTPS offers. The Transport Gateway software is downloadable from Cisco and is available for customers that require an aggregation point or a proxy for connection to the internet.

## Requirements for Smart Call Home:

- ✓ OS version 8.2(2) is the minimum version required to support Call Home.
- ✓ A CCO ID associated with an appropriate Cisco SMARTnet Service contract for your company.
- ✓ Cisco SMARTnet Service for the device to be registered.

## Resources for Smart Call Home:

Different resources are available for Smart Call Home at [www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall).

The complete Call-Home configuration guide is available at [http://cisco.com/en/US/docs/security/asa/asa83/configuration/guide/monitor\\_smart\\_call\\_home.html](http://cisco.com/en/US/docs/security/asa/asa83/configuration/guide/monitor_smart_call_home.html).

The Smart Call-Home User Guide is available at [https://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart\\_call\\_home/user\\_guides/Book.pdf](https://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Book.pdf).

The Smart Call Home server certificate for HTTPS is available at - [http://www.cisco.com/en/US/docs/switches/lan/smart\\_call\\_home/user\\_guides/SCH\\_Ch6.pdf](http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/user_guides/SCH_Ch6.pdf).

## Call Home Configuration - HTTPS to Cisco

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco ASA5500 to communicate securely with the Smart Call Home System using HTTPS and a command to start the registration process. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the service call-home command to activate the call-home feature and enter the call-home configuration command to enter call-home configuration mode.

```
ASA5500# configure terminal
ASA5500 (config)# service call-home
ASA5500 (config)# call-home
```

2. **Configure the mandatory contact email address** -

```
ASA5500 (cfg-call-home)# contact-email-addr username@domain-name
```

3. **Activate the default CiscoTAC-1 Profile and set the transport option to HTTP**-

```
ASA5500 (cfg-call-home)# profile CiscoTAC-1
ASA5500 (cfg-call-home-profile)# active
ASA5500 (cfg-call-home-profile)# destination transport-method http
```

4. **Install a security certificate** - Copy the Cisco server certificate from [http://www.cisco.com/en/US/docs/switches/lan/smart\\_call\\_home/user\\_guides/SCH\\_Ch6.pdf](http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/user_guides/SCH_Ch6.pdf). The security certificate can be copied from the previous URL, which is from the Smart Call Home User's Guide. Configure a trust-point and prepare to enroll the certificate via the terminal using copy and paste when prompted.

```
ASA5500 (config)# crypto ca trustpoint cisco ASA5500 (config-
ca-trustpoint)# enrollment terminal ASA5500 (config-ca-
trustpoint)# revocation-check crl none ASA5500 (config-ca-
trustpoint)# crypto ca authenticate cisco
```

```
Enter the base 64 encoded CA certificate.S
End with the word "quit" on a line by itself
```

```
[paste the certificate here and accept it]
```

```
INFO: Certificate has the following attributes:
Fingerprint:      410352dc 0ff7501b 16f0028e ba6f45c5
Do you accept this certificate? [yes/no]: yes
```

```
Trustpoint CA certificate accepted.
```

```
% Certificate successfully imported
```

5. **Exit and Save the configuration** -

```
ASA5500 (config)# end
ASA5500# copy running-config startup-config
```

6. **Send a Call Home Inventory message to start the registration process** -

```
ASA5500# call-home send alert-group inventory profile CiscoTAC-1
INFO: Sending inventory message to https://tools.cisco.com/its/service/oddce/services/DDCEService...
INFO: Succeeded
```

7. **Receive an email from Cisco and follow the link to complete registration for Smart Call home** -

## Call Home Configuration - Email to Cisco

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco ASA5500 to communicate using email with the Smart Call Home System and a command to start the registration process. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the service call-home command to activate the call-home feature and enter the call-home configuration command to enter call-home configuration mode.

```
ASA5500# configure terminal
ASA5500 (config) # service call-home
ASA5500 (config) # call-home
```

2. **Configure the mandatory contact email address** -

```
ASA5500 (cfg-call-home) # contact-email-addr username@domain-name
```

3. **Configure the mandatory email server information** - The `mail-server` address is an IP address or domain-name of a SMTP server that Call Home will send email messages to. If more than one `mail-server` address is configured for redundancy the `mail-server priority` is used to determine which server is the active primary server. Call Home will send messages to the active server with the lowest priority number.

```
ASA5500 (cfg-call-home) # mail-server <address> priority <server_priority_number>
```

4. **Activate the default CiscoTAC-1 Profile and set the transport option to Email** -

```
ASA5500 (cfg-call-home) # profile CiscoTAC-1
ASA5500 (cfg-call-home-profile) # active
ASA5500 (cfg-call-home-profile) # destination transport-method email
```

5. **Exit and Save the configuration** -

```
ASA5500 (cfg-call-home-profile) # end
ASA5500# copy running-config startup-config
```

6. **Send a Call Home Inventory message to start the registration process** -

```
ASA5500# call-home send alert-group inventory profile CiscoTAC-1
INFO: Sending inventory message to callhome@cisco.com...
INFO: Succeeded
```

7. **Receive an email from Cisco and follow the link to complete registration for Smart Call home** -

## Call Home Configuration - HTTP to Transport Gateway and HTTPS to Cisco

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco ASA5500 to use HTTP to send to a Transport Gateway (TG) and a command to start the registration process. The TG will use HTTPS to communicate with the Smart Call Home System. This assumes that the Transport Gateway software has been installed, configured and registered with Smart Call. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the service call-home command to activate the call-home feature and enter the call-home configuration command to enter call-home configuration mode.

```
ASA5500# configure terminal
ASA5500(config)# service call-home
ASA5500(config)# call-home
```

2. **Configure the mandatory contact email address** -

```
ASA5500(cfg-call-home)# contact-email-addr username@domain-name
```

3. **De-activate the default CiscoTAC-1 Profile if it is active** -

```
ASA5500(cfg-call-home)# profile CiscoTAC-1
ASA5500(cfg-call-home-profile)# no active
```

4. **Configure a user profile** - The profile's alert-group subscriptions will be similar to the default CiscoTAC-1 profile with the destination HTTP transport-method and with a destination HTTP address provided by the Transport Gateway (Refer to [Configure the HTTP Server](#) section).

```
ASA5500(cfg-call-home-profile)# profile Your_profile_name
ASA5500(cfg-call-home-profile)# active
ASA5500(cfg-call-home-profile)# destination transport-method http
ASA5500(cfg-call-home-profile)# destination address http http://url_from_TG
ASA5500(cfg-call-home-profile)# subscribe-to-alert-group environment
ASA5500(cfg-call-home-profile)# subscribe-to-alert-group diagnostic
ASA5500(cfg-call-home-profile)# subscribe-to-alert-group inventory periodic monthly
ASA5500(cfg-call-home-profile)# subscribe-to-alert-group configuration export full periodic monthly
ASA5500(cfg-call-home-profile)# subscribe-to-alert-group telemetry periodic daily
```

5. **Exit and Save the configuration** -

```
ASA5500(cfg-call-home-profile)# end
ASA5500# copy running-config startup-config
```

6. **Send a Call Home Inventory message to start the registration process** -

```
ASA5500# call-home send alert-group inventory profile Your_profile_name
INFO: Sending inventory message to http://url_from_TG...
INFO: Succeeded
```

7. **Receive the email from Cisco and follow the link to complete registration for Smart Call home.**

## Call Home Configuration - Email to Transport Gateway and HTTPS to Cisco

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco ASA5500 to send Email to a Transport Gateway (TG) and a command to start the registration process. The TG will use HTTPS to communicate with the Smart Call Home System. This assumes that the Transport Gateway software has been installed, configured and registered with Smart Call Home. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the service call-home command to activate the call-home feature and enter the call-home configuration command to enter call-home configuration mode.

```
ASA5500# configure terminal
ASA5500 (config) # service call-home
ASA5500 (config) # call-home
```

2. **Configure the mandatory contact email address** -

```
ASA5500 (cfg-call-home) # contact-email-addr username@domain-name
```

3. **Configure the mandatory email server information** - The mail-server address is an IP address or domain-name of a SMTP server that Call Home will send email messages to.

```
ASA5500 (cfg-call-home) # mail-server <address> priority <server_priority_number>
```

4. **De-activate the default CiscoTAC-1 Profile if it is active** -

```
ASA5500 (cfg-call-home) # profile CiscoTAC-1
ASA5500 (cfg-call-home-profile) # no active
```

5. **Configure a user profile** - The profile's alert-group subscriptions will be similar to the default CiscoTAC-1 profile with the destination email transport-method and with a destination email address which is for the email account used by the Transport Gateway.

```
ASA5500 (cfg-call-home-profile) # profile Your_profile_name
ASA5500 (cfg-call-home-profile) # active
ASA5500 (cfg-call-home-profile) # destination transport-method email
ASA5500 (cfg-call-home-profile) # destination address email account_for_TG@yourCompany.com
ASA5500 (cfg-call-home-profile) # subscribe-to-alert-group environment
ASA5500 (cfg-call-home-profile) # subscribe-to-alert-group diagnostic
ASA5500 (cfg-call-home-profile) # subscribe-to-alert-group inventory periodic monthly
ASA5500 (cfg-call-home-profile) # subscribe-to-alert-group configuration export full periodic monthly
ASA5500 (cfg-call-home-profile) # subscribe-to-alert-group telemetry periodic daily
```

6. **Exit and Save the configuration** -

```
ASA5500 (cfg-call-home-profile) # end
ASA5500# copy running-config startup-config
```

7. **Send a Call Home Inventory message to start the registration process** -

```
ASA5500# call-home send alert-group inventory profile Your_profile_name
INFO: Sending inventory message to account_for_TG@yourCompany.com...
INFO: Succeeded
```

8. **Receive the email from Cisco and follow the link to complete registration for Smart Call home.**

## Downloading Cisco Transport Gateway Software

To download Cisco Transport Gateway software, go to the [Download Software](#) web page. On that page the Related Information section on the right lists the different OS versions (Linux, Solaris, Windows) of Transport Gateway software. Find the correct OS version of Transport Gateway software in the list and then click either **Download Now** or **Add to cart**.

After you have downloaded the correct OS version of Transport Gateway software, then refer to the [Transport Gateway Installation/ Configuration / Registration sections of the Smart Call Home Users' Guide](#) for information on how to install the downloaded code then configure and register the Transport Gateway.