

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 is a secure connected service of Cisco SMARTnet for the Cisco ASR 9000 Series Router /Cisco CRS Router /Cisco XR 12000 Series Router (ASR/CRS/C12K.).

This document provides information on how to configure and register ASR/CRS/C12K for Smart Call Home using one of two options. It is assumed that the device has the necessary DNS configuration (ip domain-name and ip name-server for DNS look-ups or ip host for static entries) in order to resolve host-names that may appear in destination addresses.

1. Email transport from the ASR/CRS/C12K to Cisco
2. Email from the ASR/CRS/C12K to a Transport Gateway (TG) - HTTPS transport to Cisco

Requirements for Smart Call Home:

- ✓ IOS-XR version 4.1.x 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

The complete Call-Home configuration guide is available at

http://www.cisco.com/en/US/docs/routers/asr9000/software/asr9k_r4.1/system_management/configuration/guide/sysman_cg41asr9k_chapter9.html

The Smart Call-Home User Guide is available at

http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Book.pdf

Call Home Configuration - Email to Cisco

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on an ASR, CRS, or C12K. The steps enable the devices to use email to communicate with the Smart Call Home System. The sample also has a command that starts 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.

```
RP/0/RSP0/CPU0:router#configure
RP/0/RSP0/CPU0:router(config)#call-home
```

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

```
RP/0/RSP0/CPU0:router(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.

```
RP/0/RSP0/CPU0:router(cfg-call-home)#mail-server <address> priority <server_priority_number>
```

4. Activate destination Profile, associate an alert group with profile, and set the transport option to Email -

```
RP/0/RSP0/CPU0:router(cfg-call-home)#profile CiscoTAC-1  
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#active  
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#destination transport-method email  
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#subscribe-to-alert-group inventory
```

5. Exit and Save the configuration -

```
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#commit
```

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

```
RP/0/RSP0/CPU0:router#call-home send alert-group inventory profile CiscoTAC-1  
Sending inventory info call-home message ...  
Please wait. This may take some time...
```

7. Receive an 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 that shows the minimum steps that are required to configure Call Home on an ASR, CRS, or C12K. These steps enable the devices to send Email to a Transport Gateway (TG), which uses HTTPS to communicate with the Smart Call Home System. This sample uses a command to start the registration process, and 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.

```
RP/0/RSP0/CPU0:router#configure
RP/0/RSP0/CPU0:router(config)#call-home
```

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

```
RP/0/RSP0/CPU0:router(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.

```
RP/0/RSP0/CPU0:router(cfg-call-home)#mail-server <address> priority <server_priority_number>
```

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

```
RP/0/RSP0/CPU0:router(cfg-call-home)#profile CiscoTAC-1
RP/0/RSP0/CPU0:router(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.

```
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#profile Your_profile_name
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#active
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#destination transport-method email
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#destination address email
account for TG@yourCompany.com
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#subscribe-to-alert-group environment severity
minor
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#subscribe-to-alert-group syslog severity major
pattern ".*"
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#subscribe-to-alert-group inventory periodic monthly 23
15:00
```

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

```
RP/0/RSP0/CPU0:router(cfg-call-home-profile)#end
RP/0/RSP0/CPU0:router#commit
```

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

```
RP/0/RSP0/CPU0:router#call-home send alert-group inventory profile Your_profile_name
Sending inventory info call-home message ...
Please wait. This may take some time...
```

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.