

Smart Call Home Quick Start Configuration Guide for Cisco Nexus® 4000 Series Switches

Cisco® Smart Call Home offers diagnostics and real-time alerts on select Cisco devices, which provides higher network availability and increased operational efficiency. Smart Call Home is a connected service of Cisco SMARTnet™ for the Nexus 4001I and 4005I Switch Module for IBM BladeCenter.

This document provides the minimum steps to configure and register a Nexus 4001I/4005I for Smart Call Home using the following two available 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 Nexus 4001I/4005I to Cisco](#)
2. [Email from the Nexus 4001I/4005I 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 who require an aggregation point or a proxy for connection to the internet.

Requirements for Smart Call Home:

- NX-OS version 4.1(2)E1(1) or greater is 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:

[Smart Call Home on Cisco.com](#)

[SCH Support Forum](#)

[Smart Call Home User Guide](#)

Detailed Call Home configuration information for Cisco Nexus 4001I and 4005I Switch Module for IBM BladeCenter is available in the [Configuring Call Home](#) document

Call Home Configuration - Email to Cisco

The following is a sample configuration showing the minimum steps required to configure Call Home on a Nexus 4K to communicate using email with the Smart Call Home System and a command to start the registration process.

1. **Set the system contact** - In global configuration mode enter the mandatory system contact using the `snmp-server contact` command.

```
NX-4K#config t
NX-4K(config)#snmp-server contact sys-contact
```

2. **Configure the mandatory contact information (phone number, email address, & street address)** -

```
NX-4K(config)#callhome
NX-4K(config-callhome)#email-contact email-address
NX-4K(config-callhome)#phone-contact +1-000-000-0000
NX-4K(config-callhome)#streetaddress a-street-address
```

3. **Configure the mandatory email server information and from email address** - The server address is an IPv4 address, IPv6 address or domain-name of a SMTP server that Call Home will send email messages to. Optional port number (default = 25) and VRF may also be configured.

```
NX-4K(config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
NX-4K(config-callhome)#transport email from email-address
```

4. **Set the destination profile CiscoTAC-1 email-address to callhome@cisco.com** -

```
NX-4K(config-callhome)#destination-profile CiscoTAC-1 email-addr callhome@cisco.com
```

5. **Set the periodic inventory interval and the default is 7 days** --

```
NX-4K(config-callhome)#periodic-inventory notification interval 30
```

6. **Enable Call Home, Exit and Save the configuration** -

```
NX-4K(config-callhome)#enable
NX-4K(config-callhome)#end
NX-4K#copy running-config startup-config
```

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

```
NX-4K#callhome test inventory
trying to send test callhome inventory message
successfully sent test callhome inventorymessage
```

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 showing the minimum steps required to configure Call Home on a Nexus 4K to communicate via a Transport Gateway with the Smart Call Home System using HTTPS 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.

1. **Set the system contact** - In global configuration mode enter the mandatory system contact using the `snmp-server contact` command.

```
NX-4K#config t
NX-4K(config)#snmp-server contact sys-contact
```

2. **Configure the mandatory contact information (phone number, email address, & street address) -**

```
NX-4K(config)#callhome
NX-4K(config-callhome)#email-contact email-address
NX-4K(config-callhome)#phone-contact +1-000-000-0000
NX-4K(config-callhome)#streetaddress a-street-address
```

3. **Configure the mandatory email server information and from email address** - The server address is an IPv4 address, IPv6 address or domain-name of a SMTP server that Call Home will send email messages to. Optional port number (default = 25) and VRF may also be configured.

```
NX-4K(config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
NX-4K(config-callhome)#transport email from email-address
```

4. **Set the destination profile CiscoTAC-1 email-address to an email address for the account that the Transport Gateway will be accessing -**

```
NX-4K(config-callhome)#destination-profile CiscoTAC-1 email-addr email-address
```

5. **Set the periodic inventory interval -**

```
NX-4K(config-callhome)#periodic-inventory notification interval 30
```

6. **Enable callhome, Exit and Save the configuration -**

```
NX-4K(config-callhome)#enable
NX-4K(config-callhome)#end
NX-4K#copy running-config startup-config
```

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

```
NX-4K#callhome test inventory
trying to send test callhome inventory message
successfully sent test callhome inventorymessage
```

Receive an 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.