

Smart Call Home Quick Start Configuration Guide for Cisco Nexus® 5000 Series Switches

Cisco® 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 connected service of Cisco SMARTnet™ for the Nexus 5000.

This document provides information to configure and register a Nexus 5000 for Smart Call Home using two transport options. These are:

1. [HTTP from Nexus 5000 to a Transport Gateway \(TG\) - HTTPS to Cisco](#)
2. [Email from Nexus 5000 to a Transport Gateway \(TG\) - HTTPS transport to Cisco](#)

Note:

- For security reasons, Cisco recommends customers make use 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..
- Nexus 5k platform does not support **HTTPS transport direct** from the Nexus 5k device to Cisco backend.

Requirements for Smart Call Home:

- NX-OS version 4.0(0) or greater.
- A CCO ID associated with an appropriate Cisco SMARTnet™ Service contract for your company
- Cisco SMARTnet™ Service for the device to be registered

Additional Smart Call Home resources are available on [Cisco.com](#) and the [SCH Support Forum](#).

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 Nexus 5000 to use HTTP to send Call Home messages 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.

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

```
NX-5000#config t
NX-5000 (config)#snmp-server contact sys-contact
NX-5000 (config)#callhome
```

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

```
NX-5000 (config-callhome)#email-contact email-address
NX-5000 (config-callhome)#phone-contact +1-000-000-0000
NX-5000 (config-callhome)#streetaddress a-street-address
```

3. **Set the destination profile CiscoTAC-1's transport method and address**-The destination HTTP address is provided by the Transport Gateway.

```
NX5000 (config-callhome)#destination-profile CiscoTAC-1 transport-method http
NX5000 (config-callhome)#destination-profile CiscoTAC-1 http http://url-from-TG
```

4. **Specify VRF for Callhome messages** - If the VRF to be used is not the default, and then set the VRF using the `transport http` configuration command. It is critical that DNS lookups are enabled and working in the specified VRF. -

```
NX-5000 (config-callhome)#transport http use-vrf vrf-name
```

5. **Enable periodic inventory and set interval** -

```
NX-5000 (config-callhome)#periodic-inventory notification
NX-5000 (config-callhome)#periodic-inventory notification interval 30
```

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

```
NX-5000 (config-callhome)#enable
NX-5000 (config-callhome)#end
NX-5000#copy running-config startup-config
```

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

```
NX-5000#callhome test
trying to send test callhome message
successfully sent test callhome message
```

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 5020 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. Enter the `callhome` command to enter callhome configuration mode.

```
NX-5000#config t
NX-5000 (config)#snmp-server contact sys-contact
NX-5000 (config)#callhome
```

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

```
NX-5000 (config-callhome)#email-contact email-address
NX-5000 (config-callhome)#phone-contact +1-000-000-0000
NX-5000 (config-callhome)#streetaddress a-street-address
```

3. **Configure the mandatory email server information** - 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-5000 (config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
NX-5000 (config-callhome)# transport email from person@company.com
NX-5000 (config-callhome)# transport email reply-to person@company.com
```

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

```
NX-5000 (config-callhome)#destination-profile CiscoTAC-1 email-addr email-address
```

4. **Enable periodic inventory and set interval** -

```
NX-5000 (config-callhome)#periodic-inventory notification
NX-5000 (config-callhome)#periodic-inventory notification interval 30
```

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

```
NX-5000 (config-callhome)#enable
NX-5000 (config-callhome)#end
NX-5000#copy running-config startup-config
```

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

```
NX-5000#callhome test
trying to send test callhome message
successfully sent test callhome message
```

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.