Smart Call Home Quick Start Configuration Guide

Smart Call Home offers proactive diagnostics and real-time alerts on click Cisco devices, which provides higher network availability and increased operational efficiency. Smart Call Home is a secure connected service of Cisco Unified Computing Support Service and Cisco Unified Computing Mission Critical Support Service for the Cisco UCS C-Series Rack Server.

This document provides information about how to configure and register a Cisco UCS C-Series Rack Server for Smart Call Home using one of two transport options, either Cisco UCS Manager or CLI. These options are:

- [Cisco (Cisco UCS Manager) - Email to Smart Call Home](#)
- [Cisco (CLI) - Email to Smart Call Home](#)
- [Cisco (Cisco UCS Manager) - Email to Transport Gateway (TG) - HTTPS transport to Cisco](#)
- [Cisco (CLI) - Email to Transport Gateway (TG) - HTTPS transport to Cisco](#)

Note: For security reasons, Cisco recommends customers use of one of the HTTPS transport options, due to the additional security that the payload encryption of HTTPS offers. The [Transport Gateway software](#) is down-loadable 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:

- UCS 1.4(2b) release, or later, is required to support Call Home.

- A CCO ID associated with a corresponding Cisco Unified Computing Support Service or Cisco Unified Computing Mission Critical Support Service contract for your company.
- Cisco Unified Computing Support Service, or Cisco Unified Computing Mission Critical Support Service for the device to be registered.

Resources for Smart Call Home:

Information about different resources for Smart Call Home is available at [www.cisco.com/go/smartcall.](http://www.cisco.com/go/smartcall)

Detailed Call Home configuration information for Cisco UCS C-Series Rack Server is available in the *Configuring Call Home for Cisco Unified Computing System* document, which is located at the following URL's:
http://www.cisco.com/en/US/docs/unified_computing/ucs/sw/cli/config/guide/1.4/UCSM_CLI_Configuration_Guide_1_4_chapter45.html
http://www.cisco.com/en/US/docs/unified_computing/ucs/sw/gui/config/guide/1.4/UCSM_GUI_Configuration_Guide_1_4_chapter48.html

The Smart Call-Home User Guide is available at
http://www.cisco.com/en/US/docs/switches/lan/smart_call_home/user_guides/Book.html

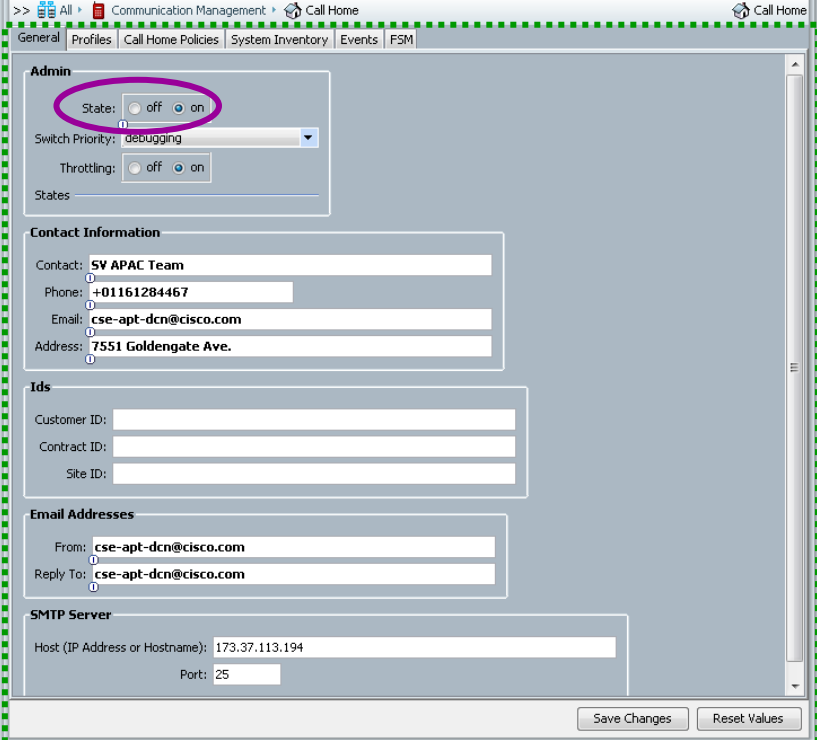## Call Home Configuration Using Cisco UCS Manager – Email to Smart Call Home

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on a Cisco UCS C-Series Rack Server using Cisco UCS Manager, which enables the UCS to communicate with the Smart Call Home System, using email.

1. **Launch Cisco UCS Manager** – use any type web browser and go to http://<*ip address of UCS*> and click **LAUNCH**. ① The java requirement for running Cisco UCS Manager is Java Runtime Environment 1.6.
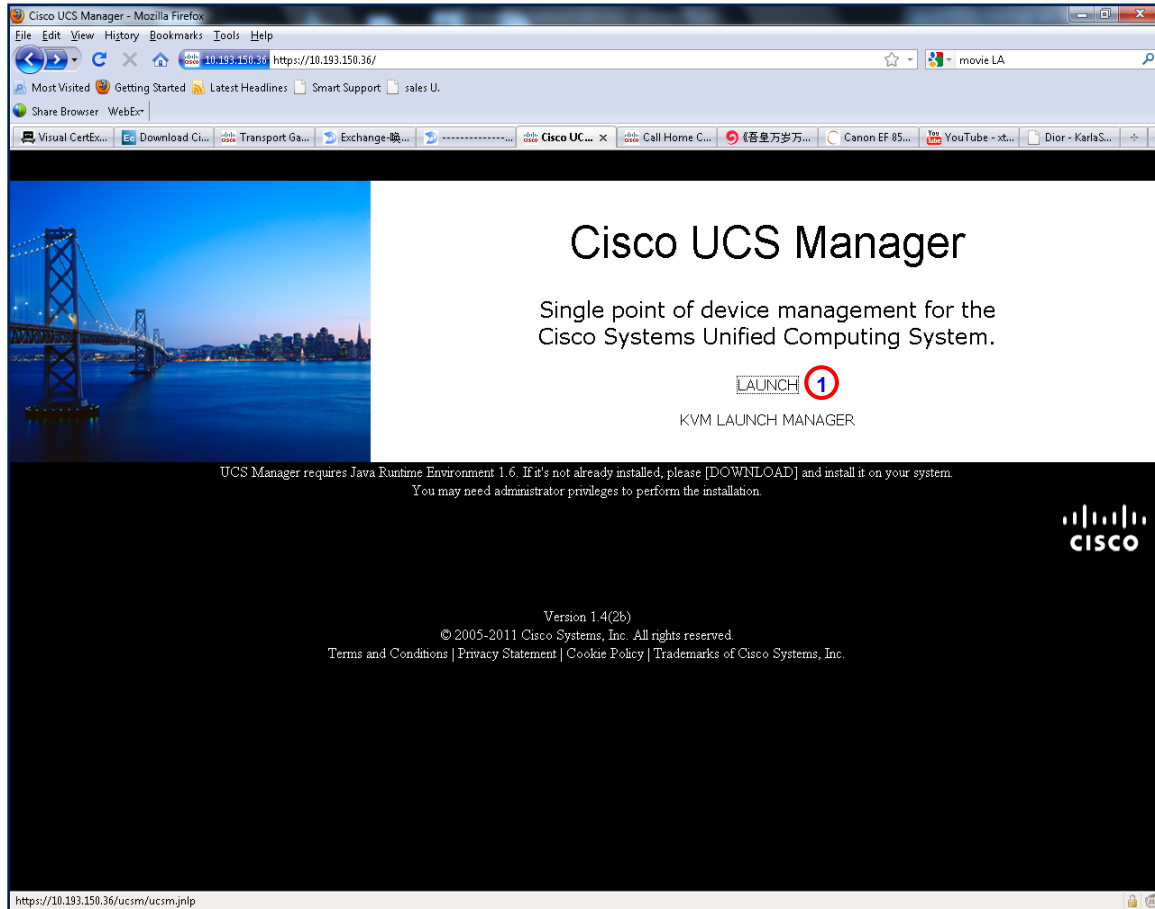
2. **The launch displays a Login popup window; enter your username and password, then click Login.**
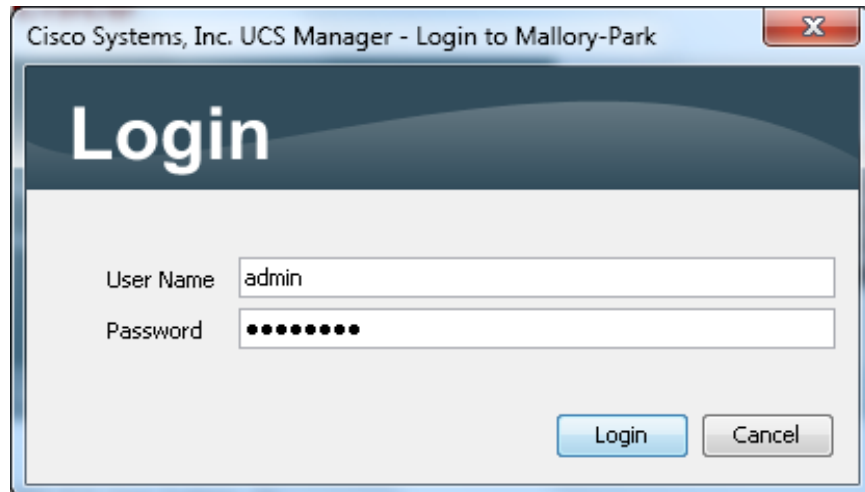
3. Enable Call Home – on the left panel of Cisco UCS Manager, click the **Admin** tab, ⬭ then under Communication Management click **Call Home**; ⬭ the UCS Manager displays the General page ⬚ on the right panel. Enable Call Home by clicking the **on** radio button, ⬭ in the State field.
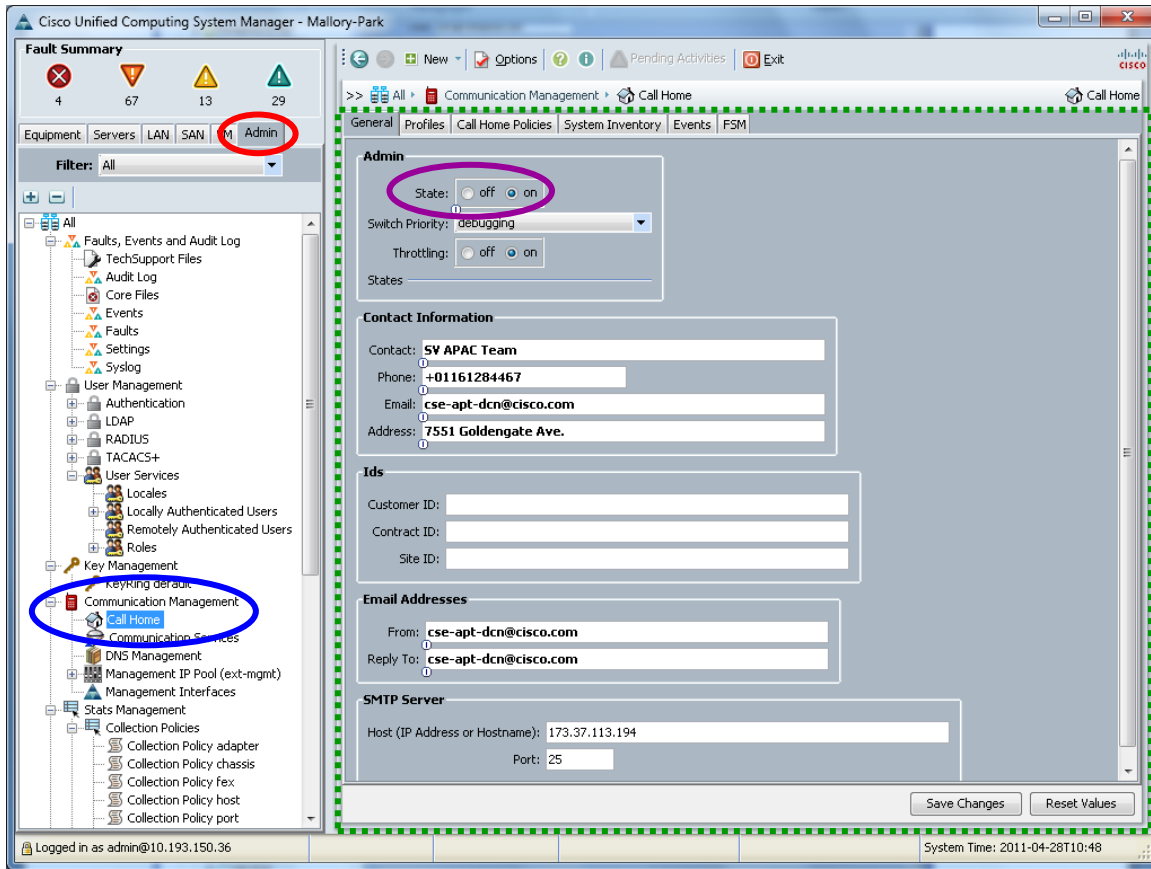
4. **Configure the mandatory contact information: Contact, Phone, Email and Address** 🔲 – The syntax of the number in the Phone field requires a "+" preceding the phone number, (i.e. +01161284467). ②
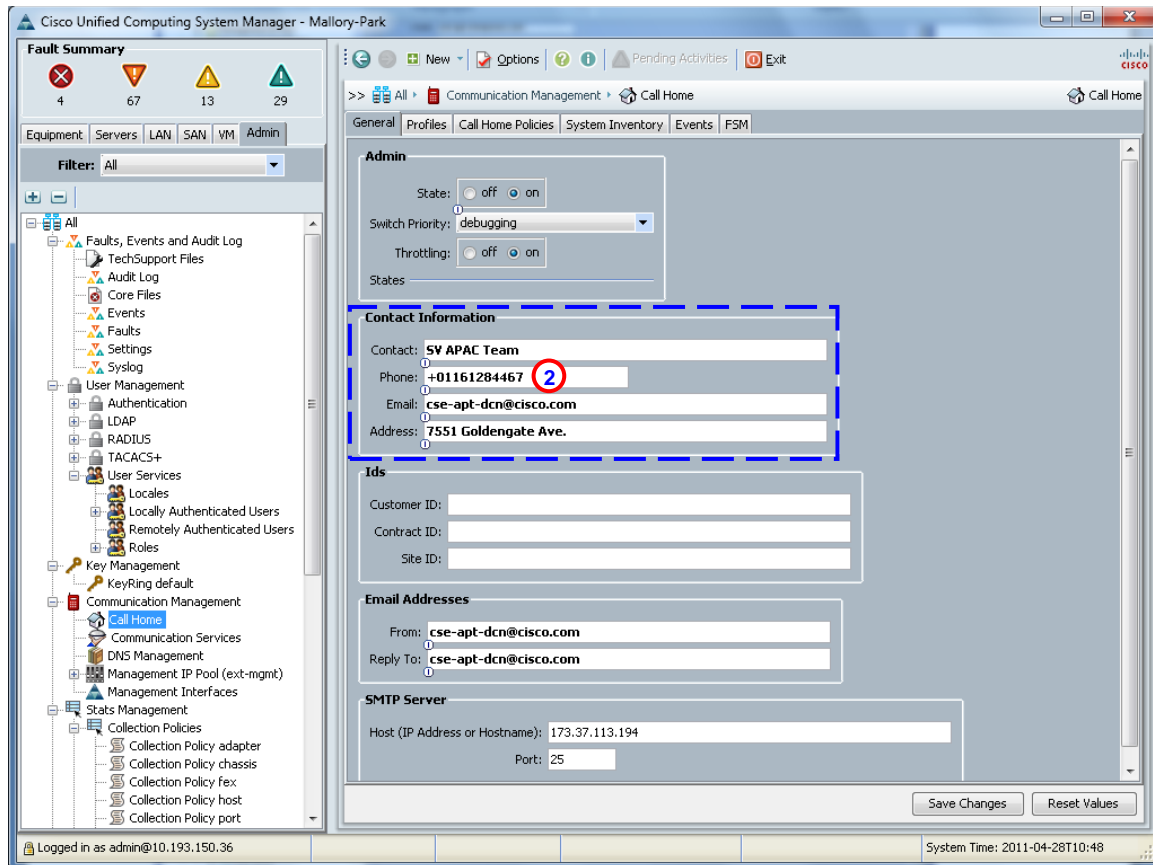
5. **Configure the mandatory email addresses information** **– Enter an email address for the From: and Reply To:** fields.
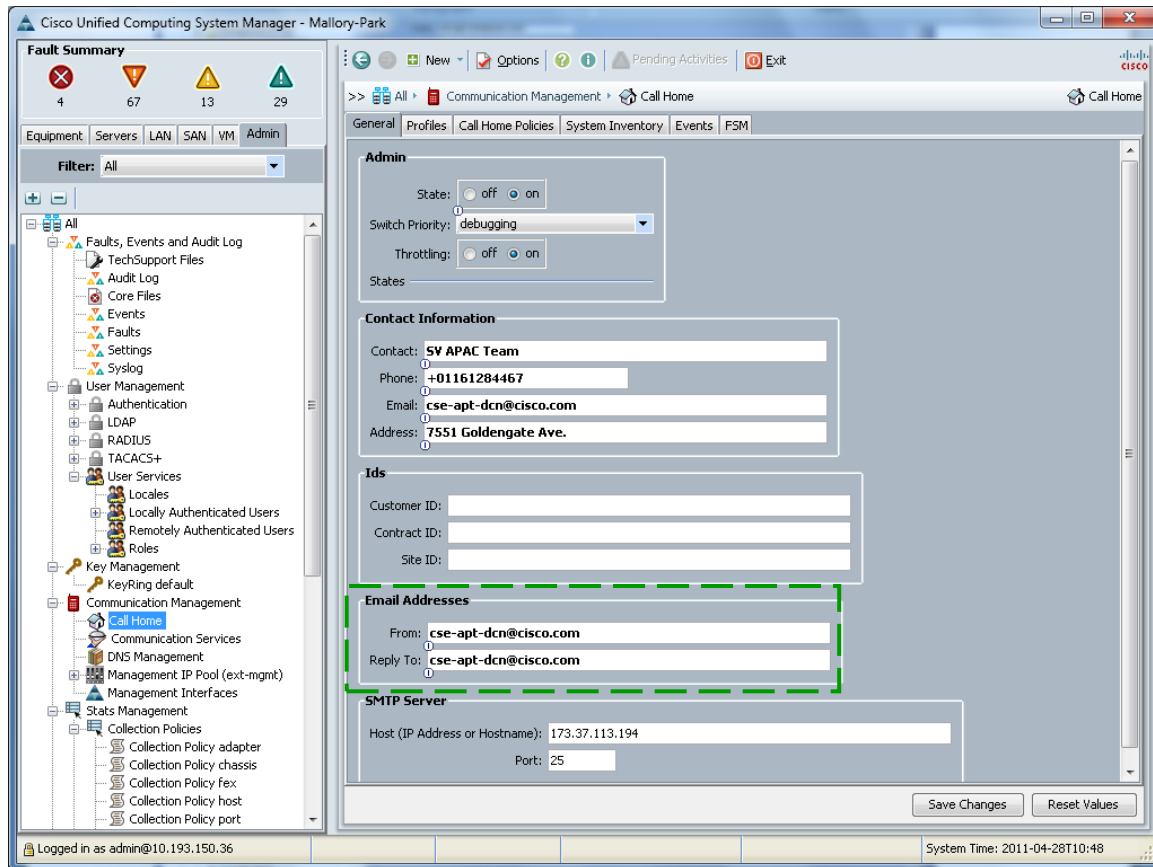
6. **Configure mandatory SMTP server information** ⌐ **-** The SMTP Server address is either an IP address or the Hostname (domain-name) of the SMTP server. Call Home sends email messages to either the IP address or Hostname and associated Port number; click **Save Changes**. ①
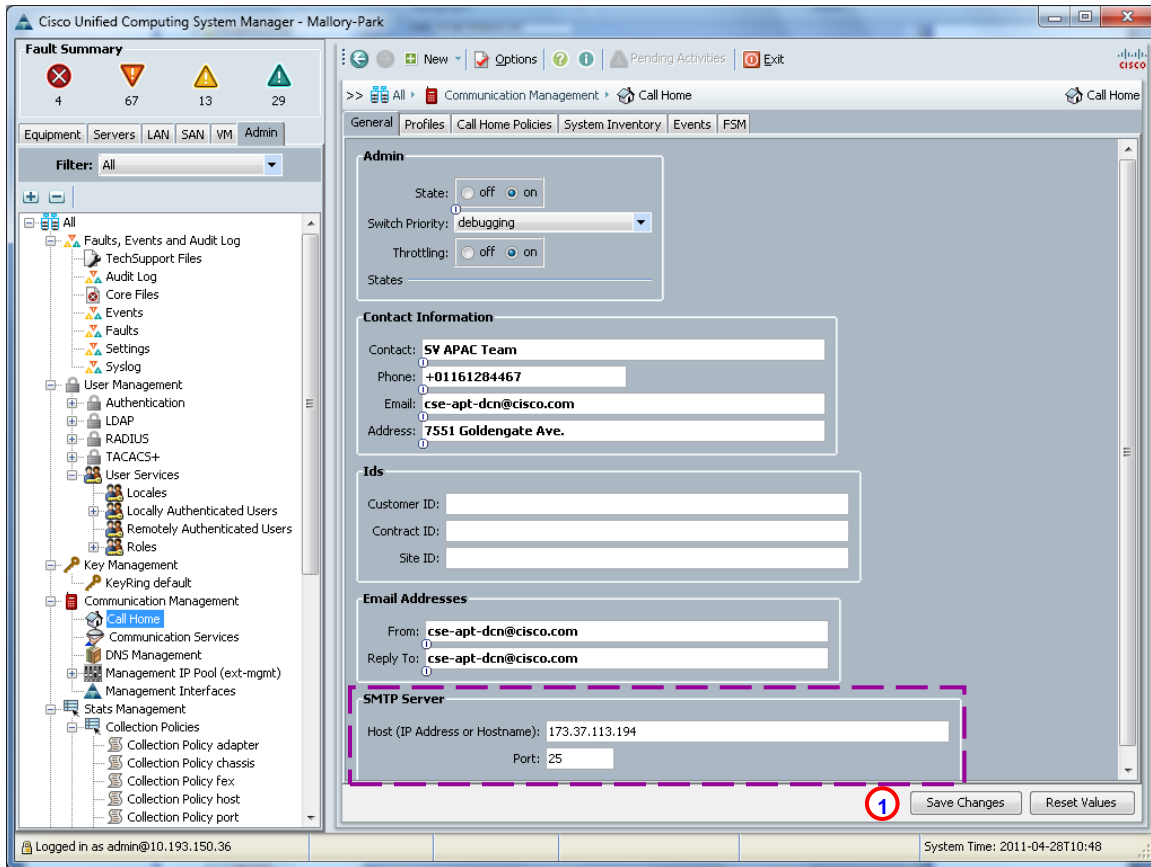
7. **Activate the default CiscoTAC-1 Profile and add email recipients -** click the **Profiles** tab ⬭ on the right panel, the Profile CiscoTAC-1 appears.

8. Right click **Profile CiscoTAC-1,** ② the drop down menu appears; click **Recipient** ⬭ to add the email recipient.
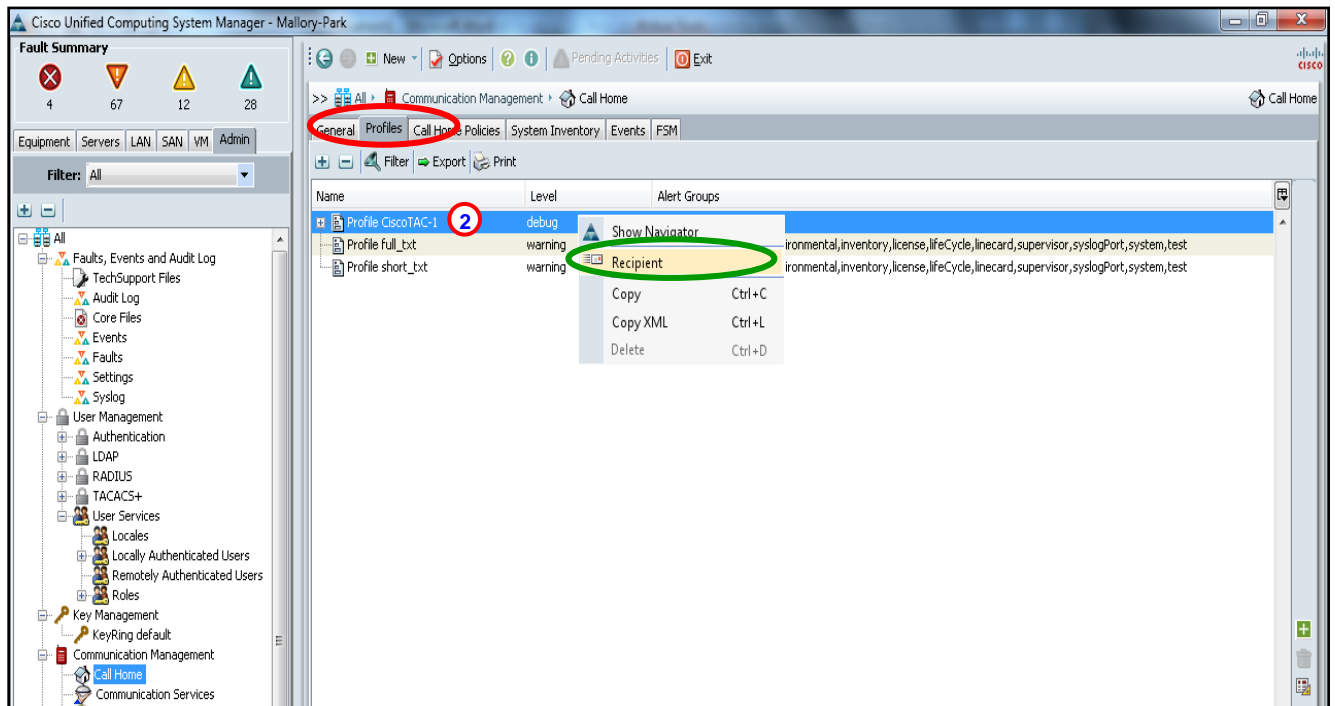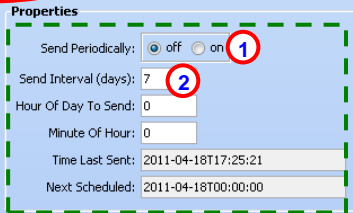

9. For the email recipient enter **callhome@cisco.com**. ③

✎
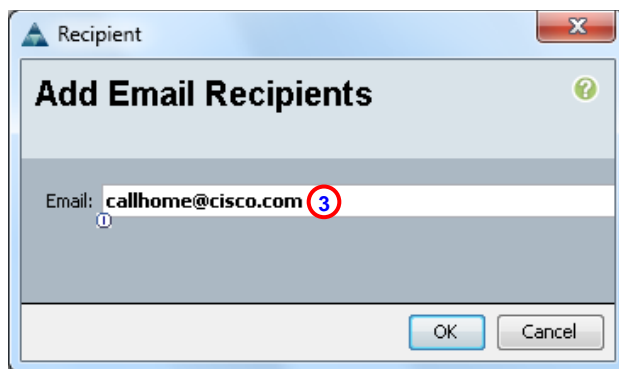
Note   Default settings of the CiscoTAC-1 profile are:

- Level is normal
- Only the CiscoTAC alert group is selected
- Format is xml
- Max message size is 5000000

10. **Send a Call Home Inventory message to start the registration process** – click the **System Inventory** tab ⬭ on the right panel, and click **Send System Inventory Now** ⬭ to start the registration process.

11. Periodic inventory messages can be sent by clicking the **on** radio button ① in the Send Periodically: field and by also specifying the other associated properties, ⌐ (i.e. Send Interval (days):). ②
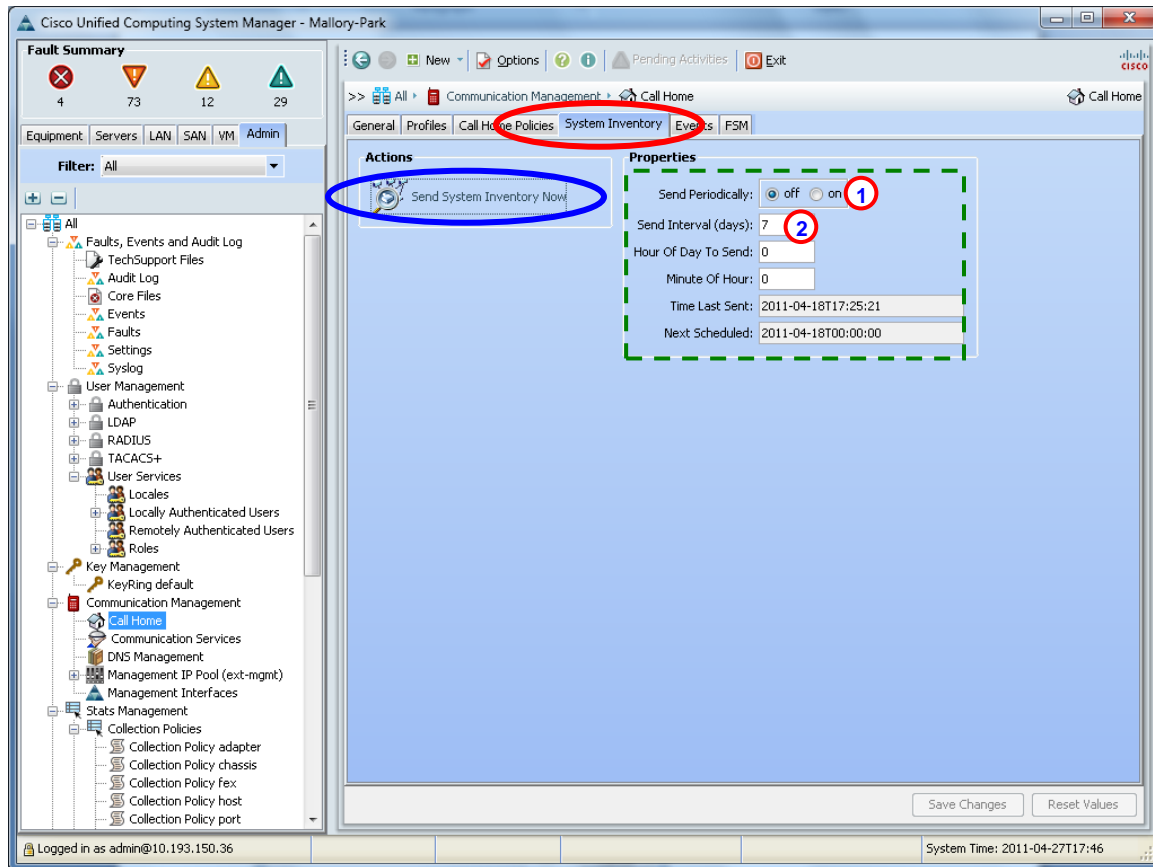
12. Receive an email from Cisco, and complete the registration for Smart Call home by clicking the link in the email.

Call Home Configuration Using CLI - Email to Smart Call Home

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on a Cisco UCS C-Series Rack Server, so the server can use email to communicate with the Smart Call Home System. The sample uses a CLI command to start the registration process. All commands are denoted in blue.

1. **Enable Call Home** - In global configuration mode enter the **scope monitoring** command, then enter **scope callhome** to enter call-home configuration mode, which activates the call-home feature.

```
UCS# scope monitoring
UCS /monitoring # scope callhome
UCS /monitoring/callhome # set adminstate on
```

2. **Configure the mandatory information: Contact, Phone, Email and Address** – The syntax of the phone-contact requires a "+" preceding the customer contact phone number, for example: +1-011-408-555-1212.

```
UCS /monitoring/callhome* # set contact <customer contact name>
UCS /monitoring/callhome* # set phone-contact <customer contact phone number>
UCS /monitoring/callhome* # set email <customer contact email address>
UCS /monitoring/callhome* # set street-address <customer contact street address>
```

3. **Configure the mandatory email address information** – Enter a "from email address" for the **from-email** command and a "reply to email address" for the **reply-to-email** command.

```
UCS /monitoring/callhome* # set from-email <From email address>
UCS /monitoring/callhome* # set reply-to-email <Reply to email address>
```

4. **Configure the mandatory SMTP server information** – The SMTP Server address is an IP address, or a domain-name of a SMTP server that Call Home will send email messages.

```
UCS /monitoring/callhome* # set hostname <SMTP server address>
```

5. **Activate the default CiscoTAC-1 Profile and add email recipients : callhome@cisco.com -** Default settings of CiscoTAC-1 profile are as following:

   - Level is normal
   - Only the CiscoTAC alert group is selected
   - Format is xml
   - Max message size is 5000000

```
UCS /monitoring/callhome* # enter profile CiscoTAC-1
UCS /monitoring/callhome/profile* # create destination callhome@cisco.com
```

6. **Save the configuration** -

```
UCS /monitoring/callhome* # commit-buffer
```

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

```
UCS /monitoring/callhome # scope inventory
UCS /monitoring/callhome # send
```

8. **Receive an email from Cisco, and complete the registration for Smart Call home by clicking the link in the email.**

Call Home Configuration Using Cisco UCS Manager - 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 a Cisco UCS C-Series Rack Server by using Cisco UCS Manager to send Email to a Transport Gateway (TG), which will use HTTPS to securely communicate with the Smart Call Home System. The last step shows how to trigger an inventory message, which starts the registration process.

The sample assumes that the Transport Gateway software has been installed, configured and registered with Smart Call.

1. **Launch Cisco UCS Manager** – use any web browser with http://<ip address of UCS> and click **LAUNCH**; this displays the Login popup window.
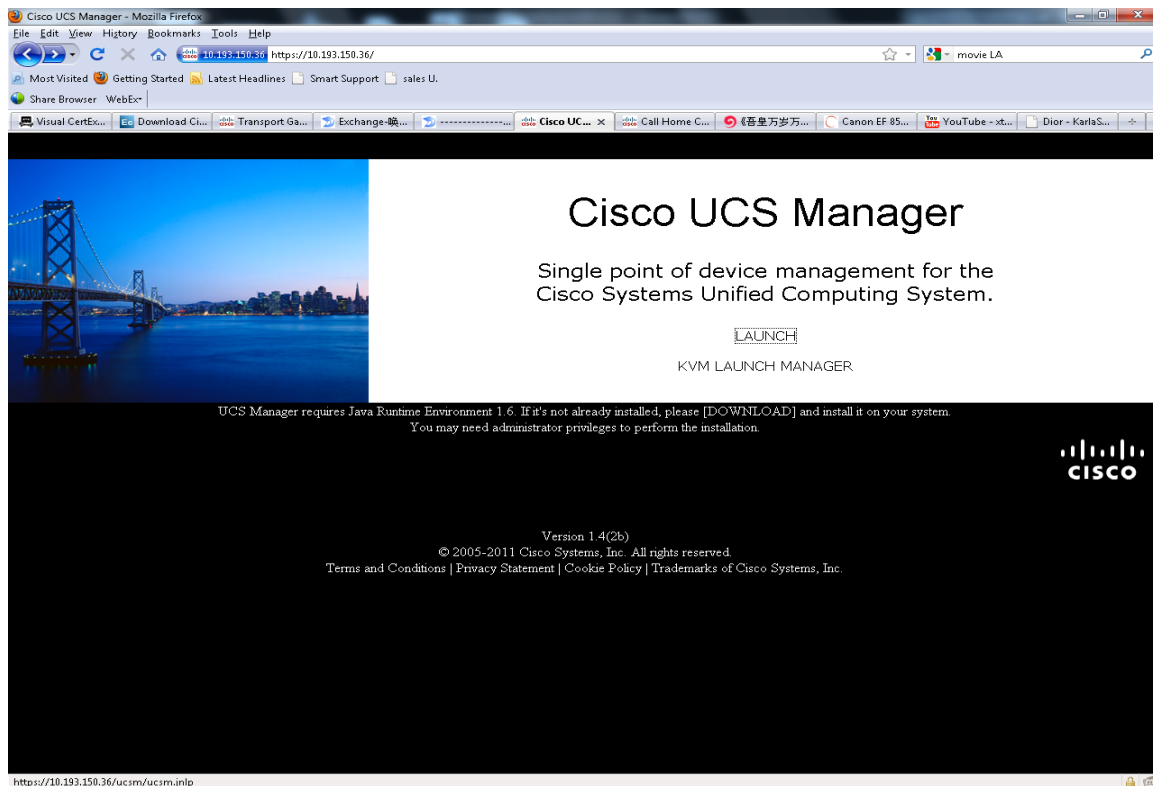

Note   The Java requirement for running Cisco UCS Manager is Java Runtime Environment 1.6.
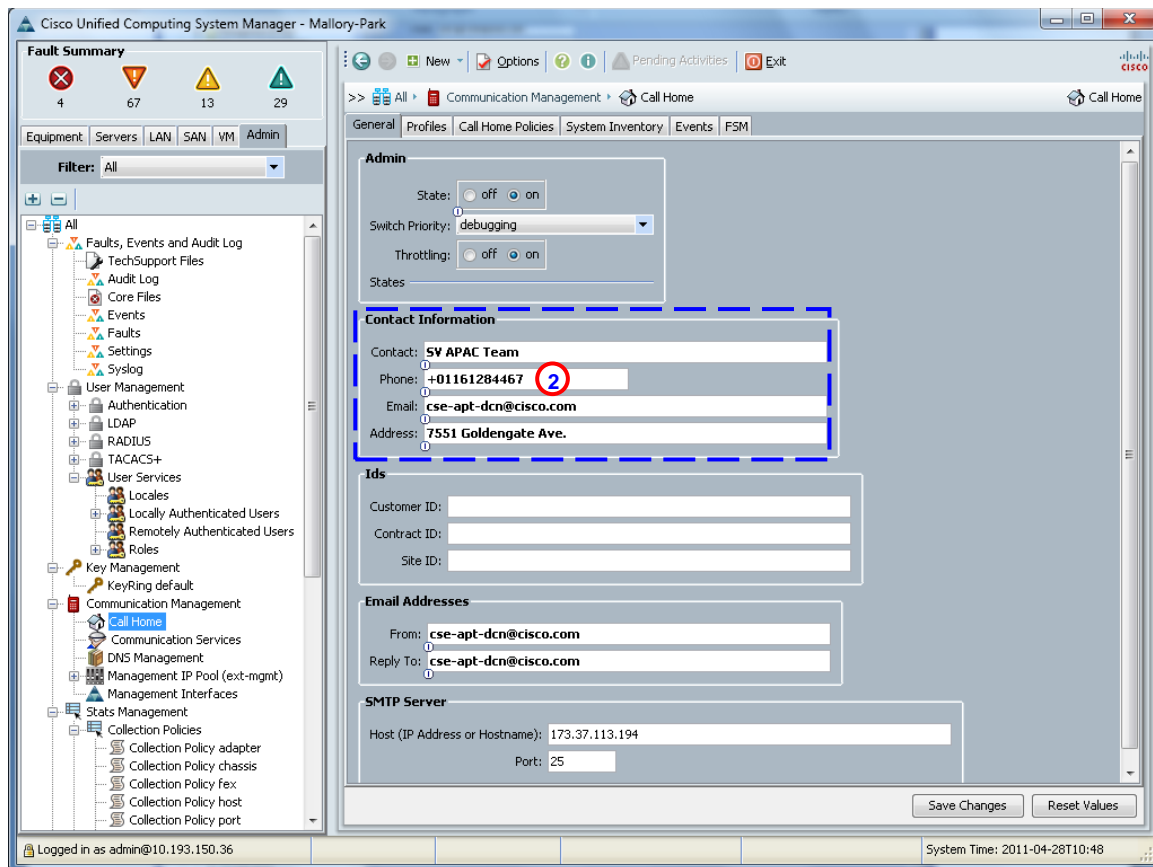
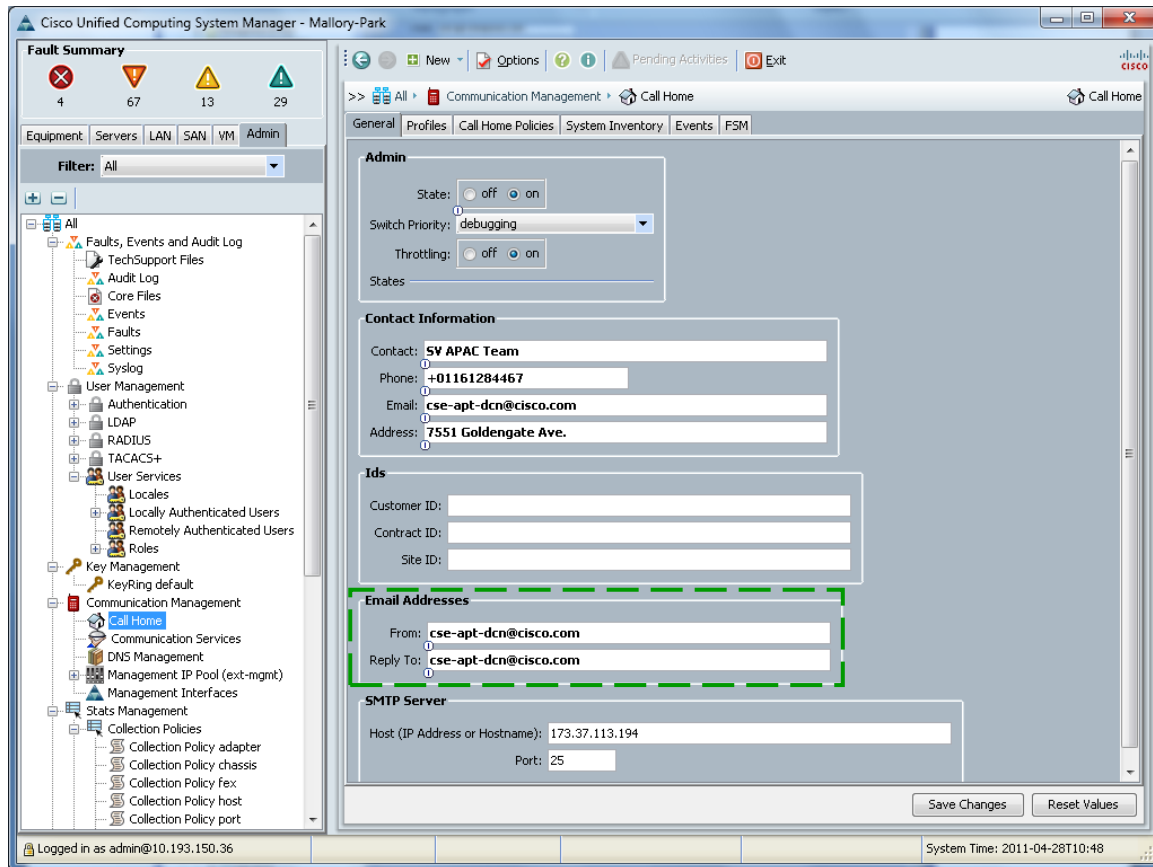**2.**   Fill in your username and password; click **Login.**
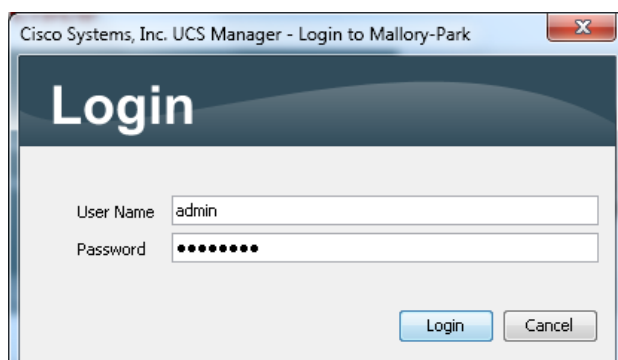
3. **Enable Call Home –** on the left panel of Cisco UCS Manager, click the **Admin** tab; ⬭ and then click **Call Home,** ⬭ under Communication Services; the General page ⌐ is displayed on the right panel. Enable Call Home by clicking the **on** radio button ① in the State field.
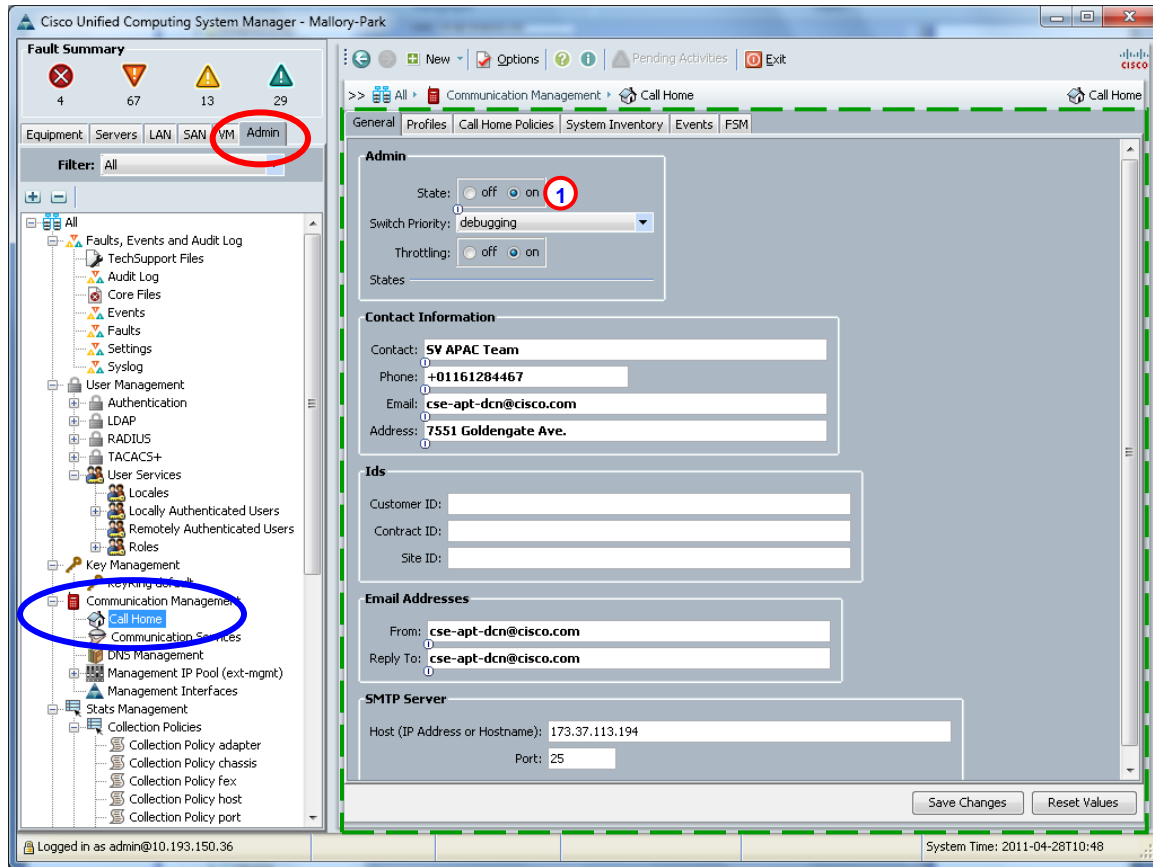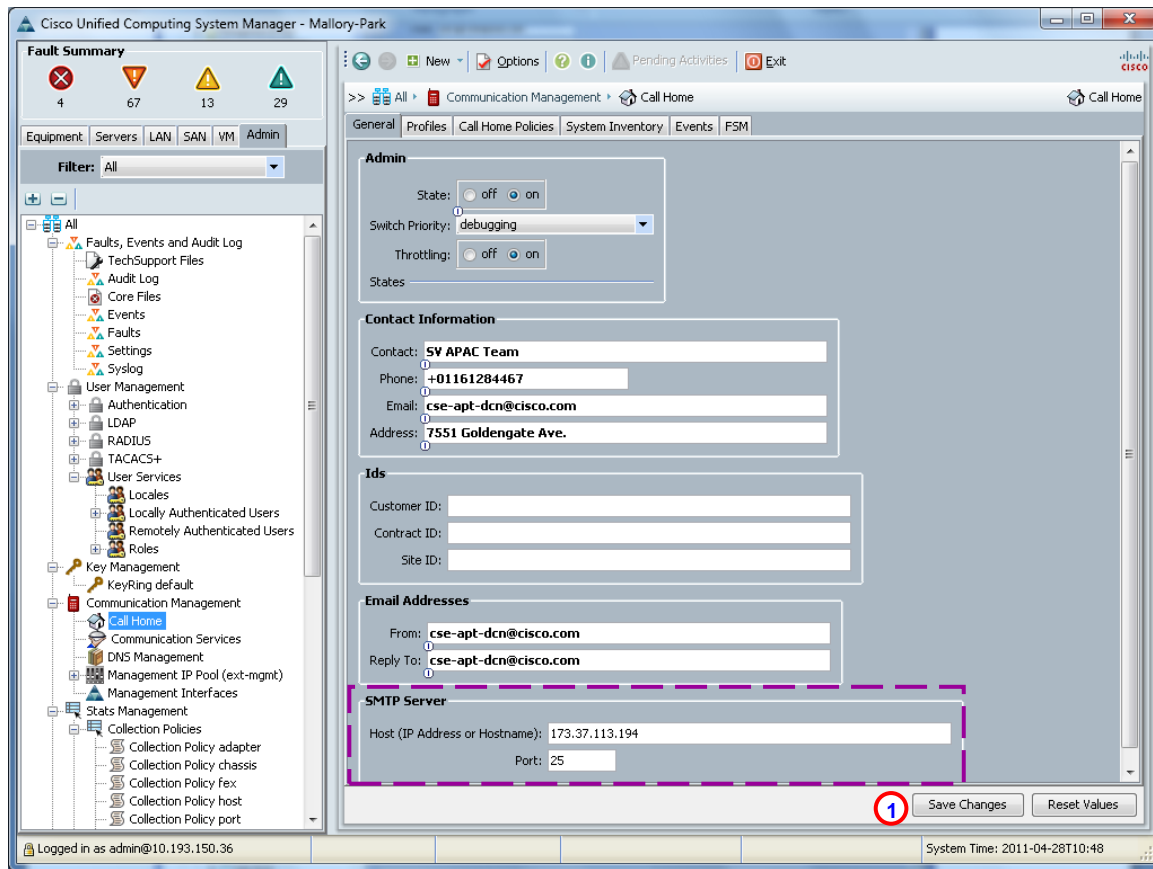
4. Configure the mandatory contact information: Contact, Phone, Email and Address 🖵 – The syntax of the number in the Phone: field requires a "+" preceding the phone number, (i.e. +01161284467). ②

5. Configure mandatory email addresses information ⌐ – Enter an email address for the From: and Reply To: fields.

6. **Configure mandatory SMTP server information** ⌐⌐ – The SMTP Server address is either an IP address or the Hostname (domain-name) of the SMTP server. Call Home sends email messages to either the IP address or Hostname, and associated Port number; click **Save Changes**. ①

7. **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.

Click the **Profiles** tab ⬭ on the right panel; click the **"+"**; ⟨‑⟩ this displays the **Create Call Home Profile** popup window.
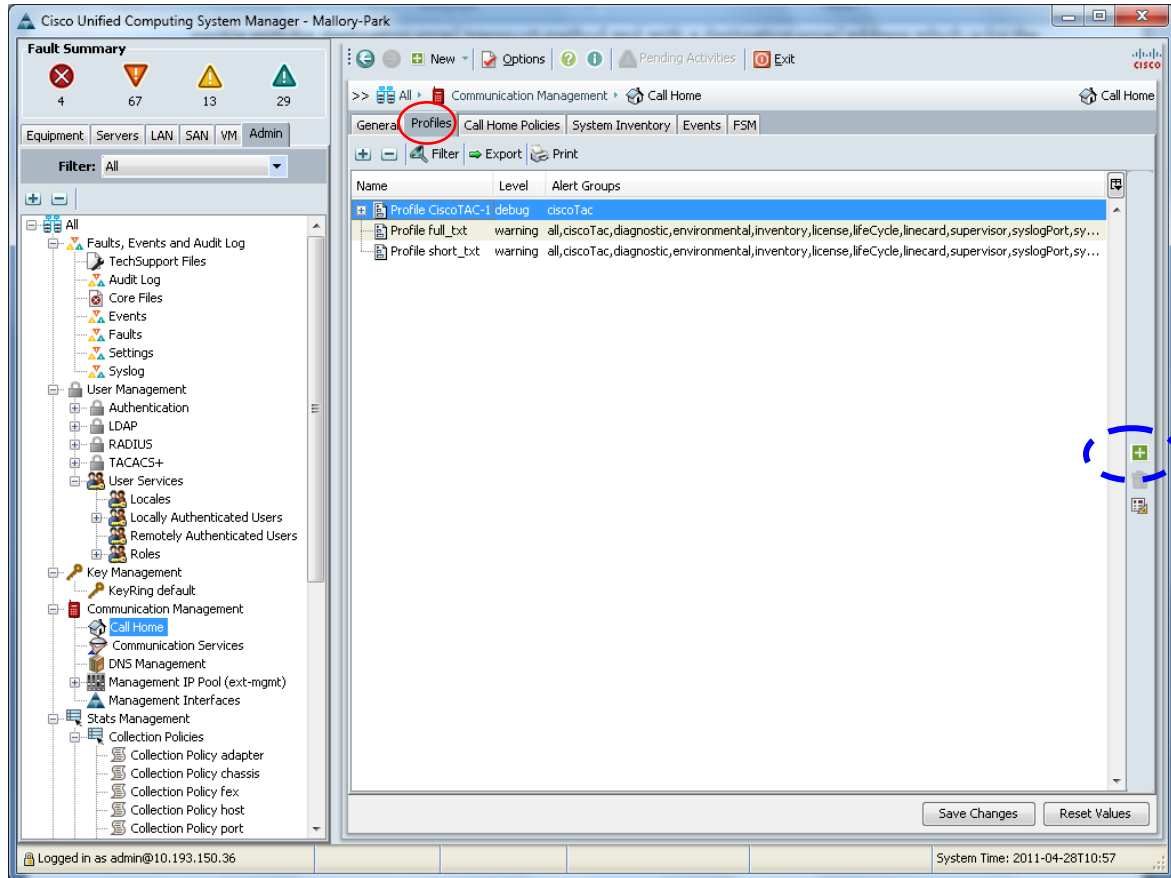
8. Perform the following tasks:

- Fill in the Name of the user profile;
- Set the Level as Normal,
- Set the Format as xml,
- Set Max Message Size as 5000000,
- Set Alert Groups as inventory, environment, and diagnostic;
- Click **OK**.
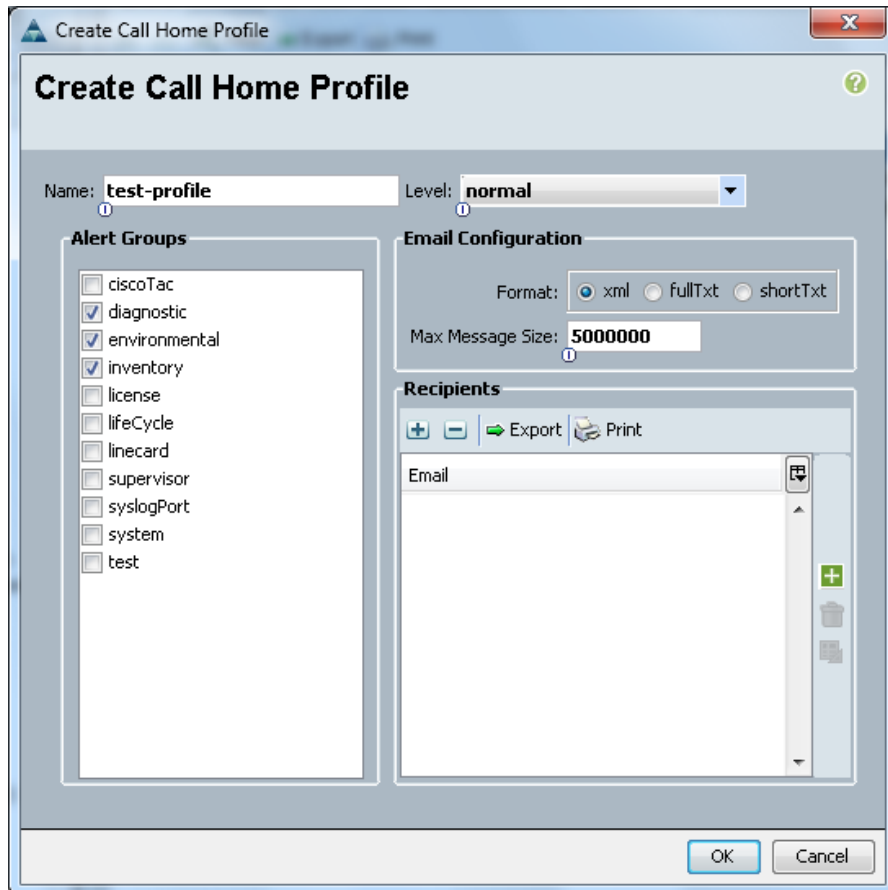
9. Right click the new user profile (i.e., test-profile); ① the drop down menu appears; click **Recipient** ⬭ to add email recipients.
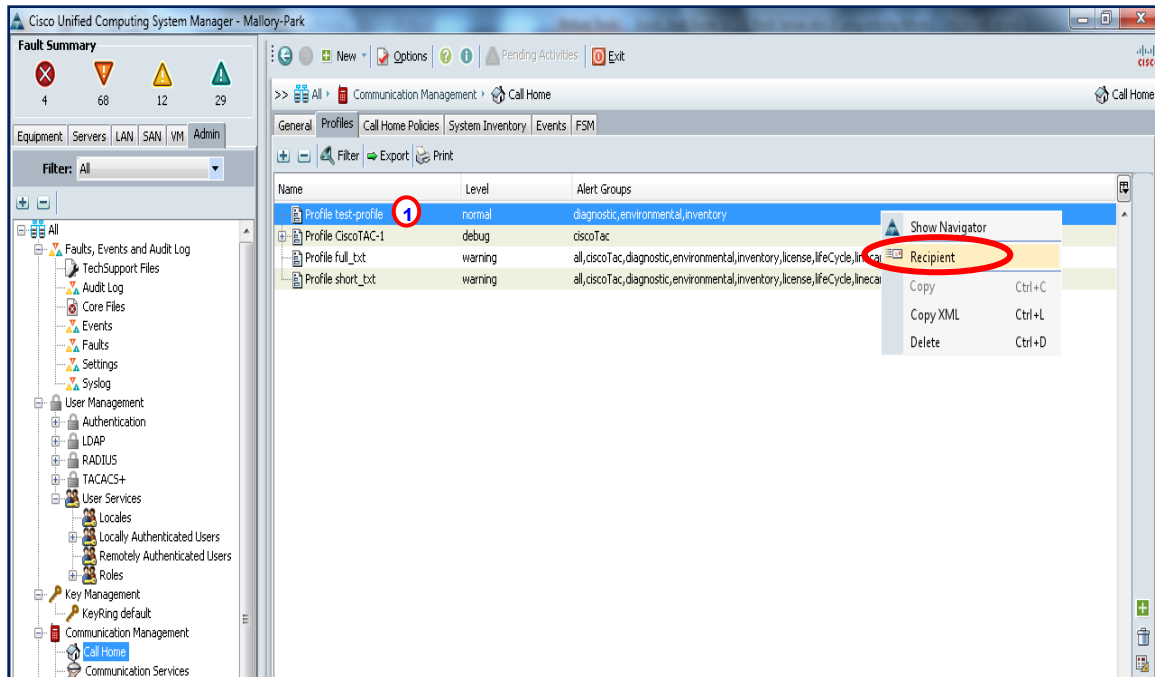
10. In the recipient window enter a destination email address, which is an email address for the email account used by the Transport Gateway.
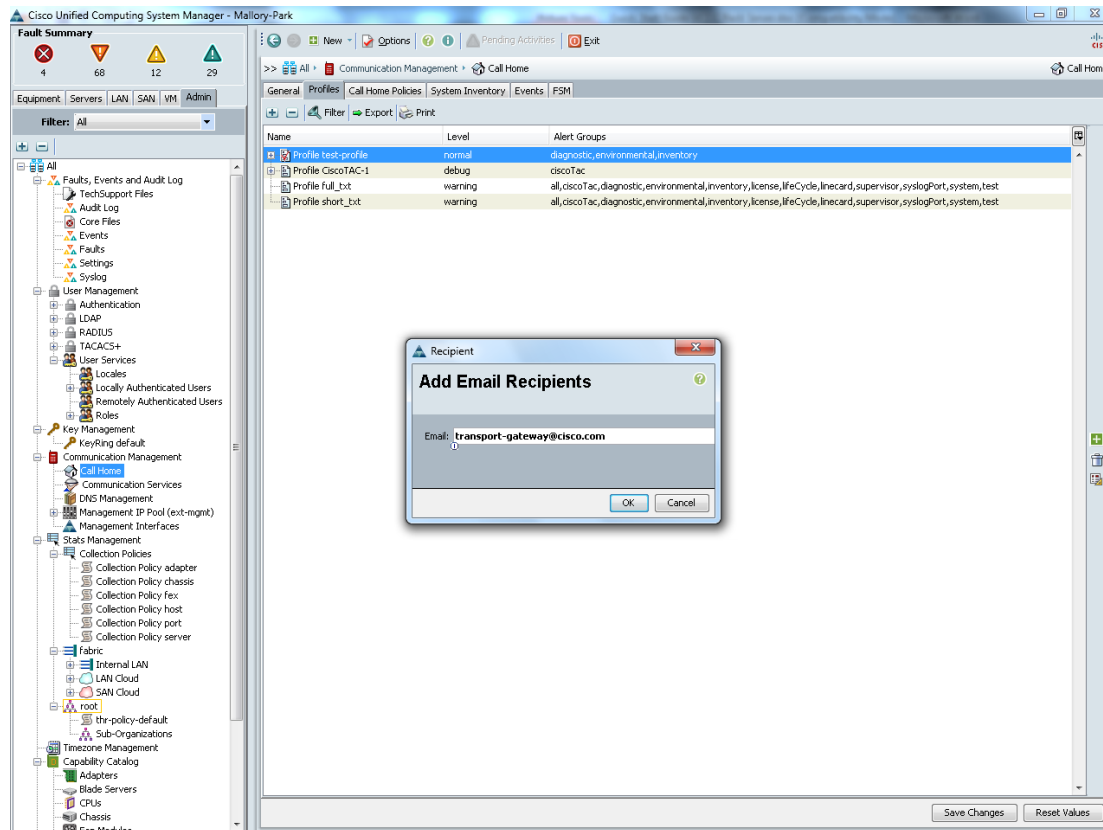
11. **Send a Call Home Inventory message to start the registration process –** click the **System Inventory** tab ⬭ on the right panel, and click **Send System Inventory Now** ⬭ to start the registration process.

12. Periodic inventory messages can be sent by clicking the **on** radio button ① in the Send System Inventory Now field ⬭ and by also specifying the other associated properties, ⌐ (i.e. Send Interval (days):). ②

Call Home Configuration Using CLI - HTTP 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 a Cisco UCS C-Series Rack Server so that it can useEmail to communicate with the Transport Gateway; this configuration 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. All commands are denoted in blue.

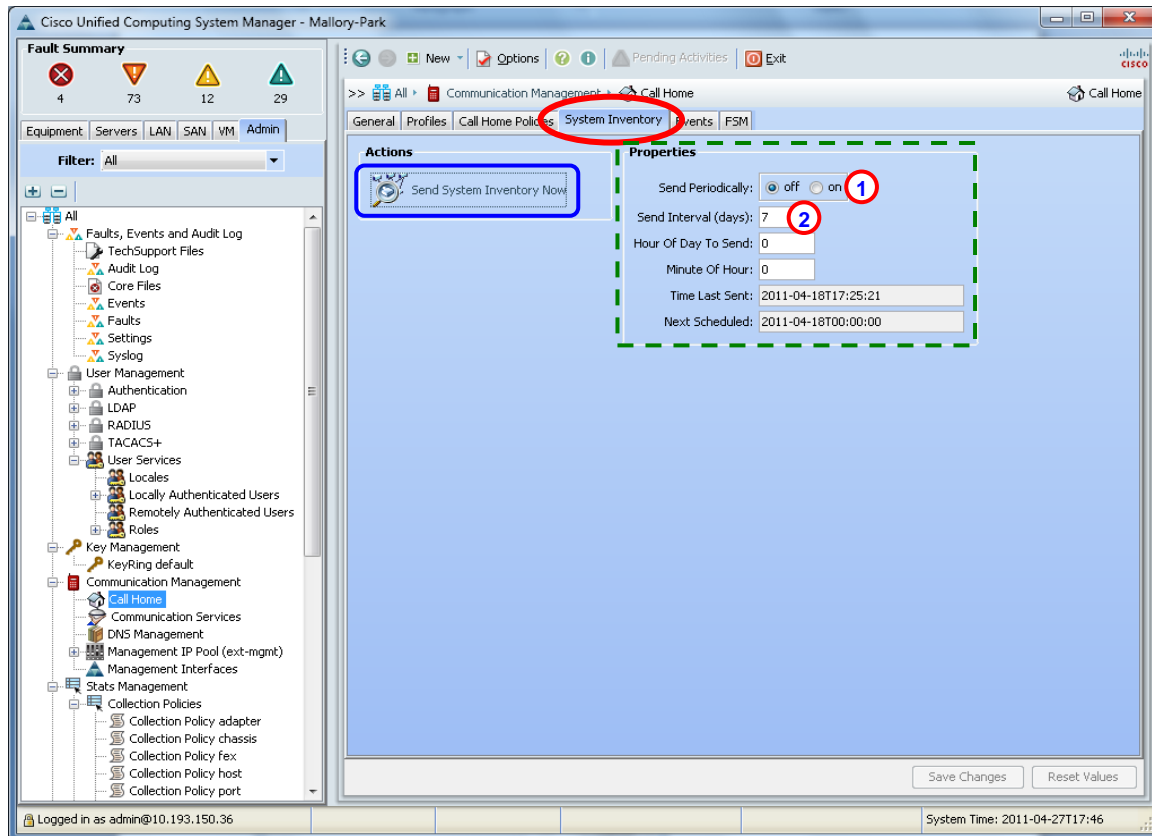1. **Enable Call Home** - In global configuration mode, enter the **scope monitoring** command, then enter **scope callhome** to enter call-home configuration mode, which activates the call-home feature.

```
UCS# scope monitoring
UCS /monitoring # scope callhome
UCS /monitoring/callhome # set adminstate on
```

2. **Configure the mandatory information: Contact, Phone, Email and Address –** The syntax of the phone-contact requires a "+" preceding the customer contact phone number, for example: +1-011-408-555-1212.

```
UCS /monitoring/callhome* # set contact <customer contact name>
UCS /monitoring/callhome* # set phone-contact <customer contact phone number>
UCS /monitoring/callhome* # set email <customer contact email address>
UCS /monitoring/callhome* # set street-address <customer contact street address>
```

3. **Configure the mandatory email address information: From and Reply-to -** Enter the "from email address" for the **from-email** command and a "reply to email address" for the **reply-to-email** command.

```
UCS /monitoring/callhome* # set from-email <From email address>
UCS /monitoring/callhome* # set reply-to-email <Reply to email address>
```

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

```
UCS /monitoring/callhome* # set hostname <SMTP server address>
```

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

```
UCS /monitoring/callhome* # create profile <user-profile-name>
UCS /monitoring/callhome/profile* # create destination <account_for_TG@yourCompany.com>
UCS /monitoring/callhome/profile* # set alertgroups inventory diagnostic environmental
UCS /monitoring/callhome/profile* # set format xml
UCS /monitoring/callhome/profile* # set level normal
UCS /monitoring/callhome/profile* # set maxsize 5000000
```

6. **Save the configuration -**

```
UCS /monitoring/callhome* # commit-buffer
```

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

```
UCS /monitoring/callhome # scope inventory
UCS /monitoring/callhome # send
```

8. Receive an email from Cisco, and complete the registration for Smart Call home by clicking the link in the email.

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.