Smart Call Home Quick Start Configuration Guide for Cisco Nexus® 6000 Series Switches

Cisco® Smart Call Home is an automated support capability that provides continuous monitoring, proactive diagnostics, alerts, and remediation recommendations on select Cisco devices. Smart Call Home can help identify and resolve issues more quickly to achieve higher network availability and increased operational efficiency. This capability is available with an active support contract for the Cisco Nexus® 6000 Series Switch.

This document provides information to configure and register a Cisco Nexus® 6000 Series Switch for Smart Call Home using two transport options. These are:

1. Email transport direct from the Cisco Nexus® 6000 Series Switch
2. HTTP transport from the Cisco Nexus® 6000 to a Transport Gateway (TG) aggregation point – 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 who require an aggregation point or a proxy for connection to the internet.

Requirements for Smart Call Home:

- NX-OS version 6.0(2)N1(2) or greater.
- A Cisco.com ID associated with an active support contract for your company
- An active support contract that includes the device(s) to be registered

Resources for Smart Call Home:

Resources are available for Smart Call Home at Smart Call Home Support Community.

Call Home Configuration - Email to Smart Call Home

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco Nexus 6000 Series Switch 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. Enter the callhome command to enter callhome configuration mode.

   ```
   NX-6004#config t
   NX-6004(config)#snmp-server contact sys-contact
   NX-6004(config)#callhome
   ```

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

   ```
   NX-6004(config-callhome)#email-contact email-address
   NX-6004(config-callhome)#phone-contact +1-000-000-0000
   NX-6004(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 to which Call Home will send email messages to. Optional port number (default = 25) and VRF may also be configured.

   ```
   NX-6004(config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
   ```

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

   ```
   NX-6004(config-callhome)#destination-profile CiscoTAC-1 email-addr callhome@cisco.com
   ```

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

   ```
   NX-6004(config-callhome)#periodic-inventory notification
   NX-6004(config-callhome)#periodic-inventory notification interval 30
   ```

6. **Enable callhome, exit, and save the configuration** -

   ```
   NX-6004(config-callhome)#enable
   NX-6004(config-callhome)#end
   NX-6004#copy running-config startup-config
   ```

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

   ```
   NX-6004#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 Cisco Nexus 6000 Series Switch to communicate, via a Transport Gateway, with the Smart Call Home System using HTTPS and a command to start the registration process. The Transport Gateway 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-6004#config t
    NX-6004(config)#snmp-server contact sys-contact
    NX-6004(config)#callhome
    ```

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

    ```
    NX-6004(config-callhome)#email-contact email-address
    NX-6004(config-callhome)#phone-contact +1-000-000-0000
    NX-6004(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 to which Call Home will send email messages. Optional port number (default = 25) and VRF may also be configured.

    ```
    NX-6004(config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
    ```

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

    ```
    NX-6004(config-callhome)#destination-profile CiscoTAC-1 email-addr email-address
    ```

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

    ```
    NX-6004(config-callhome)#periodic-inventory notification
    NX-6004(config-callhome)#periodic-inventory notification interval 30
    ```

6. **Enable callhome, exit, and save the configuration** -

    ```
    NX-6004(config-callhome)#enable
    NX-6004(config-callhome)#end
    NX-6004#copy running-config startup-config
    ```

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

    ```
    NX-6004#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 the Cisco Transport Gateway software, go to the [Download Software](#) web page. In the left pane, click the version link of the latest release. Listed in the right pane are the Transport Gateway software options for Linux, Solaris, and Windows servers. Click **Download** next to the desired version.

After you have downloaded the Transport Gateway software, refer to the *[Deploying the Transport Gateway](#)* guide for information about how to install, configure, and register the transport gateway.