Smart Call Home Quick Start Configuration Guide for Cisco UCS Central Software

Cisco UCS Central Software

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 Unified Computing System (UCS).

This document describes how to configure and register a Cisco UCS-C to use Smart Call Home using Cisco UCS-C GUI or CLI. Transport options include direct HTTPS & Transport Gateway method from the Cisco Unified Computing System to the SCH application:

- [HTTPS transport to Cisco using Cisco UCS Central GUI](#)
- [HTTPS transport to Cisco using CLI](#)

Requirements for Smart Call Home
- A Cisco.com ID associated with a 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 contract for the device to be registered.

Resources for Smart Call Home

Smart Call Home Support Forum

Smart Call Home User Guide

Configuring Call Home for Cisco UCS Central Software

Call Home Configuration Using Cisco UCS Central GUI

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco Unified Computing System by using Cisco UCS Central to send a call home alert using 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](#) been installed, configured, and registered with Smart Call Home.

1. **Launch Cisco UCS Central.** From the System Settings icon, choose Smart Call Home. This launches the UCS Central Smart Call Home dialog box.

2. **Enable Call Home.** In the Basic tab, click Enabled. Enter the required email address of the main contact. The initial registration and alert notifications are sent to this email address. Only the email address is required to enable Smart Call Home. By default, HTTPS transport method is used and Cisco TAC-1 profile is activated with all alert types enabled.

   <u>Important</u>: Make sure that you type the email address correctly. Also ensure that DNS is configured. For information on DNS configuration, refer to [Managing the UCS Central DNS Servers](#)
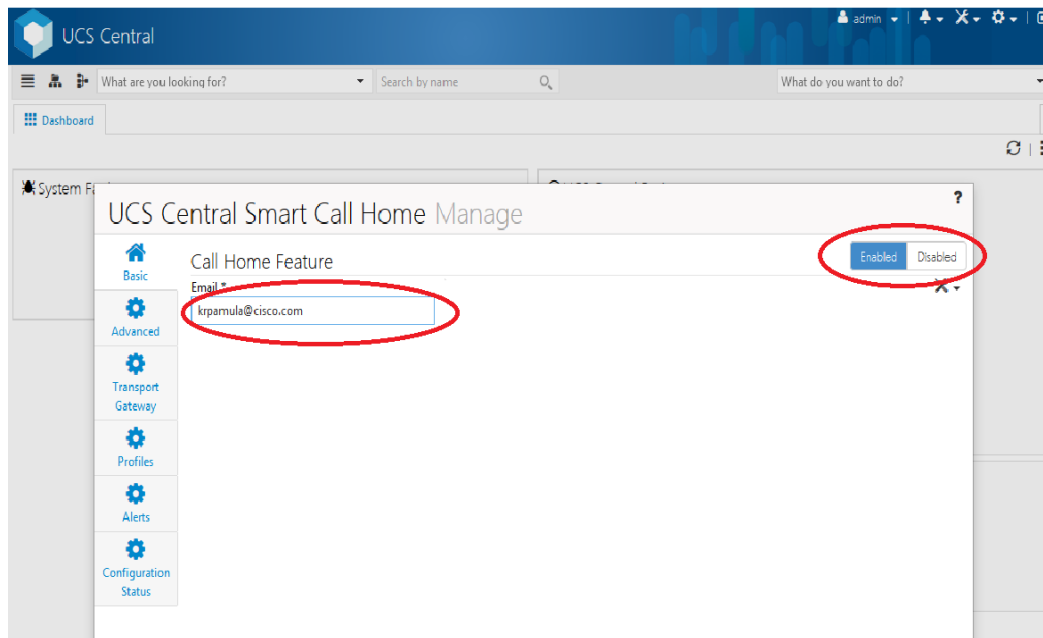
3. **Configure Throttling, HTTP Proxy and contact information**. In Advanced, select whether to enable or disable Throttling and Send System Inventory periodically. If Send System Inventory Periodically is enabled, specify the interval in which to send the system inventory to the Call Home database. Alternatively, on the Basic tab, you can click the Tools icon and select Send System Inventory Now to send it immediately. Also enter the optional contact information

Note: When you first enable Smart Call Home, the system inventory is sent automatically when you click Save.
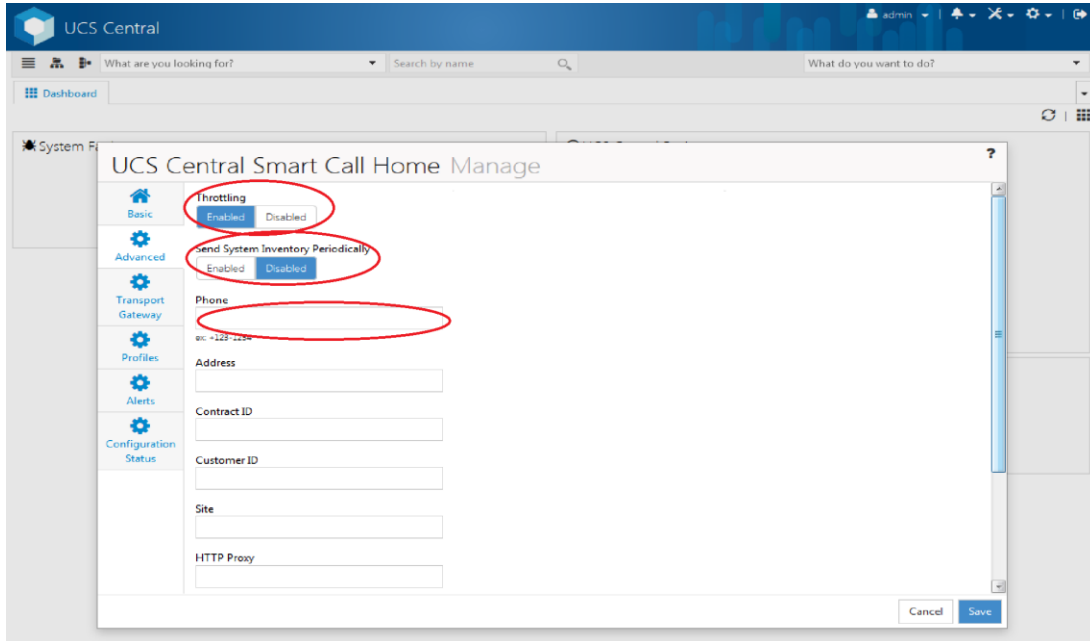
Note: The Customer ID, Contract ID, and Site ID fields are not mandatory and are ignored by Smart Call Home. Smart Call Home obtains this information from the contract based on the serial number of the servers.

4. **Transport Gateway (Optional)** In Transport Gateway screen, click 'Enabled' to use the transport gateway to communicate with the Cisco Smart Call Home portal. The transport gateway acts as a proxy between Cisco UCS Central and the Smart Call Home servers at Cisco.com. For HTTP, enter the Transport Gateway URL. If you want to use HTTPS, you also need to enter the Transport Gateway Certificate.

Note: Self-signed certificates are only supported. See Transport Gateway Communication over HTTPS for more information on setting up the transport gateway.

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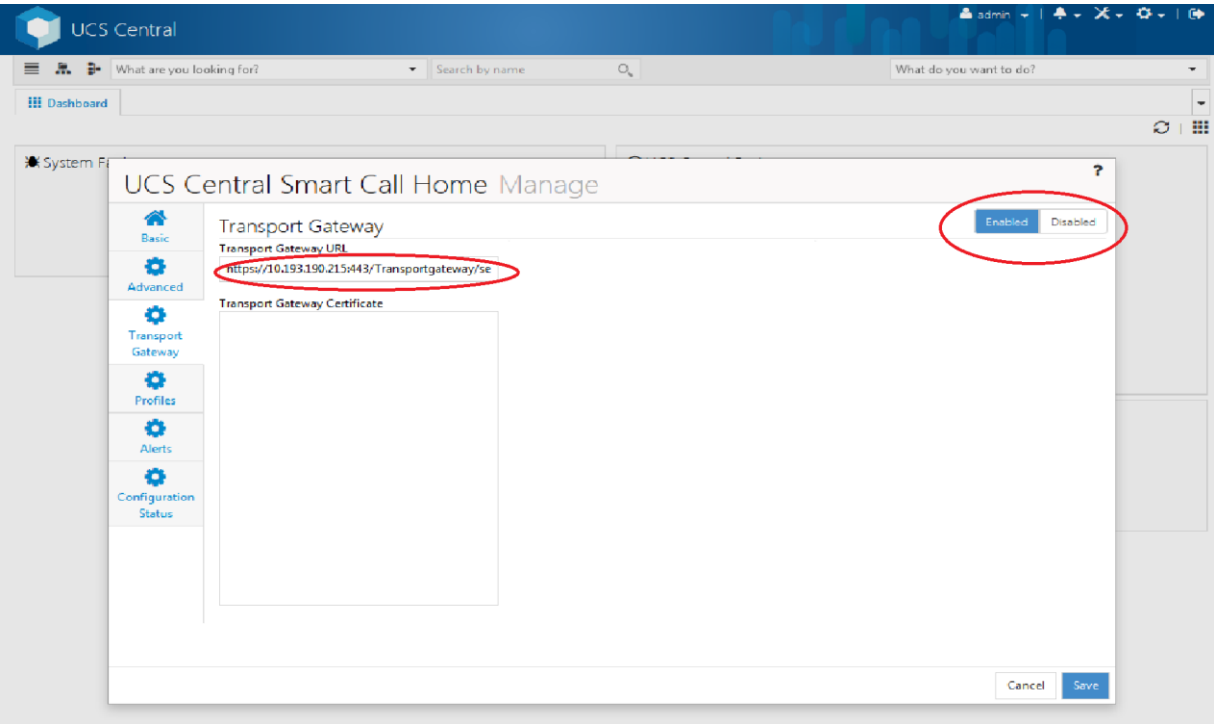
5. **View TAC profile** In Profiles, click Basic to view the default CiscoTAC-1 profile.

   Note: The CiscoTAC-1 profile is the only profile supported in Cisco UCS Central release 1.4(1a). This profile cannot be deleted, but you can modify the debug level of the messages that you receive.
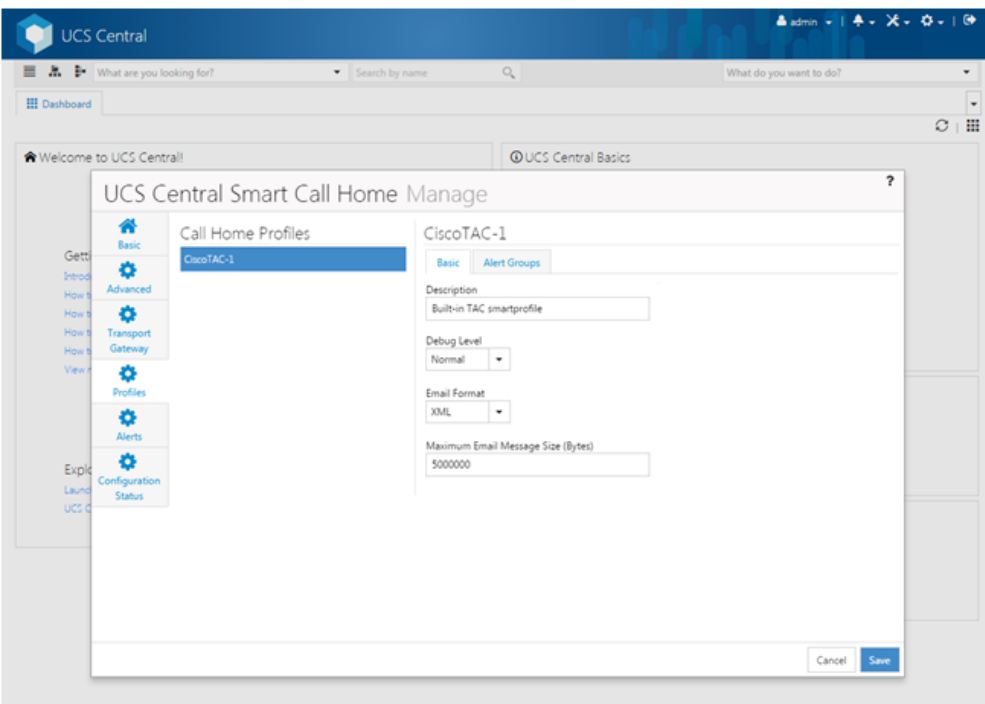
6. **Alert subscription** In Alerts tab, click the plus icon to select the alerts that you want to disable.

Note: No notification is received if disabled events occur.
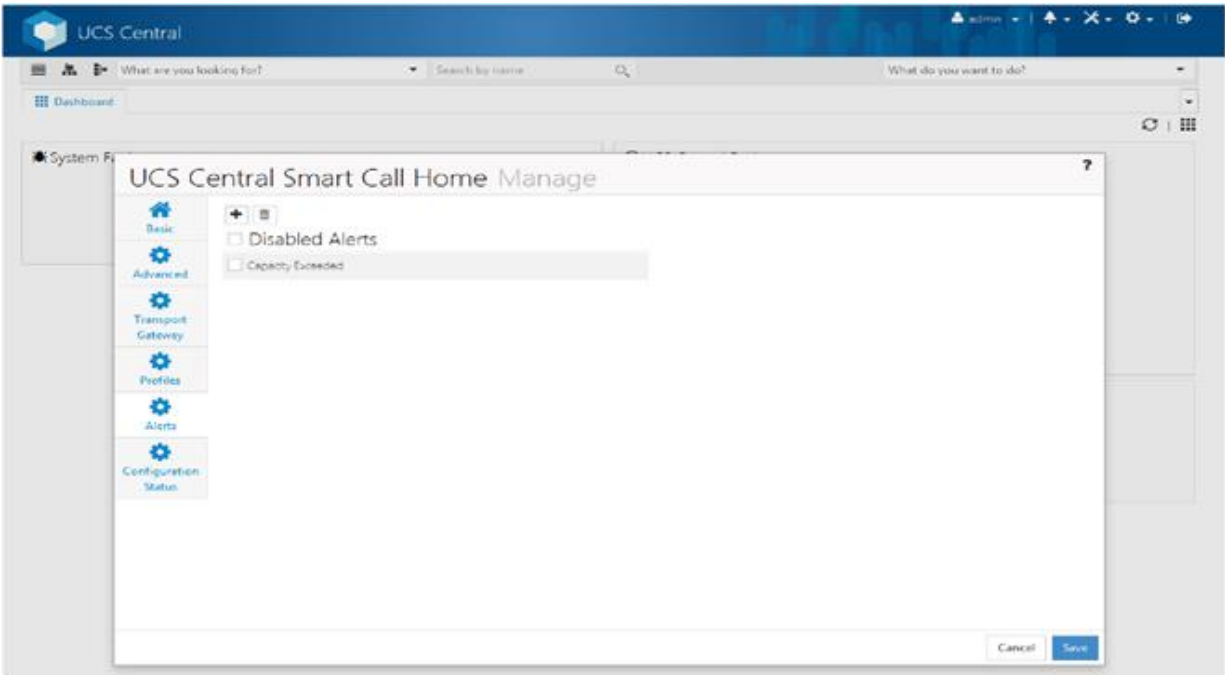
7. **Save Configuration.** In the Configuration Status, you can view the current status of your Smart Call Home configuration. Click Save to save the call home configuration.

Call Home Configuration Using CLI

The following is a sample configuration showing the minimum steps required to configure Call Home on a UCS Central so that it can 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 denoted in blue.

1. **Enable Call Home.** In global configuration mode enter the following commands to enable Call Home.

   ```
   UC-212(policy-mgr) /org/device-profile # scope smart-callhome
   UC-212(policy-mgr) /org/device-profile/smart-callhome* # enable
   ```

2. **Configure the mandatory contact email and other details.** The syntax of the phone contact requires a "+" preceding the customer contact phone number. For example, +1-011-408-555-1212.

   ```
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set email user@company.com
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set contract-id contract0995
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set customer-id customer112
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set hostname 0.0.0.0
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set phone-contact +1-011-408-555-1212
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set port 65535
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set site-id site15
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set street-address "75 Main St, Any Town, CA 90000"
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set switch-priority notifications
   UC-212(policy-mgr) /org/device-profile/smart-callhome # set throttling on
   ```

3. **Configuring http Proxy**

   ```
   UC-212(policy-mgr) /org/device-profile/smart-callhome # scope proxy
   UC-212(policy-mgr) /org/device-profile/smart-callhome/proxy # set  url    <Url>
   ```

4. **Configuring Transport Gateway (optional)**

   ```
   UC-212(policy-mgr) /org/device-profile/smart-callhome # scope transport-gateway
   UC-212(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # set certificate
   Transport Gateway Certificate
   UC-212(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # set enabled      Enabled
   UC-212(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # set url          Url
   ```

5. **Configuring On demand and scheduled Inventory**

   ```
   UC-212(policy-mgr) /org/device-profile/smart-callhome # scope inventory
   UC-212(policy-mgr) /org/device-profile/smart-callhome/inventory # set
     interval-days     Interval days
     send-periodically Send periodically
     timeofday-hour    Hour of day to send
     timeofday-minute  Minute of hour
   ```

6. **Save the configuration.**

   ```
   UC-212(policy-mgr) /org/device-profile/smart-callhome # commit-buffer
   ```

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

   ```
   UC-212(policy-mgr) /org/device-profile/smart-callhome # scope inventory
   UC-212(policy-mgr) /org/device-profile/smart-callhome # send
   ```

Note: As soon as the callhome configuration is saved, an Inventory message will be triggered

8. When you receive an email from Cisco, follow the link in the email 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.