Smart Call Home Quick Start Configuration Guide for cBR Series Routers

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 is a secure connected service of Cisco SMARTnet for the cBR Series routers.

This document provides information on how to configure and register CBR Series routers with Smart Call Home, using one of four 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. HTTP transport from the CBR Series routers to Cisco
2. Email transport from the CBR Series routers to Cisco
3. HTTP from the CBR Series routers to a Transport Gateway (TG) - HTTPS transport to Cisco
4. Email from the CBR Series routers 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 that require an aggregation point, or a proxy for connection to the internet.

Requirements for Smart Call Home:

- Software 15.5(2) S is the minimum version required to support Call Home.
- A CCO ID that is 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:

Configuring Smart Call Home

Smart Call Home Support Forum

Smart Call Home Cisco.com

Smart Call Home User Guide

Smart Call Home Server Certificate for HTTPS

Call-Home configuration guide

Call Home Configuration - HTTP to Cisco

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on CBR Series routers, which enables them to communicate with the Smart Call Home System. This sample also uses a command to start the registration process. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the **service call-home** command to activate the call-home feature and enter the **call-home** configuration command to enter call-home configuration mode.

```
UBR#configure terminal
UBR(config)#service call-home
UBR(config)#call-home
```

2. **Configure the mandatory contact email address** -

```
UBR(cfg-call-home)#contact-email-addr username@domain-name
```

3. **Activate the default CiscoTAC-1 Profile and set the transport option to HTTP**-

```
UBR(cfg-call-home)#profile CiscoTAC-1
UBR(cfg-call-home-profile)#active
UBR(cfg-call-home-profile)#destination transport-method http
```

4. **Exit and Save the configuration** -

```
UBR(config)#end
UBR#copy running-config startup-config
```

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

```
UBR#call-home send alert-group inventory profile CiscoTAC-1
Sending inventory info call-home message ...
Please wait. This may take some time ...
```

6. **Receive an email from Cisco and follow the link to complete registration for Smart Call home** -

Call Home Configuration - Email to Cisco

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on CBR Series routers, which enables them to use email to communicate with the Smart Call Home System and uses a command to start the registration process. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the **service call-home** command to activate the call-home feature and enter the **call-home** configuration command to enter call-home configuration mode.

```
UBR#configure terminal
UBR(config)#service call-home
UBR(config)#call-home
```

2. **Configure the mandatory contact email address** -

```
UBR(cfg-call-home)#contact-email-addr username@domain-name
```

3. **Configure the mandatory email server information -** The mail-server address is an IP address, or domain name of a SMTP server that Call Home will send email messages to. If more than one mail-server address is configured for redundancy, then the mail-server priority is used to determine which server is the active primary server. Call Home will send messages to the active server with the lowest priority number.

```
UBR(cfg-call-home)#mail-server <address> priority <server_priority_number>
```

4. **Activate the default CiscoTAC-1 Profile and set the transport option to Email** -

```
UBR(cfg-call-home)#profile CiscoTAC-1
UBR(cfg-call-home-profile)#active
UBR(cfg-call-home-profile)#destination transport-method email
```

5. **Exit and Save the configuration** -

```
UBR(cfg-call-home-profile)#end
UBR#copy running-config startup-config
```

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

```
UBR#call-home send alert-group inventory profile CiscoTAC-1
Sending inventory info call-home message ...
Please wait. This may take some time ...
```

7. **Receive an email from Cisco and follow the link to complete registration for Smart Call home** -

Call Home Configuration - 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 CBR Series routers. These steps enable the devices to use HTTP to communicate with the Transport Gateway (TG), which 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 Home. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the **service call-home** command to activate the call-home feature and enter the **call-home** configuration command to enter call-home configuration mode.

```
UBR#configure terminal
UBR(config)#service call-home
UBR(config)#call-home
```

2. **Configure the mandatory contact email address** -

```
UBR(cfg-call-home)#contact-email-addr username@domain-name
```

3. **De-activate the default CiscoTAC-1 Profile if it is active** -

```
UBR(cfg-call-home)#profile CiscoTAC-1
UBR(cfg-call-home-profile)#no active
```

4. **Configure a user profile** - The profile's alert-group subscriptions will be similar to the default CiscoTAC-1 profile, with the destination HTTP transport-method, and with a destination HTTP address provided by the Transport Gateway (Refer to Configure the HTTP Server section). Some versions of the IOS have a problem parsing the URL if it contains an IP address followed by a port number. The work-around is to replace the IP address with the domain/host name of the TG or use port 80 and remove the port number from the URL.

```
UBR(cfg-call-home-profile)#profile Your_profile_name
UBR(cfg-call-home-profile)#active
UBR(cfg-call-home-profile)#destination transport-method http
UBR(cfg-call-home-profile)#destination address http http://url_from_TG
UBR(cfg-call-home-profile)#subscribe-to-alert-group syslog severity major pattern ".*"
UBR(cfg-call-home-profile)#subscribe-to-alert-group configuration periodic monthly 23 15:00
UBR(cfg-call-home-profile)#subscribe-to-alert-group inventory periodic monthly 23 15:00
```

5. **Exit and Save the configuration** -

```
UBR(cfg-call-home-profile)#end
UBR#copy running-config startup-config
```

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

```
UBR#call-home send alert-group inventory profile Your_profile_name
Sending inventory info call-home message ...
Please wait. This may take some time ...
```

7. Receive the 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 that shows the minimum steps that are required to configure Call Home on CBR Series routers. These steps enable the devices to send email to a Transport Gateway (TG), which 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 Home. All commands are in blue.

1. **Enable Call Home** - In global configuration mode enter the **service call-home** command to activate the call-home feature and enter the **call-home** configuration command to enter call-home configuration mode.

```
UBR#configure terminal
UBR(config)#service call-home
UBR(config)#call-home
```

2. **Configure the mandatory contact email address** -

```
UBR(cfg-call-home)#contact-email-addr username@domain-name
```

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

```
UBR(cfg-call-home)#mail-server <address> priority <server_priority_number>
```

4. **De-activate the default CiscoTAC-1 Profile if it is active** -

```
UBR(cfg-call-home)#profile CiscoTAC-1
UBR(cfg-call-home-profile)#no active
```

5. **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.

```
UBR(cfg-call-home-profile)#profile Your_profile_name
UBR(cfg-call-home-profile)#active
UBR(cfg-call-home-profile)#destination transport-method email
UBR(cfg-call-home-profile)#destination address email account_for_TG@yourCompany.com
UBR(cfg-call-home-profile)#subscribe-to-alert-group syslog severity major pattern ".*"
UBR(cfg-call-home-profile)#subscribe-to-alert-group configuration periodic monthly 23 15:00
UBR(cfg-call-home-profile)#subscribe-to-alert-group inventory periodic monthly 23 15:00
```

6. **Exit and Save the configuration** -

```
UBR(cfg-call-home-profile)#end
UBR#copy running-config startup-config
```

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

```
UBR#call-home send alert-group inventory profile Your_profile_name
Sending inventory info call-home message ...
Please wait. This may take some time ...
```

8. **Receive the 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.