



Configuring Call Home

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Call Home

Call Home provides an email-based notification for critical system policies. A range of message formats are available for compatibility with pager services or XML-based automated parsing applications. You can use this feature to page a network support engineer, email a Network Operations Center, or use Cisco Smart Call Home services to generate a case with the Technical Assistance Center.

The Call Home feature can deliver alert messages containing information about diagnostics and environmental faults and events.

The Call Home feature can deliver alerts to multiple recipients, referred to as Call Home destination profiles. Each profile includes configurable message formats and content categories. A predefined destination profile is provided for sending alerts to the Cisco TAC, but you also can define your own destination profiles.

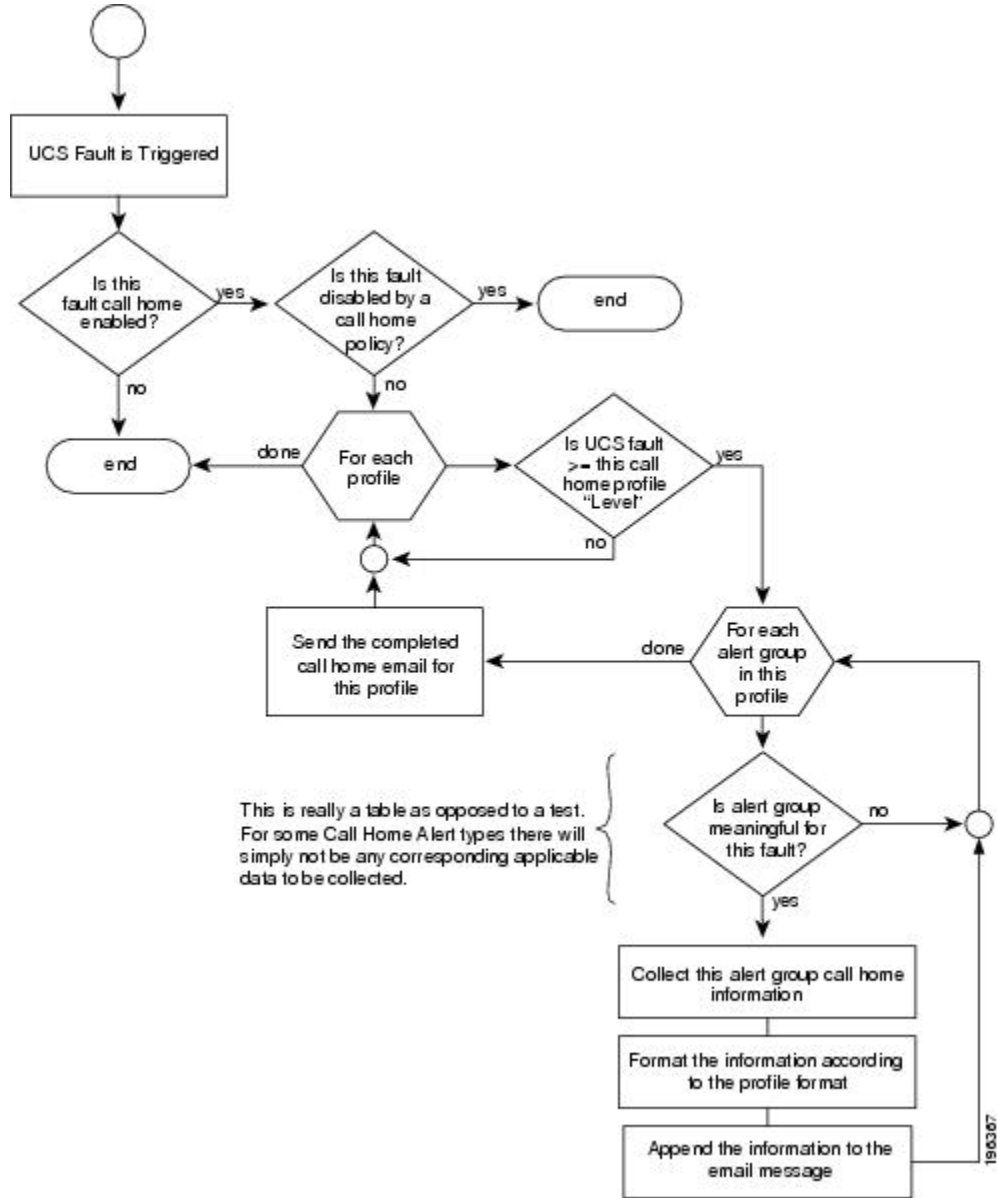
When you configure Call Home to send messages, Cisco UCS Manager executes the appropriate CLI **show** command and attaches the command output to the message.

Cisco UCS delivers Call Home messages in the following formats:

- Short text format which provides a one or two line description of the fault that is suitable for pagers or printed reports.
- Full text format which provides fully formatted message with detailed information that is suitable for human reading.
- XML machine readable format that uses Extensible Markup Language (XML) and Adaptive Messaging Language (AML) XML schema definition (XSD). The AML XSD is published on the Cisco.com website at <http://www.cisco.com/>. The XML format enables communication with the Cisco Systems Technical Assistance Center.

The following figure shows the flow of events after a Cisco UCS is triggered in a system with Call Home configured:

Figure 1: Flow of Events after a Fault is Triggered



Call Home Considerations

How you configure Call Home depends on how you intend to use the feature. The information you need to consider before you configure Call Home includes the following:

- You must configure at least one destination profile. The destination profile or profiles that you use depend upon whether the receiving entity is a pager, email, or automated service such as Cisco Smart Call Home.
- If the destination profile uses email message delivery, you must specify a Simple Mail Transfer Protocol (SMTP) server when you configure Call Home.
- The contact email, phone, and street address information should be configured so that the receiver can determine the origin of messages received.
- The fabric interconnect must have IP connectivity to an email server or the destination HTTP server. In a cluster configuration, both fabric interconnects must have IP connectivity. This connectivity ensures that the current, active fabric interconnect can send Call Home email messages. The source of these email messages is always the IP address of a fabric interconnect. The virtual IP address assigned Cisco UCS Manager in a cluster configuration is never the source of the email.
- If Cisco Smart Call Home is used, the following are required:
 - An active service contract must cover the device being configured
 - The customer ID associated with the Smart Call Home configuration in Cisco UCS must be the CCO account name that is associated with a support contract that includes Smart Call Home

Cisco UCS Faults that Trigger Call Home Alerts

The following table describes the faults that trigger a Call Home alert to be sent.



Note

If Smart Call Home is configured in the Cisco UCS instance, every fault listed in the following table triggers a Smart Call Home event to the Cisco Smart Call Home system. In addition, if the value in the Case Created column for the event is "yes", then a Cisco Technical Support case is created and sent to the queue for a customer call-back.

Table 1: Cisco UCS Faults that Trigger Call Home Alerts

Cisco UCS Faults	Cisco UCS Severity	Call Home Severity	Call Home Alert Type	Call Home Cause	Case Created?
compute:Blade:biosPostTimeout	Critical	Critical	Diagnostic	equipment-inoperable	yes
equipment:FanModule:identityUnestablishable	Critical	—	Diagnostic	identity-unestablishable	—
equipment:Chassis:identityUnestablishable	Critical	Critical	Diagnostic	identity-unestablishable	yes
equipment:Chassis:thermalThresholdNonRecoverable	Critical	Critical	Environmental	thermal-problem	—

Cisco UCS Faults	Cisco UCS Severity	Call Home Severity	Call Home Alert Type	Call Home Cause	Case Created?
equipment:IOCard:identity-unestablishable	Critical	Critical	Diagnostic	identity-unestablishable	yes
equipment:Psu:identity-unestablishable	Critical	Critical	Diagnostic	identity-unestablishable	yes
equipment:Psu:thermalThresholdNonRecoverable	Critical	Critical	Environmental	thermal-problem	—
equipment:Psu:voltageThresholdNonRecoverable	Critical	Critical	Environmental	voltage-problem	—
memory:Unit:thermalThresholdNonRecoverable	Critical	Critical	Environmental	thermal-problem	—
processor:Unit:thermalThresholdNonRecoverable	Critical	Critical	Environmental	thermal-problem	—
compute:Blade:inoperable	Major	Major	Diagnostic	equipment-inoperable	yes
equipment:Chassis:thermalThresholdCritical	Major	Major	Environmental	thermal-problem	—
equipment:Fan:inoperable	Major	Major	Environmental	equipment-inoperable	yes
equipment:IOCard:thermalProblem	Major	Major	Environmental	thermal-problem	—
equipment:Psu:inoperable	Major	Major	Environmental	equipment-inoperable	yes
equipment:Psu:voltageThresholdCritical	Major	Major	Environmental	voltage-problem	—
memory:Unit:inoperable	Major	Major	Diagnostic	equipment-inoperable	—
memory:Unit:thermalThresholdCritical	Major	Major	Environmental	thermal-problem	—
processor:Unit:inoperable	Major	Major	Diagnostic	equipment-inoperable	yes
processor:Unit:thermalThresholdCritical	Major	Major	Environmental	thermal-problem	—

Cisco UCS Faults	Cisco UCS Severity	Call Home Severity	Call Home Alert Type	Call Home Cause	Case Created?
equipment:Psu:thermal ThresholdCritical	Major	Major	Environmental	thermal- problem	—
compute:Blade:Degraded	Major	Major	Diagnostic	equipment- degraded	—
compute:Blade:identity Unestablishable	Minor	Minor	Diagnostic	identity- unestablishable	yes

Cisco UCS Faults and Call Home Severity Levels

Because Call Home is present across several Cisco product lines, Call Home has developed its own standardized severity levels. The following table describes how the underlying Cisco UCS fault levels map to the Call Home severity levels. You need to understand this mapping when you configure the Level setting for Call Home profiles.

Table 2: Mapping of Faults and Call Home Severity Levels

Call Home Severity	Cisco UCS Fault	Call Home Meaning
(9) Catastrophic	N/A	Network-wide catastrophic failure.
(8) Disaster	N/A	Significant network impact.
(7) Fatal	N/A	System is unusable.
(6) Critical	Critical	Critical conditions, immediate attention needed.
(5) Major	Major	Major conditions.
(4) Minor	Minor	Minor conditions.
(3) Warning	Warning	Warning conditions.
(2) Notification	Info	Basic notifications and informational messages. Possibly independently insignificant.
(1) Normal	Clear	Normal event, signifying a return to normal state.
(0) debug	N/A	Debugging messages.

Cisco Smart Call Home

Cisco Smart Call Home is a web application which leverages the Call Home feature of Cisco UCS. Smart Call Home offers proactive diagnostics and real-time email alerts of critical system events, which results in higher network availability and increased operational efficiency. Smart Call Home is a secure connected service offered by Cisco Unified Computing Support Service and Cisco Unified Computing Mission Critical Support Service for Cisco UCS.

**Note**

Using Smart Call Home requires the following:

- 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.

You can configure and register Cisco UCS Manager to send Smart Call Home email alerts to either the Smart Call Home System or the secure Transport Gateway. Email alerts sent to the secure Transport Gateway are forwarded to the Smart Call Home System using HTTPS.

**Note**

For security reasons, we recommend using the Transport Gateway option. The Transport Gateway can be downloaded from Cisco.

To configure Smart Call Home, you must do the following:

- Enable the Smart Call Home feature.
- Configure the contact information.
- Configure the email information.
- Configure the SMTP server information.
- Configure the default CiscoTAC-1 profile.
- Send a Smart Call Home inventory message to start the registration process.
- Ensure that the CCO ID you plan to use as the Call Home Customer ID for the Cisco UCS instance has the contract numbers from the registration added to its entitlements. You can update the ID in the account properties under Additional Access in the Profile Manager on CCO.

Call Home Configuration

Configuring Call Home

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # enable	Enables Call Home.
Step 4	UCS-A /monitoring/callhome # set contact <i>name</i>	Specifies the name of the main Call Home contact person.
Step 5	UCS-A /monitoring/callhome # set email <i>email-addr</i>	Specifies the email address of the main Call Home contact person.
Step 6	UCS-A /monitoring/callhome # set phone-contact <i>phone-num</i>	Specifies the phone number of the main Call Home contact person. The phone number must be in international format, starting with a + (plus sign) and a country code.
Step 7	UCS-A /monitoring/callhome # set street-address <i>street-addr</i>	Specifies the street address of the main Call Home contact person.
Step 8	UCS-A /monitoring/callhome # set customer-id <i>id-num</i>	Specifies the CCO identification number that includes the contract numbers for the support contract in its entitlements. The number can be up to 255 alphanumeric characters in free format.
Step 9	UCS-A /monitoring/callhome # set contract-id <i>id-num</i>	Specifies the contract identification number from the service agreement. The number can be up to 255 alphanumeric characters in free format.
Step 10	UCS-A /monitoring/callhome # set site-id <i>id-num</i>	Specifies the site identification number from the service agreement. The number can be up to 255 alphanumeric characters in free format.
Step 11	UCS-A /monitoring/callhome # set from-email <i>email-addr</i>	Specifies the email address to use for the From field in Call Home messages.
Step 12	UCS-A /monitoring/callhome # set reply-to-email <i>email-addr</i>	Specifies the email address to use for the Reply To field in Call Home messages.
Step 13	UCS-A /monitoring/callhome # set hostname { <i>hostname</i> <i>ip-addr</i> }	Specifies the hostname or IP address of the SMTP server that Call Home uses to send email messages.

	Command or Action	Purpose
Step 14	UCS-A /monitoring/callhome # set port <i>port-num</i>	Specifies the SMTP server port that Call Home uses to send email messages. Valid port numbers are 1 to 65535.
Step 15	UCS-A /monitoring/callhome # set throttling {off on}	Enables or disables Call Home throttling. When enabled, throttling prevents too many Call Home email messages from being sent for the same event. By default, throttling is enabled.
Step 16	UCS-A /monitoring/callhome # set urgency {alerts critical debugging emergencies errors information notifications warnings}	Specifies the urgency level for Call Home email messages. In the context of a large UCS deployment with several pairs of fabric interconnects, the urgency level potentially allows you to attach significance to Call Home messages from one particular UCS instance versus another. In the context of a small UCS deployment involving only two fabric interconnects, the urgency level holds little meaning.
Step 17	UCS-A /monitoring/callhome # commit-buffer	Commits the transaction to the system configuration.

The following example configures Call Home and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring* # scope callhome
UCS-A /monitoring/callhome* # enable
UCS-A /monitoring/callhome* # set contact "Steve Jones"
UCS-A /monitoring/callhome* # set email admin@MyCompany.com
UCS-A /monitoring/callhome* # set phone-contact +1-001-408-555-1234
UCS-A /monitoring/callhome* # set street-address "123 N. Main Street, Anytown, CA, 99885"
UCS-A /monitoring/callhome* # set customer-id 1234567
UCS-A /monitoring/callhome* # set contract-id 99887766
UCS-A /monitoring/callhome* # set site-id 5432112
UCS-A /monitoring/callhome* # set from-email person@MyCompany.com
UCS-A /monitoring/callhome* # set reply-to-email person@MyCompany.com
UCS-A /monitoring/callhome* # set hostname 192.168.100.12
UCS-A /monitoring/callhome* # set port 25
UCS-A /monitoring/callhome* # set throttling on
UCS-A /monitoring/callhome* # set urgency information
UCS-A /monitoring/callhome* # commit-buffer
UCS-A /monitoring/callhome #
```

Disabling Call Home

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # disable	Enables Call Home.

	Command or Action	Purpose
Step 4	UCS-A /monitoring/callhome # commit-buffer	Commits the transaction to the system configuration.

The following example disables Call Home and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # disable
UCS-A /monitoring/callhome* # commit-buffer
UCS-A /monitoring/callhome #
```

Enabling Call Home

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # enable	Enables Call Home.
Step 4	UCS-A /monitoring/callhome # commit-buffer	Commits the transaction to the system configuration.

The following example enables Call Home and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # enable
UCS-A /monitoring/callhome* # commit-buffer
UCS-A /monitoring/callhome #
```

System Inventory Message Configuration

Configuring System Inventory Messages

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # scope inventory	Enters monitoring call home inventory mode.

	Command or Action	Purpose
Step 4	UCS-A /monitoring/callhome/inventory # set send-periodically {off on}	Enables or disables the sending of inventory messages. When the on keyword is specified, inventory messages are automatically sent to the Call Home database.
Step 5	UCS-A /monitoring/callhome/inventory # set interval-days <i>interval-num</i>	Specifies the the time interval (in days) at which inventory messages will be sent.
Step 6	UCS-A /monitoring/callhome/inventory # set timeofday-hour <i>hour</i>	Specifies the hour (using 24-hour format) that inventory messages are sent.
Step 7	UCS-A /monitoring/callhome/inventory # set timeofday-minute <i>minute</i>	Specifies the number of minutes after the hour that inventory messages are sent.
Step 8	UCS-A /monitoring/callhome/inventory # commit-buffer	Commits the transaction to the system configuration.

The following example configures Call Home system inventory messages and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring* # scope callhome
UCS-A /monitoring/callhome* # scope inventory
UCS-A /monitoring/callhome/inventory* # set send-periodically on
UCS-A /monitoring/callhome/inventory* # set interval-days 15
UCS-A /monitoring/callhome/inventory* # set timeofday-hour 21
UCS-A /monitoring/callhome/inventory* # set timeofday-minute 30
UCS-A /monitoring/callhome/inventory* # commit-buffer
UCS-A /monitoring/callhome/inventory #
```

Sending a System Inventory Message

Use this procedure if you need to manually send a system inventory message outside of the scheduled messages.

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # scope inventory	Enters monitoring call home inventory mode.
Step 4	UCS-A /monitoring/callhome/inventory # send	Sends the system inventory message to the Call Home database.

The following example sends the system inventory message to the Call Home database:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # scope inventory
UCS-A /monitoring/callhome/inventory* # send
```

Call Home Profile Configuration

Call Home Profiles

Call Home profiles determine which alert groups and recipients receive email alerts for events that occur at a specific severity. You can also use these profiles to specify the format of the alert for a specific set of recipients and alert groups.

By default, you must configure the Cisco TAC-1 profile. However, you can also create additional profiles to send email alerts to one or more specified groups when events occur at the level that you specify.

For example, you may want to configure two profiles for faults with a major severity:

- A profile that sends an alert to the Supervisor alert group in the short text format. Members of this group receive a one or two line description of the fault that they can use to track the issue.
- A profile that sends an alert to the CiscoTAC alert group in the XML format. Members of this group receive a detailed message in the machine readable format preferred by the Cisco Systems Technical Assistance Center.

Configuring a Call Home Profile

By default, you must configure the Cisco TAC-1 profile. However, you can also create additional profiles to send email alerts to one or more specified groups when events occur at the level that you specify.

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # create profile profile-name	Enters monitoring call home profile mode.
Step 4	UCS-A /monitoring/callhome/profile # set level {critical debug disaster fatal major minor normal notification warning}	Specifies the event level for the profile. Each profile can have its own unique event level. Cisco UCS faults that are greater than or equal to the event level will trigger this profile.
Step 5	UCS-A /monitoring/callhome/profile # set alertgroups group-name <ul style="list-style-type: none"> • ciscotac • diagnostic • environmental • inventory • license 	Specifies one or more groups that are alerted based on the profile. The <i>group-name</i> argument can be one or more of the following keywords entered on the same command line:

	Command or Action	Purpose
	<ul style="list-style-type: none"> • lifecycle • linecard • supervisor • syslogport • system • test 	
Step 6	UCS-A /monitoring/callhome/profile # add alertgroups <i>group-names</i>	(Optional) Adds one or more groups to the existing list of groups that are alerted based on the Call Home profile. Note You must use the add alertgroups command to add more alert groups to the existing alert group list. Using the set alertgroups command will replace any pre-existing alert groups with a new group list.
Step 7	UCS-A /monitoring/callhome/profile # set format { <i>shorttxt</i> <i>xml</i> }	Specifies the formatting method to use for the e-mail messages.
Step 8	UCS-A /monitoring/callhome/profile # set maxsize <i>id-num</i>	Specifies the maximum size (in characters) of the email message.
Step 9	UCS-A /monitoring/callhome/profile # create destination <i>email-addr</i>	Specifies the email address to which Call Home alerts should be sent. Use multiple create destination commands in monitoring call home profile mode to specify multiple email recipients. Use the delete destination command in monitoring call home profile mode to delete a specified email recipient.
Step 10	UCS-A /monitoring/callhome/profile/destination # commit-buffer	Commits the transaction to the system configuration.

The following example configures a Call Home profile and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring* # scope callhome
UCS-A /monitoring/callhome* # create profile TestProfile
UCS-A /monitoring/callhome/profile* # set level normal
UCS-A /monitoring/callhome/profile* # set alertgroups test diagnostic
UCS-A /monitoring/callhome/profile* # set format xml
UCS-A /monitoring/callhome/profile* # set maxsize 100000
UCS-A /monitoring/callhome/profile* # create destination admin@MyCompany.com
UCS-A /monitoring/callhome/profile/destination* # commit-buffer
UCS-A /monitoring/callhome/profile/destination #
```

Deleting a Call Home Profile

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # delete profile <i>profile-name</i>	Deletes the specified profile.
Step 4	UCS-A /monitoring/callhome # commit-buffer	Commits the transaction to the system configuration.

The following example deletes the Call Home profile named TestProfile and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # delete profile TestProfile
UCS-A /monitoring/callhome* # commit-buffer
UCS-A /monitoring/callhome #
```

Sending a Test Call Home Alert

Before You Begin

Configure Call Home and a Call Home Profile

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # send-test-alert {[alert-description <i>description</i>] [alert-group { diagnostic environmental }] [alert-level { critical debug fatal major minor normal notify warning }] [alert-message-subtype { delta full goldmajor goldminor goldnormal major minor nosubtype test }] [alert-message-type { conf diag env inventory syslog test }]}	Sends a test Call Home alert using one or more of the following alert parameters: <ul style="list-style-type: none"> • Alert description • Alert group • Event severity level • Message type • Message subtype <p>When a test Call Home alert is sent, Call Home responds as it would to any other alert and</p>

	Command or Action	Purpose
		delivers it to the configured destination email addresses.

The following example sends a test Call Home alert to the configured destination email address of the environmental alert group:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # send-test-alert alert-description "This is a test alert"
alert-group environmental
```

Call Home Policy Configuration

Call Home Policies

Call Home policies determine whether or not Call Home alerts are sent for a specific type of fault or system event. By default, Call Home is enabled to send alerts for certain types of faults and system events. However, you can configure Cisco UCS not to process certain types.

To disable alerts for a type of fault or events, you must create a Call Home policy for that type, and You must first create a policy for that type and then disable the policy.

By default, Cisco UCS sends Call Home alerts for each of the following types of faults and system events:

- **association-failed**
- **configuration-failure**
- **connectivity-problem**
- **election-failure**
- **equipment-inaccessible**
- **equipment-inoperable**
- **equipment-problem**
- **fru-problem**
- **identity-unestablishable**
- **link-down**
- **management-services-failure**
- **management-services-unresponsive**
- **power-problem**
- **thermal-problem**
- **unspecified**
- **version-incompatible**
- **voltage-problem**

Configuring a Call Home Policy


Tip

By default, email alerts are sent for all critical system events. However, you can optionally configure Call Home policies to enable or disable sending email alerts for other critical system events.

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # create policy { equipment-inoperable fru-problem identity-unestablishable thermal-problem voltage-problem }	Creates the specified policy and enters monitoring call home policy mode.
Step 4	UCS-A /monitoring/callhome/policy # { disabled enabled }	Disables or enables the sending of email alerts for the specified policy.
Step 5	UCS-A /monitoring/callhome/policy # commit-buffer	Commits the transaction to the system configuration.

The following example creates a Call Home policy that disables the sending of email alerts for system events pertaining to voltage problems and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring* # scope callhome
UCS-A /monitoring/callhome* # create policy voltage-problem
UCS-A /monitoring/callhome/policy* # disabled
UCS-A /monitoring/callhome/policy* # commit-buffer
UCS-A /monitoring/callhome/policy #
```

Disabling a Call Home Policy

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # scope policy { equipment-inoperable fru-problem identity-unestablishable thermal-problem voltage-problem }	Enters monitoring call home policy mode for the specified policy.
Step 4	UCS-A /monitoring/callhome/policy # disable	Disables the specified policy.

	Command or Action	Purpose
Step 5	UCS-A /monitoring/callhome/policy # commit-buffer	Commits the transaction to the system configuration.

The following example disables the Call Home policy named voltage-problem and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # scope policy voltage-problem
UCS-A /monitoring/callhome/policy # disable
UCS-A /monitoring/callhome/policy* # commit-buffer
UCS-A /monitoring/callhome/policy #
```

Enabling a Call Home Policy

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # scope policy { equipment-inoperable fru-problem identity-unestablishable thermal-problem voltage-problem }	Enters monitoring call home policy mode for the specified policy.
Step 4	UCS-A /monitoring/callhome/policy # enable	Enables the specified policy.
Step 5	UCS-A /monitoring/callhome/policy # commit-buffer	Commits the transaction to the system configuration.

The following example enables the Call Home policy named voltage-problem and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # scope policy voltage-problem
UCS-A /monitoring/callhome/policy # enable
UCS-A /monitoring/callhome/policy* # commit-buffer
UCS-A /monitoring/callhome/policy #
```

Deleting a Call Home Policy

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.

	Command or Action	Purpose
Step 3	UCS-A /monitoring/callhome # delete policy { equipment-inoperable fru-problem identity-unestablishable thermal-problem voltage-problem }	Deletes the specified policy
Step 4	UCS-A /monitoring/callhome # commit-buffer	Commits the transaction to the system configuration.

The following example deletes the Call Home policy named voltage-problem and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring # scope callhome
UCS-A /monitoring/callhome # delete policy voltage-problems
UCS-A /monitoring/callhome* # commit-buffer
UCS-A /monitoring/callhome #
```

Example: Call Home for Smart Call Home Configuration

Configuring Smart Call Home

Procedure

	Command or Action	Purpose
Step 1	UCS-A# scope monitoring	Enters monitoring mode.
Step 2	UCS-A /monitoring # scope callhome	Enters monitoring call home mode.
Step 3	UCS-A /monitoring/callhome # enable	Enables Call Home.
Step 4	UCS-A /monitoring/callhome # set contact <i>name</i>	Specifies the name of the main Call Home contact person.
Step 5	UCS-A /monitoring/callhome # set email <i>email-addr</i>	Specifies the email address of the main Call Home contact person.
Step 6	UCS-A /monitoring/callhome # set phone-contact <i>phone-num</i>	Specifies the phone number of the main Call Home contact person. The phone number must be in international format, starting with a + (plus sign) and a country code.
Step 7	UCS-A /monitoring/callhome # set street-address <i>street-addr</i>	Specifies the street address of the main Call Home contact person.
Step 8	UCS-A /monitoring/callhome # set customer-id <i>id-num</i>	Specifies the CCO identification number that includes the contract numbers for the support contract in its entitlements. The number can be up to 255 alphanumeric characters in free format.

	Command or Action	Purpose
Step 9	UCS-A /monitoring/callhome # set contract-id <i>id-num</i>	Specifies the contract identification number from the service agreement. The number can be up to 255 alphanumeric characters in free format.
Step 10	UCS-A /monitoring/callhome # set site-id <i>id-num</i>	Specifies the site identification number from the service agreement. The number can be up to 255 alphanumeric characters in free format.
Step 11	UCS-A /monitoring/callhome # set from-email <i>email-addr</i>	Specifies the email address to use for the From field in Call Home messages.
Step 12	UCS-A /monitoring/callhome # set reply-to-email <i>email-addr</i>	Specifies the email address to use for the Reply To field in Call Home messages.
Step 13	UCS-A /monitoring/callhome # set hostname { <i>hostname</i> <i>ip-addr</i> }	Specifies the hostname or IP address of the SMTP server that Call Home uses to send email messages.
Step 14	UCS-A /monitoring/callhome # set port <i>port-num</i>	Specifies the SMTP server port that Call Home uses to send email messages. Valid port numbers are 1 to 65535.
Step 15	UCS-A /monitoring/callhome # set throttling { <i>off</i> <i>on</i> }	Enables or disables Call Home throttling. When enabled, throttling prevents too many Call Home email messages from being sent for the same event. By default, throttling is enabled.
Step 16	UCS-A /monitoring/callhome # set urgency { <i>alerts</i> <i>critical</i> <i>debugging</i> <i>emergencies</i> <i>errors</i> <i>information</i> <i>notifications</i> <i>warnings</i> }	Specifies the urgency level for Call Home email messages.
Step 17	UCS-A /monitoring/callhome # commit-buffer	Commits the transaction to the system configuration.

The following example configures Call Home and commits the transaction:

```
UCS-A# scope monitoring
UCS-A /monitoring* # scope callhome
UCS-A /monitoring/callhome* # enable
UCS-A /monitoring/callhome* # set contact "Steve Jones"
UCS-A /monitoring/callhome* # set email admin@MyCompany.com
UCS-A /monitoring/callhome* # set phone-contact +1-001-408-555-1234
UCS-A /monitoring/callhome* # set street-address "123 N. Main Street, Anytown, CA, 99885"
UCS-A /monitoring/callhome* # set customer-id 1234567
UCS-A /monitoring/callhome* # set contract-id 99887766
UCS-A /monitoring/callhome* # set site-id 5432112
UCS-A /monitoring/callhome* # set from-email person@MyCompany.com
UCS-A /monitoring/callhome* # set reply-to-email person@MyCompany.com
UCS-A /monitoring/callhome* # set hostname 192.168.100.12
UCS-A /monitoring/callhome* # set port 25
UCS-A /monitoring/callhome* # set throttling on
UCS-A /monitoring/callhome* # set urgency information
UCS-A /monitoring/callhome* # commit-buffer
UCS-A /monitoring/callhome #
```

What to Do Next

Continue to ["Configuring the Default Cisco TAC-1 Profile, page 20"](#) to configure a Call Home profile for use with Smart Call Home.

Configuring the Default Cisco TAC-1 Profile

The following are the default settings for the CiscoTAC-1 profile:

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

Before You Begin

Complete the ["Configuring Smart Call Home, page 18"](#) section.

Procedure

	Command or Action	Purpose
Step 1	UCS-A /monitoring/callhome # scope profile CiscoTac-1	Enters monitoring call home profile mode for the default Cisco TAC-1 profile.
Step 2	UCS-A /monitoring/callhome/profile # set level normal	Specifies the normal event level for the profile.
Step 3	UCS-A /monitoring/callhome/profile # set alertgroups ciscotac	Specifies the ciscotac alert group for the profile.
Step 4	UCS-A /monitoring/callhome/profile # set format xml	Specifies the e-mail message format to xml .
Step 5	UCS-A /monitoring/callhome/profile # set maxsize 5000000	Specifies the maximum size of 5000000 for email messages.
Step 6	UCS-A /monitoring/callhome/profile # create destination callhome@cisco.com	Specifies the email recipient to callhome@cisco.com .
Step 7	UCS-A /monitoring/callhome/profile/destination # exit	Exits to monitoring call home profile mode.
Step 8	UCS-A /monitoring/callhome/profile # exit	Exits to monitoring call home mode.

The following example configures the default Cisco TAC-1 profile for use with Smart Call Home:

```
UCS-A /monitoring/callhome* # scope profile CiscoTac-1
UCS-A /monitoring/callhome/profile* # set level normal
UCS-A /monitoring/callhome/profile* # set alertgroups ciscotac
UCS-A /monitoring/callhome/profile* # set format xml
UCS-A /monitoring/callhome/profile* # set maxsize 5000000
UCS-A /monitoring/callhome/profile* # create destination callhome@cisco.com
UCS-A /monitoring/callhome/profile/destination* # exit
```

```
UCS-A /monitoring/callhome/profile* # exit
UCS-A /monitoring/callhome* #
```

What to Do Next

Continue to "[Configuring a System Inventory Message for Smart Call Home, page 21](#)" to configure system inventory messages for use with Smart Call Home.

Configuring a System Inventory Message for Smart Call Home

Before You Begin

Complete the "[Configuring the Default Cisco TAC-1 Profile, page 20](#)" section.

Procedure

	Command or Action	Purpose
Step 1	UCS-A /monitoring/callhome # scope inventory	Enters monitoring call home inventory mode.
Step 2	UCS-A /monitoring/callhome/inventory # set send-periodically {off on}	Enables or disables the sending of inventory messages. When the on keyword is specified, inventory messages are automatically sent to the Call Home database.
Step 3	UCS-A /monitoring/callhome/inventory # set interval-days <i>interval-num</i>	Specifies the the time interval (in days) at which inventory messages will be sent.
Step 4	UCS-A /monitoring/callhome/inventory # set timeofday-hour <i>hour</i>	Specifies the hour (using 24-hour format) that inventory messages are sent.
Step 5	UCS-A /monitoring/callhome/inventory # set timeofday-minute <i>minute</i>	Specifies the number of minutes after the hour that inventory messages are sent.
Step 6	UCS-A /monitoring/callhome/inventory # commit-buffer	Commits the transaction to the system configuration.

The following example configures Call Home system inventory messages and commits the transaction:

```
UCS-A /monitoring/callhome* # scope inventory
UCS-A /monitoring/callhome/inventory* # set send-periodically on
UCS-A /monitoring/callhome/inventory* # set interval-days 15
UCS-A /monitoring/callhome/inventory* # set timeofday-hour 21
UCS-A /monitoring/callhome/inventory* # set timeofday-minute 30
UCS-A /monitoring/callhome/inventory* # commit-buffer
UCS-A /monitoring/callhome/inventory #
```

What to Do Next

Continue to "[Registering Smart Call Home, page 22](#)" to send an inventory message that starts the Smart Call Home registration process.

Registering Smart Call Home

Before You Begin

Complete the "[Configuring a System Inventory Message for Smart Call Home, page 21](#)" section.

Procedure

	Command or Action	Purpose
Step 1	UCS-A /monitoring/callhome/inventory # send	Sends the system inventory message to the Smart Call Home database. You will receive an email from Cisco that describes how to complete the registration process.

The following example sends the system inventory message to the Smart Call Home database:

```
UCS-A /monitoring/callhome/inventory # send
```

What to Do Next

Follow the link in the email message to complete the SmartCall Home registration.