

Smart Call Home Quick Start Configuration Guide

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 ASR 5000.

This document provides information to configure and register a ASR 5000 for Smart Call Home using 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 ASR 5000 to Cisco
2. Email transport from the ASR 5000 to Cisco
3. HTTP from the ASR 5000 to a Transport Gateway (TG) - HTTPS transport to Cisco
4. Email from the ASR 5000 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:

- ✓ StarOS version 12.0 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.

Note: For the ASR 5000 Smart Call Home will not support syslog CH messages.

Resources for Smart Call Home:

Different resources are available for Smart Call Home at www.cisco.com/go/smartcall.

The complete Call-Home configuration guide is available at http://www.cisco.com/en/US/docs/wireless/asr_5000/12_0/OL-25052_CLI_Reference.pdf.

The Smart Call-Home User Guide is available at http://www.cisco.com/c/dam/en/us/td/docs/switches/lan/smart_call_home/user_guides/Book.pdf

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 an ASR 5000; this configuration uses HTTP, which allows the device to communicate with the Smart Call Home System. This sample also identifies the command that starts 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.

```
configure terminal
service call-home
call-home
```

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

```
contact-email-addr username@domain-name
```

3. **Configure the mandatory chassis serial number information** - The chassis-serial-number is the serial number located on the ASR 5000 chassis. Input the correct chassis serial number, using the **chassis-serial-number** command noted below. Smart Call Home will verify the validity of the serial number during registration.

```
chassis-serial-number <chassis ID>
```

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

```
profile CiscoTAC-1
active
destination transport-method http
```

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

```
end
save configuration <location>
```

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

```
call-home send alert-group inventory profile CiscoTAC-1
```

7. **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 an ASR 5000, which enables the device to 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 **service call-home** command to activate the call-home feature, and enter the **call-home** configuration command to enter call-home configuration mode.

```
configure terminal
service call-home
call-home
```

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

```
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. 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.

```
mail-server <address> priority <server_priority_number>
```

4. **Configure the mandatory chassis serial number information** - The chassis-serial-number is the serial number located on the ASR 5000 chassis. Input the correct chassis serial number, using the **chassis-serial-number** command noted below. Smart Call Home will verify the validity of the serial during registration.

```
chassis-serial-number <chassis ID>
```

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

```
profile CiscoTAC-1
active
destination transport-method email
```

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

```
end
save configuration <location>
```

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

```
call-home send alert-group inventory profile CiscoTAC-1
```

8. **Receive an email from Cisco, and then click the link in the email to complete the Smart Call home registration.**

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 an ASR 5000. These steps enable the device 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.

```
configure terminal
service call-home
call-home
```

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

```
contact-email-addr username@domain-name
```

3. **Configure the mandatory chassis serial number information** - The chassis-serial-number is the serial number located on the ASR 5000 chassis. Input the correct chassis serial number, using the **chassis serial number** command noted below. Smart Call Home will verify the validity of the serial during registration.

```
chassis-serial-number <chassis ID>
```

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

```
profile CiscoTAC-1
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 HTTP transport-method, and with a destination HTTP address provided by the Transport Gateway (Refer to [Configure the HTTP Server](#) section).

```
profile <Your_profile_name>
active
destination transport-method http destination
address http http://url from TG subscribe-to-alert-
group diagnostic severity minor subscribe-to-alert-
group environment severity minor
subscribe-to-alert-group syslog severity major pattern ".*"
subscribe-to-alert-group configuration periodic monthly 23 15:00
subscribe-to-alert-group inventory periodic monthly 23 15:00
```

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

```
end
save configuration <location>
```

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

```
call-home send alert-group inventory profile <Your_profile_name>
```

8. **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 an ASR 5000. 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.

```
configure terminal
service call-home
call-home
```

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

```
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.

```
mail-server <address> priority <server_priority_number>
```

4. **Configure the mandatory chassis serial number information** - The chassis-serial-number is the serial number located on the ASR 5000 chassis. Validate the chassis serial number is input correctly. Smart Call Home will verify the validity of the serial during registration.

```
chassis-serial-number <chassis ID>
```

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

```
profile CiscoTAC-1
no active
```

6. **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.

```
profile <Your_profile_name>
active
destination transport-method email
destination address email account_for_TG@yourCompany.com
subscribe-to-alert-group diagnostic severity minor
subscribe-to-alert-group environment severity minor
subscribe-to-alert-group syslog severity major pattern ".*"
subscribe-to-alert-group configuration periodic monthly 23 15:00
subscribe-to-alert-group inventory periodic monthly 23 15:00
```

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

```
end
save configuration <location>
```

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

```
call-home send alert-group inventory profile <Your_profile_name>
```

9. **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.