

Smart Call Home Quick Start Configuration Guide for Cisco Integrated Management Controller Supervisor Software

Cisco Integrated Management Controller [IMC] Supervisor 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 a Cisco IMCS to use Smart Call Home using Cisco IMCS software GUI. Transport mode used is direct HTTPS method from the Cisco IMCS to the SCH application:

- [HTTPS transport to Cisco using Cisco IMC Supervisor GUI](#)

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 IMC Supervisor Software](#)

Call Home Configuration Using Cisco IMC Supervisor 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 IMC Supervisor to send a call home alert using HTTPS to securely communicate with the Smart Call Home system.

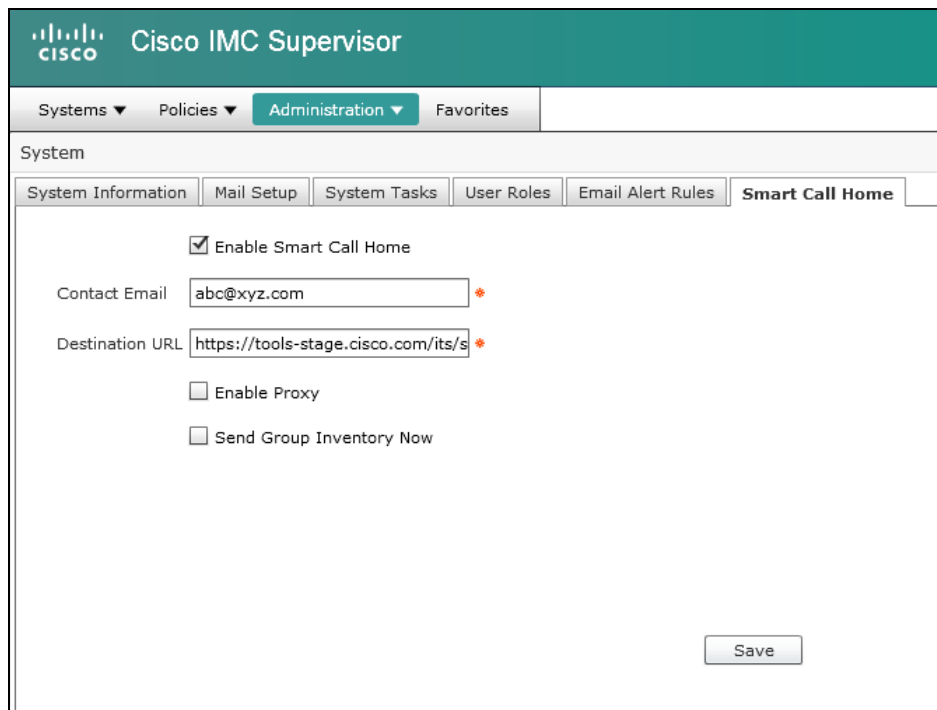
1. **Launch Cisco IMC Supervisor:** From the menu bar, select *Administration > System > Smart Call Home*.

This launches the IMC Supervisor Smart Call Home dialog box.

2. **Enable Call Home:** In the Smart Call Home tab, check the 'Enable Smart Call Home' check box so that collected faults are forwarded to the Smart Call Home backend.

By default Smart Call Home is disabled. Enter the required email address of the main contact. The initial registration and alert notifications are sent to this email address. HTTPS transport method is used and the default profile is activated with all alert types enabled. The Destination URL of the Smart Call Home backend is set by default.

Note: It is recommended not change the default URL. Ensure that the email address is entered correctly. Also ensure that DNS is configured.




The screenshot displays the Cisco IMC Supervisor web interface. At the top, the Cisco logo and 'Cisco IMC Supervisor' are visible. Below the header is a navigation menu with 'Systems', 'Policies', 'Administration', and 'Favorites'. The 'Administration' menu is expanded, showing 'System' as the selected option. Under 'System', there are several sub-menus: 'System Information', 'Mail Setup', 'System Tasks', 'User Roles', 'Email Alert Rules', and 'Smart Call Home'. The 'Smart Call Home' sub-menu is active, showing a configuration form. The form includes a checked checkbox for 'Enable Smart Call Home', a 'Contact Email' field with the value 'abc@xyz.com', and a 'Destination URL' field with the value 'https://tools-stage.cisco.com/its/s'. There are also unchecked checkboxes for 'Enable Proxy' and 'Send Group Inventory Now'. A 'Save' button is located at the bottom right of the form.

3. **Enable Proxy (Optional):** This enables Smart Call Home to send all HTTP/HTTPS messages through the HTTP/HTTPS proxy server.

In the Smart call Home screen, check 'Enable Proxy' option and provide the details as below:

- a. Protocol drop-down list - Choose https or http from the list.
- b. Host Name or IP Address field - Enter a host name or IP address of the proxy server.
- c. Port field - Enter the port for the proxy configuration.

Note: If a Host Name is used then ensure that DNS is configured.

 Cisco IMC Supervisor

Systems ▾ Policies ▾ Administration ▾ Favorites

System

System Information | Mail Setup | System Tasks | User Roles | Email Alert Rules | **Smart Call Home**

Enable Smart Call Home

Contact Email *

Destination URL *

Enable Proxy


Protocol ▾

Host Name or IP Address *

Port *

Send Group Inventory Now

4. **Send Group Inventory Now (Optional):** Check the **Send Group Inventory Now** check box to send inventory details of the servers. One inventory message per managed server is sent to the Smart Call Home backend.

 Cisco IMC Supervisor

Systems ▾ Policies ▾ Administration ▾ Favorites

System

System Information | Mail Setup | System Tasks | User Roles | Email Alert Rules | **Smart Call Home**

Enable Smart Call Home

Contact Email *

Destination URL *

Enable Proxy

Send Group Inventory Now

- 5. Save Configuration:** Click **Save** to save the call home configuration. In the Submit Result dialog box, click OK.
When you receive an email from Cisco, follow the link in the email to complete registration for Smart Call Home.