



# Call Home Command Reference

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This chapter describes the commands to configure call home.

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# active

To enable a Call Home profile, use the **active** command.

## active

|                           |  |
|---------------------------|--|
| <b>Syntax Description</b> | This command has no keywords or arguments. |
|---------------------------|--|

|                        |      |
|------------------------|------|
| <b>Command Default</b> | None |
|------------------------|------|

|                      |                                      |
|----------------------|--------------------------------------|
| <b>Command Modes</b> | Call home profile configuration mode |
|----------------------|--------------------------------------|

| <b>Command History</b> | <b>Release</b> | <b>Modification</b>          |
|------------------------|----------------|------------------------------|
|                        | Release 6.1.32 | This command was introduced. |

|                         |   |
|-------------------------|---|
| <b>Usage Guidelines</b> | You must enable a profile using the active command so that call home messages can be triggered. |
|-------------------------|---|

The following example shows how to activate a profile:

```
RP/0/RP0:hostname# configure
RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# profile my-profile
RP/0/RP0:hostname(config-call-home-profile)# active
```

## destination address

To specify an email address to which Call Home messages are sent, use the **destination address** command.

**destination address** *email-address*

|                           |                      |  |
|---------------------------|----------------------|--|
| <b>Syntax Description</b> | <i>email address</i> | Specifies the email address to which call home messages can be sent. |
|---------------------------|----------------------|--|

|                        |      |
|------------------------|------|
| <b>Command Default</b> | None |
|------------------------|------|

|                      |                                      |
|----------------------|--------------------------------------|
| <b>Command Modes</b> | Call home profile configuration mode |
|----------------------|--------------------------------------|

| <b>Command History</b> | <b>Release</b> | <b>Modification</b>          |
|------------------------|----------------|------------------------------|
|                        | Release 6.1.32 | This command was introduced. |

|                         |   |
|-------------------------|---|
| <b>Usage Guidelines</b> | You must define a destination email address to send out Call Home messages. |
|-------------------------|---|

The following example shows how to configure the destination email address:

```
RP/0/RP0:hostname# configure
RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# profile my-profile
RP/0/RP0:hostname(config-call-home-profile)# destination address email support-me@cisco.com
```

# destination transport-method

To specify the transport method for Call Home messages for a specific profile, use the **destination transport-method** command.

**destination transport-method [ email |http ]**

## Syntax Description

**email** Enables an e-mail address for the profile.

**http** Enables an HTTP URL for the profile.

## Command Default

None

## Command Modes

Call home profile configuration mode

## Command History

| Release        | Modification                 |
|----------------|------------------------------|
| Release 6.1.32 | This command was introduced. |

## Usage Guidelines

For the user profile, both e-mail and http can be enabled. For the Cisco TAC profile, only one transport method can be enabled.

The following example shows how to configure the transport method to be email:

```
RP/0/RP0:hostname# configure
RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# profile my-profile
RP/0/RP0:hostname(config-call-home-profile)# destination transport-method email
```

# http-proxy

To configure the Call Home HTTP proxy server, use the **http-proxy** command.

**http-proxy** *proxy-server-name* **port** *port-number*

## Syntax Description

*proxy-server-name* Specifies the name of the proxy server.

*port-number* Specifies the port for the specified HTTP proxy server.

## Command Default

None

## Command Modes

Call home profile configuration mode

## Command History

| Release        | Modification                 |
|----------------|------------------------------|
| Release 6.1.32 | This command was introduced. |

## Usage Guidelines

None

The following example configures the call home HTTP proxy server :

```
RP/0/RP0:hostname# configure
RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# http-proxy aa.bbb.cc.dd port 100
```

# show call-home profile

To display the Call Home profiles, use the **show call-home profile** command.

**show call-home profile** { **all** | *profile-name* }

| <b>Syntax Description</b> | <b>all</b> Displays information for all profiles.  |         |              |                |                              |
|---------------------------|--|---------|--------------|----------------|------------------------------|
|                           | <i>profile-name</i> Specifies the name of the profile for which to display information.  |         |              |                |                              |
| <b>Command Default</b>    | None   |         |              |                |                              |
| <b>Command Modes</b>      | none   |         |              |                |                              |
| <b>Command History</b>    | <table border="1"> <thead> <tr> <th>Release</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Release 6.1.32</td> <td>This command was introduced.</td> </tr> </tbody> </table> | Release | Modification | Release 6.1.32 | This command was introduced. |
| Release                   | Modification   |         |              |                |                              |
| Release 6.1.32            | This command was introduced.   |         |              |                |                              |
| <b>Usage Guidelines</b>   | None   |         |              |                |                              |

The following example shows sample output from the show call-home profile command:

```
RP/0/RP0:hostname# show call-home profile all
Tue Aug 29 15:17:11.965 UTC
```

```
Profile Name: CiscoTAC-1
  Profile status: INACTIVE
  Profile mode: Full Reporting
  Reporting Data: Smart Call Home, Smart Licensing
  Preferred Message Format: xml
  Message Size Limit: 3145728 Bytes
  Transport Method: http
  HTTP address(es): https://tools.cisco.com/its/service/odce/services/DDCEService
  Other address(es): callhome@cisco.com
```

```
Periodic configuration info message is scheduled every 16 day of the month at 12:42
```

```
Periodic inventory info message is scheduled every 16 day of the month at 12:27
```

```
Alert-group          Severity
-----
inventory            normal

Syslog-Pattern       Severity
-----
.*                   critical
```

```
Profile Name: test
  Profile status: ACTIVE
  Profile mode: Full Reporting
  Reporting Data: Smart Call Home, Smart Licensing
  Preferred Message Format: xml
  Message Size Limit: 3145728 Bytes
```

```
Transport Method: email and http
HTTP address(es): Not yet set up
Email address(es): Not yet set up
```

```
Alert-group          Severity
-----
N/A                  N/A
```

```
Syslog-Pattern      Severity
-----
N/A                  N/A
```

# show call-home smart-licensing

To display smart licensing information for the Call Home profiles, use the **show call-home smart-licensing** command.

## show call-home smart-licensing

|                           |  |
|---------------------------|--|
| <b>Syntax Description</b> | This command has no keywords or arguments. |
|---------------------------|--|

|                        |      |
|------------------------|------|
| <b>Command Default</b> | None |
|------------------------|------|

|                      |      |
|----------------------|------|
| <b>Command Modes</b> | none |
|----------------------|------|

| <b>Command History</b> | <b>Release</b> | <b>Modification</b>          |
|------------------------|----------------|------------------------------|
|                        | Release 6.1.32 | This command was introduced. |

|                         |      |
|-------------------------|------|
| <b>Usage Guidelines</b> | None |
|-------------------------|------|

The following example shows sample output from the show call-home smart-licensing command:

```
RP/0/RP0:hostname# show call-home smart-licensing
Tue Aug 29 14:48:39.406 UTC
Current smart-licensing transport settings:
Smart-license messages: enabled
Profile: CiscoTAC-1 (status: ACTIVE)
Destination URL(s): https://tools.cisco.com/its/service/odce/services/DDCEService
```



# show call-home smart-licensing statistics

To display the Call Home smart licensing statistics, use the **show call-home smart-licensing statistics** command.

## show call-home smart-licensing statistics

|                           |  |
|---------------------------|--|
| <b>Syntax Description</b> | This command has no keywords or arguments. |
|---------------------------|--|

|                        |      |
|------------------------|------|
| <b>Command Default</b> | None |
|------------------------|------|

|                      |      |
|----------------------|------|
| <b>Command Modes</b> | none |
|----------------------|------|

| <b>Command History</b> | <b>Release</b> | <b>Modification</b>          |
|------------------------|----------------|------------------------------|
|                        | Release 6.1.32 | This command was introduced. |

|                         |      |
|-------------------------|------|
| <b>Usage Guidelines</b> | None |
|-------------------------|------|

The following example shows sample output from the show call-home smart-licensing statistics command:

```
RP/0/RP0:hostname# show call-home smart-licensing statistics
Tue Aug 29 14:48:50.001 UTC
Success: Successfully sent and response received.
Failed : Failed to send or response indicated error occurred.
Inqueue: In queue waiting to be sent.
Dropped: Dropped due to incorrect call-home configuration.
```

| Msg Subtype     | Success | Failed | Inqueue | Dropped | Last-sent (GMT+00:00) |
|-----------------|---------|--------|---------|---------|-----------------------|
| ENTITLEMENT     | 99      | 0      | 0       | 0       | 2017-08-29 12:22:03   |
| DEREGISTRATION  | 12      | 0      | 0       | 0       | 2017-08-29 12:07:30   |
| REGISTRATION    | 16      | 66     | 0       | 0       | 2017-08-29 12:20:28   |
| ACKNOWLEDGEMENT | 15      | 0      | 0       | 0       | 2017-08-29 12:20:36   |
| RENEW           | 2       | 0      | 0       | 0       | 2017-08-22 14:48:45   |

show call-home smart-licensing statistics