Smart Call Home for Cisco IMC Supervisor

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Overview of Smart Call Home

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 quickly to achieve higher availability and increased operational efficiency. This capability is available with an active support contract for hardware managed by Cisco IMC Supervisor. When enabled, Smart Call Home looks for a specific set of faults that Cisco has identified through interaction with Cisco Technical Assistance Center (TAC) engineers, the Cisco support community, and developers. Instead of waiting for a user to notice a problem or a fault to escalate and be reported, Smart Call Home proactively identifies and diagnoses faults.

Cisco IMC Supervisor managed server tasks such as **Group Rack Server Inventory**, **Rack Server Fault**, and **Health System** are run at periodic intervals and send relevant information to the Smart Call Home backend. The backend processes this data and if issues are identified, it will automatically raise cases with the TAC for resolution of issues.

You can configure Smart Call Home using the Cisco IMC Supervisor user interface. For more information, see Configuring Smart Call Home, on page 1.

Configuring Smart Call Home

Perform this procedure to configure Smart Call Home.

Procedure

Step 1 From the menu bar, choose **Administration** > **System** > **Smart Call Home**.

Step 2 Check the **Enable Smart Call Home** check box so that collected faults are forwarded to the Smart Call Home backend.

Note By default Smart Call Home is disabled.

Step 3 Enter **Contact Email** address.

Note You can enter only one contact email at a time in this field.

Step 4 The **Destination URL** of the Smart Call Home backend is set by default.

Note We recommend that you must not change the default URL.

Step 5 (Optional) Check the **Enable Proxy** check box and complete the following:

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.

Step 6 (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. This can be used as additional information for resolving issues by the TAC team.

Step 7 Click **Save**.

Step 8 In the **Submit Result** dialog box, click **OK**.

Note

- Any faults that occur on the managed servers are sent to the backend. For information about the various fault codes and its severity, see Fault Codes, on page 2. For more information about logging in to Smart Call Home and performing various tasks, see https://supportforums.cisco.com/community/4816/smart-call-home and for viewing messages received at the Smart Call Home backend see http://tools.cisco.com/sch/.
- Ensure that the URL https://tools.cisco.com/its/service/oddce/services/DDCEService is reachable from the Cisco IMC Supervisor appliance .

Fault Codes

Following are a list of error messages that Cisco IMC Supervisor sends to the Smart Call Home backend.

Fault Code	Fault Name	Message	Severity
F0868	fltComputeBoardPowerFail	Motherboard of [serverid] power: [power]	critical
F0424	fltComputeBoardCmosVoltageThresholdCritical	CMOS battery voltage on [serverid] is [cmosVoltage]	major

Fault Code	Fault Name	Message	Severity
F0425	fltComputeBoardCmosVoltageThresholdNonRecoverable	CMOS battery voltage on [serverid] is [cmosVoltage]	critical
F0177	fltProcessorUnitThermalThresholdNonRecoverable	Processor [id] on [serverid] temperature:[thermal]	critical
F0379	fltEquipmentIOCardThermalProblem	IOCard [location] on server [id] operState: [operState]	major
F1004	fltStorageControllerInoperable	Storage Controller [id] operability: [operability]	critical
F0181	fltStorageLocalDiskInoperable	Local disk [id] on [serverid] operability: [operability]	major| warning
F1007	fltStorageVirtualDriveInoperable	Virtual drive [id] on [serverid] operability: [operability]	critical
F0531	fltStorageRaidBatteryInoperable	RAID Battery on [serverid] operability: [operability]	major
F0997	fltStorageRaidBatteryDegraded	Raid battery [id] on [serverid] operability: [operability]	major
F0185	fltMemoryUnitInoperable	DIMM [location] on [serverid] operability: [operability]	major
F0188	fltMemoryUnitThermalThresholdNonRecoverable	DIMM [location] on [serverid] temperature: [thermal]	critical
F0385	fltEquipmentPsuThermalThresholdNonRecoverable	Power supply [id] in [serverid] temperature: [thermal]	critical
F0389	fltEquipmentPsuVoltageThresholdCritical	Power supply [id] in [serverid] voltage: [voltage]	major

Fault Code	Fault Name	Message	Severity
F0391	fltEquipmentPsuVoltageThresholdNonRecoverable	Power supply [id] in [serverid] voltage: [voltage]	critical
F0407	fltEquipmentPsuIdentity	Power supply [id] on [serverid] has a malformed FRU	critical
F0411	fltEquipmentChassisThermalThresholdNonRecoverable	Thermal condition on [serverid] cause: [thermalStateQualifier]	critical
F0174	fltProcessorUnitInoperable	Processor [id] on [serverId] operability: [operability]	critical|major