



How to Enable and Disable the Call Home Feature

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Call Home in UCS Overview

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.

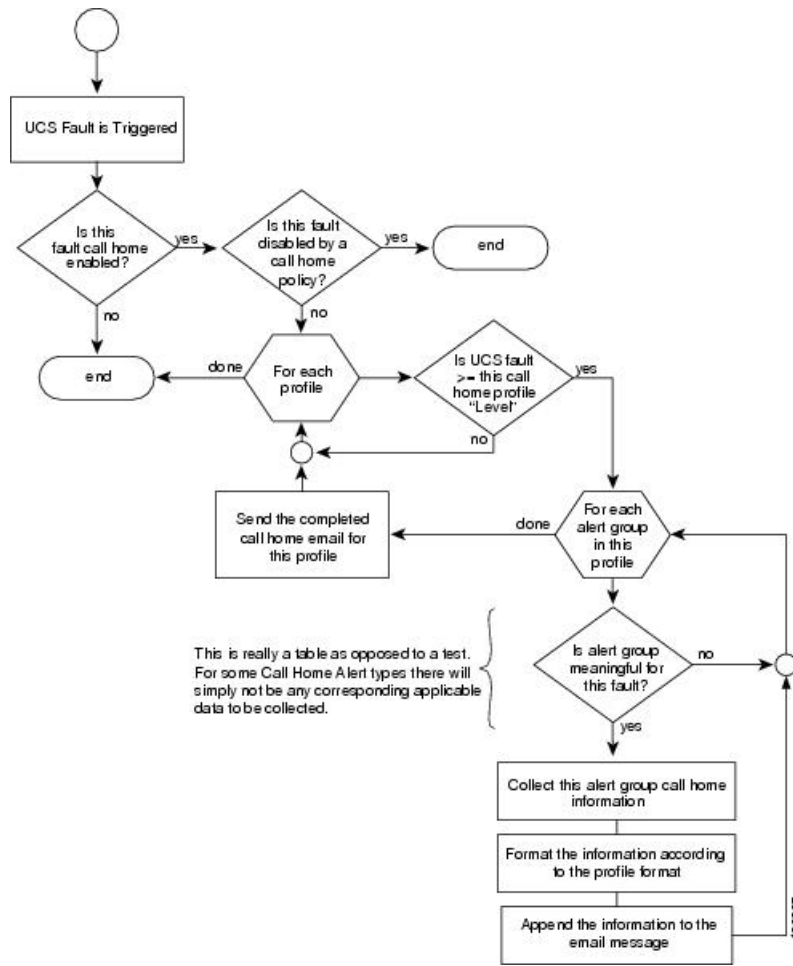
Cisco UCS delivers Call Home messages in the following formats:

- 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](#). The XML format enables communication with the Cisco Systems Technical Assistance Center.

For information about the faults that can trigger Call Home email alerts, see the *Cisco UCS Faults and Error Messages Reference*.

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

Figure 1: Flow of Events after a Fault is Triggered



SMTP Authentication

Beginning with release 4.2(3b), UCS Manager supports secured authentication for the transport email with the SMTP server.

You can toggle **SMTP Authentication** between

- **Off**—SMTP Authentication is not used for this Cisco UCS domain.
- **On**—SMTP Authentication is used for this Cisco UCS domain.



Note SMTP server should be capable of supporting STARTTLS, SSL based SMTP communication.

You should also install the server root CA certificate on the SMTP-Client (switch) for successful connection between SSL to SMTP-AUTH server.

Enabling Call Home

Procedure

- Step 1** In the **Navigation** pane, click **Admin**.
- Step 2** Expand **All > Communication Management > Call Home**.
- Step 3** In the **Work** pane, click the **General** tab.
- Step 4** In the **Admin** area, complete the following fields to enable Call Home:

Name	Description
State field	<p>This can be one of the following:</p> <ul style="list-style-type: none"> • Off—Call Home is not used for this Cisco UCS domain. • On—Cisco UCS generates Call Home alerts based on the Call Home policies and profiles defined in the system. <p>Note If this field is set to On, Cisco UCS Manager GUI displays the rest of the fields on this tab.</p>
Switch Priority drop-down list	<p>This can be one of the following:</p> <ul style="list-style-type: none"> • Alerts • Critical • Debugging • Emergencies • Errors • Information • Notifications • Warnings
Throttling field	<p>Indicates whether the system limits the number of duplicate messages received for the same event. This can be one of the following:</p> <ul style="list-style-type: none"> • On—If the number of duplicate messages sent exceeds 30 messages within a 2-hour timeframe, then the system discards further messages for that alert type. • Off—The system sends all duplicate messages, regardless of how many are encountered.

- Step 5** Click **Save Changes**.

What to do next

Ensure that Call Home is fully configured.

For more information on the Call Home feature, see the *Cisco UCS System Monitoring Guide*.

Disabling Call Home

Procedure

- Step 1** In the **Navigation** pane, click **Admin**.
- Step 2** Expand **All > Communication Management > Call Home**.
- Step 3** In the **Work** pane, click the **General** tab.
- Step 4** In the **Admin** area, click **off** in the **State** field.

Note If this field is set to **off**, Cisco UCS Manager hides the rest of the fields on this tab.

- Step 5** Click **Save Changes**.
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What to do next

For more information on the Call Home feature, see the *Cisco UCS System Monitoring Guide*.

Creating 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

- Step 1** In the **Navigation** pane, click **Admin**.
- Step 2** Expand **All > Communication Management > Call Home**.
- Step 3** In the **Work** pane, click the **Profiles** tab.
- Step 4** On the icon bar to the right of the table, click **+**.
If the **+** icon is disabled, click an entry in the table to enable it.
- Step 5** In the **Create Call Home Profile** dialog box, complete the following information fields:

Name	Description
Name field	<p>A user-defined name for this profile.</p> <p>This name can be between 1 and 16 alphanumeric characters. You cannot use spaces or any special characters other than - (hyphen), _ (underscore), : (colon), and . (period), and you cannot change this name after the object is saved.</p>
Level field	<p>Cisco UCS faults that are greater than or equal to this level trigger the profile. This can be one of the following:</p> <ul style="list-style-type: none"> • Critical • Debug • Disaster • Fatal • Major • Minor • Normal • Notification • Warning
Alert Groups field	<p>The group or groups that are alerted based on this Call Home profile. This can be one or more of the following:</p> <ul style="list-style-type: none"> • Cisco Tac—Cisco TAC recipients • Diagnostic—POST completion server failure notification recipients • Environmental—Recipients of notifications about problems with PSUs, fans, etc.

Step 6 In the **Email Configuration** area, complete the following fields to configure the email alerts:

Name	Description
Format field	<p>This can be one of the following:</p> <ul style="list-style-type: none"> • Xml—A machine readable format that uses Extensible Markup Language (XML) and Adaptive Messaging Language (AML) XML schema definition (XSD). This format enables communication with the Cisco Systems Technical Assistance Center. • Full Txt—A fully formatted message with detailed information that is suitable for human reading. • Short Txt—A one or two line description of the fault that is suitable for pagers or printed reports.

Name	Description
Max Message Size field	<p>The maximum message size that is sent to the designated Call Home recipients.</p> <p>Enter an integer between 1 and 5000000. The default is 5000000.</p> <p>For full text and XML messages, the maximum recommended size is 5000000. For short text messages, the maximum recommended size is 100000. For the Cisco TAC alert group, the maximum message size must be 5000000.</p>

- Step 7** In the **Recipients** area, do the following to add one or more email recipients for the email alerts:
- On the icon bar to the right of the table, click +.
 - In the **Add Email Recipients** dialog box, enter the email address to which Call Home alerts should be sent in the **Email** field.

This email address receives Callhome Alerts/Faults.

After you save this email address, it can be deleted but it cannot be changed.
 - Click **OK**.
- Step 8** Click **OK**.
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Deleting a Call Home Profile

Procedure

- Step 1** In the **Navigation** pane, click **Admin**.
 - Step 2** Expand **All > Communication Management > Call Home**.
 - Step 3** In the **Work** pane, click the **Profiles** tab.
 - Step 4** Right-click the profile you want to delete and choose **Delete**.
 - Step 5** Click **Save Changes**.
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Configuring a Call Home Policy



Tip By default, all Call Home policies are enabled to ensure that email alerts are sent for all critical system events.

Procedure

- Step 1** In the **Navigation** pane, click **Admin**.
- Step 2** Expand **All > Communication Management > Call Home**.
- Step 3** In the **Work** pane, click the **Policies** tab.
- Step 4** On the icon bar to the right of the table, click +.
If the + icon is disabled, click an entry in the table to enable it.
- Step 5** In the **Create Call Home Policy** dialog box, complete the following fields:

Name	Description
State field	If this field is Enabled , the system uses this policy when an error matching the associated cause is encountered. Otherwise, the system ignores this policy even if a matching error occurs. By default, all policies are enabled.
Cause field	The event that triggers the alert. Each policy defines whether an alert is sent for one type of event.

- Step 6** Click **OK**.
- Step 7** Repeat Steps 4 and 5 if you want to configure a Call Home policy for a different type of fault or event.
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Deleting a Call Home Policy

Procedure

- Step 1** In the **Navigation** pane, click **Admin**.
- Step 2** Expand **All > Communication Management > Call Home**.
- Step 3** In the **Work** pane, click the **Policies** tab.
- Step 4** Right-click the policy that you want to disable and choose **Delete**.
- Step 5** Click **Save Changes**.
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