CHAPTER 3

Smart Call Home Web Application

This chapter discusses the following areas:

- Overview of the Smart Call Home Web Application
- Launch Smart Call Home
- Smart Call Home Overview Page
- Registration Management Processes
- Report Generation

Overview of the Smart Call Home Web Application

This section discusses the following areas:

- Accessing the Smart Call Home Web Application
- Navigational Aids and Sorting Table Information

The Smart Call Home web application provides access to:

- An Overview page – provides a summary of key Smart Call Home functions.
- Registration Management functions – provides links for registering the following items:
  - Registered Devices
  - Devices Pending Registration

  - Transport Gateways
  - Registered Users
  - Bulk Registration
  - Registered End Customers
  - Manage Contact Details
  - End Customer Access
- Reports – Reports about Call Home enabled devices and the messages they send.

Important Information about Device Functions and Partner Contracts

There are some device functions that are not supported on a partner type contract (Partner Support Service (PSS) contract), those functions are:

- **Service Requests** - The service requests (SR's) are not enabled since the partner handles these requests for servicing.Instead of generating service requests there are partner requests, which handle the same type failures and event notifications that the SR's normally generate. The primary difference is that these notifications are now sent to the partner as partner requests and not to TAC as an SR.
- **Devices Pending Registration** - Devices that have partner type contracts get registered automatically, therefore there is no device registration process for partners to perform, and there is never a device with a pending status.

Note Even though the above functions are not applicable for collaborative PSS type contracts, these functions are still visible on the web application. The reason these functions are still present can be for one of the following reasons:

- The partner could have a Cisco Branded contract, that is managed by the partner, and then the above two functions would then be functional.

- A partner might not always be just a partner, but could also be a customer. A partner could be supporting their own end-customers (with a PSS contract); however, a partner could also be supporting their own devices with customer-type contracts and those devices could have SR's associated with them, or have devices with pending registration status.

Accessing the Smart Call Home Web Application

To access the Smart Call Home web application go to the following URL:

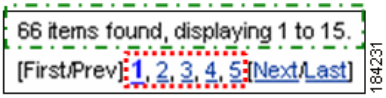
https://tools.cisco.com/sch/

Navigational Aids and Sorting Table Information

Some pages on Smart Call Home have tables that contain a variety of information; the content depends on what page is being viewed. Sometimes there is so much data being represented in the table that it cannot be viewed on one page, so navigational aids are provided to do the following tasks:

- Change the page that is being currently viewed.
- Change what table entries are being displayed on the current page, by sorting the table columns.

There are several different ways to change what page, and therefore what entries in a table, you are viewing by using the navigational aids on the page. To view data that is on another page, use one of the following options:



- The first part of the navigational aid provides a summary that indicates the following information:
  - How many total items were found (i.e. 66).
  - Which items are currently being displayed on the current page (i.e. 1 to 15); as you change pages, the information updates accordingly.

- Click the **< First/Prev >** option to go either to the first or previous page, respectively.
- Click the **< Next/Last >** option to go to either the next or last page, respectively.
- Click one of the page numbers that are displayed in the navigation list, to go directly to that page.

You can also change what table entries are displayed on the current page, by using the table headers to sort the table columns. Sorting columns lets you organize the entries so that they are easier to locate in the table.

Note An underlined column header indicates that the table column is sortable.

	Serial Number	Host Name	Product ID	Contract	Company	Registration Status Date Stamp	Entitlement Status End Date
	SMG1042N1QP Info	AST-6509-01	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 29-May-2008 10:39:23 AM	SR Capable 04-Jun-2010 04:59:59 PM
	SMG1042N1QP Info	AST-6509-01	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 29-May-2008 10:39:49 AM	SR Capable 04-Jun-2010 04:59:59 PM
	MMX1 Info	GS_SEVT-6503-03	WS-C6503	1273104 Direct	CISCO SYSTEMS, INC.	Complete 19-Feb-2008 11:59:17 AM	SR Capable 04-Jun-2010 04:59:59 PM
	IMAFAKE022708 Info	Host-IMAFAKE022708	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 28-Feb-2008 10:07:23 PM	SR Capable 04-Jun-2010 04:59:59 PM
	FAB0434V0Z1 Info	Host-FAB0434V0Z1	WS-C6509-E	Registered using contract: 1273104 Direct	CISCO SYSTEMS, INC.	Complete 28-Feb-2008 09:59:29 PM	SR Trial Capable 28-May-2008 09:59:29 PM
	SAL10392GQQ Info	Host-SAL10392GQQ	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 28-Mar-2008 10:24:25 AM	SR Capable 04-Jun-2010 04:59:59 PM

All the table columns can be sorted by a specific column, by clicking the column header. All the table data in the table is sorted by that column, including data that may be displayed in the table on other pages. You toggle between ascending and descending order each time you click a particular column header.

Device Support and Display Properties

You will see different relationships between the device hostname and serial number (SN), depending upon the type device that is displayed on the Smart Call Home application.

- 1 SN - 1 hostname
- 1 SN - n hostnames VDC – Nexus 7000 devices
- N SNs - 1 hostname VSS – Catalyst 6500 devices

Smart Call Home will illustrate these different serial number / host name relationships on the following web pages:

- Devices Pending Registration
- Device Reports Results
- Registered Devices search results
- Call Home History Report search results

Virtual Device Context (**VDC**) – each configured VDC presents itself as a unique Nexus 7000 device to connected users within the framework of one physical switch; the VDC runs as a separate logical entity within the switch.

Because one Nexus 7000 device appears to be multiple devices to the user, there is only one serial number for the device but multiple hostnames to the user.

Virtual Switching System (**VSS**) – allows for the merging of two physical Catalyst 6500 switches together into a single logically-managed entity.

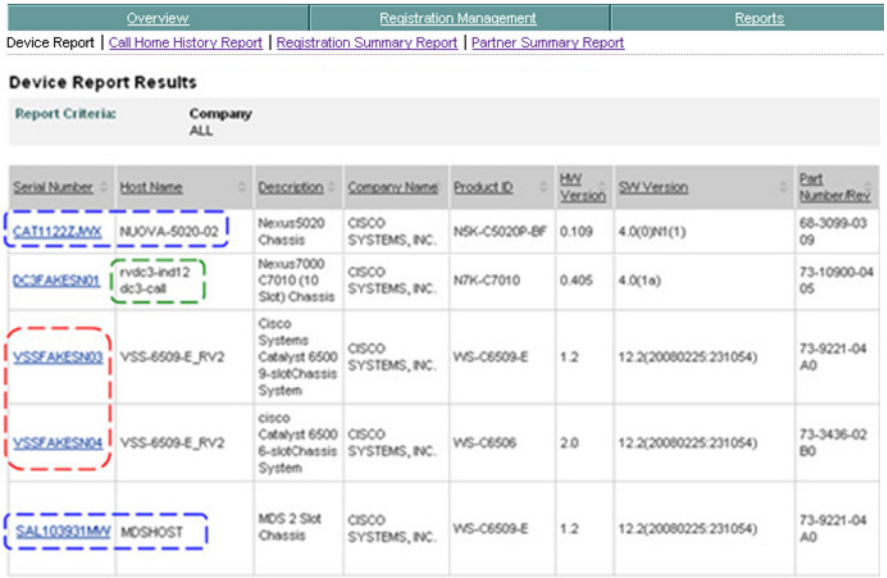
Because there are multiple physical Catalyst 6500 devices appearing as one logical device, there is only one host name but several different serial numbers to the user.

An example of these three different types of serial name / host name relationships is shown in a portion of the Device Report Results page, in the following graphic:

- 1 SN - 1 hostname
- 1 SN - n hostnames VDC – Nexus 7000 devices
- N SNs - 1 hostname VSS – Catalyst 6500 devices

Note Not all VDC and VSS devices are shown in the same format as is shown in the following graphic of the Device Report Results page. Other pages will show the following type format:

- For VDC, there will be one registration and the displayed hostname will be the one of the default VDC only.
- For VSS, two different SN's will be displayed as two separate registrations with the same hostname.The VSS configuration with Catalyst6500 currently supports only two chassis.



Launch Smart Call Home

Topics covered in this section are:

- Partners Access to Smart Call Home
- Login Prompt

- Accept the Legal agreement

Partners Access to Smart Call Home

Partners in the Partner Support Services (PSS) program are identified based on having Access level 3 in their Cisco.com profile and having one of the other following items:

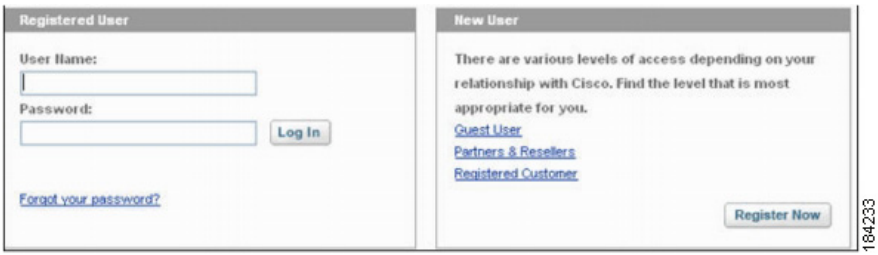
- Having at least one bill-to ID in their Cisco.com profile that matches a bill-to ID on a PSS contract, which a device is registered with in Smart Call Home.
- Having at least one PSS contract in their profile that has a contract status of "Active", "Overdue", "Signed", or "QA_Hold".

Login Prompt

To launch the Smart Call Home function, perform the following steps:

Step 1 Go to the Smart Call Home application at URL: https://tools.cisco.com/sch/ the login prompt window opens. One of two options will occur:

- If this is your first time logging on to Smart Call Home and have not yet accepted the Legal Agreement, the Legal Agreement window will open.
- If you have previously accepted the Legal Agreement the Smart Call Home web application will open to the overview page.



Step 2 Enter your Cisco.com ID and password in the Registered User area; this Registered User is a user with a Cisco.com ID, this reference to a registered user is independent from the Smart Call Home user registration.

Accept the Legal agreement

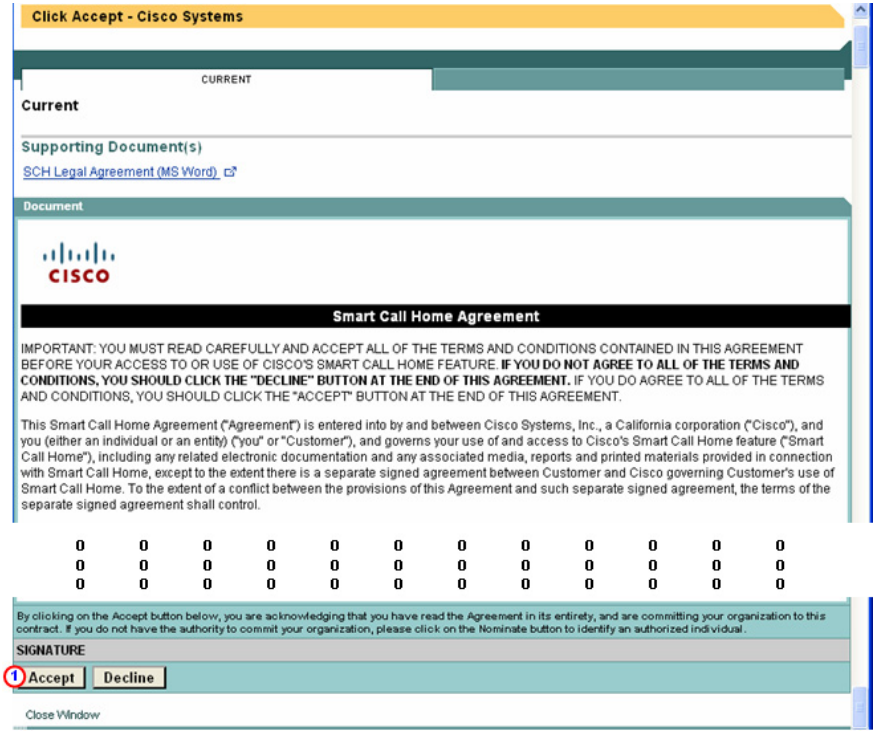
Every user needs to accept the Legal Agreement before they can use the Smart Call Home application.

Once you have accepted the Legal Agreement, the User Registrations that has a status of 'Pending Legal Agreement' will be changed to 'Completed'.

After you have accepted the Legal Agreement you will then have access to the Smart Call Home web application. The Legal Agreement also includes the Transport Gateway.

In the case where a user registration has a status of 'Unregistered' (i.e. the user registrations has been deleted), you need to re-accept the Legal Agreement when logging back into Smart Call Home.

Step 3 Enter your Cisco.com and password. If you have not accepted the Legal agreement, the Legal agreement window appears.

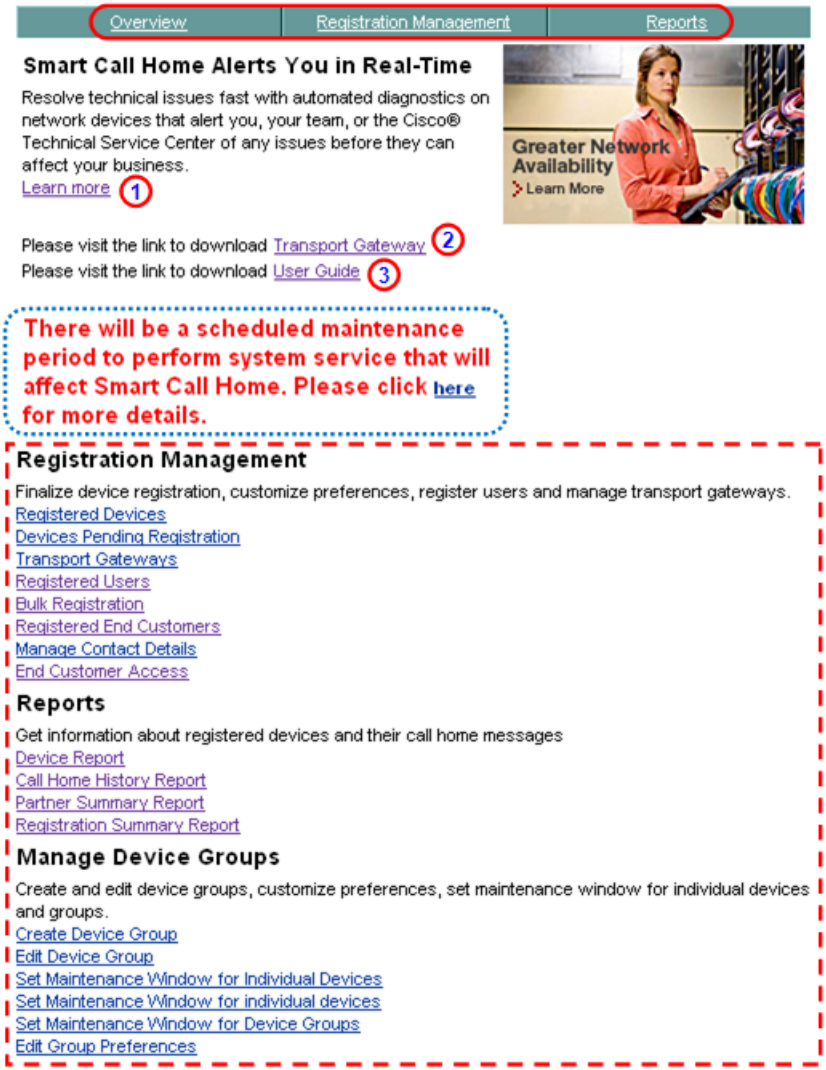


At the bottom click **Accept**; ① the Smart Call Home Overview page appears.

Note The system does not let the partner go to any other page in the Web Application until the Legal Agreement has been accepted.

Smart Call Home Overview Page

This page provides links to important information about Smart Call Home and access to the different functions provided by the Smart Call Home service, which are noted below.



The Overview page provides the following access and information:

- Has a tabbed bar that provides access to the following areas of Smart Call Home:
  - **Overview page** – provides access to the current page.
  - **Registration Management page** – provides access to all the registration related functions for devices, users, and Transport Gateways.

    Note For the Devices Pending Registration page, the pending device registration status is not applicable to devices under a PSS contract since they are registered automatically (no device confirmation is needed by the partner or end customer).Devices on this page will be seen only if they have customer-type contracts.

  - **Reports page** – gives you access to pages that let you generate reports about devices and all the Call Home messages processed by the Cisco Backend.
- Gives a summary of the Smart Call Home service with a link to obtain additional information. 1
- Provides download links to the:
  - Transport Gateway 2 – Go to http://www.cisco.com/cgi-bin/tablebuild.pl/cisco-transport-gateway
  - Smart Call Home User Guide. 3
- There is a schedule maintenance area that alerts users to scheduled maintenance down times.
- Provides an overview of, and links to, the following functions:
  - **Registration Management** – Provides access to the same links that are provided on the Registration Management tab.
  - **Reports** – Provides quick access to the two different types of reports.
  - **Manage Device Groups** – lets you create a device group and add devices to it. After the device group is created, you can set maintenance windows and edit device preferences for individual devices or devices in a group.

Registration Management Processes

On the Smart Call Home web application all registration related activities are consolidated under one tab, the Registration Management tab. This tab provides access to registration for devices, users and Transport Gateways.

This section describes the various registration functions for the following areas:

- Overview of Registration Processes.
- Device Registration.
- User Registration.
- Transport Gateway Registration.
- Bulk Registration
- Registered End Customers
- Manage Contact Details
- End Customer Access

Overview of Registration Processes

In order for devices to communicate in the Smart Call Home environment there are several types of registrations that occur first; there are three basic types of registrations:

- **Device Registration** – Devices are associated to a valid bill-to-id, and entitled company. This registration is required for Call Home messages sent by the device to be processed.Devices under a PSS contract are registered automatically (no device registration confirmation is required).

  The device registration area also lets you manage contact details by specifying who will get notified when events occur on the registered devices.

  Devices can be registered one of two ways: using bulk registration or by device per device.

- **User Registration** – Users get registered to a company; the user registration is needed so the partner and registered end customers can get access to the reports in the web application. A partner can register additional users as partner users or registered end customers.

- **Transport Gateway Registration** – Transport Gateways get associated to a company. The Transport Gateway registration is needed only when the partner uses a Transport Gateway to send Call Home messages to the backend.

All of the previous registration options are available on the Smart Call Home web application under the Registration Management tab.

This tab provides access to the following registration functions for:

- **Registered Devices** – Lets you manage device registrations for registered devices.
- **Devices Pending Registration** – Lets you confirm device registrations in order for the device to become registered in Smart Call Home.

Note Devices with a PSS type contract will not have a ‘pending’ status since all devices with a PSS contract are automatically registered. See Important Information about Device Functions and Partner Contracts for more information on the Devices Pending Registration function.

- **Registered Users** – Lets you manage user registrations and add users.
- **Registered End Users** – Lets you manage end user registrations and add end users.
- **Bulk Registration** – Bulk registration lets a user register devices before configuring them for call-home by uploading the device information via the portal.
- **Registered End Customers** – Lets you add and delete registered end customers, and specify what Smart Call Reports they can have access to.
- **Manage Contact Details** – Lets you specify contact email addresses (NOC and Administrative) for different bill-to-ids, all at one location.
- **End Customer Access** – Lets you specify which Smart Call Reports your Registered End Customers can have access to.

Device Registration

Device registration is performed automatically for devices that have PSS contracts. For devices that have PSS contracts ignore the sections that deal with device registration and instead reference only the information related to View, Edit, or Delete Registered Devices.

For partners that have devices that may have customer related contracts all the data in this section is applicable. See Important Information about Device Functions and Partner Contracts for more information about the Device Registration function.

This section provides an overview of the device registration process and describes how the Smart Call Home web application lets you perform the following tasks:

- Confirm Device Registration for Devices with "Pending Registration" (for customer contracts only).
- View, Edit, or Delete Registered Devices.

Device Registration Overview

To register a device one of the following conditions must exist:

- The device serial number (SN) is entitled, meaning the device is under contract and that contract exists in the customer's CCO LDAP profile.
- The device is under warranty.
- SN is in the Install Base (IB) and the user has supported contracts in their profile.
- SN is not in the IB; however, the user has supported contracts in their profile that cover the devices Product Family Group (PFG).

When a device sends its first supported message and it is received by the Cisco Backend, Smart Call Home initiates a device registration that needs to be confirmed by the partner. On the Smart Call Home web application the partner confirms the device registration for a device that has a "Pending Registration" status. Once the device's "Pending Registration" is confirmed, all supported incoming Call Home messages from the device can then be processed on the Cisco backend.

A “Pending Registration” status is created when the device sends its first supported Call Home message to the Cisco Backend. The user confirms the device registration using one of the following methods:

- Manually go to the Device Registration page on the Smart Call Home web application.
- Click on the link in the email, which is sent during the device registration process; this link takes you directly to the confirmation page for the device on the Smart Call Home web application.

When the device is covered by a service contract, the system will register the device using the bill-to-id of the partner. When a partner registers a device using a valid service contract in Smart Call Home, the device can have a registration status of:

- **Pending Registration** – Status occurs when a device sends its first Call Home message to the backend, and the confirmation of the device registration has not occurred yet.
- **Complete** – When a partner uses the web application to confirm the device registration for a device that has pending registration.
- **Unregistered** – Is for devices that have had their registrations deleted.
- **Expired** – Indicates that the contract for the associated device has expired and is no longer valid.

Once a device has the pending registration confirmed, the supported Call Home messages sent by the device will be processed and the results will be made available via the Smart Call Home web application.

There are two types of processes for device registration:

- Confirm Device Registration process, for those devices that have a “Pending Registration” status; once the registration has been confirmed you can manage the registration.
- Administer Device Registration process, for those devices that have a “Complete” status.

NOC Email Address and Device Registration for Devices with PSS Contracts

Specifying the default NOC and default administrative email addresses of a partner should be one of the first tasks a partner performs on the Smart Call Home application before a device gets registered, using a PSS contract. In order for

Smart Call Home to notify the partner of events that occur on registered devices and send failure analysis and recommended steps, the partner needs to provide the default NOC and default administrative email addresses.

For information on how to configure the default NOC and default administrative email addresses, go to Manage Contact Details.

Warning **If the email address of the person who configured the device does not map to a bill-to-id of the PSS contract, Smart Call Home will not be able to send an email notifications to the partner. It is very important that a known good NOC email address, which is associated to a CCO-id, be sent to Cisco, otherwise registration messages and other device notifications will not be received and therefore required actions cannot be performed.**

Cisco has no way of automatically getting the NOC email address; therefore, when Cisco receives the first call home message from the device, Cisco will send an email to the email address of the person who configured the device and ask them to provide the NOC email address of the partner, so that communications can occur with the partner about any future device events. Please contact ask-smart-services@cisco.com to request configuration of your default NOC and administrative email addresses in Smart Call Home, providing the following information:

- Your Cisco.com ID
- Partner company name
- End customer company name
- NOC email address
- Administrative email address
- Partner Support Service contracts covering the end customer's devices

Device Registration Processes

There are two ways to register a device: either device per device (configure CH on device and send message) or using bulk registration (before configuring CH on devices, list all devices to be registered and upload the list with the bulk registration feature).

For PSS, partners should use bulk registration to register their end customer devices.

SN/PID Validation and Device Registration

Smart Call Home validates the input serial numbers and product ids reported in the Call Home message against Cisco databases, if the validation is not successful the registration of the device could fail.

When a device has a valid SN/PID this means that either a C3 shipment record exists that confirms that the device was shipped to the customer with that same SN/PID, or that the SN/PID was confirmed by some other method, such as a physical inventory.

SN/PID validation is important, some of the reasons are noted below:

- When an event occurs on your device and a fru is needed, having the valid SN/PID ensures that the part is sent to the correct location.
- If important information related to your device is sent, a valid SN/PID ensures this info is sent about the correct type device and to the correct support personnel. Examples of this info could be LDoS info, product alert info, etc.

SN/PID validation is performed in the following scenarios:

- Before registering a device when the Call Home message is:
  - Scenario-1: directly from a device belonging to Cisco 7200/7300 Product Family
  - Scenario-2: directly from a device belonging to MDS 9000 Product Family

Smart Call Home registers devices that belong to certain product families (7200, or MDS) after validating the SN and PID. Once the SN and PID are validated, Smart Call Home registers the device using the SN that meets Smart Call Home's registration and entitlement requirements.

When the input and recommended values of SN and/or PID are found to be different after validation, then the following occurs:

- Both values of the SN and PID will appear in the Smart Call Home web application.
- Both values will be mentioned in the email notifications.

If Smart Call Home does not obtain validated results, then the device cannot be registered. Smart Call Home will send a notification to the support team so they can help the partner resolve the issue.

Confirm Device Registration for Devices with "Pending Registration"

This section does not apply to those devices that have PSS contracts, only those partner devices that have customer-type contracts. See Important Information about Device Functions and Partner Contracts for more information on the Devices Pending Registration function.

This process involves a user confirming a device registration via the Smart Call Home web application. The system associates the device registration with a valid contract, and an entitled company.

When a user configures a device for call-home they become the administrator for that device registration by default. During the device configuration the user enters their contact email address; this email address should be associated with their CCO ID, and is sent the following information:

- A notification about the pending device registration.
- A security token for that device registration.
- A link to the Smart Call Home web application; the link takes the user to the device registration confirmation page.

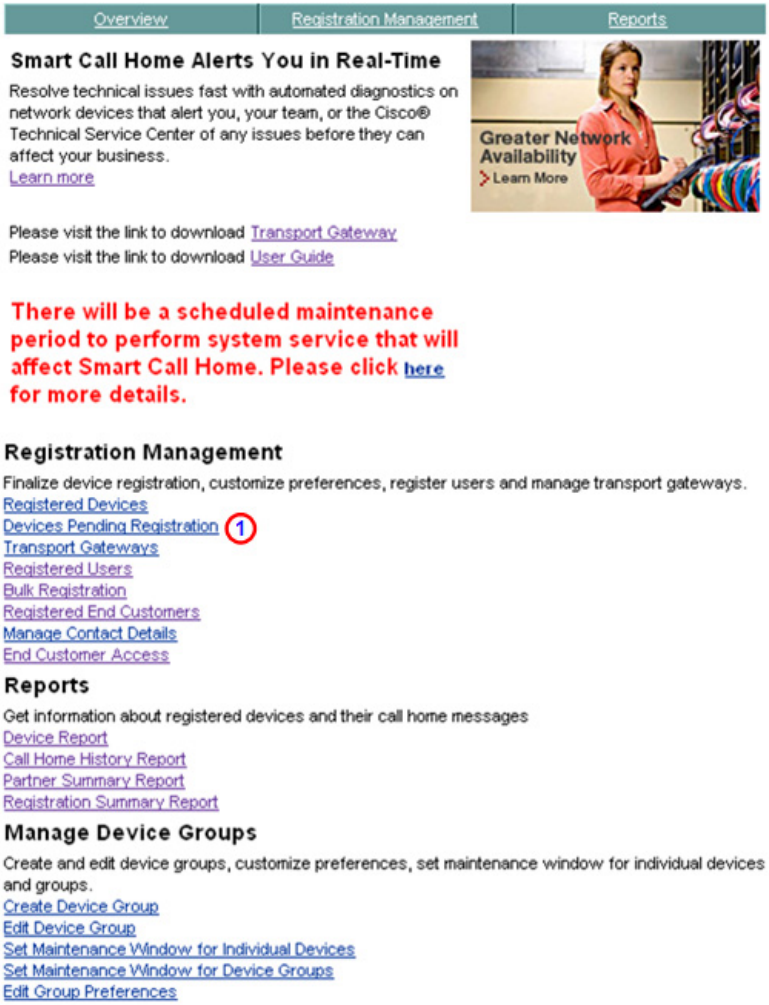
Note Security tokens expire within 90 days of creation, which means that they must be used for registering the device within 90 days. Once the security token is used, the certificate that gets created will expire in 3 years.

The partner uses the Smart Call Home web application to confirm the device registration using the security token sent in the email, or can select other devices in the list. Devices in the list are populated there when the device is covered by a valid contract and the user is already registered to the Company that is associated with those devices; these devices.When a partner confirms a device that has a "Pending Registration" the confirmation associates the device with a valid contract, and company.

To confirm a device registration use one of the following methods:

- Click on the link in the email, which takes you directly to the confirmation page for the device.
- Launch the Smart Call Home web application, and go to the Devices Pending Registration page (see the following steps).

Step 1 Launch Smart Call Home; the Smart Call Home Overview page appears.



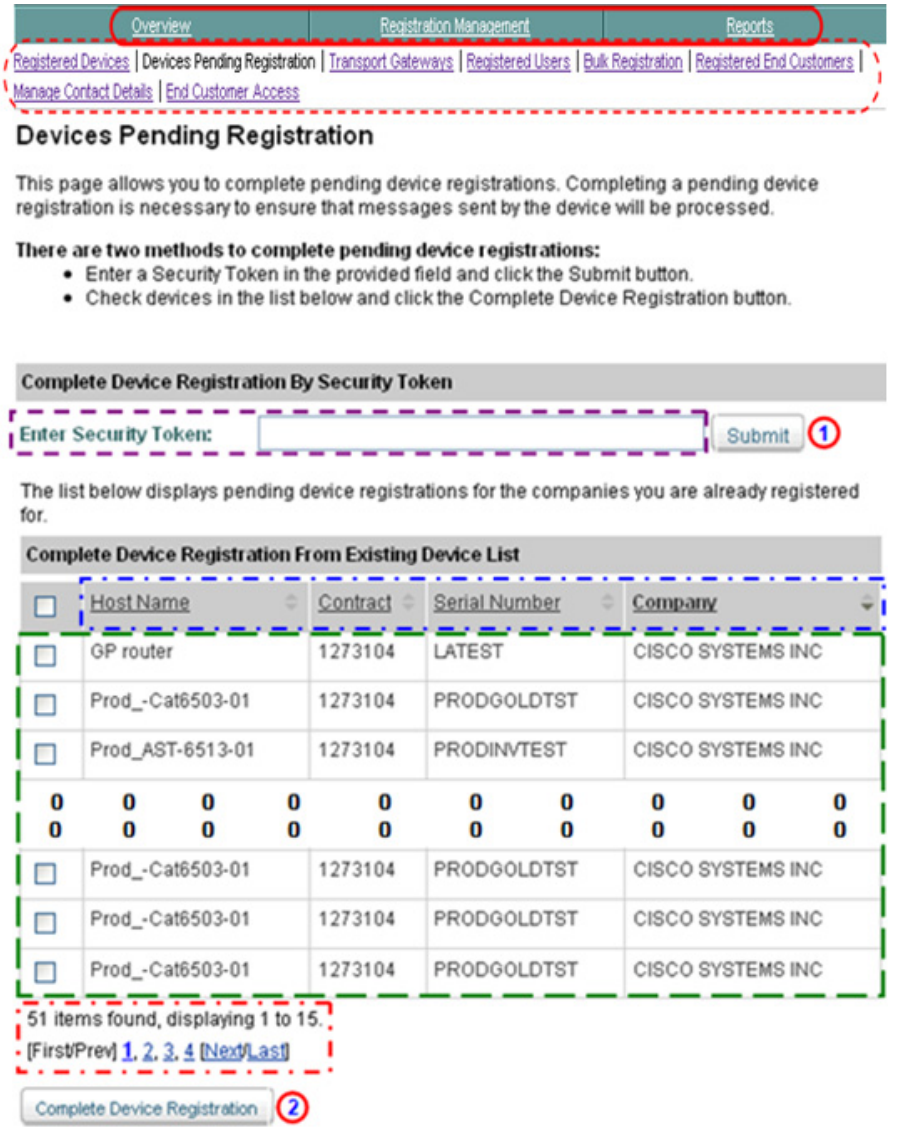
Step 2 There are two ways to get to the Devices Pending Registration page:

- If you are on the Overview page, click **Devices Pending Registration**. (1)
- If you are not on the Overview page, do the following:

– Click the **Registration Management** tab; the Registration Management page appears.

– From the Registration Management page, click **Devices Pending Registration**.

In both cases the Devices Pending Registration page appears.



Step 3 You can select one of the following navigational options or change the content on the Devices Pending Registration page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- The navigation/summary section, at the bottom of the page, indicates the total number of items found, which items are currently being displayed and a navigational path for other entries in the list that are not displayed on the current page.

Step 4 Use one of the following options to perform the associated functions on the Devices Pending Registration page

a. Enter a security token:

Note If the device being registered belongs to a company that the user is not registered to yet then the user must enter the Security Token.

The security token will have been sent in an email to the person who registered the device. Whoever registers the device should be using an e-mail address that is associated with their CCO ID, for this initial message to be sent to. Additionally, you may need to check your spam folders to ensure you have received the registration message with the security token.

If 10 invalid security tokens have been entered, the system displays a message indicating that the maximum number of invalid security tokens had been entered. No new security token can be entered until a support engineer resets the security token counter.

– Enter a security token in the Enter Security Token field then click **Submit**; the system displays an overview of the device registration and asks the partner to confirm that the displayed company information is correct.

– Confirm that the displayed company information is correct; if the info is not correct, the partner should cancel.

b. Select a device from the list:

– If there is a list of devices, check the check box for each device you want to register.

Note The o o o o o o o o in the device list indicates that all the entries in the list are not shown in the graphic.

– Click **Complete Device Registration**. (2)

Note If the device being registered belongs to the same company that the user is already registered to and the device is covered by a valid contract then the device is placed in the device list.

Check the check box adjacent to the Host Name column header, Host Name to select all the devices listed on the current page.

Step 5 After performing one of the previous options, a confirmation message appears that indicates the following information:

- The selected device is being processed for registration.
- The partner is notified via email when the device registration is completed.
- The partner can continue using other Smart Call Home functions.
- In the message, the partner can click “here” to register another device.

Note In the confirmation message if you click “here” to register another device, you could see the device that you just registered still in the Devices Pending Registration list. It may take a moment for the processing to be completed before a refresh of the Devices Pending Registration web page no longer shows the previously unregistered device.

After Smart Call Home completes the registration process it will move the device from the Devices Pending Registration list to the Registered Devices page.

If the device registration confirmation was not completed successfully, go to Device Registration Troubleshooting for more information.

Once the device registration is confirmed, all supported incoming Call Home messages from the device can be processed by Smart Call Home on the backend.

For information on how to navigate on this page, go to Navigational Aids and Sorting Table Information.

View, Edit, or Delete Registered Devices

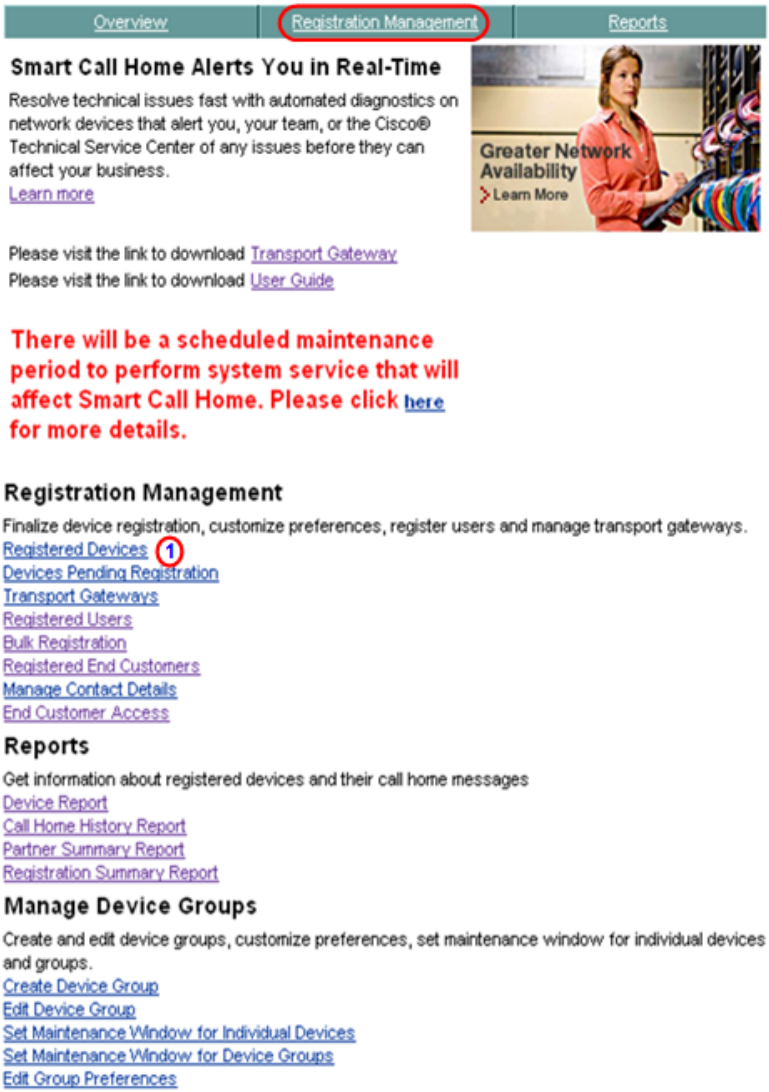
A registered device is one that has been previously registered successfully by a partner and has a status of “Complete”. After registering a device a user can perform the following tasks:

- View Registered Devices.
- Edit Device Preferences.
- Edit Device Contract.

View Registered Devices

A partner can view device registrations for those devices that have PSS contracts, which have a bill-to ID that matches the bill-to ID in the partner's Cisco.com profile. A partner with a customer-type contract can see devices that are associated to the same companies the partner is associated to.

To the view the device registrations, perform the following steps:



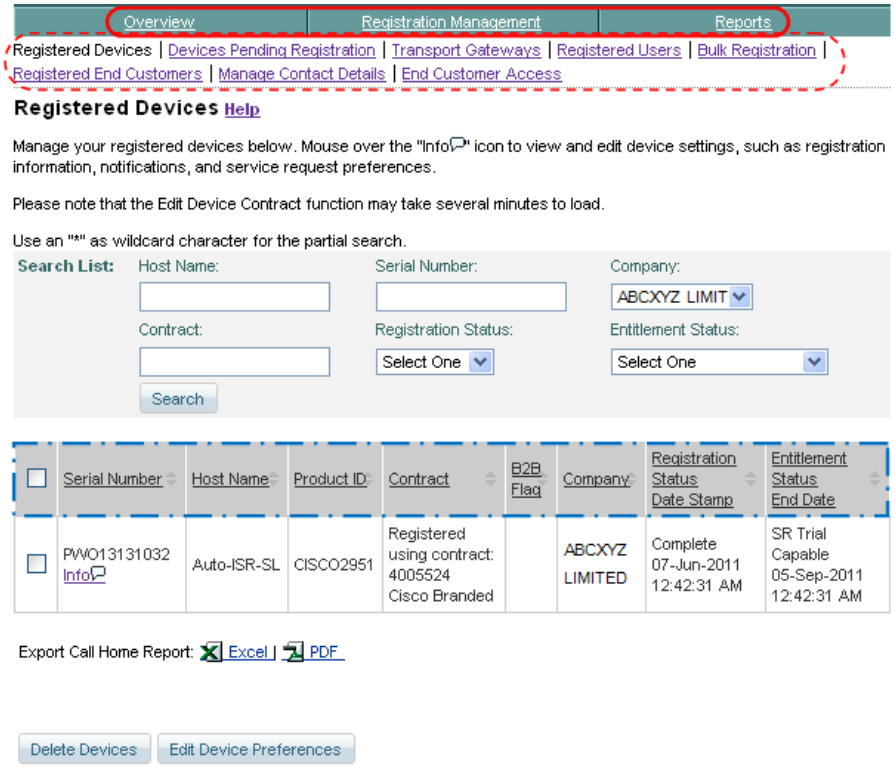
Step 6 There are two ways to get to the Registered Devices page:

- If you are on the Overview page, click **Registered Devices**. (1)
- If you are not on the Overview page, do the following:

– Click the **Registration Management** tab; the Registration Management page appears.

– From the Registration Management page, click **Registered Devices**.

Step 7 In both cases the Registered Devices page appears.



Step 8 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

Step 9 There are several ways that you can change the view of the registered devices that are listed on the page. Use the following steps to perform the associated functions that let you change the view on the Registered Devices page:

- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.
- The current view can be filtered to reduce the number of entries displayed in the table (see following section).

Filter the Display of Registered Devices

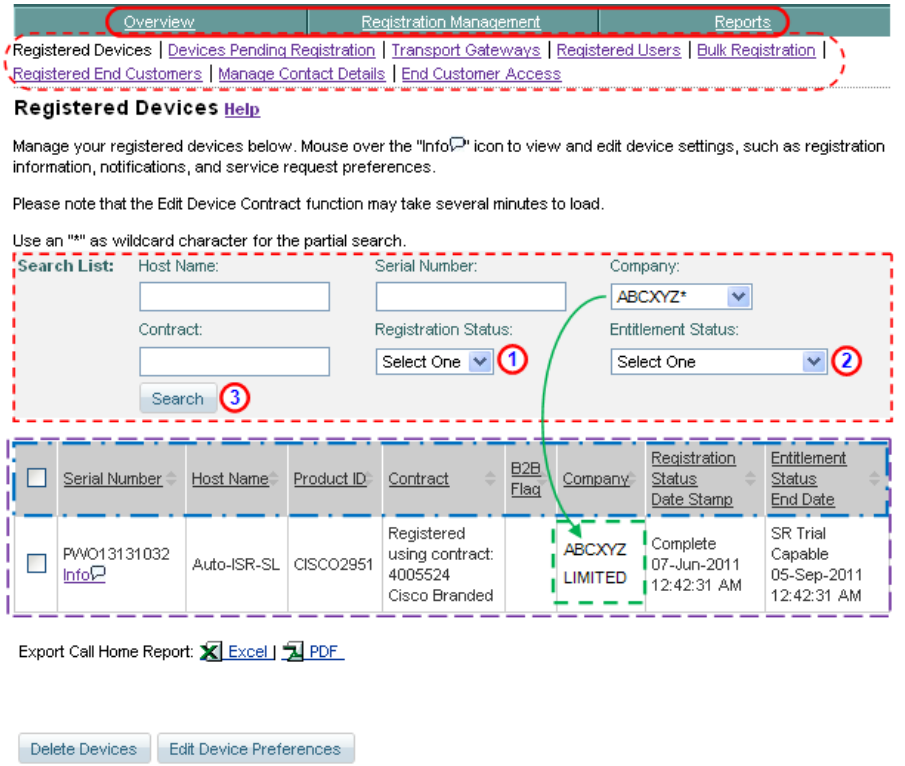
The registered device data in the table represents one of the following items:

- If no search parameters are specified then the table displays all the devices that have registrations that are associated to a Company, for which the partner is registered.

Note Deleted device registrations that have status “unregistered” are not displayed.

- If search parameters are specified in any of the fields then the table displays those device registrations that match those specified search parameters.

.



Step 10 You can select one of the following navigational options or change the content on the Registered Devices page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

Do the following steps to perform the associated functions on the Registered Devices page:

Step 11 You can change the data that is being displayed on the Registered Devices page by specifying different criteria in the Search List parameter fields. You can specify data in any one or more of the search-list data fields:

- For the Host Name, Serial Number, Company and Contract fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.

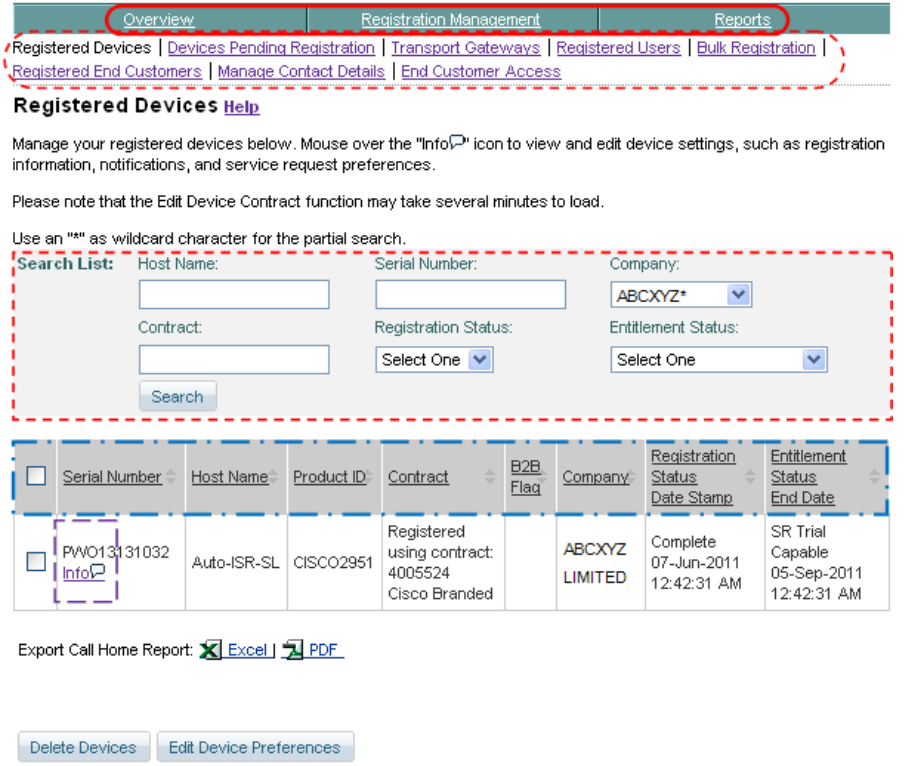
Note The search parameters are not case sensitive; the following example uses ABCXYZ* for Company names starting with “ABCXYZ”.

You can select an item from the drop-down list in the **Registration Status** field (1) and/or the **Entitlement Status** field; (2) only one item can be chosen from each drop-down list.

Step 12 When you are done entering the search list criteria, click **Search**; (3) Smart Call Home displays a table that contains those devices that match the specified search parameters (i.e. those devices that have Company names starting with “ABCXYZ”).

Edit Device Preferences and Contracts

To edit the device preferences or the contract for a device, perform the following steps:



Step 1 You can select one of the following navigational options or change the content on the Registered Devices page:

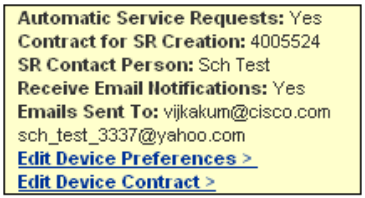
- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Do the following steps to perform the associated functions on the Registered Devices page:

Step 2 You can use the Search List fields change what devices are displayed in the list.

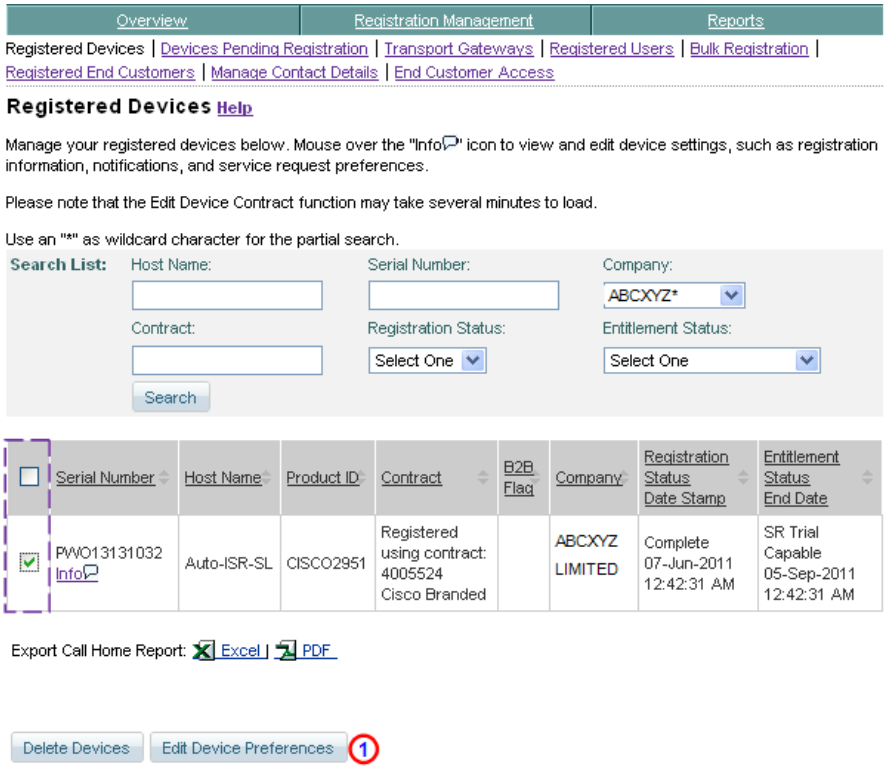
Step 3 To see high-level device preference information, move your mouse over the corresponding info icon; a popup window appears (see following figure).



Step 4 Click either **Edit Device Preferences** or **Edit Device Contract** to see the information associated with the selected option.

Note Clicking the selection from the mouse over displays information for only the one selected device.

Step 5 To edit device preferences for multiple devices, perform the following steps:.



Step 1 Select the check boxes for those devices you want to edit their device preferences.

Step 2 Click **Edit Device Preferences;** 1

Edit Device Preferences

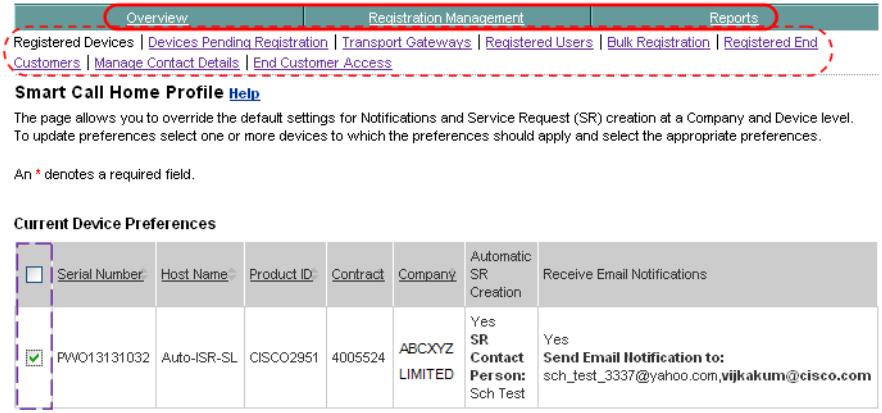
Edit Device Preferences allows you to set the preferences for partner request creation and email notifications for Call Home messages that have been received and processed by Smart Call Home. There are five different sections to the Edit Device Preferences information:

- Receive Partner Support Request:

- Notifications of failure events:
- Notifications of administrative events:
- Enable Notifications to Customer:
- Customer Contact Information:

To edit device preferences perform the following tasks:

Step 1 Select the **Edit Device Preferences** button; the Smart Call Home Profile page appears.



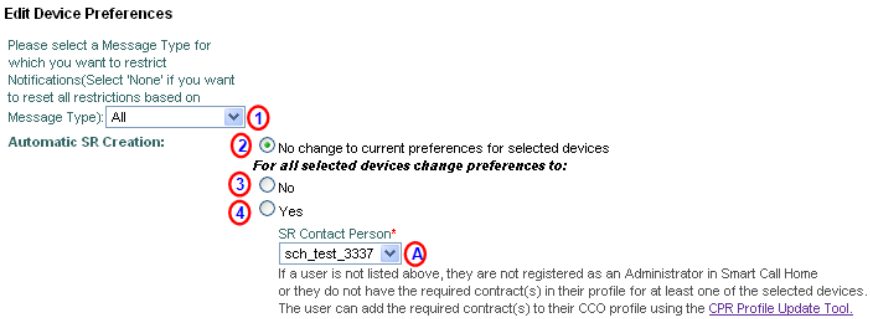
Step 2 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- Check the check box of one or more devices that you want to change the device preferences for.

The next two sections contain information on how to modify Partner Support Request actions and how to change who will receive email notifications on Smart Call Home messages.

Receive Partner Support Request:

The Partner Support Request refers to failures for which Smart Call Home would normally raise a SR with TAC, but is now instead sent to the partner for servicing.



.The Receive Partner Support Request section allows you to change the preferences for all the selected devices. There are two different areas:

- Receive Partner Support Request:
- Receive Email Notifications:

The Receive Partner Support Request: section allows you to specify if anyone will be notified when a Partner Support Request is created, and if yes, then who that person will be. To change Partner Support Request notification perform the following steps:

Step 1 Select which message types (1) you want to change notifications for.

Note When selecting a message type you want to restrict, (1) you can select one message type, **None**, or **ALL**

Note The Submit button (8) (see next graphic) will not become active until a message type, or the All option, is selected from the drop-down list. (1)

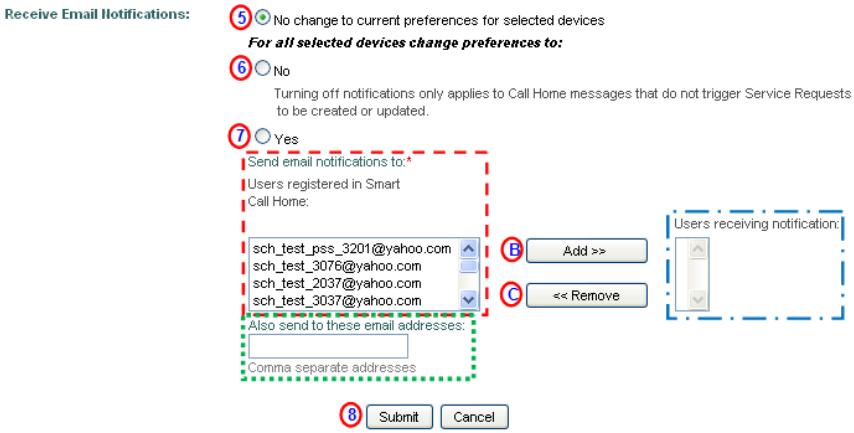
Step 2 Make no change (2) to the current preference settings for the selected devices.

Step 3 Click **No** (3) to prevent or **Yes** (4) to allow Partner Support Requests to be sent to a partner, when a failure or alarm is reported by Smart Call Home

Step 4 Select a partner email address from the drop-down list, (A) which indicates which partner you want informed when the Smart Call Home SR events occur.

Receive Email Notifications:

The Receive Email Notifications: section allows you to specify if anyone will be notified when Smart Call Home messages are generated, and if yes, then who those persons will be. To change the Receive Email Notifications: settings perform the following steps:



Step 1 Make no change (5) to the current preference settings for the selected devices.

Step 2 Click **No** (6) to prevent or **Yes** (7) to allow the designated persons to receive email notifications to be sent, when Smart Call Home messages are generated.

Note Turning off the notifications applies to only those Call Home messages that do not trigger a Partner Support Request.

Step 3 From the Send email notifications to: list, select one or more email addresses of persons who you want to receive Smart Call Home messages.

Step 4 Click **Add**; (B) the email addresses are moved over to the Users receiving notification: list.

Step 5 To remove a partner address, select the addresses you want removed from the Users receiving notification: list, and then click **Remove**; (C) the email addresses are moved back to the Send email notifications to: list.

Step 6 If you want to send email notifications to other users that are not registered in Smart Call Home, enter their email addresses in the Also send to these email addresses: field. Separate the email addresses with commas.

Step 7 Click the **Submit** button; (8) all the specified selections are processed.

Edit Device Contract

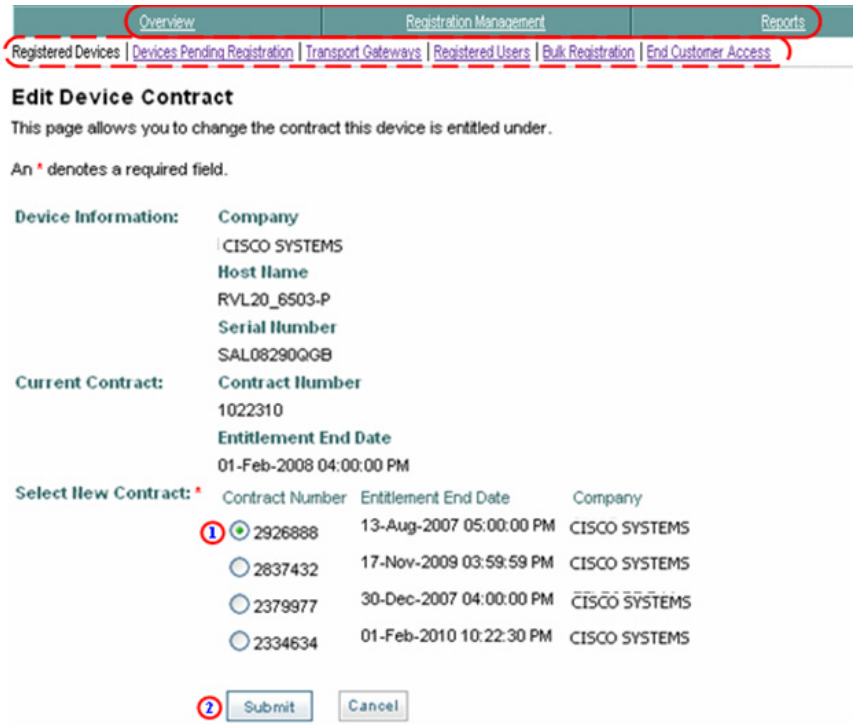
Edit Device Contract allows you to associate a different service contract to the device registration. When a device is covered by a service contract the application will not allow you to change the contract used to register the device.

To edit a device contract perform the following tasks:

Step 1 On the Registered Devices page (see Edit Device Preferences and Contracts) move your mouse over the corresponding info icon; a popup window appears (see following figure).

Step 2 On the Info popup window click **Edit Device Contract**; (B) Smart Call Home displays a message indicating that it may take a few minutes to retrieve the contract information.

After the retrieval of the contract is completed, the Edit Device Preferences page appears.



Step 3 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

Do the following steps to perform the associated functions on the Edit Device Contract page:

Step 4 If a contract is available, click the radio button for the new contract (1) you want associated with the selected registered device.

Note If no contracts are available you will see a message stating "No additional contract found for this Device"; see Device Registration Overview for more information about contracts and registering devices.

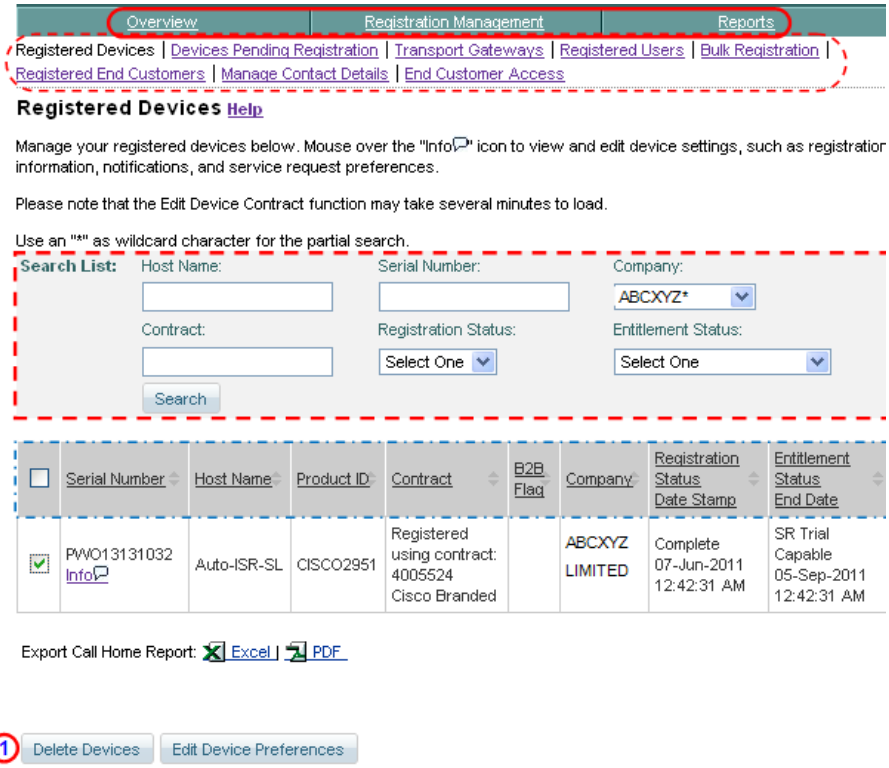
Step 5 After selecting the new contract click **Submit**, (2) the Registered Devices page appears with a successful edit message; clicking **Cancel** returns you to the previous page with no action performed.

If you are having trouble editing device contracts then see New User Registration Troubleshooting for more information.

Delete a Device Registration

A partner can delete device completed registrations for those devices they have a completed user registration; the partner needs to be registered as an Admin for the company.

To delete a device registration that is associated to a device, perform the following steps:



Step 1 You can select one of the following navigational options or change the content on the Registered Devices page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- Use the Search List fields to change what devices are displayed in the table.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Step 2 Check one or more check boxes to the left of each device Serial Number, or select all the devices by checking the check box to the left of the Serial Number column header.

Step 3 After checking the check boxes, click **Delete Devices**; ① Smart Call Home displays a message prompt ensuring you really want to delete the registration for the selected device(s), if you click **OK** then a message confirming a successful deletion of the registration for the selected device(s) is displayed.

Note When the device registration is deleted the Call Home messages sent by the device will not be processed anymore. The system sets the device registration status of the selected registration to 'Unregistered'.

User Registration

User registration is required for the following tasks:

- Viewing reports.
- Maintaining registered devices.
- Being specified as a contact for partner requests.

This section provides an overview of the User registration process and describes how the Smart Call Home web application lets you perform the following tasks:

- View Users.
- Add Users.
- Delete a User Registration.

Note For partners migrating from AutoNotify, users that are currently registered in AutoNotify will not be migrated over to Smart Call Home. For more details about the migration see System Requirements for the Call Home Feature.

User Registration Overview

The section provides information on the following topics:

- Registration Requirements and Processes for Partners.
- Partner User Functions.
- User Registration Task Pre-Reqs.

Registration Requirements and Processes for Partners

A partner needs to be registered in Smart Call Home in order to have access to the device info. Any user who logs into Smart Call Home will be automatically registered, and their CCO id and profile are loaded into the system, but the partner has an additional requirement that allows them to see the device information.

Partners with PSS contracts need to have the same bill-to-ids as the devices they want information on, whereas partners that have customer-type contracts get access to device information with devices that are associated to the same company the partner is associated to.

For partners with a customer-type contract, there are two ways they can get registered to a company:

- A user registers them self, by confirming a pending device registration.
- A user registers others:
  - A partner, registered as an Administrator, can register additional partners using the web application.
  - The to-be registered partner must have a contract in their Cisco.com profile for that Company, when the person needs Administrator privileges. A registration as ‘User’ does not require a contract in the Cisco.com profile.

Note When adding Smart Call Home users, partners should consider which individual(s) they want to be informed if a problem occurs; these individuals can be either within their company or within their external support organization (reseller or support personnel).

Partner User Functions

The partner user function depends on the type contract that is associated to the partner. This section describe the two different versions of partner user types:

- PSS Contract Partner User Type
- Customer Contract Partner User Type

PSS Contract Partner User Type

For partners with a PSS contract there is only one partner user type, a Partner User, which has basic administrator privileges. The Smart Call Home functions and privileges for the Partner User type are listed in the table below:

Customer Contract Partner User Type

	Partner User
Device Registration	
View registered devices	Yes
Delete device registration	Yes
Edit device registration	Yes
Edit device preferences	Yes
Reports	
View Device report	Yes
View Call Home History report	Yes
View Partner Summary report	Yes
View Registration Summary report	Yes
Default Email Address Configuration	
View default partner email addresses	Yes
Configure default partner email addresses	Yes
Update default partner email addresses	Yes
End Customer Registration and Access	
View registered end customers	Yes
Register end customer and define access	Yes

	Partner User
Delete registered end customer	Yes
Update end customer access	Yes
Gateway Registration	
View registered gateways	Yes
Register gateway (triggered during gateway configuration)	Yes
Delete gateway registration	Yes

Note A partner can see the information for only those devices that are under contract and the bill-to id on the contract matches with a bill-to id in the partner's profile

For partners with a Cisco Branded contract, like SMARTnet, there are two partner user types:

- Partner Administrator
- Partner User

The Smart Call Home functions and privileges for each user type are listed in the table below:

	Partner Administrator	Partner User
Device Registration		
View registered devices	Yes	Yes
Delete device registration	Yes	Yes
Edit device registration	Yes	Yes
Edit device preferences	Yes	Yes
Reports		
View Device report	Yes	Yes
View Call Home History report	Yes	Yes
View Partner Summary report	Yes	Yes

	Partner Administrator	Partner User
View Registration Summary report	Yes	Yes
Default Email Address Configuration		
View default partner email addresses	No	No
Configure default partner email addresses	No	No
Update default partner email addresses	Yes	No
End Customer Registration and Access		
View registered end customers	Yes	Yes
Register end customer and define access	Yes	Yes
Delete registered end customer	Yes	Yes
Update end customer access	Yes	Yes
Gateway Registration		
View registered gateways	Yes	Yes
Register gateway (triggered during gateway configuration)	Yes	Yes
Delete gateway registration	Yes	Yes

User Registration Task Pre-Reqs

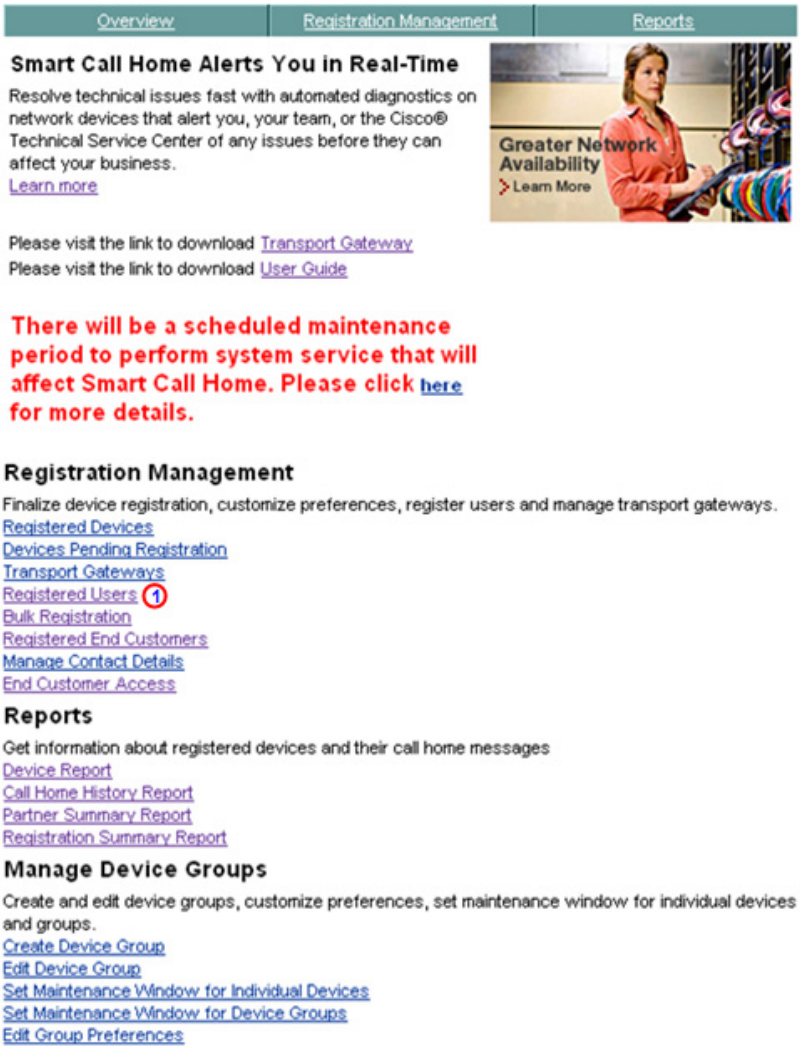
The following requirements must be performed before user registration can occur in Smart Call Home. The Cisco.com ID and contract requirements are:

- The new user must have a valid Cisco.com ID.
- A partner with a PSS contract needs to have either a bill-to ID in their profile that matches a bill-to ID on the PSS contract that was purchased for the end customer, or have a PSS contract in their profile.
- A partner with devices that have a customer-type contract has the following requirements:
  - To get registered as an ‘Administrator’ the partner needs to have a contract with the same company as the devices they want to view.
  - To get registered as a ‘User’ the partner is not required to have a contract with the device’s company in their profile.

View Users

To perform any of the user registration processes you must first launch the Smart Call Home web application.

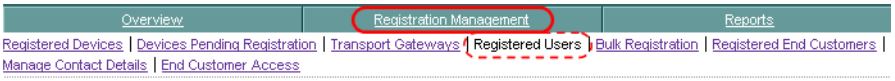
Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



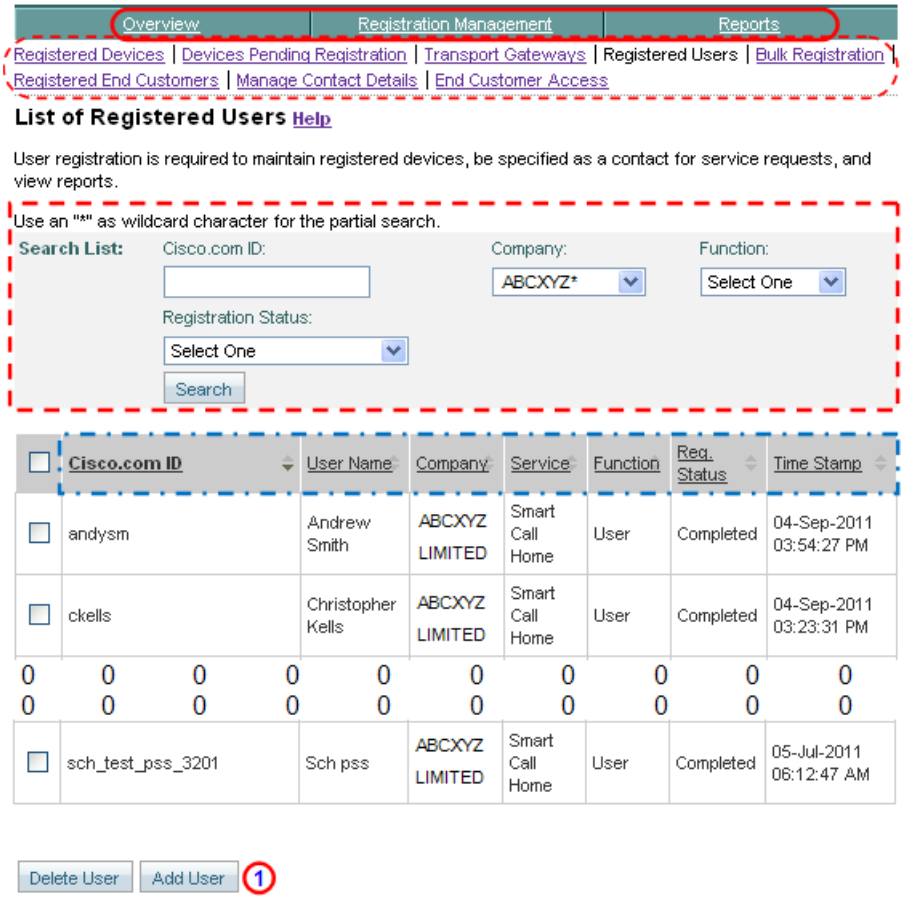
Step 2 There are two ways to get to the Registered Users page, so that you can view the list of registered users:

- If you are on the Overview page click **Registered Users**. (1)

- If not on the Overview page, click the Registration Management tab then click **Registered Users**.



In both cases the List of Registered Users page appears where you can add and delete users.



Step 3 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.

- Click one of the registration functional areas to go to the page for that respective function.

Do the following steps to perform the associated functions on the List of Registered Users page:

Step 4 There are several ways that you can change the view of the registered users that are listed on the page:

- You can enter data into any or all of the search parameter fields; in the Cisco.com ID and Company fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.
- All the columns can be sorted by a specific column by clicking the column header. You toggle between ascending and descending order each time you click the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Note The o o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

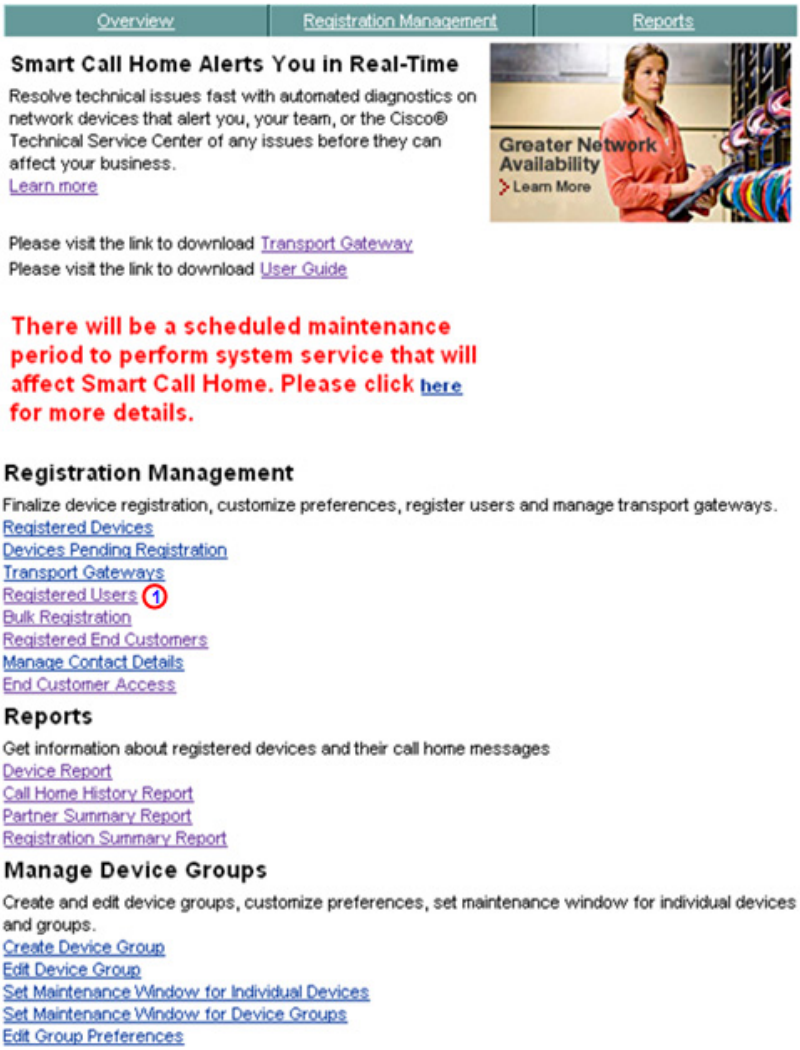
Add Users

The add user function is applicable only for partners that have customer-type contracts. There are two scenarios in which a user registration can be submitted to Smart Call Home:

- The Smart Call Home system can create a Partner Registration for the partner who is the person who configured the device.
- A partner can register additional persons to one or more Companies, which the logged-in partner is registered to.

Note If the user needs to be registered as an administrator or is going to confirm a device registration then the to-be registered person must have at least one valid contract that allows registration in Smart Call Home. The Company in this contract must be a company that the logged-in partner is registered with.

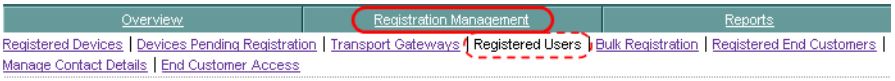
The first scenario is covered in more detail in the Device Registration section. This following section will discuss the second scenario. To add a user, perform the following steps:



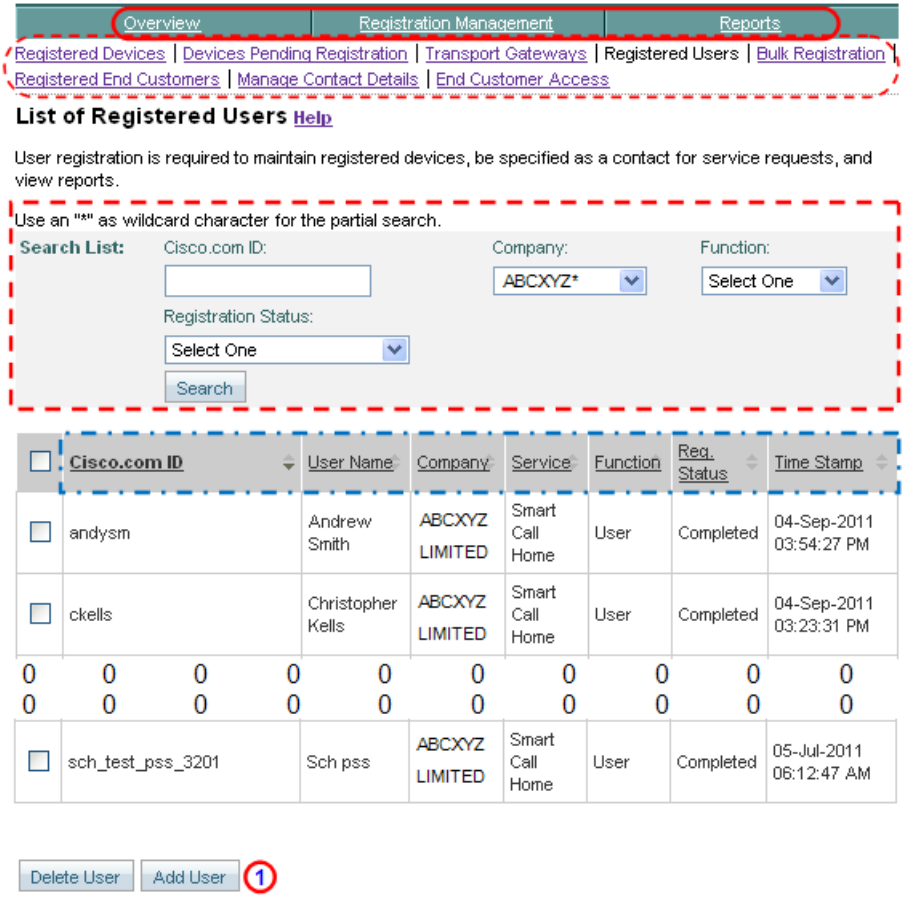
Step 5 Go to the List of Registered Users page; there are two different ways to get to the Registered Users page:

- From the Overview page click **Registered Users**, (1) OR

- If not on the Overview page, perform the following tasks:
  - Click the **Registration Management** tab (if not already there); the Registration Management page appears.
  - On the Registration Management page, click **Registered Users**.



Both of the previous options display the List of Registered Users page.



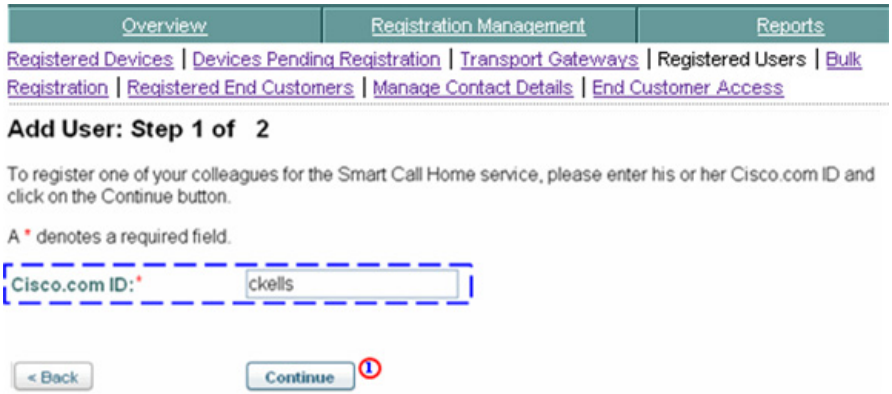
Step 1 You can select one of the following navigational options or change the content on the List of Registered Users page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- You can enter data into any or all of the search parameter fields; in the Cisco.com ID and Company fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Note The o o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

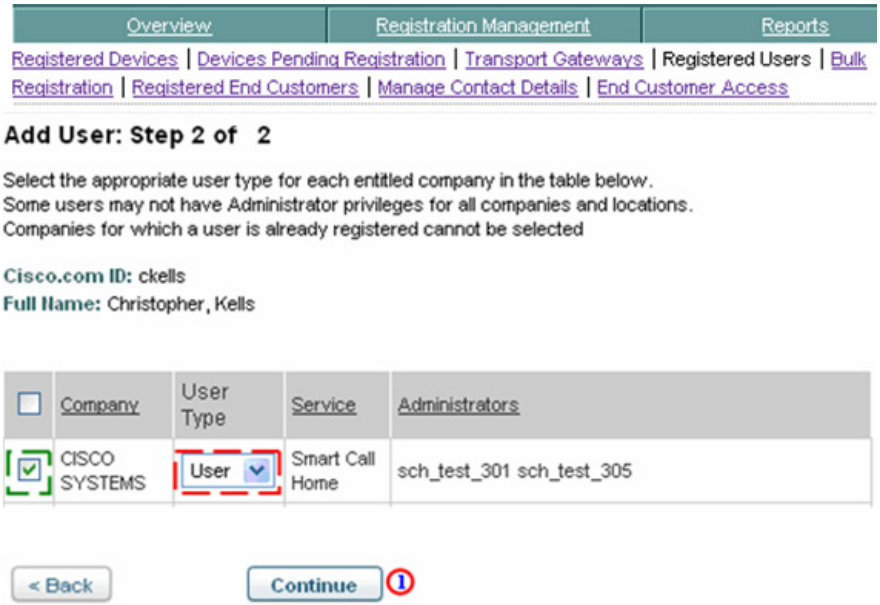
Do the following steps to perform the associated functions on the List of Registered Users page:

Step 2 At the bottom of the List of Registered Users page, click **Add User**; The Add User: Step 1 of 2 page appears.



Step 3 Enter the Cisco.com ID (i.e. ckells) of the user you want to add, into the Cisco.com ID: field.

Step 4 Click **Continue**; the Add User: Step 2 of 2 page appears.



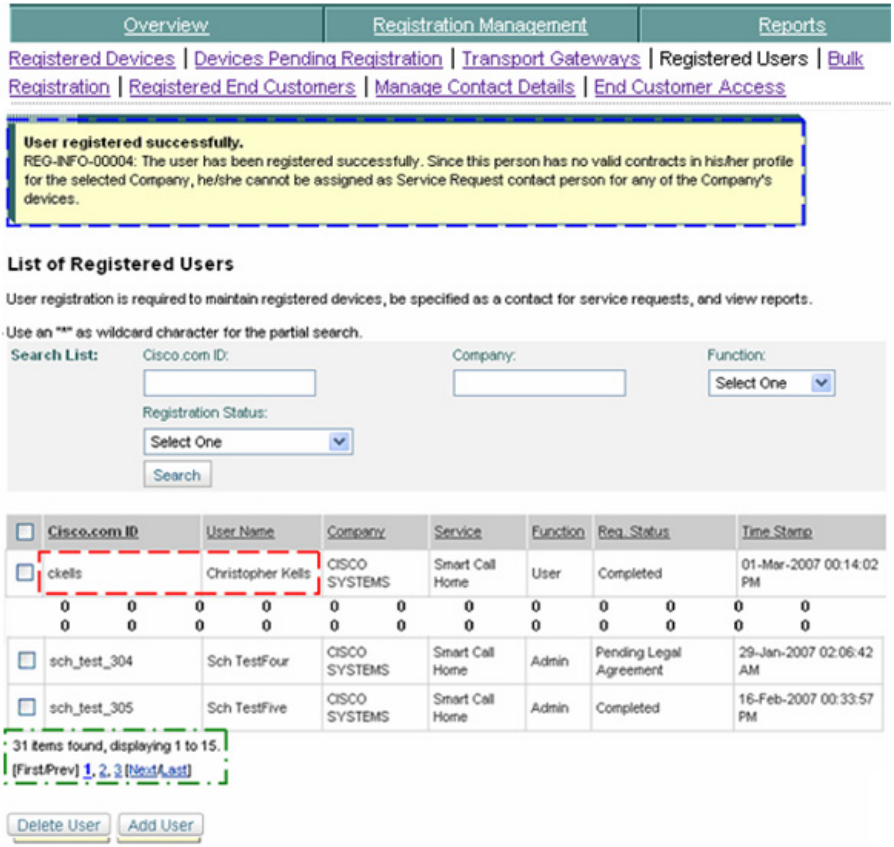
Step 5 Check the check box that is adjacent to the Company.

Note Checking the check box of the Company populates the drop-down list for the User Type field.

Step 6 If more than one user type is available in the drop-down list, choose the user type you want assigned to the new user.

Note Default is **User**; the Administrator option is available only when the to-be registered person has contracts in their profile for the Company.

Step 7 Click **Continue**; the List of Registered Users page appears, with a message indicating if the user registration was successful or not.



Note Smart Call Home updated the following info on the previous List of Registered Users page.

- The top of the page has a user added confirmation message displayed.
- The user (i.e. ckells) has been added to the list of registered users.

Note The o o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

The navigational list has been updated by two items (from 30 items to 31), to reflect the new user entry.

The table entry contains the following user information:

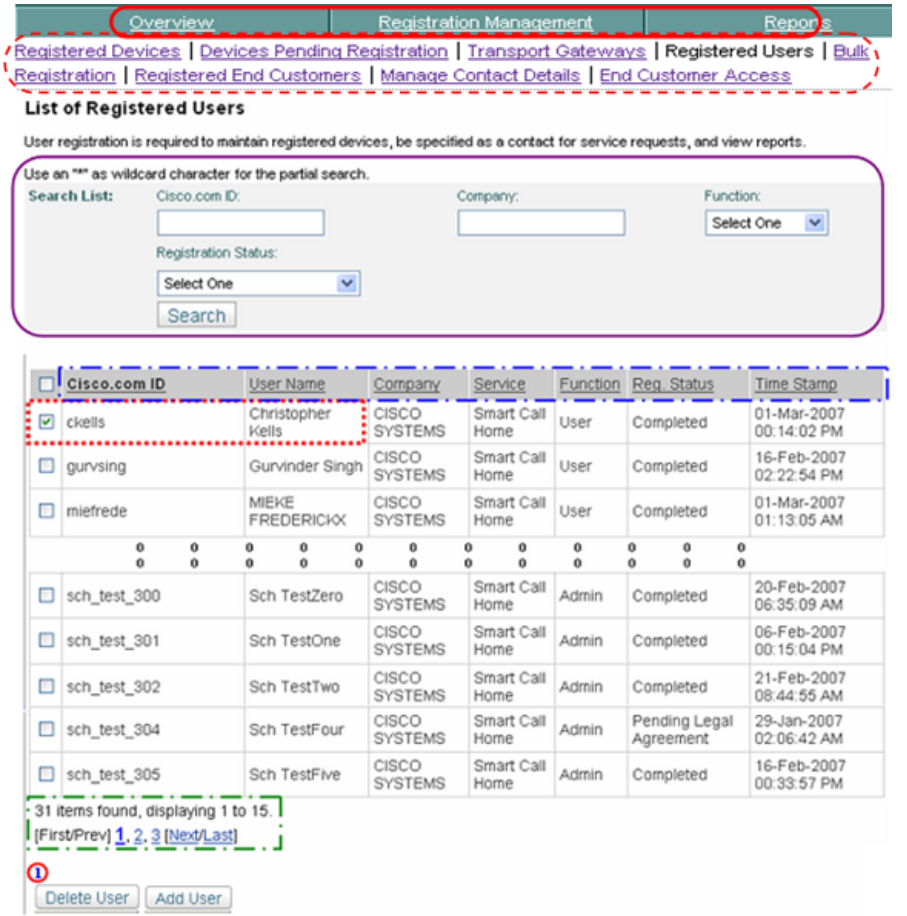
- Which company the user is registered.
- Name of the service that performed the registration.
- The associated function the user has with the company (user or administrator).
- The status of the user registration (Completed or Pending Legal Agreement).
- Date and time the registration occurred.

If you are not able to add a user, see User Registration Troubleshooting for more information.

Delete a User Registration

A partner administrator can delete only those user registrations that have the same Company as the one that the partner has a completed user registration for. When you delete a user's registration to a particular Company; the deletion does not affect the registrations for the same service with other companies.

To delete a user registration to a Company combination, complete the following steps:



Step 1 You can select one of the following navigational options or change the content on the List of Registered Users:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

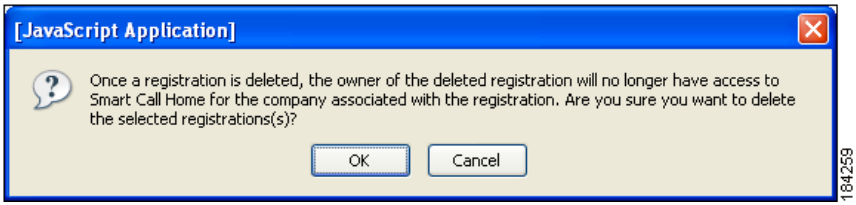
- You can enter data into any or all of the search parameter fields; in the Cisco.com ID and Company fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Note The o o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

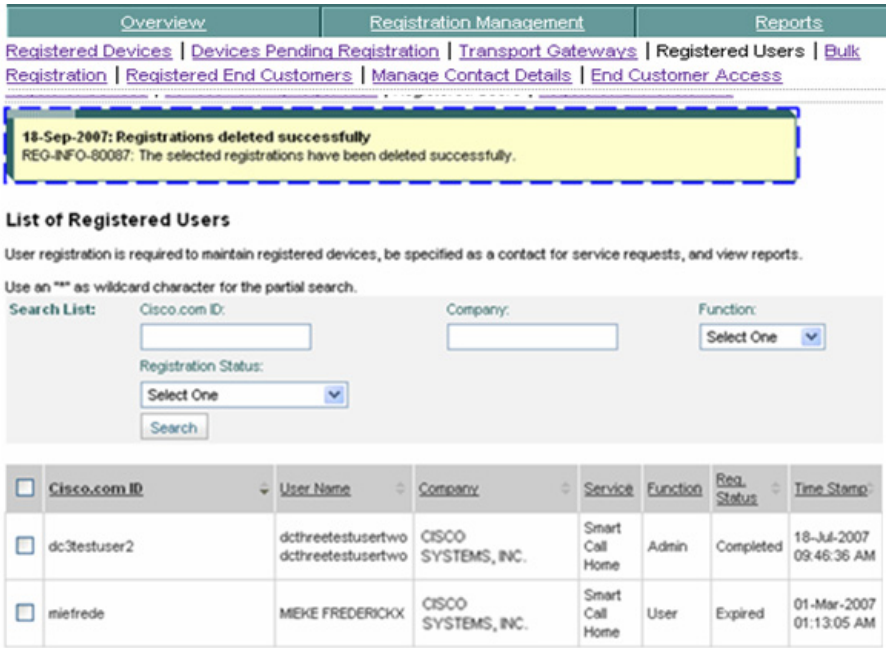
Do the following steps to perform the associated functions on the List of Registered Users page:

Step 2 In the previous table of users, check the check box adjacent to each user you want to delete (i.e. ckells).

Step 3 At the bottom of the List of Registered Users page, click **Delete User**; a prompt appears, telling you the result of the delete action and asking if you are sure you want continue with the delete.



Step 4 Click **OK** to delete the previously selected user(s); the List of Registered Users page appears with the following successful delete information.



Note The following information has been updated on the page:

- The top of the page has a user deleted confirmation message displayed.
- The user (i.e. ckells) has been removed from the list of registered users, for this company.

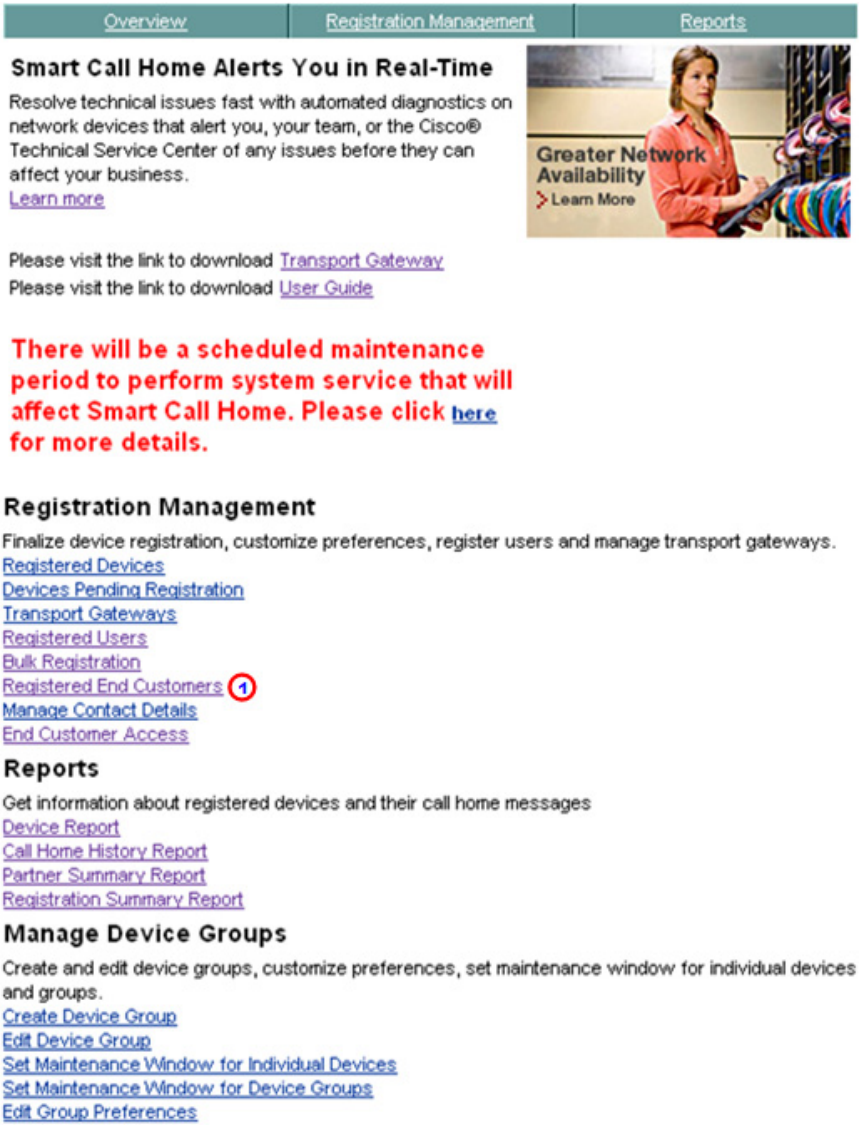
Registered End Customers

Registered end customers are users that are associated to partners that have PSS contracts. By default, end customers do not have access to the Smart Call Home portal. If the partner would like the end customer to have access to one or more Smart Call Home reports the partner can register the end customer via the Smart Call Home user registration process. Registration of the end customer requires that the person has a valid Cisco.com ID.

View Registered End Customers

To view the registered end customers, perform the following steps:

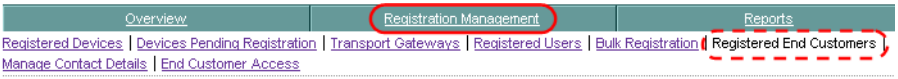
Step 1 Launch Smart Call Home; the Smart Call Home Overview page appears.



Step 2 There are two ways to get to the Registered End Customers page:

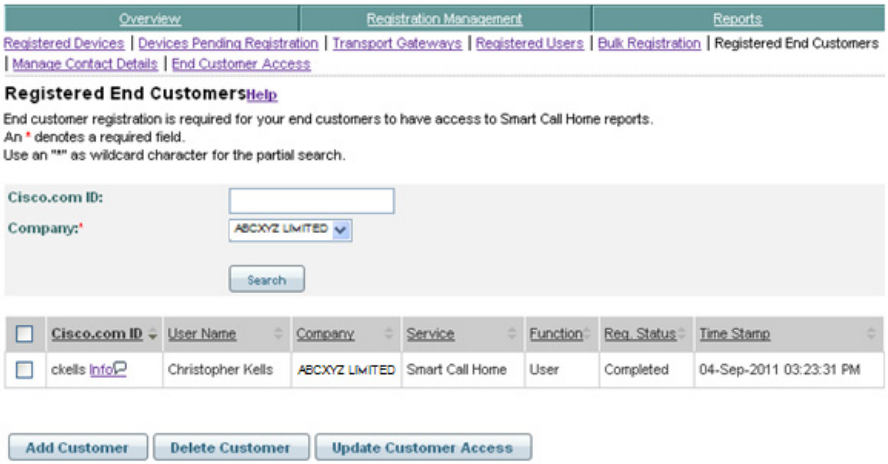
- If you are on the Overview page, click **Registered End Customers**. (1)

- If you are not on the Overview page, do the following:
  - Click the **Registration Management** tab; the Registration Management page appears.



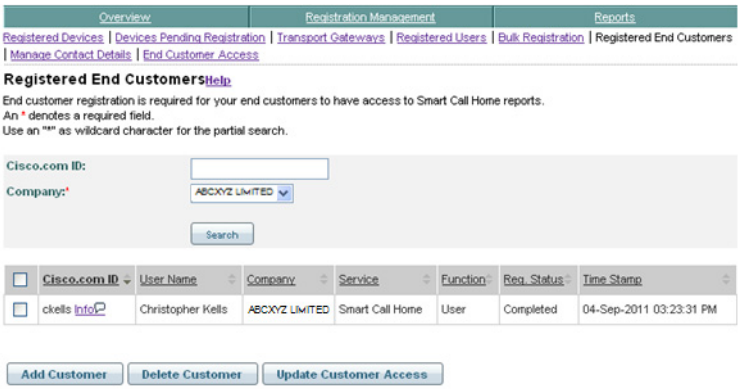
  - From the Registration Management page, click **Registered End Customers**.

In both cases the Registered End Customers page appears, with a list of registered end customers.

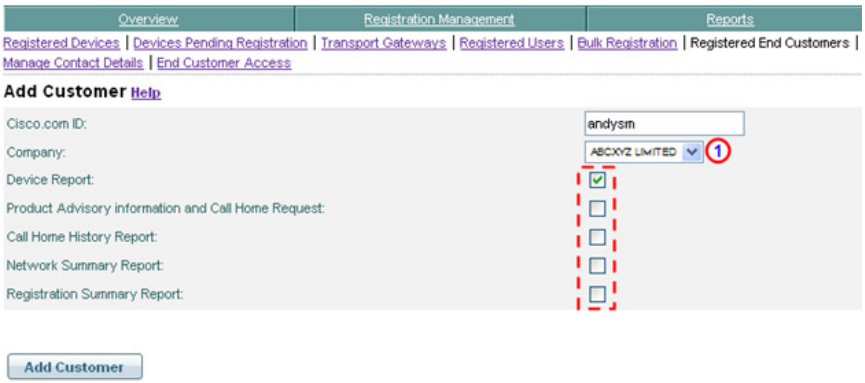


Add an End Customer

To add an End Customer, perform the following steps:



Step 1 Click **Add Customer**; the Add Customer page appears.

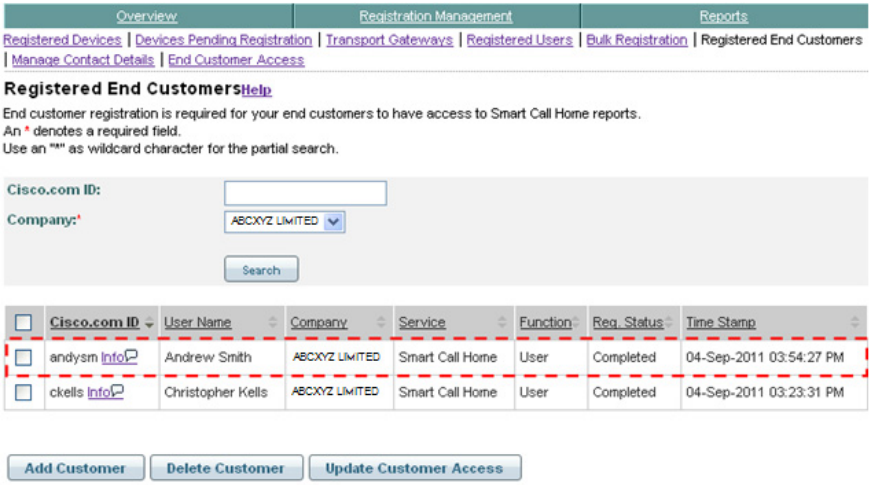


Step 2 Specify the company in the drop-down list. (1)

Note By default, all users are given access to the Device Report.

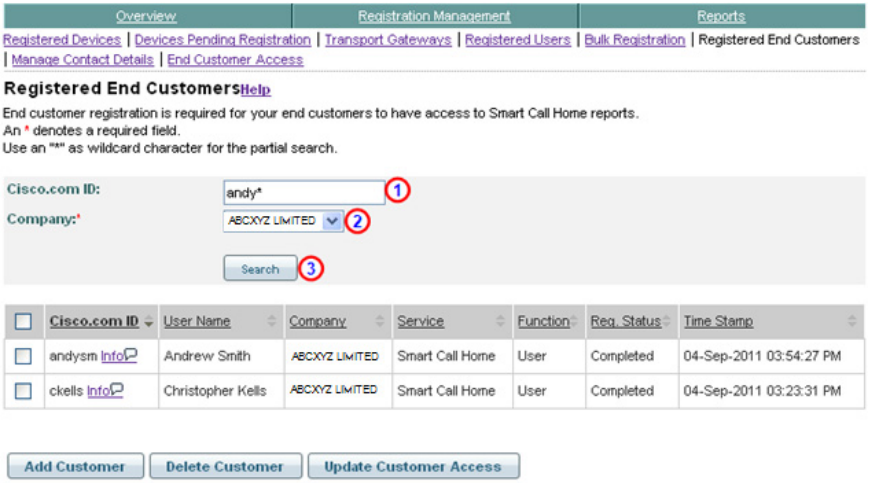
Step 3 Check the check box(es) for those Reports you want the end customer to be able to view.

Step 4 Click **Add Customer**; the Registered End Customers page appears with the new end customer added to the list.



Search Registered End Customers

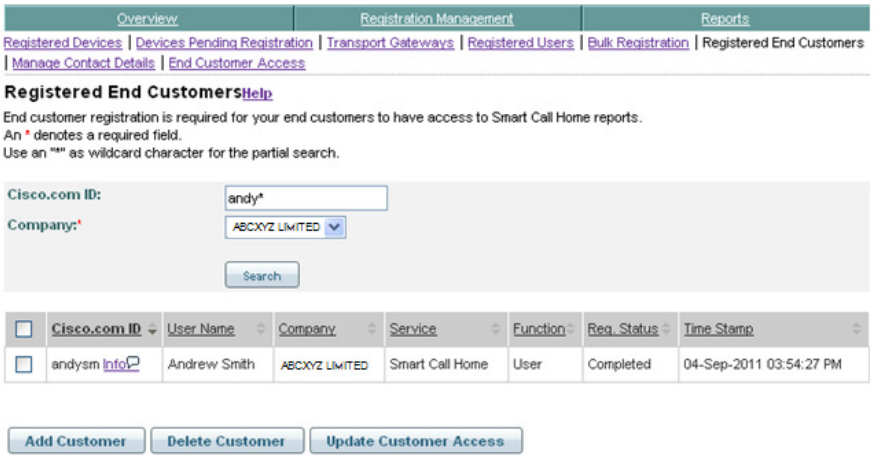
To display only certain registered end customers in the Registered End Customers list, use the search parameter fields and perform the following steps:



Step 1 In the CCO Id field, (1) enter the whole CCO Id name or partial name with a wildcard '*'.

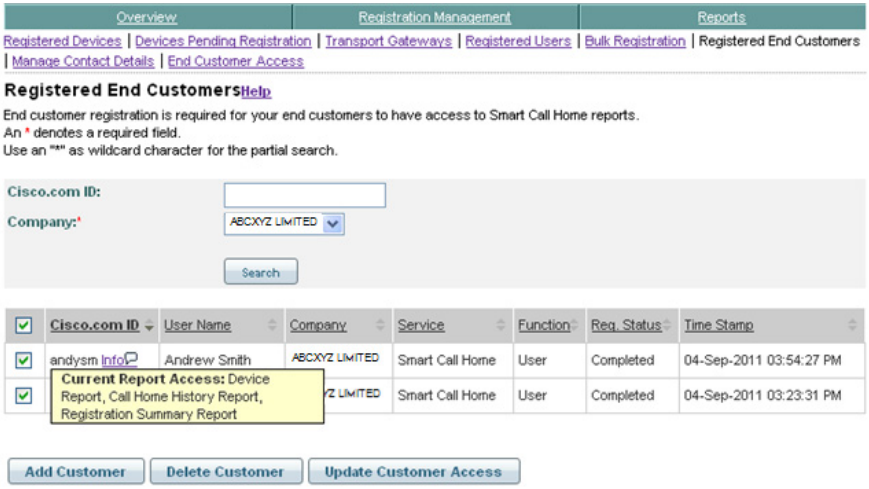
Step 2 Select a company from the Company drop-down list. (2)

Step 3 Click **Search**; (3) the Registered End Customers list shows those CCO Id's that match the specified search parameters for the selected entitled company.



Update Customer Access

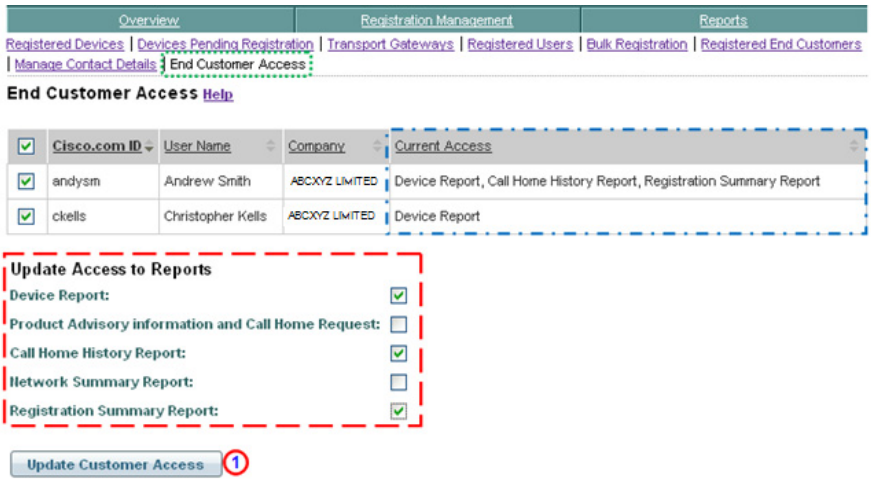
To update what reports a customer has access to perform the following steps:



Step 1 Check the check box(es) for the end customer(s) whose access to reports you want to modify.

Note If you move your mouse over an end user you can see what reports they currently have access to.

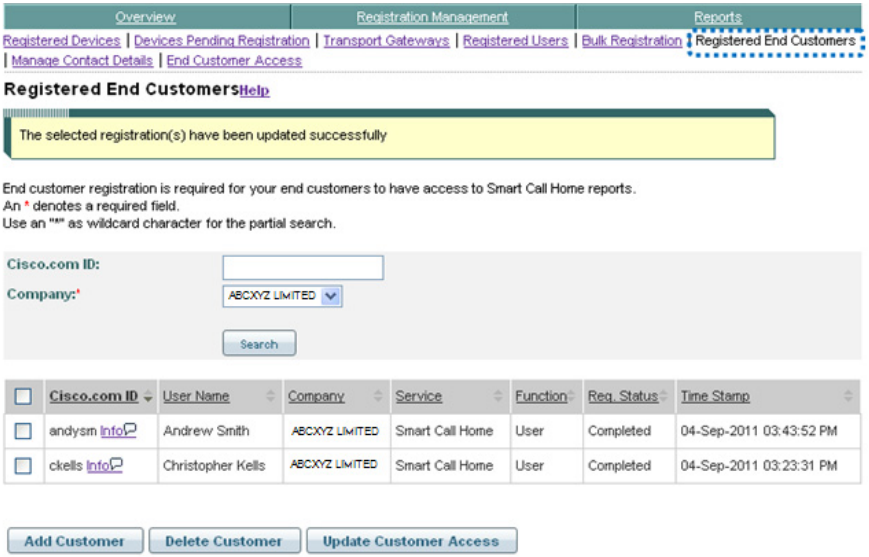
Step 2 Click **Update Customer Access**; the End Customer Access page appears.



Step 3 Check the check box(es) that you want the end customer to have access to. Whatever check boxes you select will become the only reports that all the selected end customers will have access to.

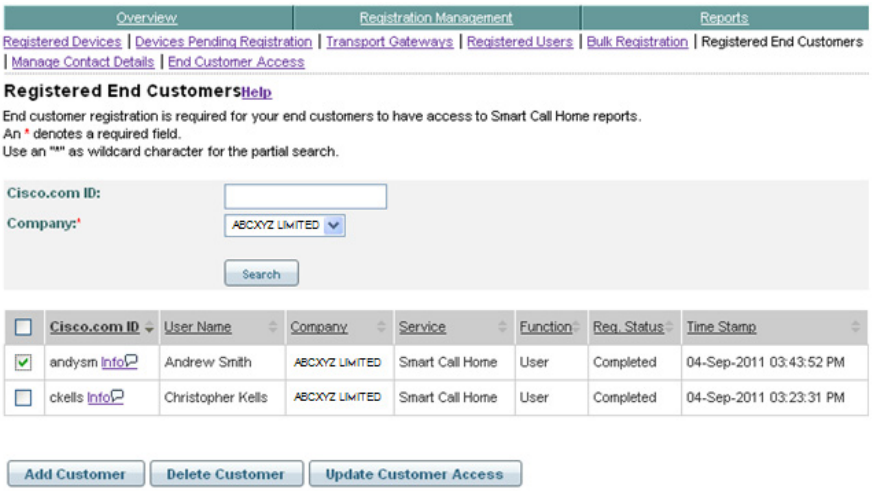
Note The Current Access field identifies what reports the end customer currently has access to.

Step 4 Click **Update Customer Access**; 1


Overview
Registration Management
Reports
Registered Devices | Devices Pending Registration | Transport Gateways | Registered Users | Bulk Registration | Registered End Customers
| Manage Contact Details | End Customer Access
Registered End CustomersHelp
The selected registration(s) have been updated successfully
End customer registration is required for your end customers to have access to Smart Call Home reports.
An * denotes a required field.
Use an "*" as wildcard character for the partial search.
Cisco.com ID:
Company:*
ABCXYZ LIMITED
Search
Cisco.com ID
User Name
Company
Service
Function
Req. Status
Time Stamp
andysm Info
Andrew Smith
ABCXYZ LIMITED
Smart Call Home
User
Completed
04-Sep-2011 03:43:52 PM
ckells Info
Christopher Kells
ABCXYZ LIMITED
Smart Call Home
User
Completed
04-Sep-2011 03:23:31 PM
Add Customer
Delete Customer
Update Customer Access

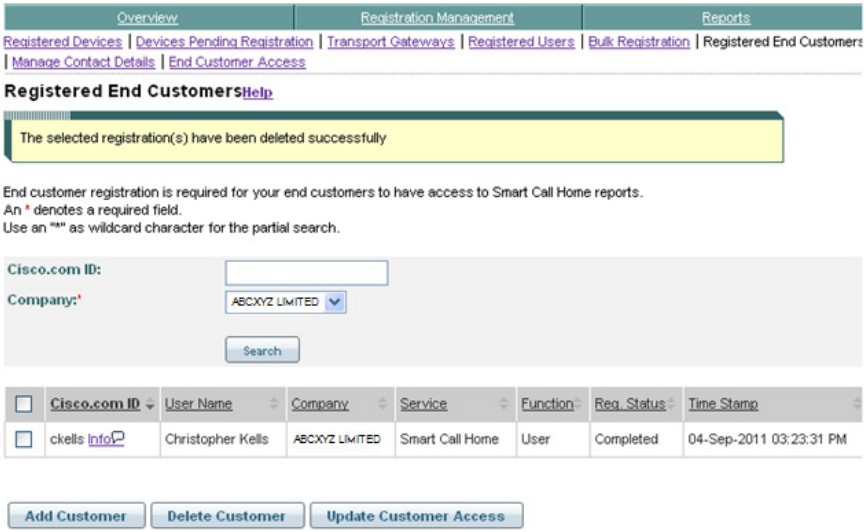
Delete Customer

This function lets you delete an End Customer User, which removes their access to any reports they currently have access to. The deletion does not affect their registration to Smart Call Home. To delete an End Customer User and remove all their reports access, perform the following steps:



Step 1 Check the check box of the End Customer User(s) whose access to reports you want to delete

Step 2 Click **Delete Customer**; the Registered End Customers pages is displayed with a success message.

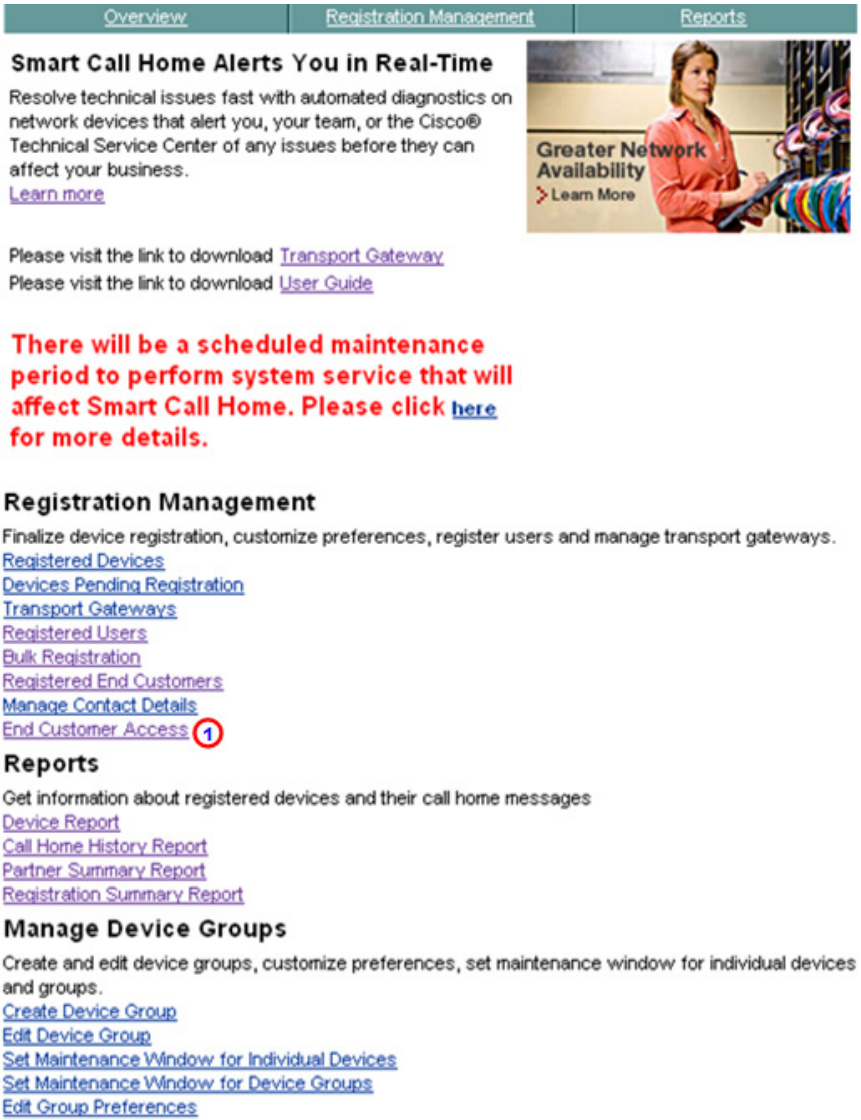


The End Customer User(s) who were deleted are no longer displayed in the list and they no longer have access to any Smart Call Home reports

End Customer Access

This function lets you specify which Smart Call Reports your Registered End Customers can have access to. To update which Smart call Home reports your Registered End Customers can have access to, perform the following steps:

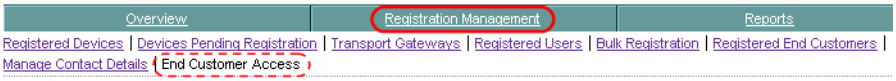
Step 1 Launch Smart Call Home; the Smart Call Home Overview page appears.



Step 2 There are two ways to get to the End Customer Access page:

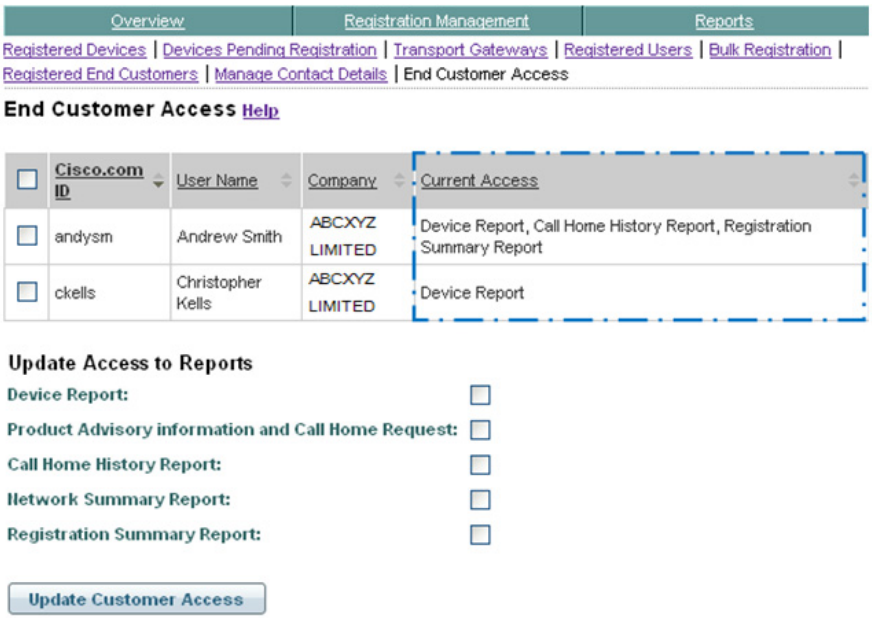
- If you are on the Overview page, click **End Customer Access**. (1)

- If you are not on the Overview page, do the following:
  - Click the **Registration Management** tab; the Registration Management page appears.

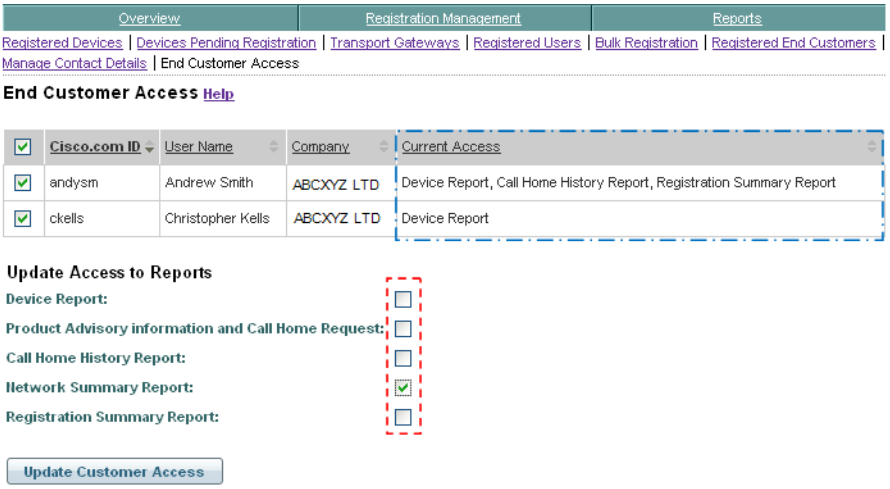


  - From the Registration Management page, click **End Customer Access.**

In both cases the End Customer Access page appears, with a list of all the registered end customers and the associated Reports they have access to.



Note The Current Access field identifies what reports the end customers currently have access to.

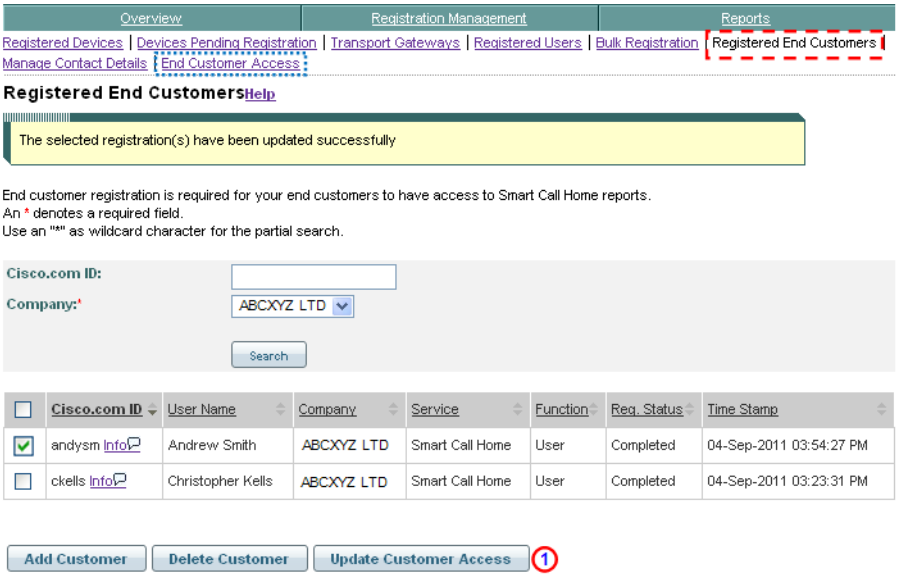


Step 1 Check the check boxes of the end customers whose access to reports you want to modify.

Step 2 Check the check boxes of the Reports that the end customers will now have access to.

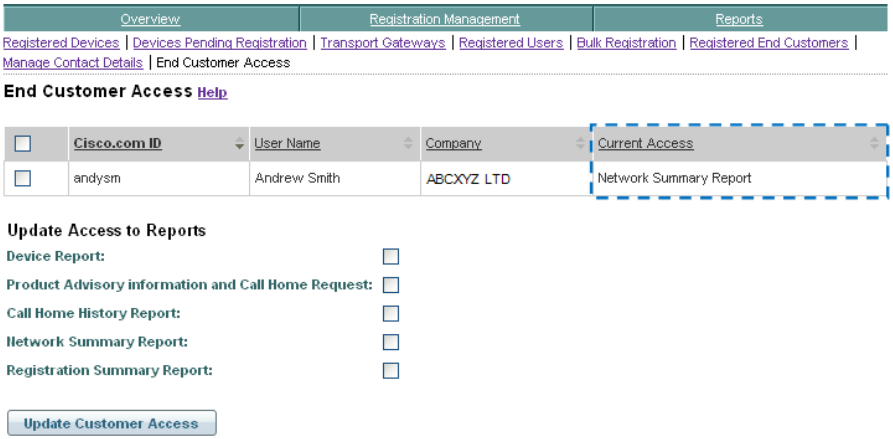
Note The reports that are selected now, will become the only reports the end customers have access to. Any reports the user had access to previously will no longer be accessible, if not selected in this update.

Step 3 Click **Update Customer Access**; the system leaves the End Customer Access page and goes to the Registered End Customers page (see next graphic) where there is a message indicating the success of the Reports update.



Step 4 To verify if the Reports were changed perform one of the following options:

- Click the End Customer Access tab; the End Customer Access page appears and displays all the End Customer Users.
- Select one or more CCO Id's (i.e., andysm) and then click **Update Customer Access** (1) the End Customer Access page appears and displays only those users who were previously selected.



Step 5 Look at the Current Access field identifies what reports the end customer currently has access to.

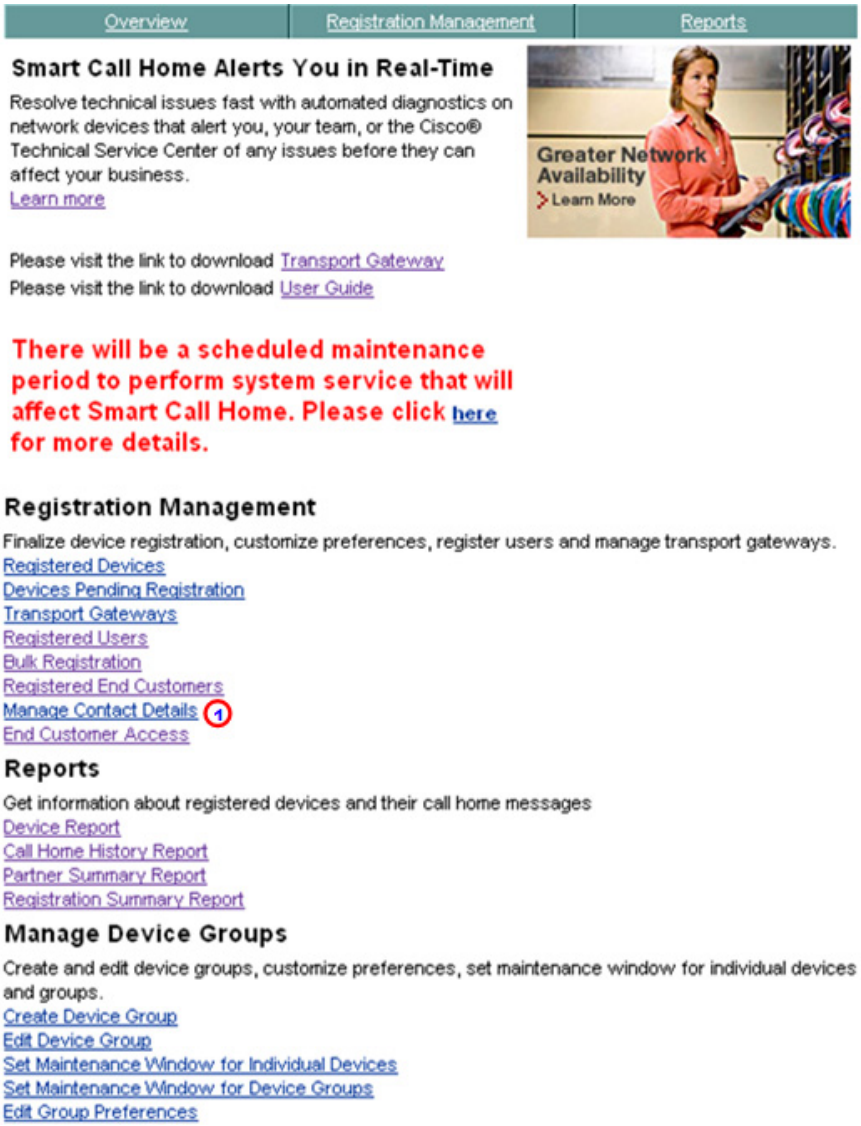
Note In this example only Andrew Smith was selected on the Registered End Customers page. The Current Access field correctly shows that the Network Summary Report is the only report that he has access to now.

Manage Contact Details

This feature lets you configure and modify your contact email addresses (NOC and Administrative) for specific Bill-to-IDs, at one location.

To specify contact email addresses for a Bill-to-ID, perform the following steps:

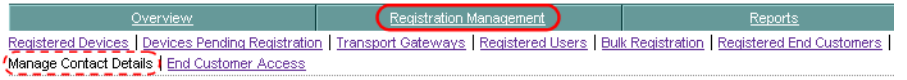
Step 1 Launch Smart Call Home; the Smart Call Home Overview page appears.



Step 2 There are two ways to get to the Manage Contact Details page:

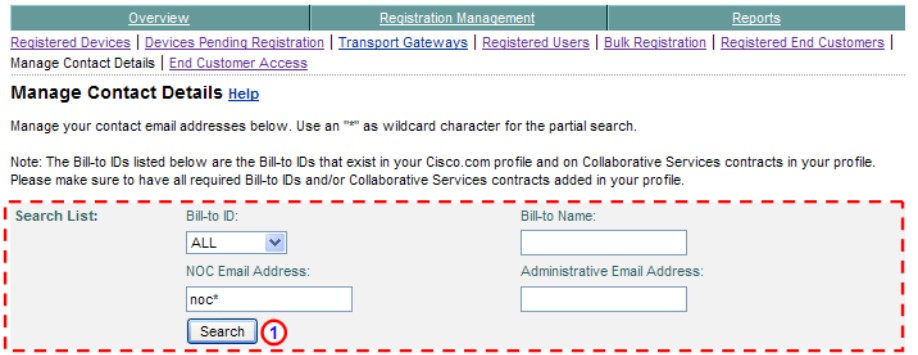
- If you are on the Overview page, click **Manage Contact Details**. (1)

- If you are not on the Overview page, do the following:
  - Click the **Registration Management** tab; the Registration Management page appears.



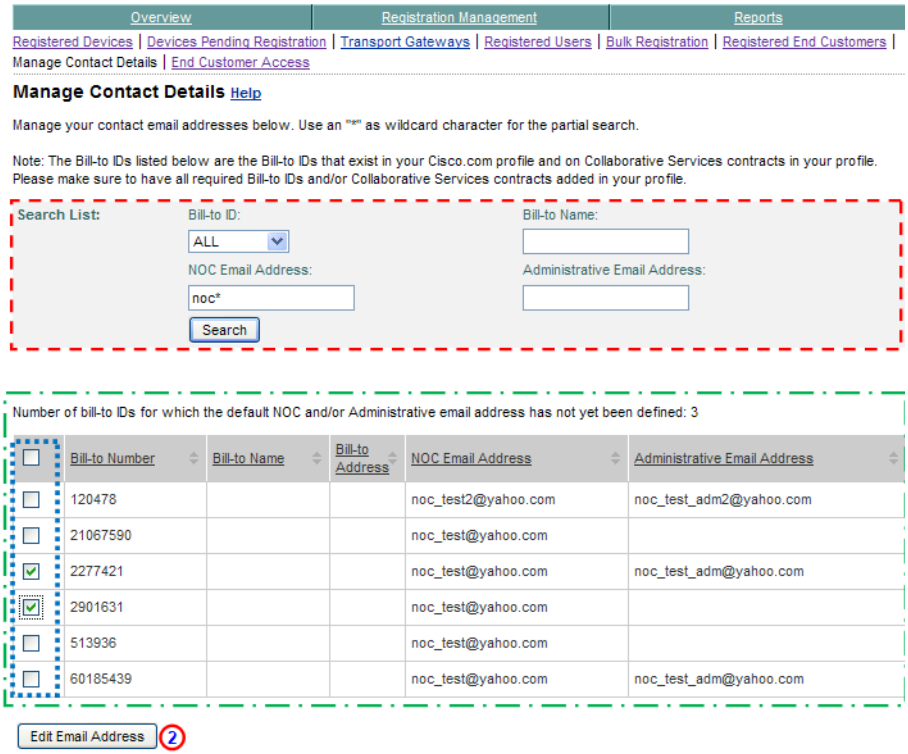
  - From the Registration Management page, click **Manage Contact Details.**

In both cases the Manage Contact Details page appears...



Step 3 Enter search parameters in the Search List: parameter fields.

Step 4 Click **Search**; 1 a search results table appears below the Search List parameter fields.

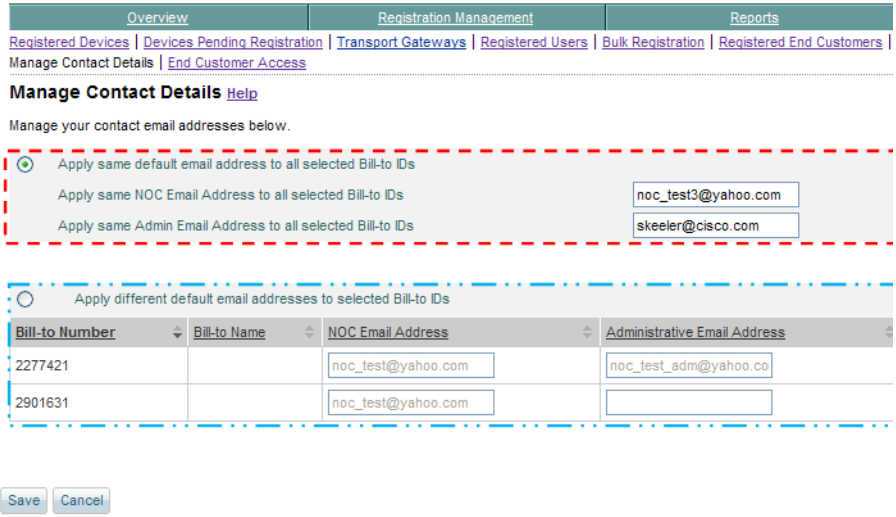


Step 5 A search results table lists all the Bill-to numbers that match the search parameters from the Search List: parameter fields.

Step 6 Check the check boxes of those Bill-to-ID numbers whose email addresses you want to update.

Step 7 Click **Edit Mail Address**; (2) two options appear for updating the contact details.

:

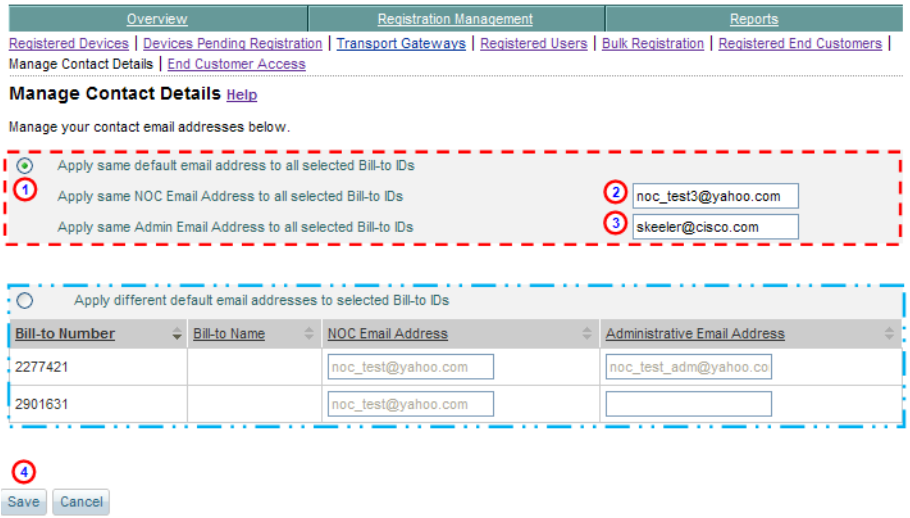


Step 8 Choose one of the two options for updating the contact details:

- Apply same default email address to all selected Bill-to IDs (Apply same default).
- Apply different default email addresses to selected Bill-to IDs (Apply different default).

Apply Same Default

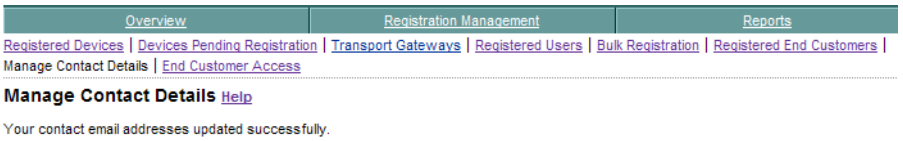
To apply the same default email address to all of the selected Bill-to-IDs perform the following steps:



Step 1 In the above example click the **Apply same default email address to all selected Bill-to IDs** radio button. (1)

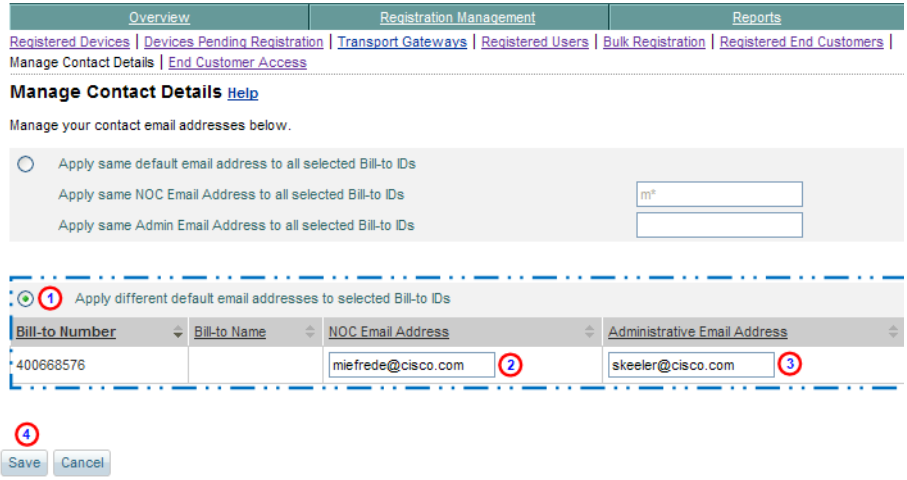
Step 2 You must enter both a NOC email address (2) and an Admin email address (3) or else you will get an error message indicating that this needs to be done.

Step 3 Click **Save**; (4) a success message is displayed.



Apply Different Default

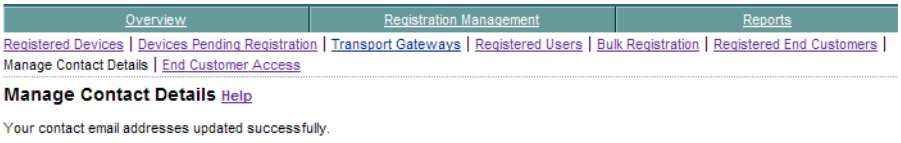
To apply a different default email address to selected Bill-to-IDs, perform the following steps:



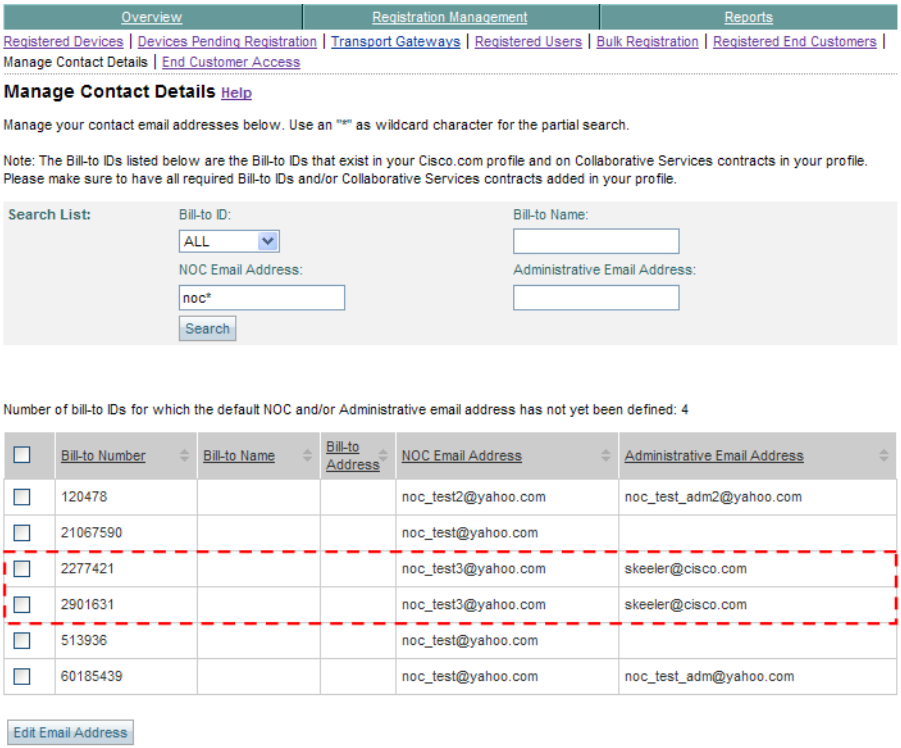
Step 1 In the above example click the **Apply different default email address to selected Bill-to IDs** radio button. (1)

Step 2 You must enter both a NOC email address (2) and an Admin email address (3) or else you will get an error message indicating that this needs to be done.

Step 3 Click **Save**; (4) a success message is displayed.



On the Manage Contact Details page (see next graphic) you can see the changes that were previously made; ensure you have filtering set to display the results you want to see.



Transport Gateway Registration

A partner uses the Smart Call Home web application to maintain existing Transport Gateway registrations for which they are an administrator. A partner has administrator privileges for a Transport Gateway registration when the partner:

- Is registered as the administrator for a company that is associated with the Transport Gateway.
- Installed / registered the Transport Gateway.

By default, the person registering the Transport Gateway (the person who installed the Transport Gateway) will be assigned the role of administrator for that Transport Gateway registration. Each Transport Gateway registration requires at least one administrator.

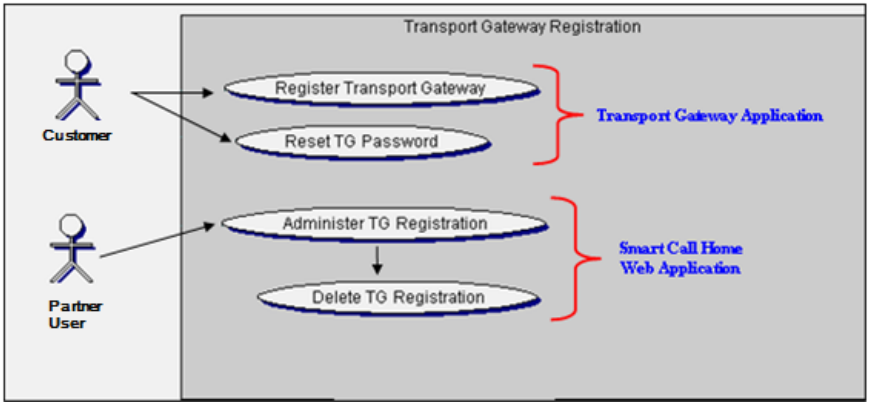
When the partner views the Transport Gateways on the Smart Call Home web application, they view Transport Gateway Registrations for which they are administrators.

This section provides the following information and also describes how the Smart Call Home web application lets you perform the following tasks:

- Transport Gateway Registration Overview.
- View Transport Gateway Registrations (when logged in as an administrator).
- Search for Transport Gateway Registrations.
- Use the Mouse over function to view additional registration data.
- Delete Transport Gateway Registrations.

Transport Gateway Registration Overview

A Transport Gateway gets registered to Smart Call Home; the registration associates the Transport Gateway to a company. The association occurs when the Call Home messages start getting sent to the backend via the registered Transport Gateway.



A partner (not registered or registered for Smart Call Home) can register a Transport Gateway. The Transport Gateway registration process occurs at the end of the Transport Gateway installation. To register the Transport Gateway enter the following information:

- Their Cisco.com id and password.
- Transport gateway name.
- Optionally, a transport gateway description.

Entering this information generates a password and ID for the Transport Gateway, which is stored in the Transport Gateway, and will be used to authenticate the transport gateway when sending messages to the backend.

Smart Call Home users get administrator privileges for a Transport Gateway registration based on their user registrations to a company for which they are assigned the Administrator role. Only partners that are registered as an administrator for a company will have access to the Transport Gateway registrations, for that company. partners that are registered as a User will not have access to the Transport Gateway overview.

Administrator Registration to a Transport Gateway

In order for a partner to view the Transport Gateway registrations on the Smart Call Home web application they need to have the following items:

- A valid Cisco.com ID.
- Be an administrator of the Transport Gateway.

There are two ways that a partner can become an administrator of a Transport Gateway:

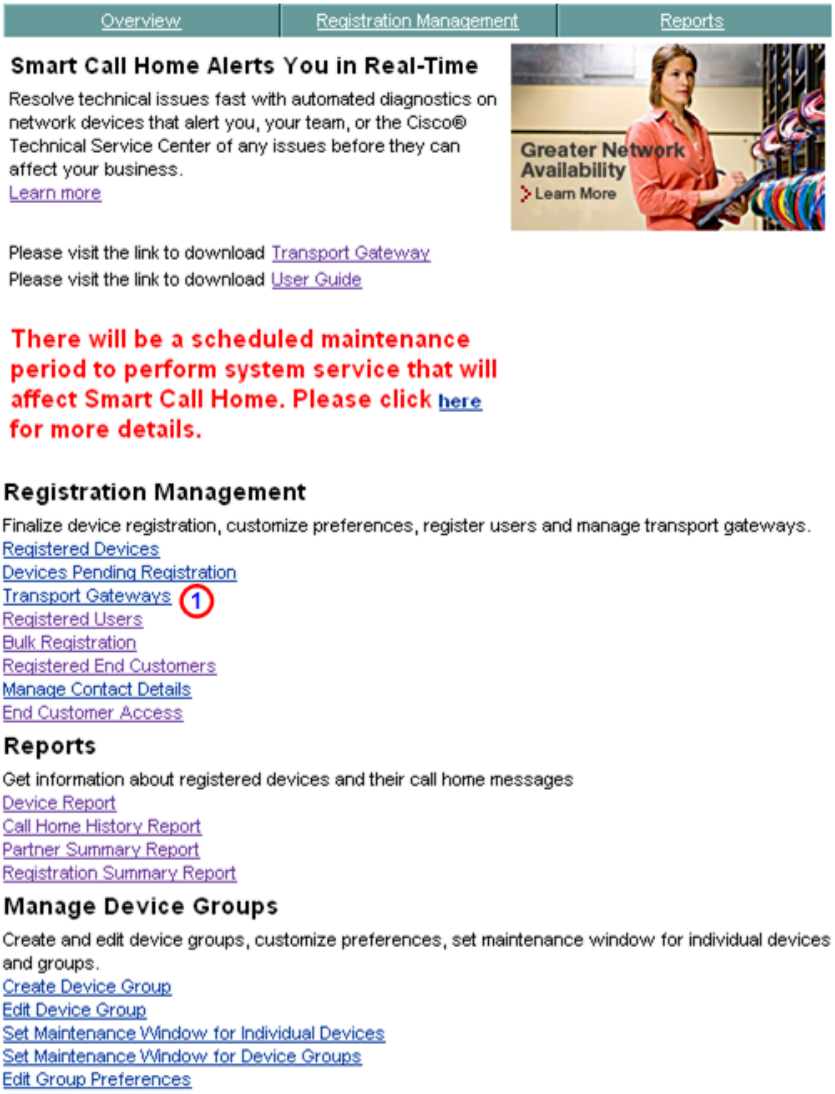
- They are registered as an administrator for the Company that the Transport Gateway is associated.
- They are the user who installed and registered the Transport Gateway; by default they become the administrator.

A partner Administrator can use the Smart Call Home web application to view or delete Transport Gateway registrations.

Viewing Transport Gateway Registrations

Anyone can register a Transport Gateway, as long as the person has a valid Cisco.com ID and password; however, to view the Transport Gateway registrations you must be an administrator. To perform any Transport Gateway registration processes, you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



To Manage your Transport Gateway Registrations, perform the following steps:

Step 2 There are two ways to get to the Transport Gateways page:

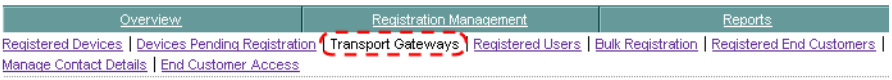
- If you are on the Overview page click **Transport Gateways**.

Note In order to see pending devices in the Devices Available to Register area. the following criteria must be met:

- The devices must not have partner supported contracts, since those contracts have automatic device registration; instead need customer-type contracts to see pending device registrations. See Important Information about Device Functions and Partner Contracts for more information on the Devices Pending Registration function.
- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

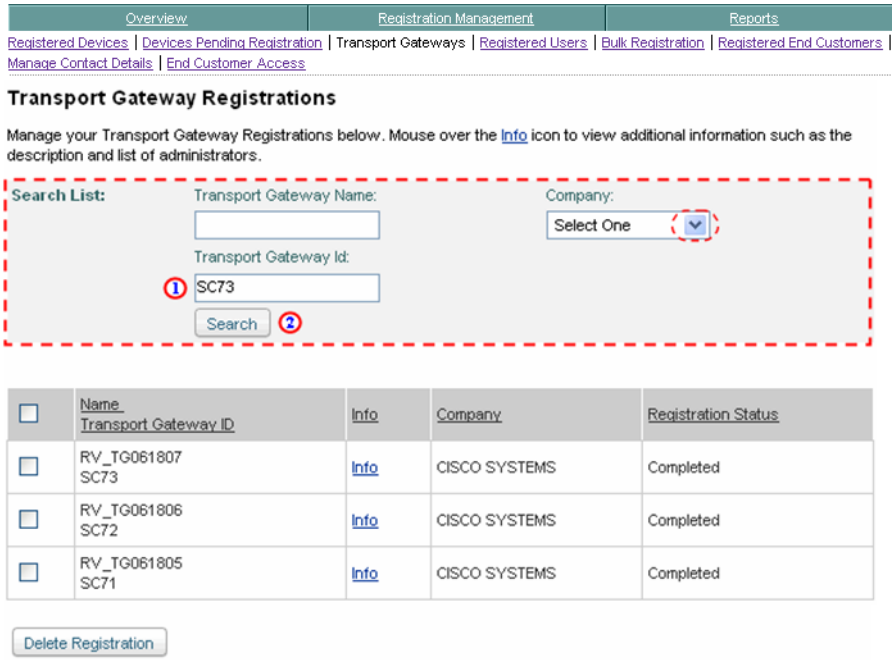
- If you are not on the Overview page click **Transport Gateways**.



In both cases the Transport Gateways page appears.

Search for Transport Gateway Registrations

The default view is to display all the Transport Gateway registrations of which you are an administrator. To find then see a more selective view of the Transport Gateway Registrations use the Search List function and perform the following steps:



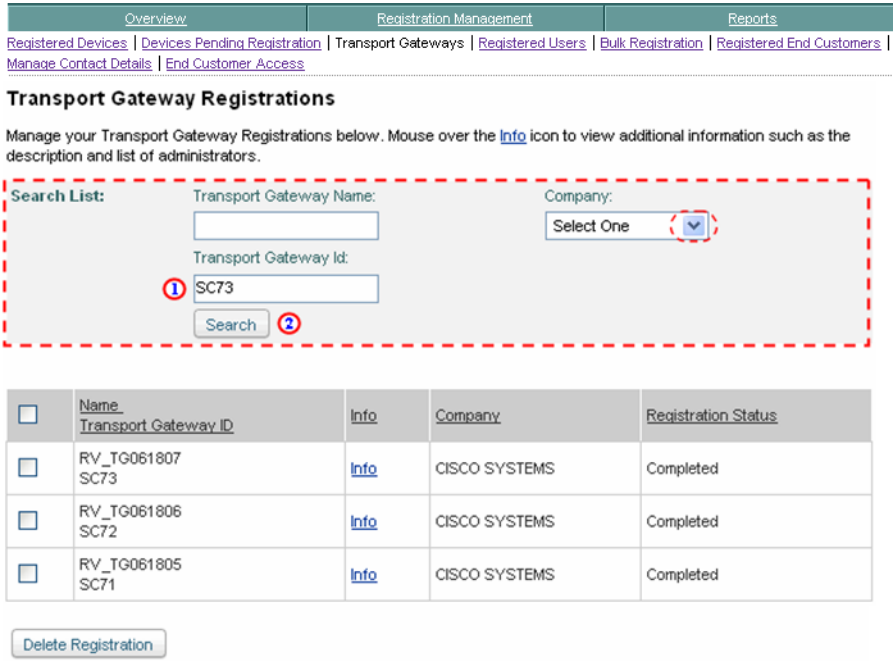
Step 3 In the Search List fields specify information in one or more of the following fields:

- In the Transport Gateway Id field (1) enter a portion of the id you want to see a view of (i.e.SC73).

Note The text you enter in either of the previous search fields are not text sensitive; and wildcards (an asterisk *) can be used with entered text.

- If there is more than one company displayed, press the Company field drop-down arrow and choose the company you want to use.

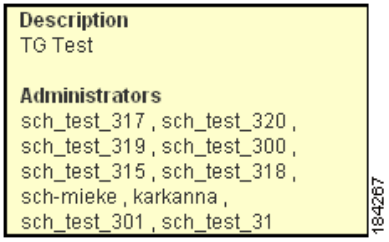
Step 4 Click **Search**; (2) the Transport Gateway Registrations page is refreshed and shows those Transport Gateway Registrations that match the search criteria you specified; the page shows only those ids that start with SC73. ( ).



Using the Mouse-Over Function

To view additional data about a Transport Gateway registration use the Mouse over function on the icon.

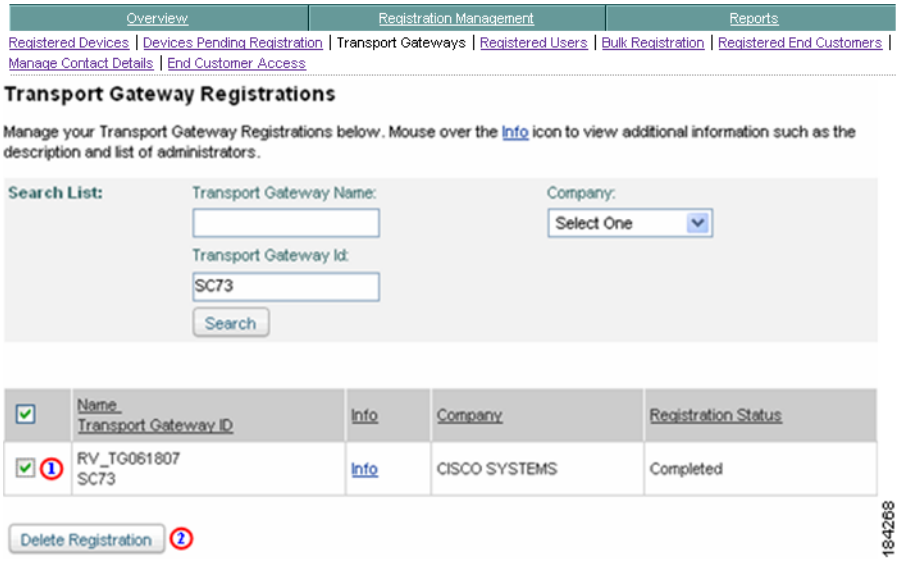
Step 5 Move and hold your mouse over the info icon of the Transport Gateway you want more information about; a popup window appears with the following information:



- A description of the Transport Gateway.
- A list of userids that are administrators of the selected Transport Gateway.

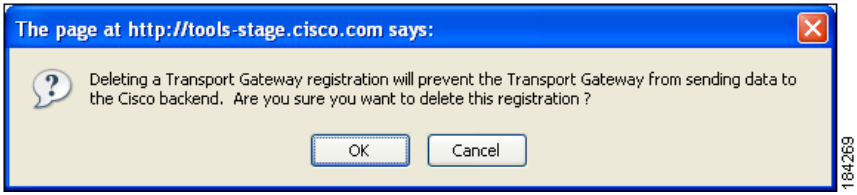
Deleting a Transport Gateway Registration

A partner can delete a Transport Gateway registration for which they are an administrator. To delete a Transport Gateway Registration perform the following steps:



Step 1 Check the check box (1) that is adjacent to the Transport Gateway Registration you want to delete.

Step 2 Click **Delete Registration**; (2) a pop-up message indicates that the selected Transport Gateway registration will be deleted.



Step 3 The selected Transport Gateway(s) are removed from the list.

Step 4 The system displays a UI message indicating that the selected Transport Gateway registration has been deleted successfully and if there were other administrators assigned to the registration, they have also been notified.

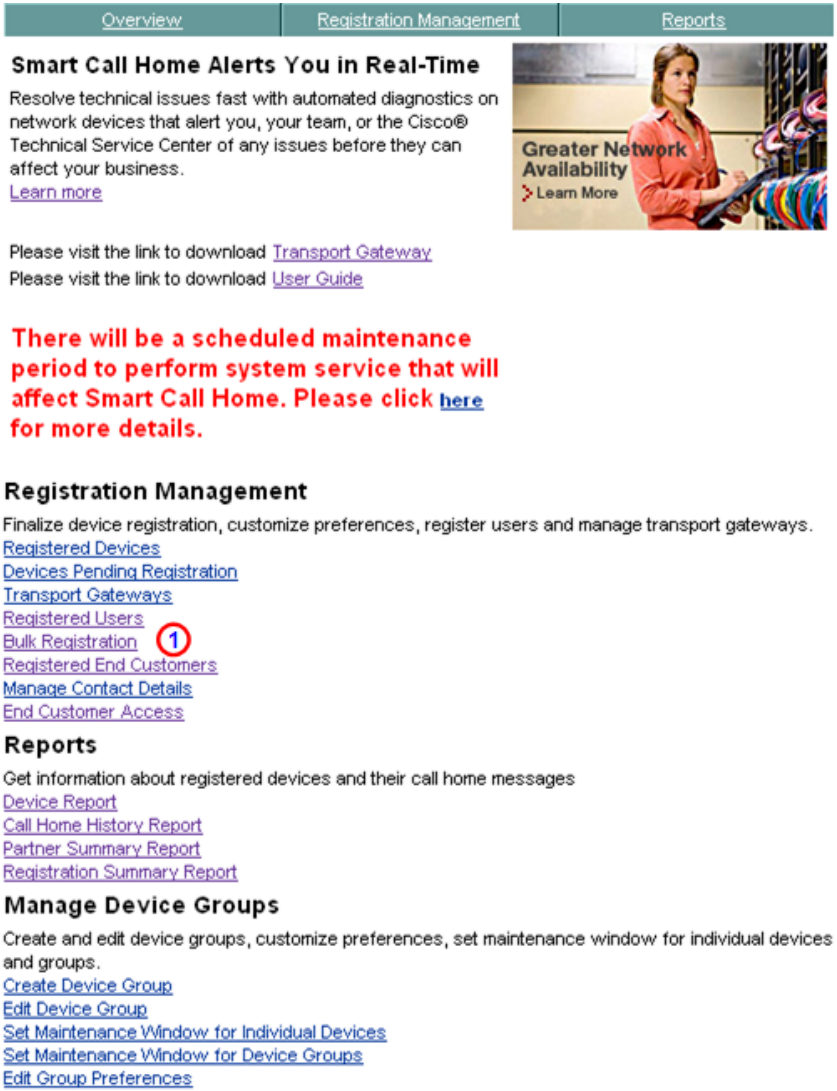
Step 5 Click **OK** to continue processing the Transport Gateway registration deletion; the Transport Gateway will be removed from the Transport Gateway registration list.

Bulk Registration

Bulk registration allows users to register devices in bulk before configuring these devices, bulk registration is accomplished by uploading a list of to-be registered devices via the portal. There is a template the bulk registration page that can be used for uploading the bulk registration data.

To upload a Bulk Registration file, perform the following steps:

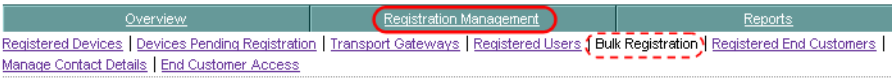
Step 1 Launch Smart Call Home; the Smart Call Home Overview page appears.



Step 2 There are two ways to get to the Bulk Registration page:

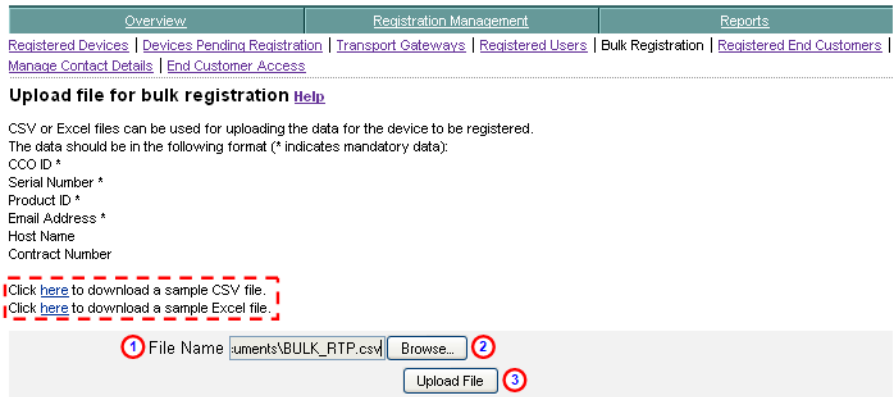
- If you are on the Overview page, click **Bulk Registration**. (1)
- If you are not on the Overview page, do the following:

– Click the **Registration Management** tab; the Registration Management page appears.



– From the Registration Management page, click **Bulk Registration.**

In both cases the Bulk Registration page appears...



Step 3 There are options to download sample Bulk Registration files, in either a .CSV or .Excel format.

Step 4 Enter the Bulk Registration file name in the File Name field (1) or click **Browse** (2) to locate the Bulk Registration file location.

Step 5 After specifying the Bulk Registration file location, click **Upload File;**. (3) a message is displayed indicating the following information:

- The requested bulk device registration is being processed.
- The processing may take several minutes.
- You will receive an email when the registration is completed.

Report Generation

Reports are only available for registered devices and when a partner is registered to one or more companies, they can view the reports for the devices registered to those same companies.

This section explains how to perform the following tasks:

- Access the different types of Reports:
  - **Device Reports** – contains detailed inventory information about the partners end customer's devices, it provides information about the device's registration contact and the device's latest Inventory and Configuration details.
  - **Call Home History Report** – provides access to the different Call Home messages, and the processed results on those messages, sent within the last three months.
  - **Partner Summary Report** – identifies and summarizes all the different types of devices that make up the partners network.
  - **Registration Summary Report** – displays contract information for the partner's devices that are registered in Smart Call Home; only the companies you have access to will be displayed.
- Specify Report Criteria to generate reports for specific devices.
- Obtain information about View Device Details, contacts, and different types of messages.

Device Reports

The Device Report lets you search for, and get access to, all the inventory and configuration data for a device. The data for this report is retrieved from the Inventory and Configuration Call Home messages.

Note The partner must be registered to at least one Company, and a partner can view the Call Home History report for only their registered devices.

If a device is not registered anymore, because of one of the following reasons, then the report is not accessible for this device:

- The device registration was deleted (status 'Unregistered').
- The device has a pending device registration.

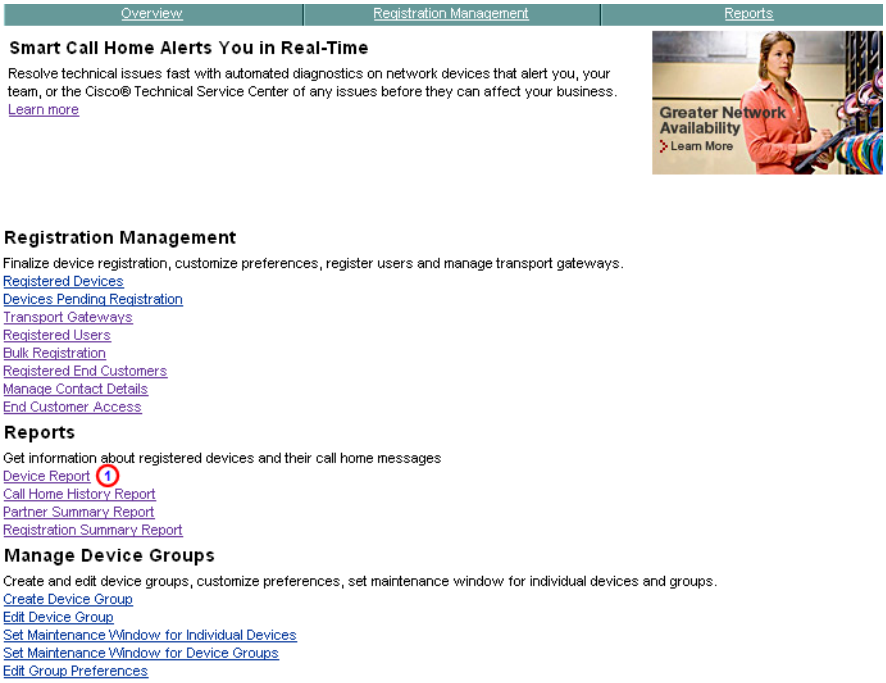
When the device is successfully registered then the report will be accessible again.

This section describes how to perform different Device Report processes on the Smart Call Home web application and explains how to perform the following tasks:

- Generate Device Reports and obtain information about the device's latest Inventory and Configuration details and the device's registration contact.
- Specify Report Criteria and filter the list of devices you want a report on.
- View Device Report Results.
- View Device Details.

To perform any of the report processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



There are two ways to get to the Device Report page:

- If you are on the Overview page click **Device Report**. (1)
- If you are not on the Overview page, click the **Reports tab**; the Device Report page appears where you can specify your report criteria.

Note In order to see pending devices in the Devices Available to Register area. the following criteria must be met:

- The devices must not have partner supported contracts, since those contracts have automatic device registration; instead need customer-type contracts to see pending device registrations. See Important Information about Device Functions and Partner Contracts for more information on the Devices Pending Registration function.

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

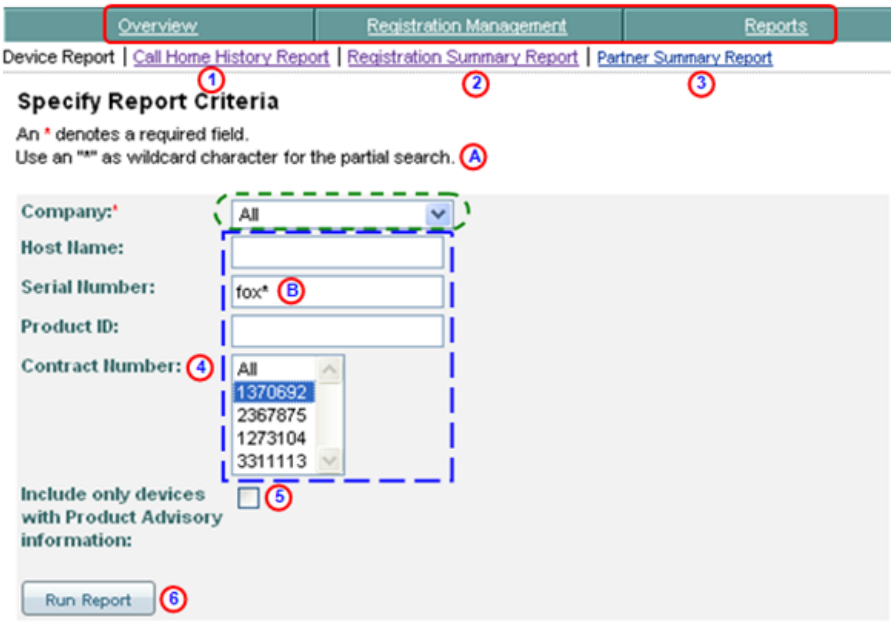
Generate Device Reports

Call Home messages are sent periodically, these messages include inventory and configuration information:

- Inventory messages from a device are used by the Smart Call Home web application to display device detail information and for generating device reports.
- Configuration messages are used by the Smart Call Home web application to generate configuration data on Device Reports.

Specify Report Criteria

This page lets you specify search criteria to generate a Device Report.



Step 1 You can perform one of the following navigational options on this page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** 1 to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report** 2 to go to that page.
- Click **Partner Summary Report** 3 to go to that page.

Perform the following steps to use the filter functions on the Specify Report Criteria page:

Step 2 Choose a company from the Company drop-down list for which the partner has a completed user registration, or choose **All** to see device reports for all the Companies the partner has registrations.

Note The All option is available only when the user is registered to more than one company.

Step 3 Optionally enter one or more of the following search criteria:

- **Host Name** – full or partial host name (case insensitive).

Note Search on host name for a Cisco Unified Computing System (UCS) device, supports a search for both the UCS system name as well as the hostname of the Cisco UCS 6100 Series Fabric Interconnect

- **Serial Number** – full or partial serial number (serial number of a chassis or of a component in the chassis) (case insensitive).
- **Product ID** – full or partial product id can be used (case insensitive); allows a search on a chassis or components in the chassis.

Note Use wildcards (an asterisk '*') A to refine your search on any of the three above criteria (i.e. fox*). B The results on the next Smart Call Home page display only those devices that have the specified criteria; devices or components that have serial numbers that start with "fox".

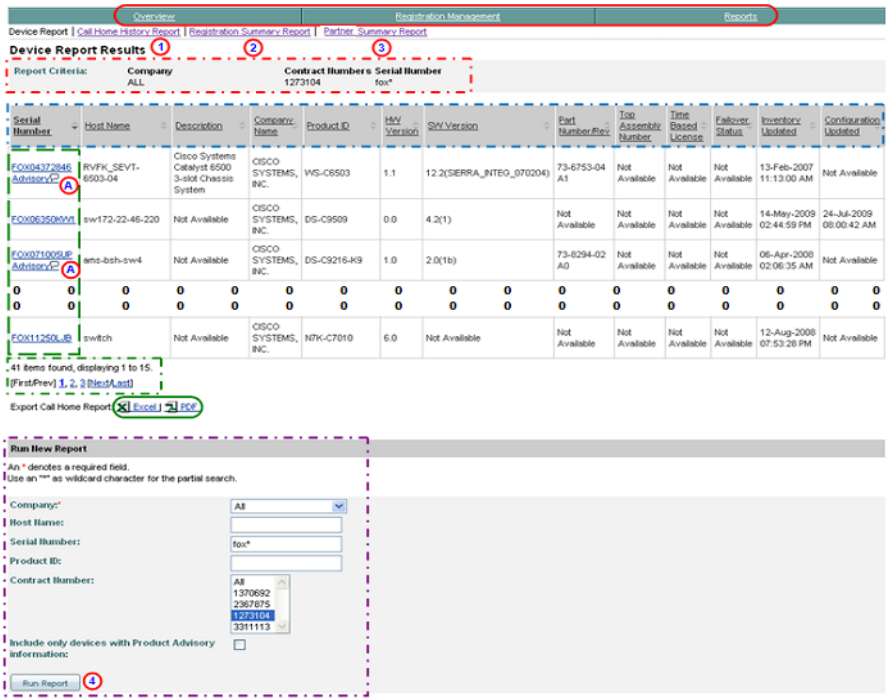
- Select a contract number from the Contract Number: drop-down list 4 to get only devices that have the associated contract number, or select the default All.
- Check the **Product Advisory Information** check box 5 to get only devices that have product advisories associated to them.

Step 4 Click **Run Report**, 6 the Device Report Results page appears.

Note When the web application indicates that no data could be found, see Device Report Troubleshooting for more information.

View Device Report Results

This page displays those entries that match the search criteria specified on the Specify Report Criteria page.



Step 1 You can perform one of the following navigational options, export the report, or change the content on the Device Report Results page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report** (2) to go to that page.
- Click **Partner Summary Report** (3) to go to that page.
- The Report Criteria area indicates what selection criteria were used to obtain the displayed results (i.e. All companies, Contract Numbers 1273104, and Serial Number - fox*).

- Those devices that have an associated advisory notice will have an advisory icon under their serial number.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

Note The o o o o o o o o in the Device Report Results list indicates that all the entries in the list are not shown in the graphic.

- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Perform the following steps to use the associated functions on the Device Report Results page:

Step 2 See the device details on a specific device by clicking a device in the Serial Number column; this displays the Device Details page for the selected device.

Step 3 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 4 You can specify different report criteria at the bottom of the page, this area contains the current criteria (serial number = fox*).

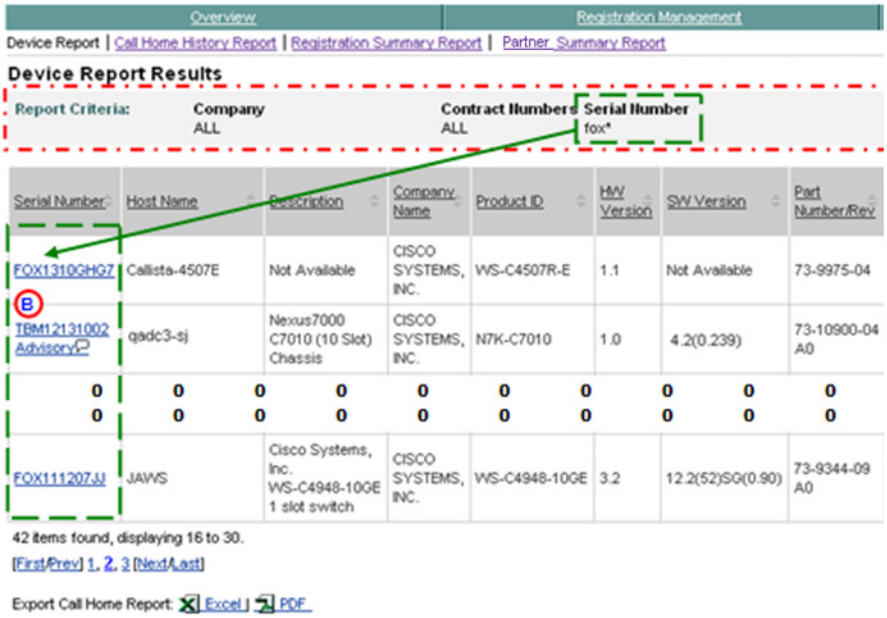
Step 5 Click **Run Report**, the Device Report Results page appears that match the new specified parameters, if entered in the previous step.

Device Report Results from Serial Number Criteria

In the device report when you specify a serial number in the search criteria the application looks for a match in the serial number in two different areas:

- In the device serial number.

- In the serial number of a component plugged in the device.



- The Report Criteria area indicates what selection criteria were used to obtain the displayed results (i.e. All companies and Serial Number - fox*).

Note The search parameter "fox*" did not need to match the case (upper or lower case) to be successful in the search; however, an * ('asterisk' wildcard) needed to be used, since the whole parameter name was not spelled out.

Important, notice that even though the third device report results entry B (serial number TBM12131002) does not have the parameter 'fox' in the device serial name, it still appears in the list.

In the search results on serial numbers, the device report results list all those devices that meet the following criteria:

- The device serial number contains the specified search parameters.

- At least one component plugged in the device TBM12131002 has a serial number that contains the specified search parameter. In this case, when you click the third entry (B), in the Device Report Results list, the Device Details page appears. On this page there are several fan units that contain 'fox' in their component serial numbers (see next graphic).

Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

Device Details

< Back to Report Results

Device Details:				
	Serial Number	**Host Name**	**Product ID**	**HW Version**
	(B) TBM12131002	qadc3-sj	N7K-C7010	1.0
	SW Version	**Part Number/Rev**	**Inventory Updated**	**Configuration Updated**
	4.2(0.239)	73-10900-04	12-Jun-2009 03:37:56 AM	08-Jun-2009 11:16:10 PM
	Top Assembly Number	**Time Based License**	**Failover Status**	
	Not Available	Not Available	Not Available	

Contact

Show Detail

Hardware Module

Show Detail

Power-Supply

Show Detail

Fan Unit

Hide Detail

Name	Description	Product ID	Serial Number	Part Number	Part Number Revision	HW Revision	Status
36	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-S	FOX1209X025	73-10741-04	A0	1.0	Not Available
37	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-S	FOX1209X01M	73-10741-04	A0	1.0	Not Available
38	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-F	FOX1211X04F	73-10967-02	A0	1.0	Not Available
39	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-F	FOX1211X04Q	73-10967-02	A0	1.0	Not Available

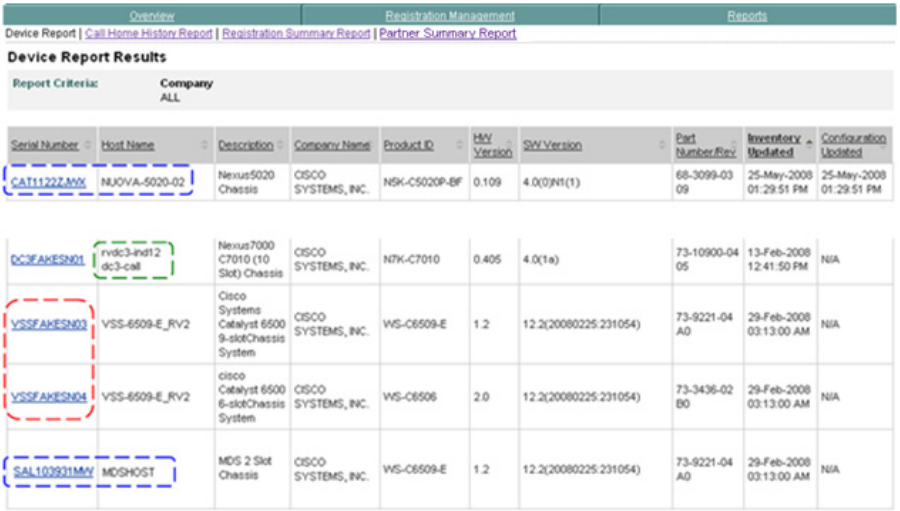
In the above graphic you can see the device serial number (TBM12131002). (B) In the Fan Unit details you can see four fan units that have component serial numbers that start with 'FOX'.

Device Report Results for Different Types of Devices

You will see different relationships between the device hostname and serial number, depending upon the type device that is displayed on the Smart Call Home application.

An example of these three different types of serial name / host name relationships is shown in a portion of the Device Report Results page, in the following graphic:

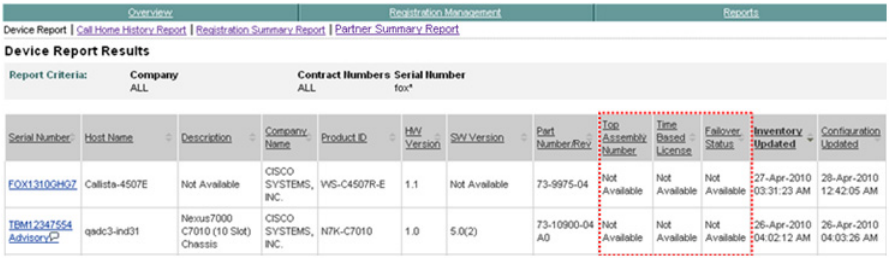
- 1 SN - 1 hostname
- 1 SN - n hostnames VDC – Nexus 7000 devices)
- N SNs - 1 hostname VSS – Catalyst 6500 devices)



When support was added for ASA devices, three new columns were added to Device Report Results:

- Top Assembly Number
- Time Based License

- Failover Status.



Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

Device Report Results

Report Criteria:	Company	Contract Numbers	Serial Number
	ALL	ALL	fox*

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Top Assembly Number	Time Based License	Failover Status	Inventory Updated	Configuration Updated
FOX1310GHG7	Callista-4507E	Not Available	CISCO SYSTEMS, INC.	WS-C4507R-E	1.1	Not Available	73-9975-04	Not Available	Not Available	Not Available	27-Apr-2010 03:31:23 AM	28-Apr-2010 12:42:05 AM
TBM12347554 Advisory	qadc3-ind31	Nexus7000 C7010 (10 Slot) Chassis	CISCO SYSTEMS, INC.	N7K-C7010	1.0	5.0(2)	73-10900-04 A0	Not Available	Not Available	Not Available	26-Apr-2010 04:02:12 AM	26-Apr-2010 04:03:26 AM

Device Details Category List Table

The categories that you see in the Device Details list will vary depending upon the type product that has been selected. The table below identifies which categories are associated to each product type

	ASA	ASR 1000	ASR 5000	ASR 9000	Catalyst 2000 / 3000 / ME 3000	Catalyst 4500 / 4900 / 6500	Cisco 7200 / 7300	Cisco 7600	Cisco XR 12000	CRS Routers
Contact	X	X	X	X	X	X	X	X	X	X
Hardware Module	X	X	X	X	X	X	X	X	X	X
Hardware Submodule			X	X		X		X	X	X
Power Supply	X	X	X	X	X	X	X	X	X	X
Fan Unit		X	X	X	X	X		X	X	X
Fabric Extender										X
Fabric Module										
System	X	X	X	X	X	X	X	X	X	X
License	X			X					X	X
VDC Membership										

Configuration	X	X	X		X	X	X	X		
Advisories		X		X	X	X	X	X		
Blade Chassis										
Threat	X									
Telemetry	X									
Snapshot	X									
Performance										
Crash										
Database										

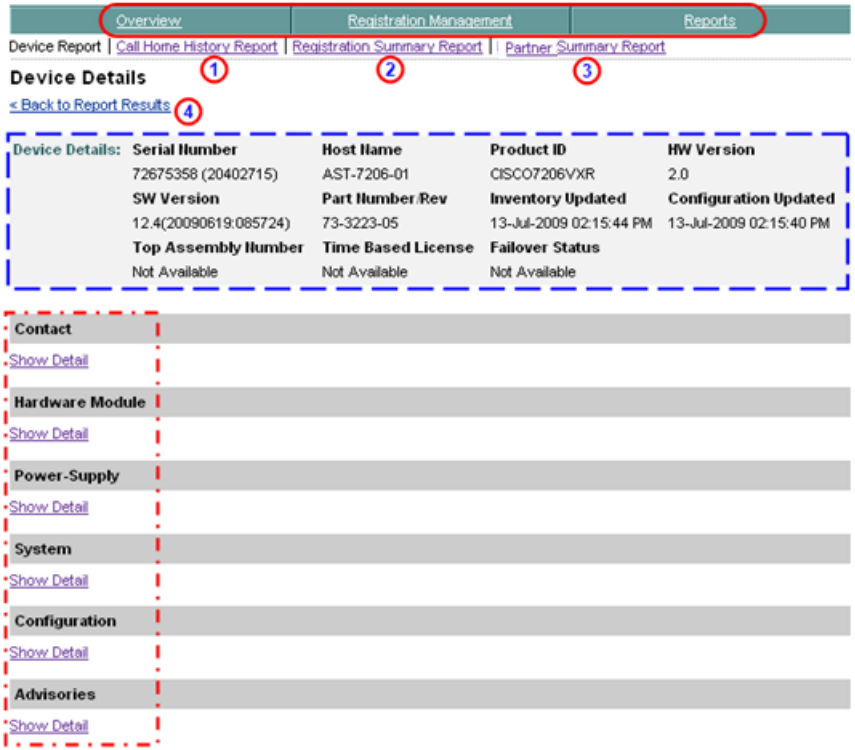
Continued list of devices	CUCM	MDS 9000	Nexus 5000	Nexus 7000	UBR 7000 / 10000	UCS	UCS C-series Rack Server
Contact	X	X	X	X	X	X	X
Hardware Module	X	X	X	X	X	X	X
Hardware Submodule							
Power Supply		X	X	X	X	X	X
Fan Unit		X	X	X	X	X	X
Fabric Extender			X			X	
Fabric Module				X			
System		X	X	X	X	X	X
License	X	X	X	X			
VDC Membership				X			

Configuration	X	X	X	X			
Advisories		X		X			
Blade Chassis						X	
Threat							
Telemetry	X						
Snapshot							
Performance	X						
Crash	X						
Database	X						

View Device Details

To view the details of a device in Smart Call Home, perform the following steps:

Step 1 On the Device Report Results page, click a device in the serial number column; the Device Details page for that selected device type appears.



This page has the Device Details summary info, which contains the following information:

- Device serial number.
- Device host name.
- Device product id.
- Hardware and software version data.
- Part number/Revision info.
- Date of when the last inventory was performed.
- Date of when the configuration was last updated.

- Information about the Top Assembly Number.
- Time Based License indicates number of days left before license expiration.
- Failover Status can have the following states:
  - Primary/Active
  - Primary/Standby
  - Secondary/Active
  - Secondary /Standby

Step 2 You can perform one of the following navigational options on the Device Details page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report** (2) to go to that page.
- Click **Partner Summary Report** (3) to go to that page.
- Click **Back to Report Results**, (4) which returns you to the Device Report Results page, where you can click a different device to see their details.

Do the following steps to perform the associated functions on the Device Details page:

Step 3 Click **Show Detail** under one of the device detail options to obtain more information about the detail areas noted below:

- Contact Details
- Hardware Module Details
- Power-Supply Details
- System Details
- Configuration Details
- Advisories

To see a sample of the details contained in each different section, select the corresponding section you want to view:

- Contact Details
- Hardware Module Details

- Hardware Submodule Details
- Power-Supply Details
- Fan Unit Details
- Fabric Extender Details
- Fabric Module Details
- System Details
- License Details
- VDC Membership Details
- Configuration Details
- Advisories
- View Blade Chassis Details for Cisco Unified Computing System Devices

Contact Details

The Contact Details table contains information about the contact that performed the device registration. To view contract details perform the following steps:

Step 4 Click the **Show/Hide Detail** toggle (1) under the Contact section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

The Contact Detail table contains the following information about the registered device and the Service Representative, who registered the device:

- **Contract Number** — Collaborative Services contract number covering the device.
- **Contact Name** — “Auto-registered SCH”.
- **Contact Email** — email address configured on the device.

- **Contact Phone Number** — if available, phone number in the AML portion of the Call Home messages sent by the device, else “Not Available”.

Do the following steps to perform the associated functions on the Contact page:

Step 5 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 6 Click **Hide Detail** (1) to close the details section and toggle the option back to Show Detail.

Hardware Module Details

The Hardware Module Details table contains information about the hardware modules of the selected device, if present. To view hardware module details perform the following steps:

Hardware Module

Hide Detail (1)

Module	Ports	Card Type	Product ID	HW	Serial Number	Part Number	Part Number Revision	Top Assembly Part Number	Status
2	1	1FE Dial Shelf Interconnect (DSI) Port adapter	PA-DSIC=	1.0	4622679	73-1688-03	A0	Not Available	Port adapter is analyzed
3	4	Ethernet Port adapter	PA-4E=	1.14	15336466	73-1556-08	A0	Not Available	Port adapter is analyzed
5	1	1FE Dial Shelf Interconnect (DSI) Port adapter	PA-DSIC=	1.1	15346430	73-2613-01	B0	Not Available	Port adapter is analyzed
Not Available	Not Available	Cisco 7200VXR Network Processing Engine NPE-400	NPE-400	1.1	25467338	73-5308-02	C0	800-08136-02	Not Available
Not Available	1	Fast-ethernet on C7200 I/O card with MII or RJ45 Port adapter	C7200-IO-FE-MII/RJ	2.1	17460612	73-4092-03	B0	Not Available	Port adapter is analyzed

Export Call Home Report: Excel | PDF

Step 7 Click the **Show/Hide Detail** toggle under the Hardware Module section name; this toggles the option to Hide Detail and shows the associated detail information.

The Hardware Module Details table contains the following information about the modules plugged in this device:

- **Module** – Slot Number of module.
- **Ports** – Number of ports the module has.
- **Card Type** – Description of the type card.
- **Product ID** – Product ID of the device.
- **HW** – Hardware Version.
- **Serial Number** – Serial Number of the module.
- **Part Number** – Part Number of the module.
- **Part Number Revision** – Revision Part Number of the module.
- **Top Assembly Part Number** – Number is for the processor only.
- **Status** – Current operating status of the module.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

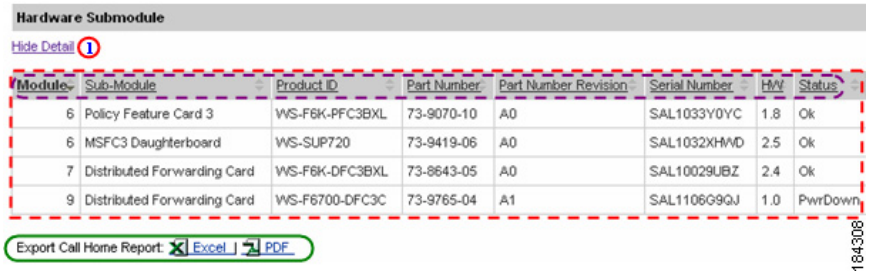
Do the following steps to perform the associated functions on the Hardware Module page:

Step 8 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 9 Click **Hide Detail** to close the details section and toggle the option back to Show Detail.

Hardware Submodule Details

The Hardware Submodule table contains information about the hardware submodules, if present, on the selected device. To view hardware submodule details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle (1) under the Hardware Submodule section name; this toggles the option to **Hide Detail** (1) and shows the associated detail information.

Hardware Details (Sub-module) Details table contains the following information about the sub-modules plugged in this device:

- **Module** – Slot Number of the module containing the sub-module.
- **Sub-Module** – Name of the sub-module feature.
- **Product ID** – Product id of the sub-module.
- **Part Number** – Part number of the sub-module.
- **Part Number Revision** – Part Number Revision for the sub-module.
- **Serial Number** – Serial number of the device that contains the sub-module.
- **HW** – Hardware version of the sub-module.
- **Status** – Operational status of the sub-module.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

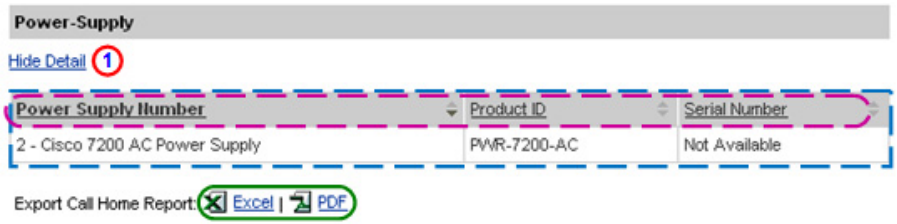
Do the following steps to perform the associated functions on the Hardware Submodule page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail** to close the details section and toggle the option back to **Show Detail**.

Power-Supply Details

The Power-Supply Details table contains information about the power supplies on the selected device. To view power-supply details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle under the Power-Supply section name; this toggles the option to Hide Detail and shows the associated detail information.

The Power-Supply Details table contains the following information about the power supplies plugged in this device:

- **Power Supply Number** – Slot the Power-Supply is plugged into and the power supply description.
- **Product ID** – Product ID of the Power-Supply.
- **Serial Number** – Serial Number of the Power-Supply.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

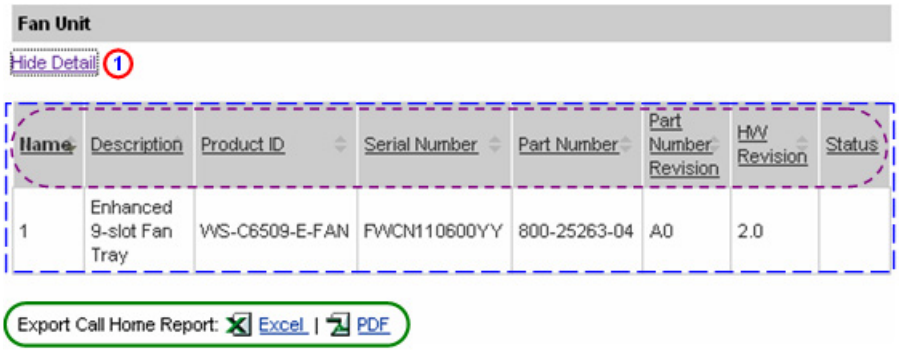
Do the following steps to perform the associated functions on the Power-Supply page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail**, ① under the Power-Supply section name, to close the details section

Fan Unit Details

The Fan Unit table contains information about the fan units on the selected device. To view fan unit details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle ① under the Fan Unit section name; this toggles the option to Hide Detail ① and shows the associated detail information.

The Fan Unit Details table contains the following information about the fan Unit(s) plugged in this device:

- **Name** – The number the fan is referred to in the device(i.e. fan number 1).
- **Description** – A brief description of the type fan installed in the device.
- **Product ID** – Product ID of the Power-Supply.
- **Serial Number** – Serial Number of the Power-Supply.
- **Part Number** – Part Number of the Power-Supply.
- **Part Number Revision** – Revision Part Number of the Power-Supply.
- **HW Revision** – Hardware Revision of the Power-Supply.
- **Status** – Current operating status of the fan.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

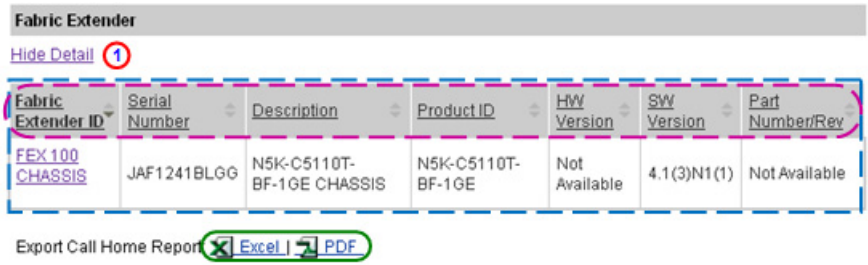
Do the following steps to perform the associated functions on the Fan Unit page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail**, under the Power-Supply section name, to close the details section

Fabric Extender Details

The Fabric Extender table contains information about the extenders, if present, on the selected device. To view fabric extender details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle under the Fabric Module section name; this toggles the option to **Hide Detail** and shows the associated detail information.

Fabric Extender Details table contains the following information about the fabric extenders in this device:

- **Fabric Extender ID** – Fabric extender ID
- **Product ID** – Product ID of the fabric extender
- **Serial Number** – Serial Number of the fabric extender
- **HW version** – HW version of the fabric extender
- **SW Version** – SW version of the fabric extender

- **Part Number/Revision** – Manufacturing Assembly number
- **Description** – Description

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

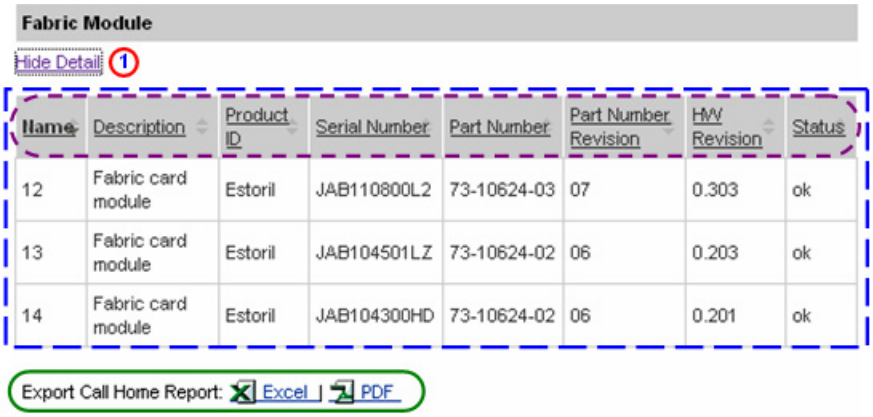
Do the following steps to perform the associated functions on the Fabric Module page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail** to close the details section and toggle the option back to **Show Detail**.

Fabric Module Details

The Fabric Module table contains information about the hardware submodules, if present, on the selected device. To view fabric module details perform the following steps:



Name	Description	Product ID	Serial Number	Part Number	Part Number Revision	HW Revision	Status
12	Fabric card module	Estoril	JAB110800L2	73-10624-03	07	0.303	ok
13	Fabric card module	Estoril	JAB104501LZ	73-10624-02	06	0.203	ok
14	Fabric card module	Estoril	JAB104300HD	73-10624-02	06	0.201	ok

Step 1 Click the **Show/Hide Detail** toggle under the Fabric Module section name; this toggles the option to **Hide Detail** and shows the associated detail information.

Fabric Module Details table contains the following information about the fabric card modules in this device:

- **Name** – Slot Number of the module containing the fabric card module.
- **Product ID** – Product id of the fabric card module.
- **Serial Number** – Serial number of the device that contains the fabric card module.
- **Part Number** – Part number of the fabric card module.
- **Part Number Revision** – Part Number Revision for the fabric card module.
- **HW Revision**– Hardware version of the fabric card module.
- **Status** – Operational status of the fabric card module.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the Fabric Module page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail** to close the details section and toggle the option back to **Show Detail**.

System Details

The System Details table contains information about the system and software installed on the selected device. To view system details perform the following steps:

Note The System Details shown below are for a MDS9000; the exact content details for other devices will differ depending on what product type is selected.

System

Hide Detail 1

This information is derived from the last Inventory message received by Smart Call Home

System Details:

Processor	Intel(R) Pentium(R) III CPU
System Image Name	eisan-4-2-1
OS Version	4.2(1)
Kickstart Image Name	eboot-4-2-1
Kickstart Version	4.2(1)
BIOS Version	1.1.0
Loader Version	1.2(2)
Memory	965648K
Non Volatile Memory	Not Available
Slot0	0
Boot Flash	250368K
Last Reset Time	Tue Jul 7 23:33:09 2009
Last Reset Reason	Reset Requested by management application
System Start Time	Tue Jul 7 23:33:09 2009
System Uptime	0 days, 0 hours, 2 minutes, 47 seconds
Kernel Uptime	0 days, 0 hours, 5 minutes, 25 seconds
Active Supervisor Uptime	Not Available

Export Call Home Report: Excel | PDF

Step 1 Click the **Show/Hide Detail** toggle 1 under the System section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

The System Details page contains the following information:

- Device summary info contains the Serial Number and the Host Name of the selected device.

The System Details table contains the following information about the software used in this device:

- **Processor** – Type of processor.
- **Image Name** – Image name of the IOS.
- **IOS Version** – Version of the IOS being used.
- **Feature Set** – Name of the Feature Set.
- **ROM Version** – Version of the ROM being used.
- Amount of memory being used (in Kilobytes) for the following storage areas:
  - Main Memory
  - I0 Memory
  - Install Memory
  - Non Volatile Memory
  - Slot0
  - Slot1 (if installed)
  - Boot Flash
- **Last Restart Time**– When the last restart of the device occurred.
- **Last Reload Reason** – Reason for the last reload that occurred.
- **Last Reset Reason** – Identifies the reason for the last reset.
- **System Uptime** – Amount of time the device has been operational.
- **Config Register** – Config Register number.
- **Bandwidth Points:** – Indicates the amount of bandwidth points that are configured on the PCI bus for the various slots to utilize.

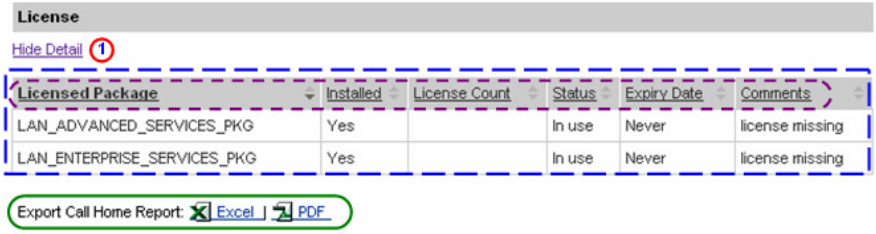
Do the following steps to perform the associated functions on the System Details page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail** to close the details section and toggle the option back to Show Detail.

License Details

The License table contains information about the license associated to the selected device. To view license details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle under the License section name; this toggles the option to **Hide Detail** and shows the associated detail information.

License details table contains the following information about the license associated to this device:

- **Licensed Package** – Name of the license package associated to the device.
- **Installed** – Indicates if the package is installed.
- **License Count** – Indicates the number of licenses installed on the switch.
- **Status** – Operational status of the license.
- **Expiry Date** – The date that license will expire and no longer be valid.
- **Comments** – Any comments associated to the device.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the License page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail** to close the details section and toggle the option back to **Show Detail**.

VDC Membership Details

VDC Membership table contains information on the ports and interfaces that are allocated per VDC and the name assigned to the VDC. To view VDC membership details perform the following steps:.

Step 1 Click the **Show/Hide Detail** toggle (1) under the License section name; this toggles the option to **Hide Detail** (1) and shows the associated detail information.

License details table contains the following information about the license associated to this device:

- **VDC ID** – Id number of the specified VDC.
- **VDC Name** – Name of the VDC.
- **Ports/Interfaces** – Identifies all the interfaces and ports that are associated to this specific VDC.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

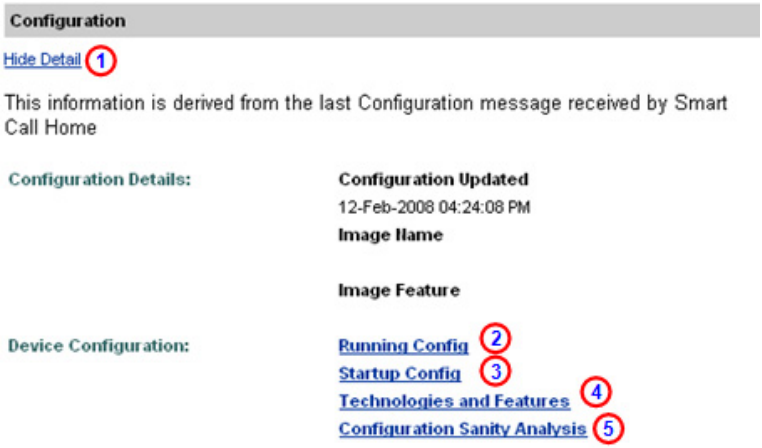
Do the following steps to perform the associated functions on the VDC Membership page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Hide Detail** (1) to close the details section and toggle the option back to **Show Detail**.

Configuration Details

The Configuration Details section contains information about the configurations on the selected device; the configuration details will only be available when the device has already sent at least one configuration message. To view configuration details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle 1 under the Configuration section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

The configuration details section contains the following information about the configuration used in this device:

- Provides hyperlink access to view the running config 2 and startup config. 3
- Provides hyperlink access to the technologies and features 4 running on the selected device.

Note This list doesn't include those features that are enabled in the device by default.

- The Configuration Sanity Analysis link, 5 provides a link to a page that contains Best Practices Results with notices that break into four different types and are sorted with the more serious notices listed first.
- Best Practices Results are based on show command outputs.

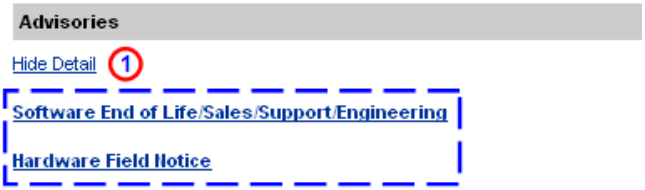
Note

Do the following steps to perform the associated functions on the Configuration page:

Step 2 Click **Hide Detail** (1) to close the details section and toggle the option back to Show Detail.

Advisories

Displays any advisories that are associated to the device. To view advisories details perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle (1) under the Advisories section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

The advisories details section can display four different types of advisory reports, one or more advisories can be displayed at a time:

- Hardware End of Life/Sales/Support/Engineering
- Software End of Life/Sales/Support/Engineering
- Hardware Field Notice
- Security Advisories

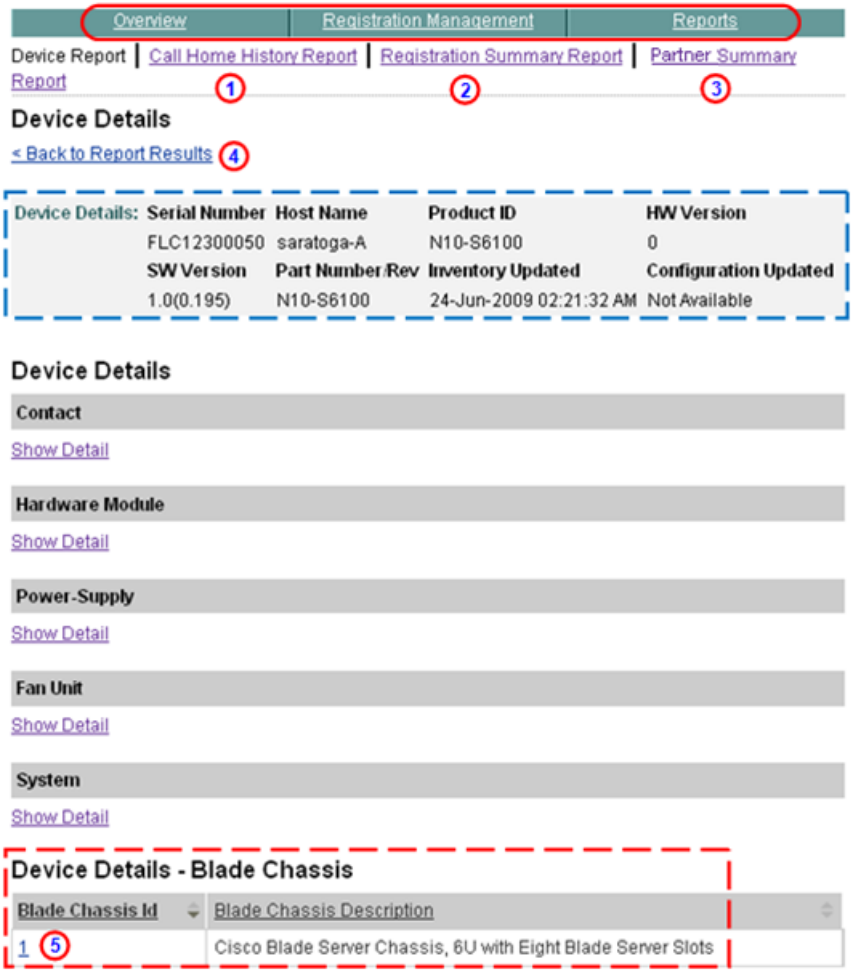
Note The Advisories option is displayed only when there is at least one advisory associated to the selected device.

Step 2 Click **Hide Detail** (1) to close the details section and toggle the option back to Show Detail.

View Blade Chassis Details for Cisco Unified Computing System Devices

To view the blade chassis details of a specific Cisco Unified Computing System device in Smart Call Home, perform the following steps:

Step 1 On the Device Report Results page, click a device in the serial number column; the Device Details page for the Cisco Unified Computing System device appears.



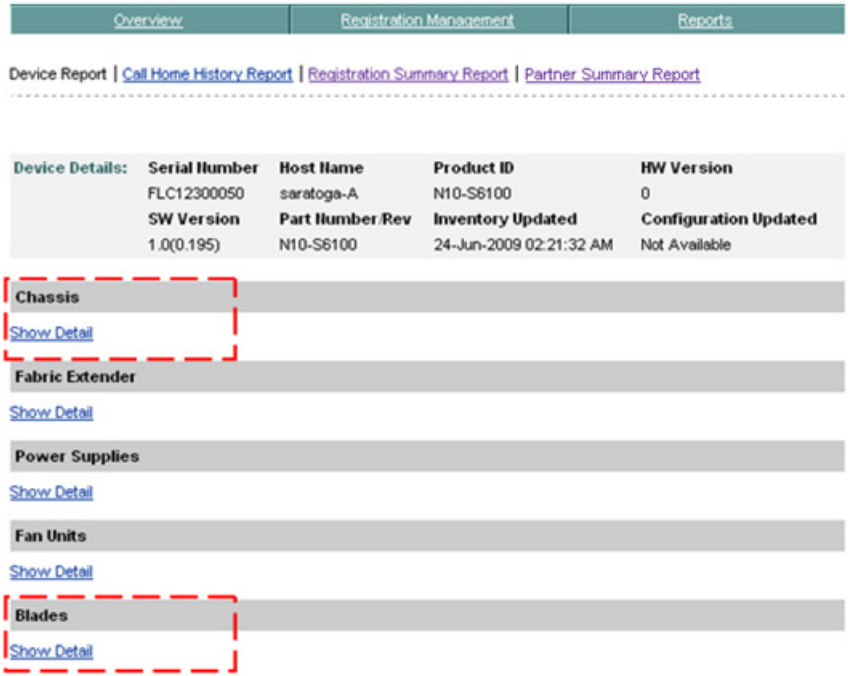
This page has Device Details summary info for the Cisco Unified Computing System device, which contains the following information:

- Device serial number.
- Device host name.
- Device product id.
- Hardware and software version data.
- Part number/Revision info.
- Date of when the last inventory was performed.
- Date of when the configuration was last updated.

Step 2 You can perform one of the following navigational options on the Device Details page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** 1 to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report** 2 to go to that page.
- Click **Partner Summary Report** 3 to go to that page.
- Click **Back to Report Results**, 4 which returns you to the Device Report Results page, where you can click a different device to see their details.

Step 3 Click the number 5 under the Blade Chassis Id heading; the Blade Chassis details window appears.

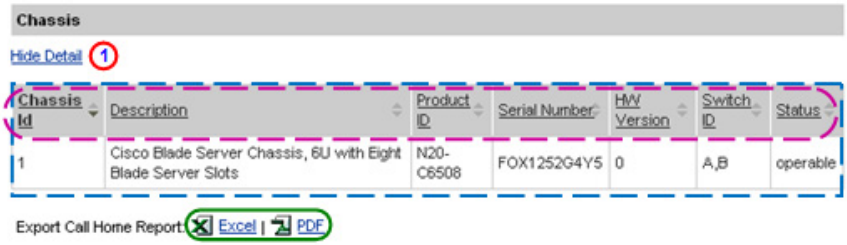


The following information is additional details that are unique to the Cisco Unified Computing System product family.

Step 1 Click **Show Detail** under one of the additional device detail options to obtain information about the product details, which are explained below.

Chassis ID Details

The Chassis ID table contains information about the chassis and the number of slots it contains.



Step 2 Click the **Show/Hide Detail** toggle (1) under the Fabric Module section name; this toggles the option to **Hide Detail** (1) and shows the associated detail information.

Fabric Extender Details table contains the following information about the fabric extenders in this device:

- **Fabric Extender ID** –
- **Chassis ID** – Chassis ID
- **Description** – High-level generic description identifying the type of component
- **Product ID** – Product ID of the blade chassis
- **Serial Number** – Serial Number of the blade chassis
- **HW Version** – HW version of the blade chassis
- **Switch ID** – Identification of the switch the blade chassis is connected to (A or B)
- **Status** – Operational state of the blade chassis

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the Chassis page:

Step 1 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 2 Click **Hide Detail** to close the details section and toggle the option back to **Show Detail**.

Blades Details

The Blades detail table contains details of the blades in the blade chassis. There are up to 8 blades in a blade chassis.

Blades

Hide Detail

Slot	Description	Product ID	Serial Number	HW Version	Status
1	Factory Integrated, Single Slot Blade Server With No Processors, No Memory, No Hard Drives (Diskless), And No Mezzanine Adapter	N20-B6620-1	QCI1249001F	0	ok
2	Factory Integrated, Single Slot Blade Server With No Processors, No Memory, No Hard Drives (Diskless), And No Mezzanine Adapter	N20-B6620-1	QCI13050080	0	ok

Export Call Home Report: Excel | PDF

Step 3 Click the **Show/Hide Detail** toggle under the Fabric Module section name; this toggles the option to **Hide Detail** and shows the associated detail information.

Blades detail table contains the following information about the blades in the blade chassis:

- **Fabric Extender ID** –
- **Slot** – Slot number
- **Description** – High-level generic description of the blade
- **Product ID** – Product ID of the blade
- **Serial Number** – Serial Number of the blade
- **HW version** – HW version of the blade
- **Status** – Status of the blade

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the Blades page:

Step 4 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 5 Click **Hide Detail** to close the details section and toggle the option back to **Show Detail**.

View ASA Security Related Details

Support for ASA devices provides details on three threat related categories:

- Threat (single context and multi-context)
- Telemetry (single context and multi-context)
- Snapshot (single context and multi-context)

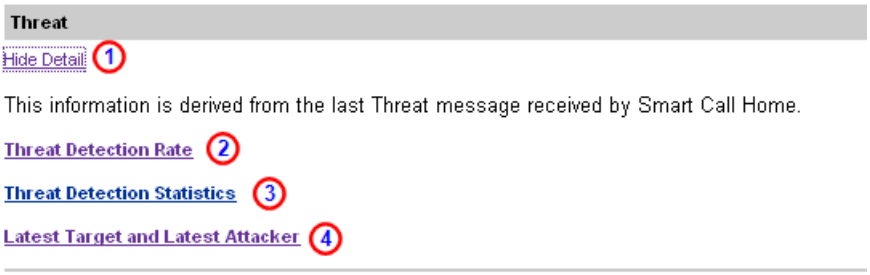
Note The Threat and Telemetry data can be viewed in a single context or possibly multi-context format, depending on how the ASA security device is configured. You can partition a single security appliance into multiple virtual devices, known as security contexts. Each context is an independent device, with its own security policy, interfaces, and administrators.

Threat (single context)

The Threat category, for a single context, provides three different areas of threat assessment information that are associated to the device:

- Threat Detection Rate.
- Threat Detection Statistics.
- Latest Target and Latest Attacker.

To view the Threat (single context) details, perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle (1) under the Threat section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

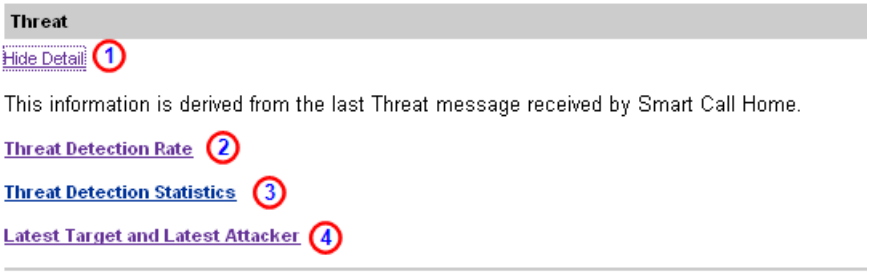
The threat details section displays thee different types of threat reports, one or more threat reports can be displayed at a time:

- Threat Detection Rate (single context).
- Threat Detection Statistics (single context).
- Latest Target and Latest Attacker

Step 2 Click **Hide Detail** (1) to close the details section and toggle the option back to Show Detail.

Threat Detection Rate (single context)

The Threat Detection Rate table for a single context provides information about various rates at which different threats occur on the device. To view the Threat Detection Rate details for a single context, perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle (1) under the Threat category, then click **Threat Detection Rate**; (2) the following information appears below the selected item.

Threat Detection Rate

	Average(eps)	Current(eps)	Trigger	Total Events
	Not Available	Not Available	Not Available	Not Available
1-hour Interface	1	8	0	5094
10-min Scanning	0	1	0	501
10-min Firewall	0	1	0	501
10-min ACL drop	0	0	0	181
1-hour ACL drop	0	0	0	182
1-hour SYN attck	0	0	0	3
1-hour Scanning	0	0	0	515
1-hour Firewall	0	0	0	512
10-min DoS attck	0	0	0	324
1-hour DoS attck	0	0	0	330
10-min Interface	8	0	0	5094

Export Call Home Report: Excel | PDF

The Threat Detection Rate table for a single context contains the following threat related items:

- Average (eps)
- Current (eps)
- Event Trigger
- Total Events

The above threat items are provided at varying rates from various security sources, which are listed on the left side of the table; those sources are:

- 1-hour Interface
- 10-min Scanning
- 10-min Firewall 0
- 10-min ACL drop
- 1-hour ACL drop
- 1-hour SYN attck
- 1-hour Scanning
- 1-hour Firewall 0

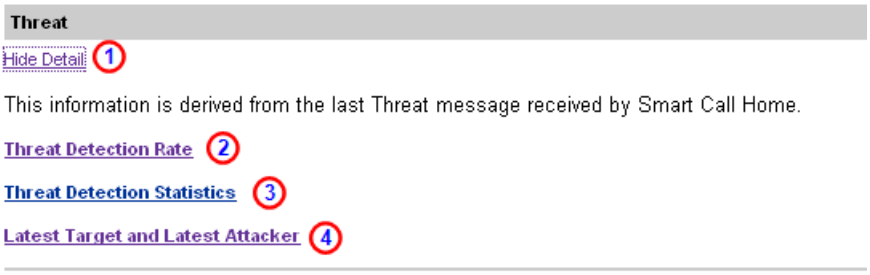
- 10-min DoS attck
- 1-hour DoS attck
- 10-min Interface

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of this selected item.

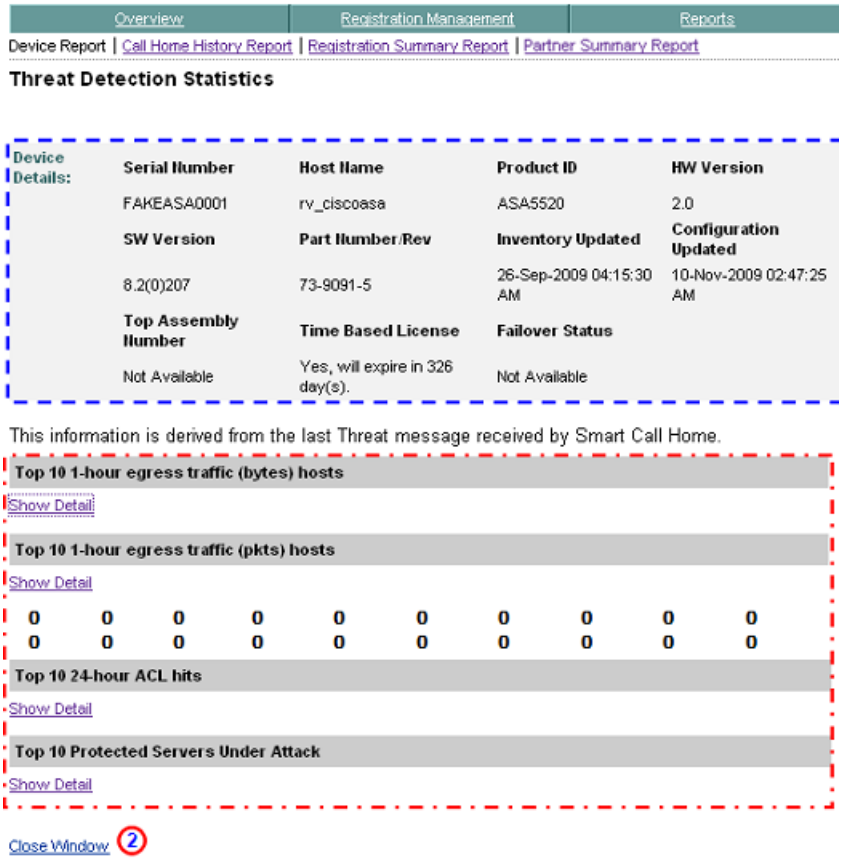
Step 3 Click Threat Detection Rate; (2) the Threat Detection Rate table closes and toggles back to just showing Threat Detection Rate.

Threat Detection Statistics (single context)

The Threat Detection Statistics information is viewed in a new window, which provides statistics about various security items (traffic, ACL, hosts and servers under attack) on which different threats occur. To view the Threat Detection Rate details for single context, perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle (1) under the Threat category, then click **Threat Detection Statistics**, (3) which opens the Threat Detection Statistics window.



The Threat Detection Statistics page contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The Threat Detection Statistic items provide various information about traffic, ACL hits, latest target hosts and latest attacker hosts. A single context contains the following threat related information:

Note The o o o o o o o o in the Threat Detection Statistics table indicates that all the entries in the list are not shown in the graphic.

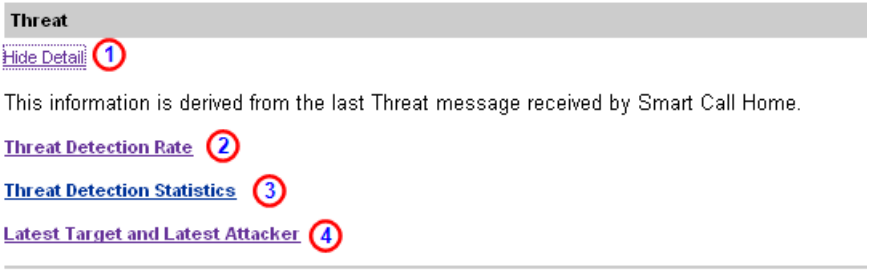
- Top 10 1-hour egress traffic (bytes) hosts
- Top 10 1-hour egress traffic (pkts) hosts
- Top 10 20-min egress packet drop hosts
- Top 10 1-hour ingress traffic (bytes) hosts
- Top 10 1-hour ingress traffic (pkts) hosts
- Top 10 20-min ingress packet drop hosts
- Top 10 1-hour egress traffic (bytes) protocols
- Top 10 1-hour egress traffic (pkts) protocols
- Top 10 1-hour ingress traffic (bytes) protocols
- Top 10 1-hour ingress traffic (pkts) protocols
- Top 10 8-hour egress traffic (bytes) protocols
- Top 10 8-hour egress traffic (pkts) protocols
- Top 10 8-hour ingress traffic (bytes) protocols
- Top 10 8-hour ingress traffic (pkts) protocols
- Top 10 24-hour egress traffic (bytes) protocols
- Top 10 24-hour egress traffic (pkts) protocols
- Top 10 24-hour ingress traffic (bytes) protocols
- Top 10 24-hour ingress traffic (pkts) protocols
- Top 10 1-hour ACL hits
- Top 10 8-hour ACL hits
- Top 10 24-hour ACL hits
- Latest Target Hosts
- Latest Attacker Hosts
- Top 10 protected servers under attack

Step 2 Click **Show Detail** on any item in the Threat Detection Statistics table to obtain more information about that related item.

Step 3 Click **Close Window** (2) to close the Threat Detection Statistics window.

Latest Target and Latest Attacker

The Latest Target and Latest Attacker information provides information about various rates at which different threats occur on the device. To view the Latest Target and Latest Attacker details, perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle (1) under the Threat category, then click **Latest Target and Latest Attacker**; (4) the following information appears below the selected item.

The Latest Target and Latest Attacker details provides the following threat related information:

- Latest Attacker Hosts
- Latest Target Hosts

Do the following steps to perform the associated functions for the Latest Target and Latest Attacker item:

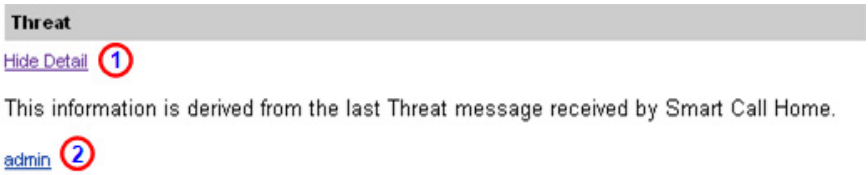
Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the section.

Step 3 Click **Latest Target and Latest Attacker**; (4) the corresponding details closes and toggles back to just showing Latest Target and Latest Attacker.

Threat (multi-context)

The Threat category, for a multi-context, provides a link to threat information in a new Threat Detection Statistics window.

To view the Threat (multi-context) details, perform the following steps:

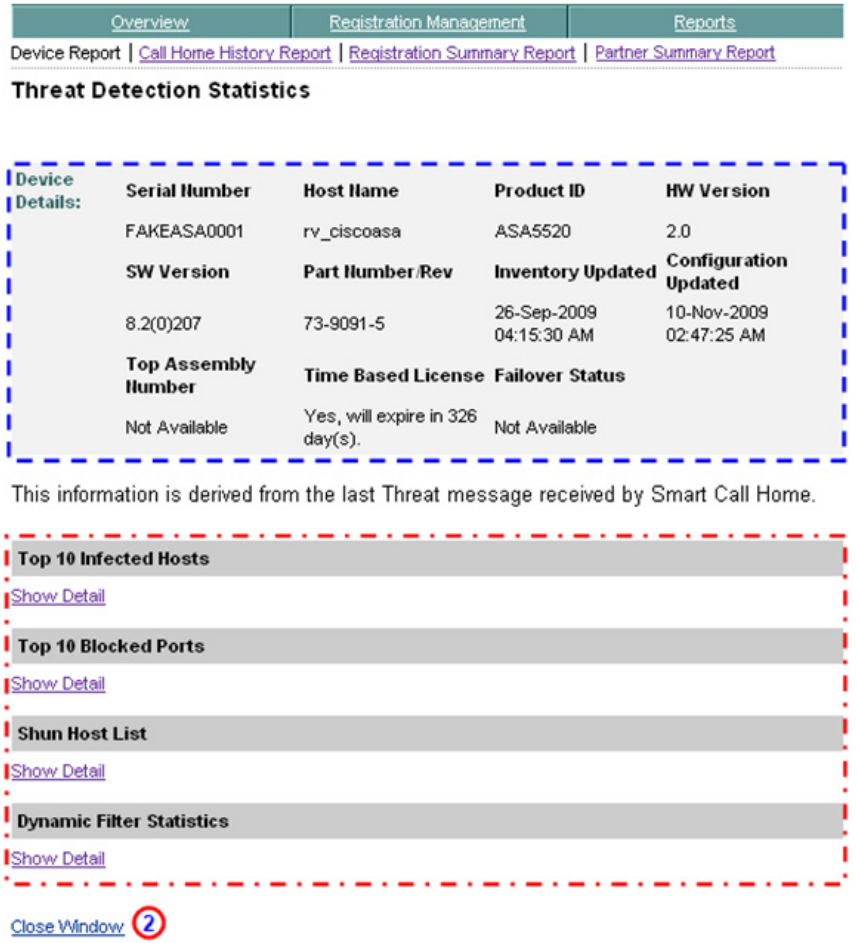


Step 1 Click the **Show/Hide Detail** toggle (1) under the Threat category; which shows an admin hyperlink.

Step 2 Click **admin**; (2) the Threat Detection Statistics window appears.

Threat Detection Statistics (multi-context)

The Threat Detection Statistics information is viewed in a new window, which provides statistics about various security items. To view the Threat related details, perform the following steps



The Threat Detection Statistics page contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The Threat Detection Statistic items that provides the following threat related information:
  - Top 10 Infected Hosts
  - Top 10 Blocked Ports

- Shun Host List
- Dynamic Filter Statistics

Step 1 Click **Show Detail** on any item in the Threat Detection Statistics table to obtain more information about that related item.

Step 2 Click **Close Window** (2) to close the Threat Detection Statistics window.

Telemetry (single context)

The Telemetry category, from different show commands, displays connection/session attributes, and provides interface specific attributes.

To view the Telemetry (single context) details, perform the following steps:

Telemetry

Hide Detail 1

This information is derived from the last Telemetry message received by Smart Call Home.

	Max	Current
Firewall Connections	10	8
SSL VPN sessions	2	1
Site-to-site Sessions	0	0
Xlate	0	0

Export Call Home Report: Excel | PDF

	Current	Average
Connections per Second	6	2

Export Call Home Report: Excel | PDF

Free Memory	359262984 bytes (67%)
Total Memory	536870912 bytes (100%)
Current Memory Usage	177607928 bytes (33%)
Max number of phone media sessions	0 in use, 0 most used
Max number of phone proxy connections	0 in use, 0 most used
Routing table	Gateway of last resort is 172.23.62.1 to network 0.0.0.0 C 17.4.60.0 255.255.255.0 is directly connected, inside C 172.23.62.0 255.255.255.0 is directly connected, outside C 10.255.254.8 255.255.255.252 is directly connected, statelink C 10.255.254.12 255.255.255.252 is directly connected, failover S* 0.0.0.0 0.0.0.0 [1/0] via 172.23.62.1, outside

Export Call Home Report: Excel | PDF

Step 1 Click the **Show/Hide Detail** toggle 1 under the Telemetry section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

The telemetry section displays two different areas. The top half of the data contains summary data for connection/session attributes from different show commands.

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the associated section.

The bottom half of the telemetry data contains the interface list.

Step 3 Click a specific interface, in the interfaces list, to see the associated details for the selected interface; details of the specific interface appear below the selected interface (see next graphic).

.

Interfaces

failover A

	1 minute	5 minutes	Uptime Average
Input Firewall Throughput Bytes/sec	103	122	116
Input Packets per Second	1	1	1
Output Firewall Throughput Bytes/sec	108	174	154
Output Packets per Second	1	1	1

Export Call Home Report: Excel | PDF

GigabitEthernet0/0 A

	1 minute	5 minutes	Uptime Average
Input Firewall Throughput Bytes/sec	389	123	161
Input Packets per Second	5	1	2
Output Firewall Throughput Bytes/sec	17	195	142
Output Packets per Second	0	0	0

Export Call Home Report: Excel | PDF

GigabitEthernet0/3

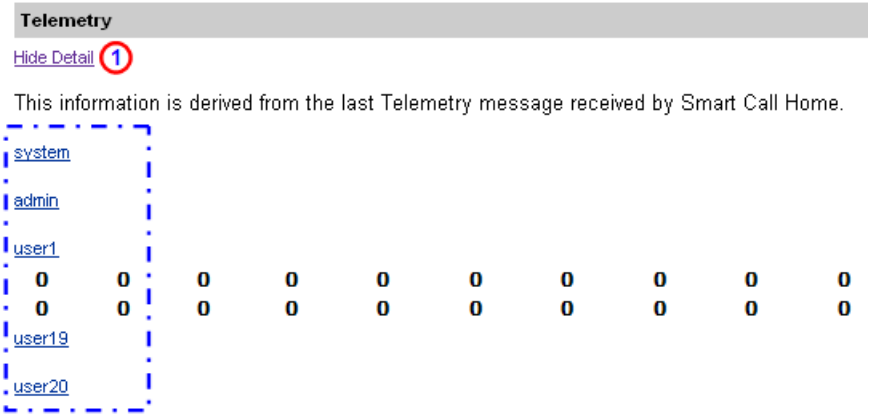
Step 4 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the interface information area.

Step 5 Click the interface name A to hide the associated interface information.

Telemetry (multi-context)

The Telemetry category can represent a multi-context view, depending on how the security appliance is configured. The telemetry data in a multi-context configuration displays information for each context from the last telemetry message received by Smart Call Home.

To see telemetry data for a multi-context perform the following steps:



Step 1 Click the **Show/Hide Detail** toggle 1 under the Telemetry section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

Note The o o o o o o o o in the Telemetry context list indicates that all the contexts in the list are not shown in the graphic.

Step 2 In the Telemetry context list, click the context whose details you want to see; the corresponding Telemetry Detection Statistics window appears.

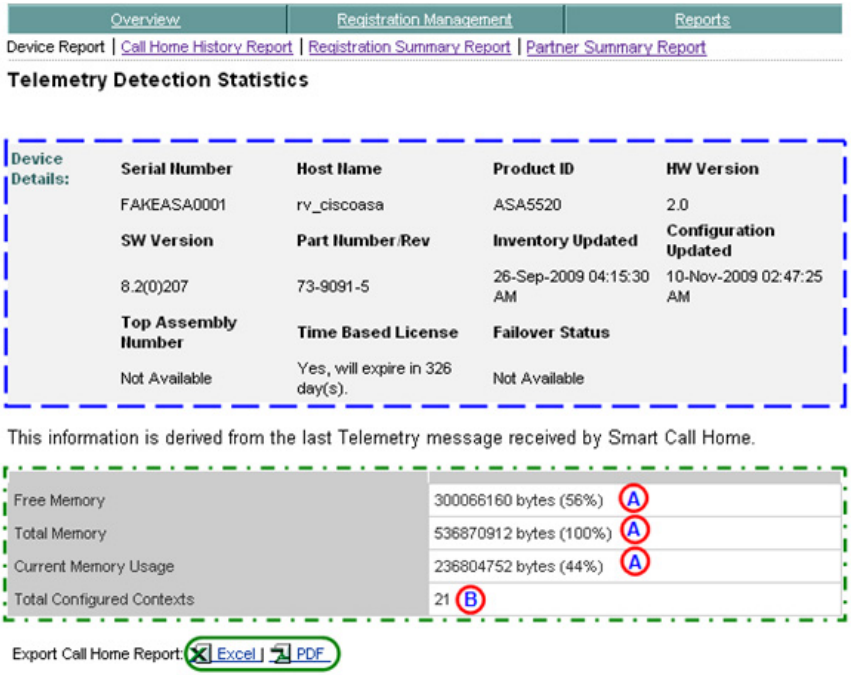
There are three different types of context representation in the Telemetry Detection Statistics details, they are:

- System
- Admin
- Userx (where x can be number 1-20)

Telemetry Detection Statistics: System Details

To view the system details of the Telemetry Detection Statistics, perform the following steps:

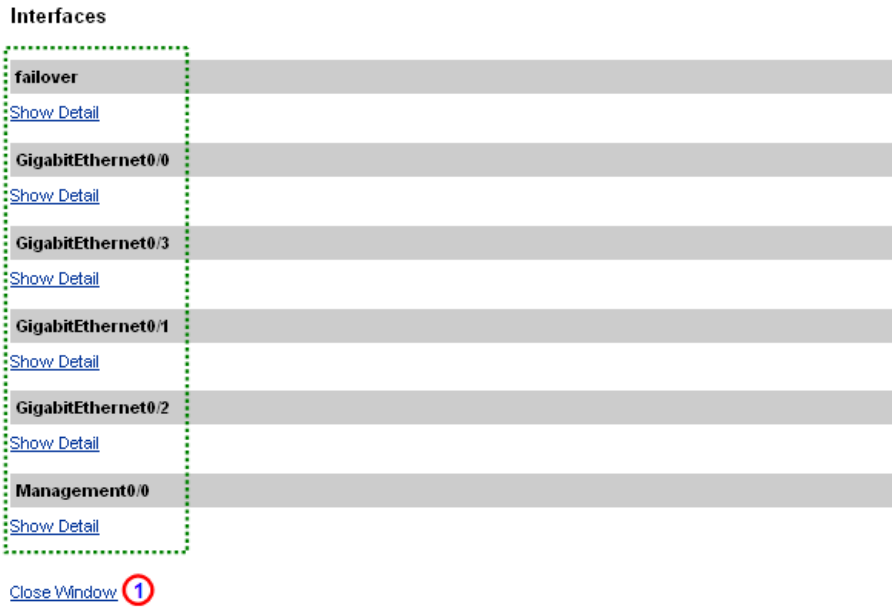
Step 1 In the Telemetry context list, click the **system** context; the Telemetry Detection Statistics page appears, with the system details.



The Telemetry Detection Statistics page, with the system details, contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The Telemetry summary information provides details about the amount of different types of memory, A and identifies the total number of configured contexts. B
- The bottom half of this page contains the interface information (see next graphic).

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.



Step 3 Click a specific interface, in the interfaces list, to see the associated details for the selected interface; details of the specific interface appear below the selected interface.

Note The interfaces for the system context contain all the device interfaces

Step 4 Click **Close Window** 1 to close the Telemetry Detection Statistics window.

Telemetry Detection Statistics: Admin Details

To view the admin details of the Telemetry Detection Statistics, perform the following steps:

Step 1 In the Telemetry context list, click the **admin** context; the Telemetry Detection Statistics page appears, with the admin details.

The Telemetry Detection Statistics page, with the admin details, contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.

- The Telemetry summary information provides details about firewall connections, connection per second and various system resource data (amount and availability of different types of memory, and routing table information).
- The bottom half of the page contains the interface information (see next graphic).

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

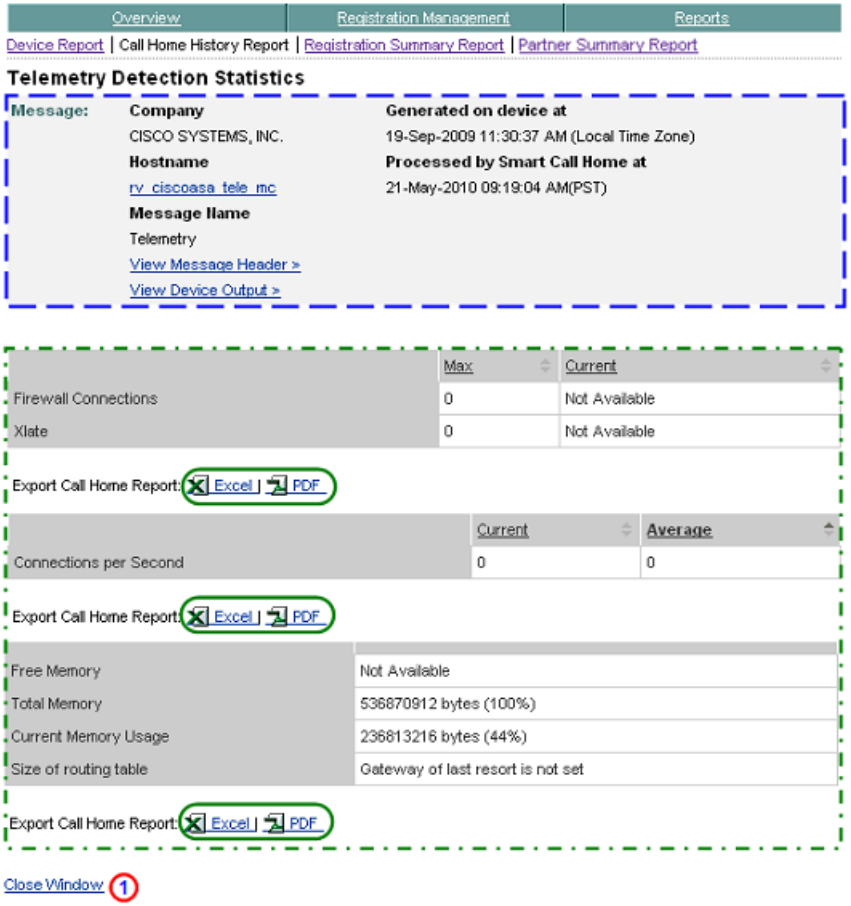
Step 3 Click a specific interface, in the interfaces list, to see the associated details for the selected interface; details of the specific interface appear below the selected interface.

Step 4 Click **Close Window** 1 to close the Telemetry Detection Statistics window.

Telemetry Detection Statistics: User Details

To view the admin details of the Telemetry Detection Statistics, perform the following steps:

Step 1 In the Telemetry context list, click one of the user contexts; the Telemetry Detection Statistics page appears, with that specific users details.



The Telemetry Detection Statistics page, with the user details, is very similar to the admin details, but the user context does not have any interface details. The user context details contains the following information:

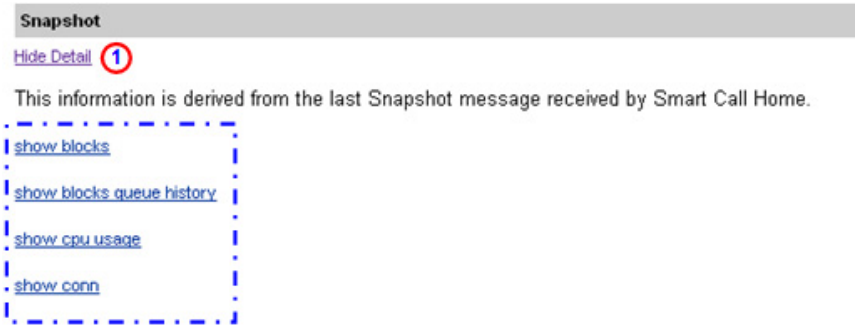
- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The Telemetry summary information provides details about firewall connections, connection per second and various system resource data (amount and availability of different types of memory, and routing table information).

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 3 Click **Close Window** (1) to close the Telemetry Detection Statistics window.

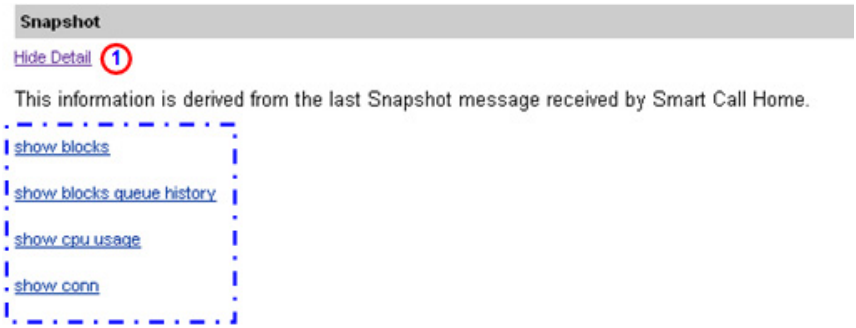
Snapshot (single-context)

Snapshot data can represent either single or multi-context views, depending on how the security appliance is configured. The snapshot data displays information from the last Snapshot message received by Smart Call Home. To see snapshot data for a single-context perform the following steps:

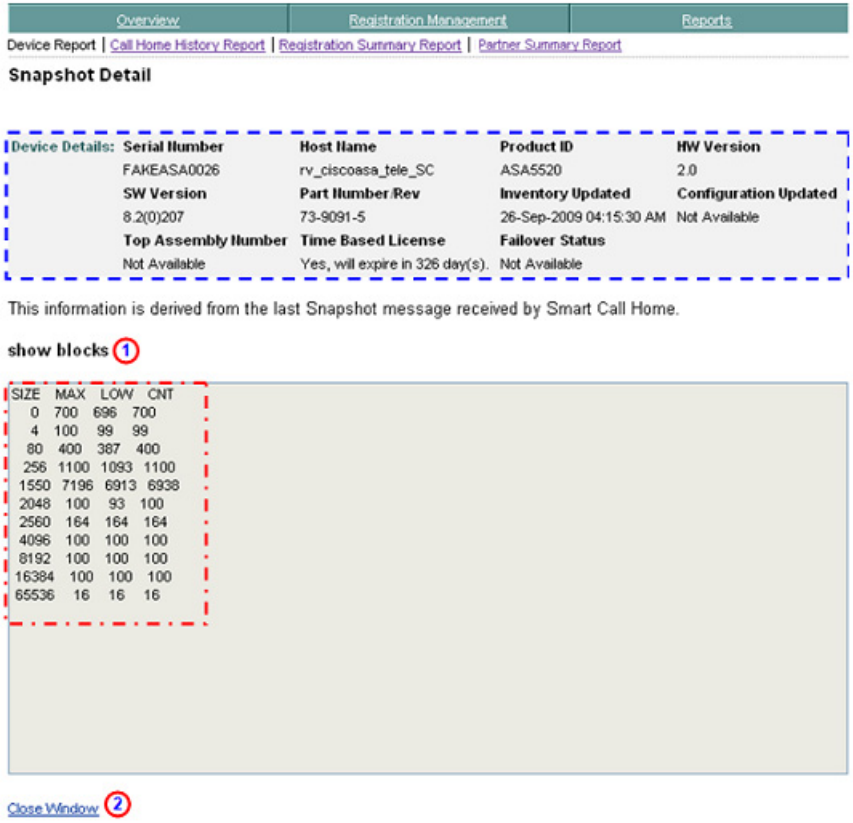


Step 1 Click the **Show/Hide Detail** toggle (1) under the Snapshot section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

The snapshot details section displays each associated CLI show command name from the last snapshot message.



Step 2 Click a CLI command hyperlink in the list, which opens a new window where the CLI output for that specific CLI command is displayed.



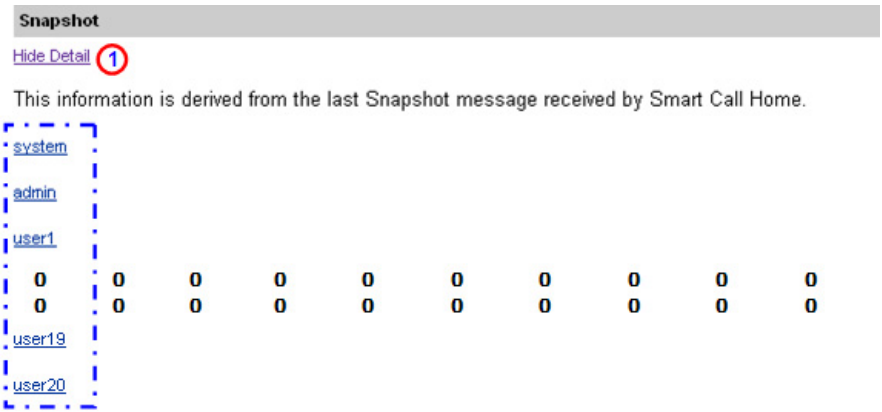
The Snapshot Detail page contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The CLI command 1 is above the CLI command output.

Step 3 Click **Close Window** 2 to close the Snapshot Detail window.

Snapshot (multi-context)

Snapshot data can represent a multi-context view, depending on how the security appliance is configured. The snapshot data displays information for each context from the last Snapshot message received by Smart Call Home. To see snapshot data for a multi-context perform the following steps:

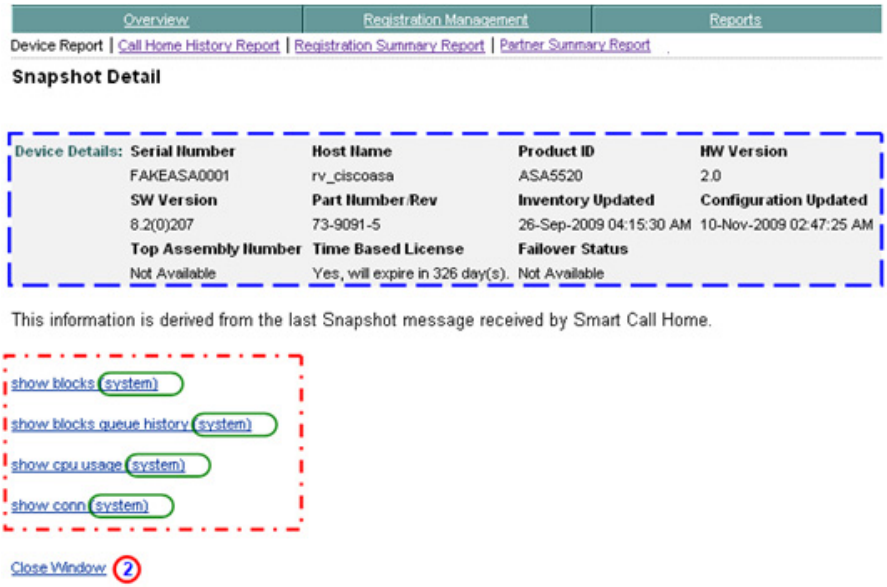


Step 1 Click the **Show/Hide Detail** toggle (1) under the Snapshot section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

Note The o o o o o o o o in the Snapshot context list indicates that all the entries in the list are not shown in the graphic.

Snapshot Detail (multi-context)

To see snapshot data for a multi-context perform the following steps:



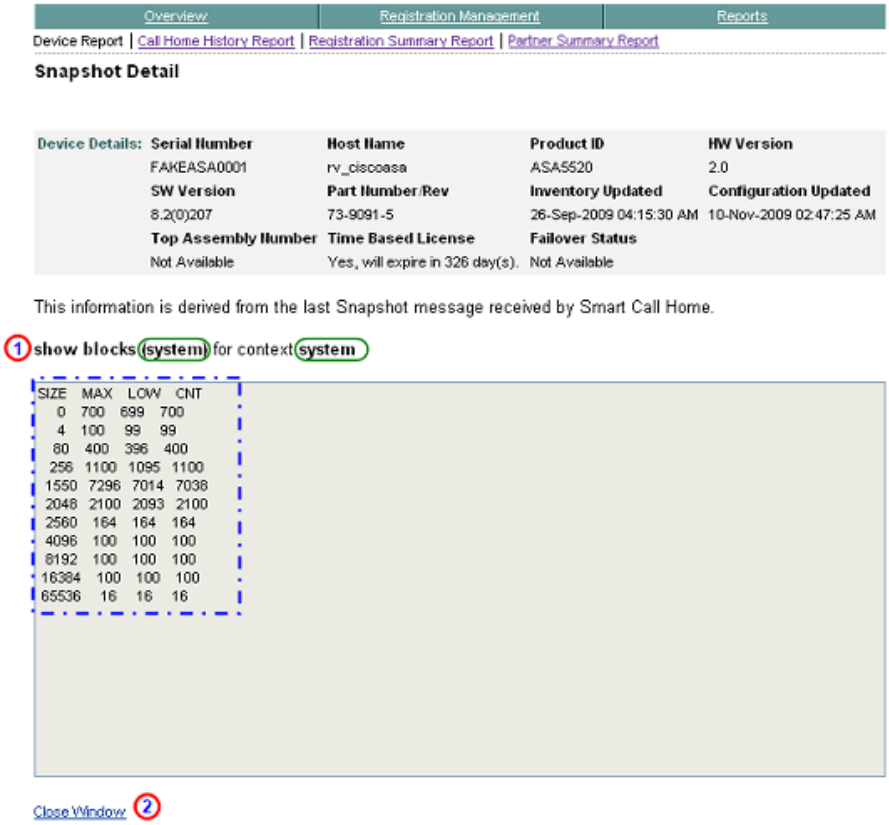
The Snapshot Detail page contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The Snapshot Detail items show the CLI commands that were used since the last snapshot.

Step 1 Click one of the CLI commands in the list, which opens a new Snapshot Detail window where all the CLI output for that specific CLI command is displayed (see next graphic).

Step 2 Click **Close Window** (2) to close the Snapshot Detail window

Note Notice that the context name is appended to the end of each CLI command, so that you know which context is being viewed.



Step 3 The CLI command (1) is above the CLI command output; click **Close Window** (2) to close the Snapshot Detail window.

Note Notice that the context name is appended to the end of the selected CLI command, and the context identified at the end of the CLI command, so that you know which context is being viewed.

Call Home History Report

The Call Home History Report lets you search for and get access to all the Call Home messages that were sent from the Call Home device to the Smart Call Home backend, within the last 3 months.

Note The partner must be registered to at least one Company, and a partner can view the Call Home History report for only their registered devices.

If a device is not registered anymore, because of one of the following reasons, then the report is not accessible for this device:

- The device registration was deleted (status 'Unregistered').
- The device has a pending device registration.
- The contract used to register the device has expired and hence the device registration has expired.

When the device is successfully registered then the report will be accessible again.

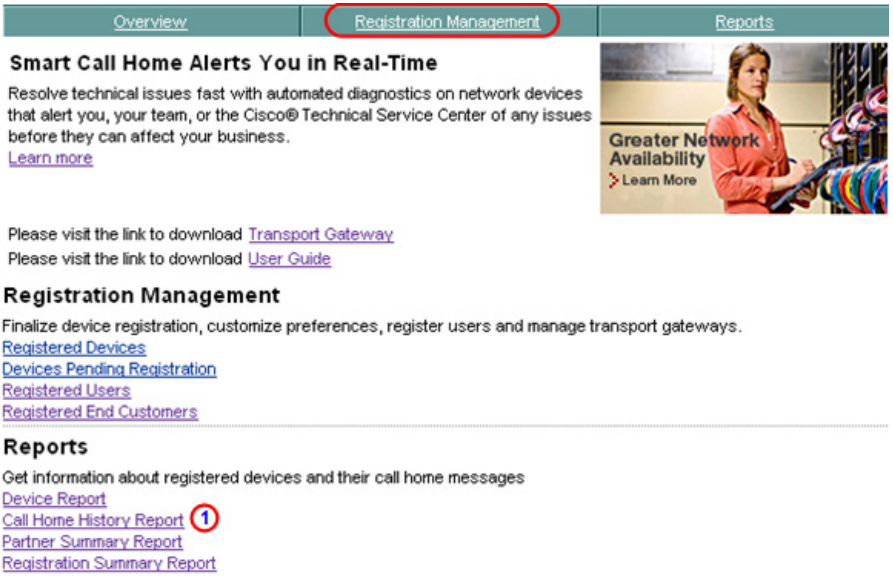
This section describes how to perform Call Home History Report processes on the Smart Call Home web application and explains how to perform the following tasks:

- Generate a Call Home History Report and view the Call Home messages and message processing results.
- Specify Report Criteria and filter the list of devices you want a report on.
- Specify Message Processed Time Frames
- View Call Home History Report Resultsand message processing results.
- Export the Call Home Report to an Excel or a PDF format.

Generate a Call Home History Report

To perform any of the report processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



There are two ways to get to the Call Home History Report page:

- If you are on the Overview page click **Call Home History Report**. 1
- If not on the Overview page then perform the following tasks:
  - Click the **Reports** tab; (if not already there); the Reports page appears.

Note In order to see pending devices in the Devices Available to Register area. the following criteria must be met:

- The devices must not have partner supported contracts, since those contracts have automatic device registration; instead need customer-type contracts to see pending device registrations. See Important Information about Device Functions and Partner Contracts for more information on the Devices Pending Registration function.
- The user must be an administrator, and be associated to the company whose devices are pending registration.

- There must be devices pending registration and those devices must have valid contracts.

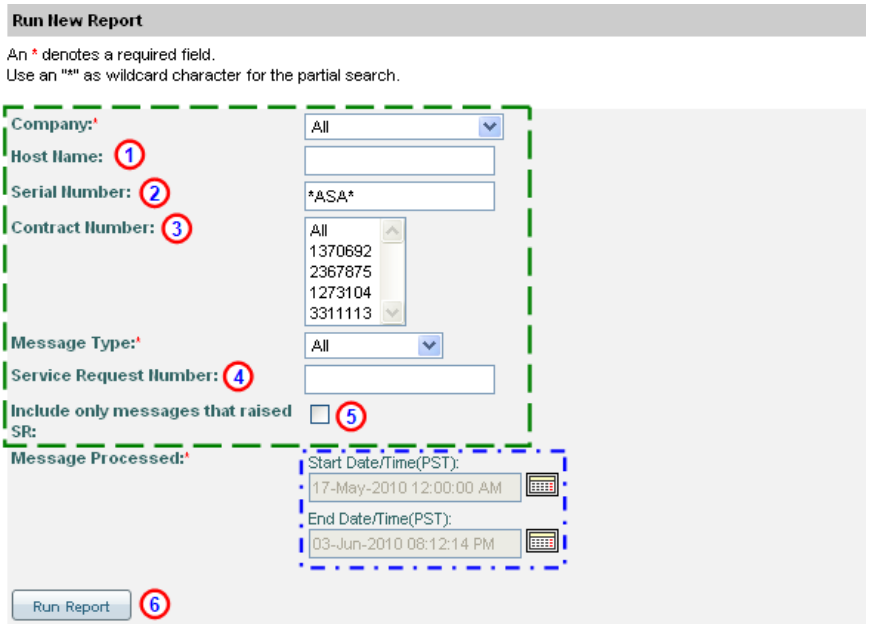
If any of the above conditions are not met, then the devices pending registration information will not be displayed.

– On the Reports page, click **Call Home History Report**.

In both cases the Specify Report Criteria page for the Call Home History Report appears.

Specify Report Criteria

This page lets you specify search criteria to generate a Call Home History Report.



The Specify Report Criteria page has several search criteria options available to generate a Call Home History Report. There are two main areas where you can specify search criteria to generate a Report:

- Selection Criteria
- Messages Processed time frames

Step 2 In the selection criteria area, you can perform the following options:

- Keep the default settings of All for the Company and Message Type fields.
- Choose a company name from the drop-down list.
- Enter a Host Name (1) and / or Serial Number; (2) wildcards (an *) can be used in both fields.
- Choose a message type from the drop-down list. The message type drop-down list options are:
  - Configuration
  - Diagnostic
  - Environmental
  - Inventory
  - Request
  - Snapshot
  - Syslog
  - Telemetry
  - Test
  - Threat
  - Unrecognized
- Select a contract number from the Contract Number: drop-down list (3) to get only devices that have the associated contract number, or use the default All option.
- You can specify a service request number, (4) the number can be a full or partial SR number.
- To see only those messages that raised a service request then check the Include only messages that raised SR: check box. (5)

Step 3 In the Messages Processed time frames area you must specify a time frame that is within 3 months of the current date.

The time zone that the time is displayed is US PST.

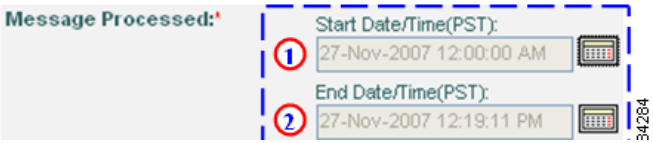
See Specify Message Processed Time Frames for more information about how to specify required time ranges to refine the search results for a Call Home History Report.

Step 4 Click **Run Report**; (6) the Reports Results page displays entries that match the search criteria.

See Call Home History Report Troubleshooting for information about problems with this report.

Specify Message Processed Time Frames

The Messages Processed area lets you specify a time frame of when the messages were processed by the Cisco Backend these time frame fields are a mandatory area. The time frame dates must be within 3 months of the current date and only those entries that are within the specified time frame will be displayed on the results page. The time zone that the time is displayed in is, US PST.



The starting and ending dates and times are changed using a calendar tool that is described below.

Display the Time Frame Calendar

Step 5 Click the calendar button, ... next to either the Start Date/Time field (1) or the End Date/Time field; (2) this displays a calendar where you can specify a new date and time for the associated field.

The day displayed in the respective starting or ending date field is highlighted on the calendar in a blue square; initially this will be the current day, until you change the day.

Changing the Date

You have the following options to change the currently displayed date:

Step 6 Click a different day within the currently displayed month.

Step 7 Change the current month by doing one of the following items:

- Click < to go back one month or > go ahead one month.
- Click and hold the mouse button on < or, > this displays a drop-down list where you can choose a previous month or future month, respectively.

Step 8 Change the current month by doing one of the following items:

- Change the current year; click << to go back one year or >> to go ahead one year.
- Click and hold the mouse button on << or, >> this displays a drop-down list where you can choose a previous year or future year, respectively.

Note The time frames specified must be within 3 months of the current date.

Changing the Time

The time, that is US PST time zone, appears in the following format:

- The hours display area (1) has time frames that are between 00 and 23 hours (11 PM).
- The minutes display area (2) has time frames that are between 00 and 59 minutes.

Note The time frames specified must be within 3 months of the current date.

You have the following options to change the currently displayed hours or minutes. The following information applies to both the hours and minutes display areas, unless otherwise noted:

Step 9 To increment the time use one of the following options; these directions apply to both the hours and minutes display areas:

- Click directly in the display area, each click increments the time by 1 until the respective maximum time (23 hours or 59 minutes) is reached.
- Click directly in the display area then press and hold down the left mouse button. Slide the mouse to the right; this increments the current value until the respective maximum time (23 hours or 59 minutes) is reached.

Note When the maximum value is reached, the time starts incrementing again from the minimum value of 00 up to the maximum again.

Step 10 To decrement the time use one of the following options:

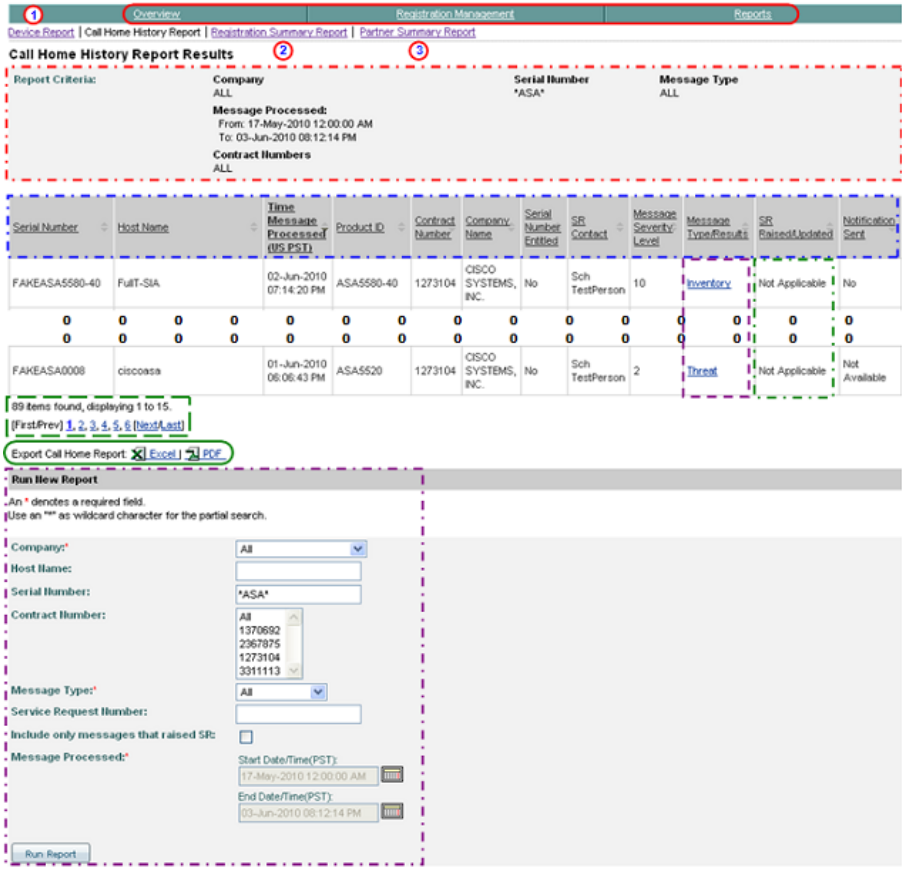
- Press and hold down the Shift button and click directly in the display area, each click decrements the time by 1 down to the minimum value of 00. From the minimum value the time starts decrementing from the respective maximum time (23 hours or 59 minutes).

- Click directly in the display area then press and hold down the left mouse button. Slide the mouse to the mouse to the left; this decrements the current value until reaching the respective maximum time (23 hours or 59 minutes) is reached.

Note When the minimum value is reached the time starts decrementing again from the respective maximum time (23 hours or 59 minutes).

View Call Home History Report Results

This page lists all the Call Home messages that met the specified search criteria from the previous Selection Criteria page.



The Call Home History Report Results page indicates what selection criteria were used to obtain the displayed results (i.e. the company, selected message type and time frames).

Note The table columns can be sorted when you click a column header; the selected column header toggles the data in the table between ascending and descending order. All the data in the report is sorted by that column, including data that may be displayed on other pages.

Step 1 You can perform one of the following navigational options on the Call Home History Report Results page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Device Report** (1) to go to that page.
- Click **Registration Summary Report** (2) to go to that page.
- Click **Partner Summary Report** (3) to go to that page.

Do the following steps to perform the associated functions on the Call Home History Report Results page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option.

Step 3 See the details of a specific message by clicking a message in the Type/Results column; this displays the Device Message Processing Details page for the selected message type. You can view the details of the following types of messages:

Table 3-1

Configuration Message	Request Message	Test Message
Diagnostic Message	Snapshot Message	Threat Message
Environmental Message	Syslog Message	
Inventory Message	Telemetry Message	

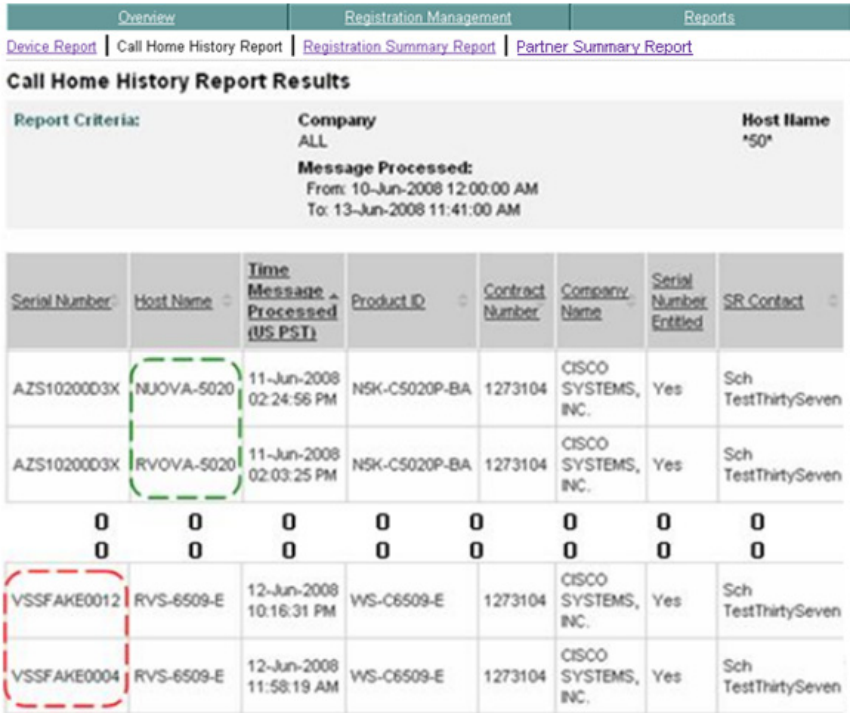
Step 4 When an SR case is created, or updated, the SR Raised/Updated column displays the SR number, which provides a hyperlink to detailed information about the selected service request. A logon prompt for the TAC Service Request Tool is displayed when you click the hyperlinked SR number.

Note No SR's are created for devices with PSS contracts, only partner requests are generated for the partner to service. The info in the above step is applicable for only those devices that have customer-type contracts.

Step 5 You can specify different report criteria at the bottom of the page, this area contains previously used criteria that were used to generate the current report results (i.e. Start Date/Time 10-Jun-2009 12:00 AM).

Results for VDC and VSS Devices

The VDC and VSS devices have a different relationship between their host names and serial numbers compared to other devices that have one serial number for one host name.



Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

Call Home History Report Results

Report Criteria:

Company
ALL

Message Processed:
From: 10-Jun-2008 12:00:00 AM
To: 13-Jun-2008 11:41:00 AM

Host Name
50

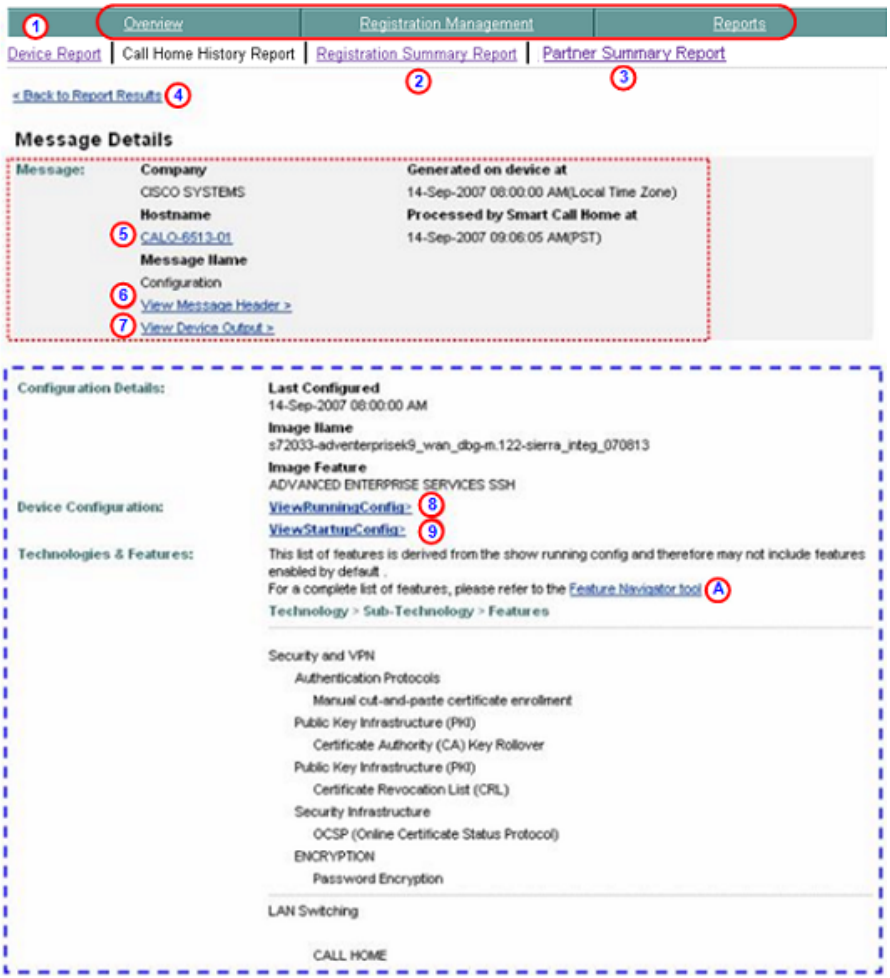
Serial Number	Host Name	Time Message Processed (US PST)	Product ID	Contract Number	Company Name	Serial Number Entitled	SR Contact
AZS10200D3X	NUOVA-5020	11-Jun-2008 02:24:56 PM	N5K-C5020P-BA	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven
AZS10200D3X	RVOVA-5020	11-Jun-2008 02:03:25 PM	N5K-C5020P-BA	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven
0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
VSSFAKE0012	RVS-6509-E	12-Jun-2008 10:16:31 PM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven
VSSFAKE0004	RVS-6509-E	12-Jun-2008 11:58:19 AM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven

You will see the following host name and serial number relationships with the following devices:

- For VDC / Nexus 7000 devices you see different Host Names associated to the same serial number.
- For VSS / Catalyst 6500 devices you will see different serial numbers associated to the same Host Name.

Configuration Message

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.



The details of the selected configuration message contains the following information:

- The Message Details area contains a summary of the following information:

  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** (5) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. CALO-6513-01). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. CALO-6513-01).
  - **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
  - **View Message Header** (6) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
- **View Device Output** (7) – Provides a hyperlink to the Device Output (attachments) in the CH message.
- The Detail area contains the following information about the configuration used in this device:
  - Indicates when the last time the device was configured.
  - Image name and feature.
  - Provides hyperlink access to view the running config (8) and startup config. (9)
  - Provides information about the technologies and features running on the selected device.
  - Provides a link to the Feature Navigator tool, (A) which provides a complete list of features for this IOS.

Step 1 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Registration Summary Report** (2) to go to that page.

- **Partner Summary Report** 3 to go to that page.
- **Back to Report Results**, 4 returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** 5 to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view the Device Output (attachments) in the CH message.
- View the **Running config** 8 or **Startup Config**. 9
- **Feature Navigator tool**, A to see a complete list of the IOS features.

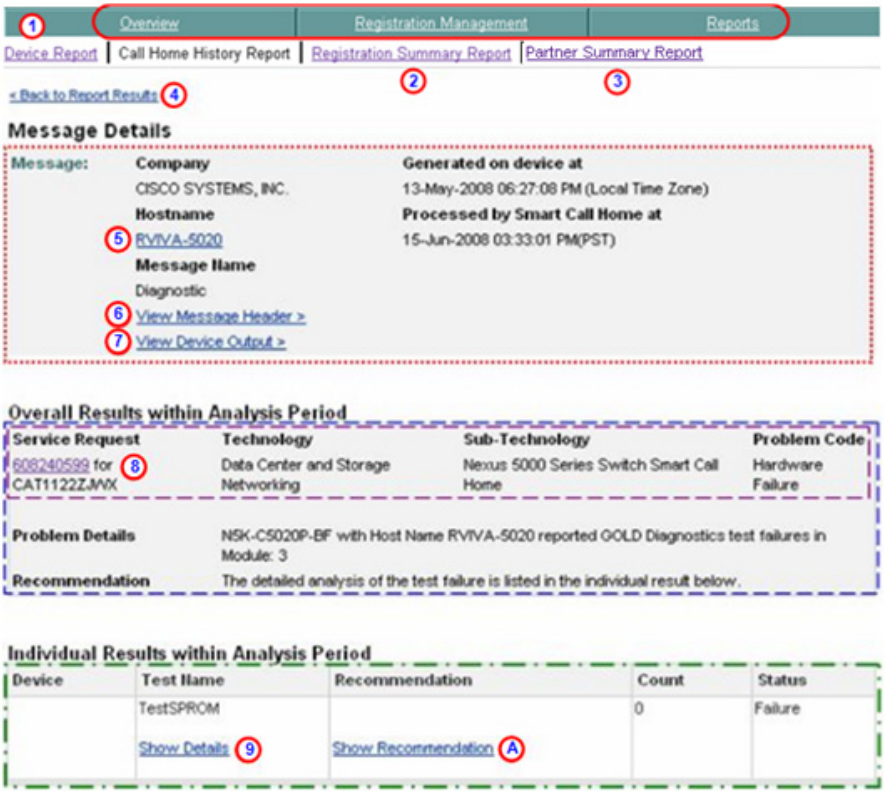
Diagnostic Message

The Results for diagnostic messages are based on the analysis done by the system on Call Home messages that are processed within a certain time period, called the "aggregation period". The default value of this aggregation period is five minutes, and the Cisco admin may change this timer period.

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Diagnostic Message – Report Results

This page provides information about the details of the selected diagnostic message with no service request.



The details of the selected diagnostic message contains the following information:

- The Message Details area contains a summary of the following information:

Note The information in the above graphic is for a device that has a SMARTnet (customer) contract. Data for devices under a PSS contract will not have an SR number, technology, sub-technology and problem code being displayed.

  – Company name, device message generation and Smart Call Home processing times.

- **Hostname** (5) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. RVIVA-5020). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
  - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
  - **Host Name** - Contains the specified host name (i.e. RVIVA-5020).
- **Message Name** – Indicates the type history report message being displayed (i.e Diagnostic).
- **View Message Header** (6) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
- **View Device Output** (7) – Provides a hyperlink to the Device Output (attachments) in the CH message.

• The Overall Results within the Analysis Period area contains an overview of the diagnostic failure and contains the following information:

- **Service Request** – Identifies the Service Request (SR) number (8) that was successfully raised for the specified device. This number contains a hyperlink, which provides detailed information about the actual SR

Note No SR's are created for devices with PSS contracts, only partner requests are generated for the partner to service. The info in the above step is applicable for only those devices that have customer-type contracts.

- **Technology** – Indicates the technology that experienced the error (i.e. LAN Switching).
- **Sub-technology** – Identifies what sub-technology, in the technology area, experienced the error (i.e. Nexus 5000).

Note For the Technology and Sub-technology sections, there will be different values for the different types of devices.

- **Problem Code** – Provided by the diagnostic results.

Note The Service Request (SR) parameters, listed above, appear in the report only if an SR was successfully raised. The Service Request parameter information is available only for diagnostic and environmental messages. No SR's are created for devices with PSS contracts, only partner requests are generated for the partner to service. The info in the above step is applicable for only those devices that have customer-type contracts.

- **Problem Details**– Is a brief statement that indicates what caused the diagnostic error.
- **Recommendation** – Contains possible causes and solutions for the error.

- The Individual Results within Analysis Period Area provides details on individual tests and contains the following information:
  - **Test Name** – The name of the diagnostic test that found the error and a toggle for Show/Hide details, 9 which displays more detailed diagnostic information; a test description of the diagnostic and details about the impact the test failure has on the device.
  - **Recommendation** – Has a Show/Hide Recommendation toggle, A which provides the following information:
    - How to recover from the problem identified by the diagnostic test
    - Details on what further testing can be performed to further isolate the problem.
  - **Count** – The total number of failures that were encountered when running the diagnostic
  - **Status** – The ending status of the diagnostic.

Step 1 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** 1 to go to that page.
- **Registration Summary Report** 2 to go to that page.
- **Partner Summary Report** 3 to go to that page.

- **Back to Report Results**, 4 returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** 5 to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view the Device Output (attachments) in the CH message.
- **Service Request number** 8 to see detailed information about the actual SR.
- **Show / Hide Details** 9 to see the results data of the message text, sent in the diagnostic message.
- **Show / Hide Recommendations** A provides detailed recommendation steps to be executed by the partner.

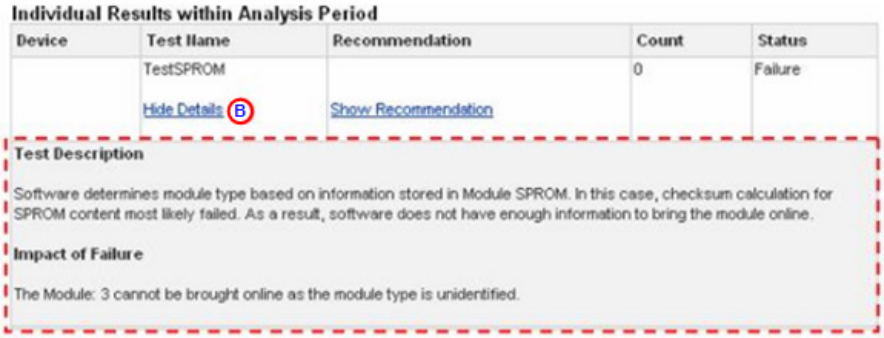
Show / Hide Details of a Diagnostic Message

On the Diagnostic Message page, the Result Details of a diagnostic message can be seen by clicking a toggle that alternates between **Show Details** 9 and **Hide Details.** B

Individual Results within Analysis Period

Device	Test Name	Recommendation	Count	Status
	TestSPROM Show Details 9	Show Recommendation	0	Failure

Step 2 Click **Show Details** (9) to expand the window and see the information in the Test Description and Impact of Failure areas.



Note If there is more than one Individual Result, you can expand all or any combination of Show Details without having to collapse any previously expanded areas.

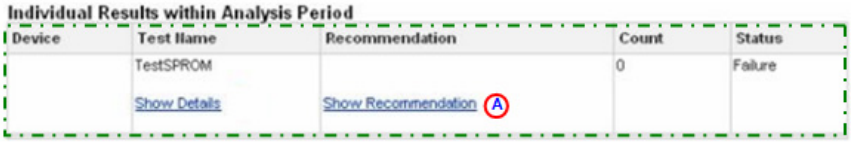
The Show / Hide Details toggle (B) displays the following information:

- **Test Description** – A description of the diagnostic test.
- **Impact of Failure** – Indicates the impact that the test failure has on the device; this includes the error text, error code and module information.

Step 3 Click **Hide Details** (B) to collapse the area directly below the toggle to remove the Test Description and Impact of Failure information from view.

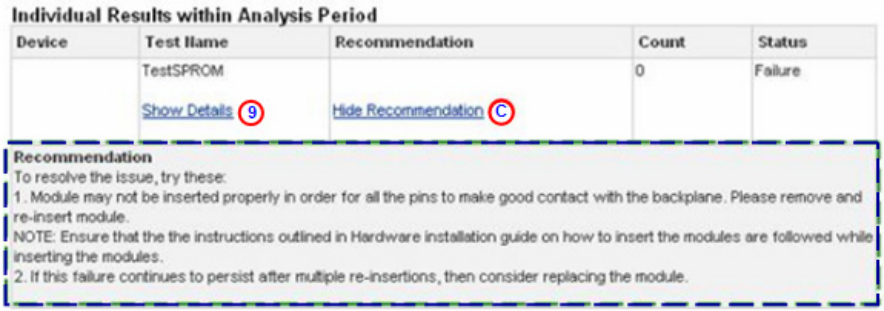
Show / Hide Recommendation of a Diagnostic Message

On the Diagnostic Message page, the Recommendation Details of a diagnostic message can be seen by clicking a toggle that alternates between Show Recommendation (A) and Hide Recommendation. (C)



Step 4 Click **Show Recommendation** (A) to expand the window and see the information in the Recommendation area, shown in the next figure.

On the Diagnostic Message page, the Recommendation Details of a diagnostic message can be seen by clicking a toggle that alternates between **Show Recommendation** (A) and **Hide Recommendation**. (C)



Step 5 Read the information in the Recommendation area, which provides the following information:

- How to recover from the problem identified by the diagnostic test.
- Provides details on further testing that can be performed to further isolate the problem.

If **Show Details** (9) was previously clicked then the Recommendation section will appear below the Show Details (Test Description / Impact of Failure) area.

Step 6 Click **Hide Recommendation** (C) to collapse the Recommendation area below the toggle to remove the Recommendation information from view.

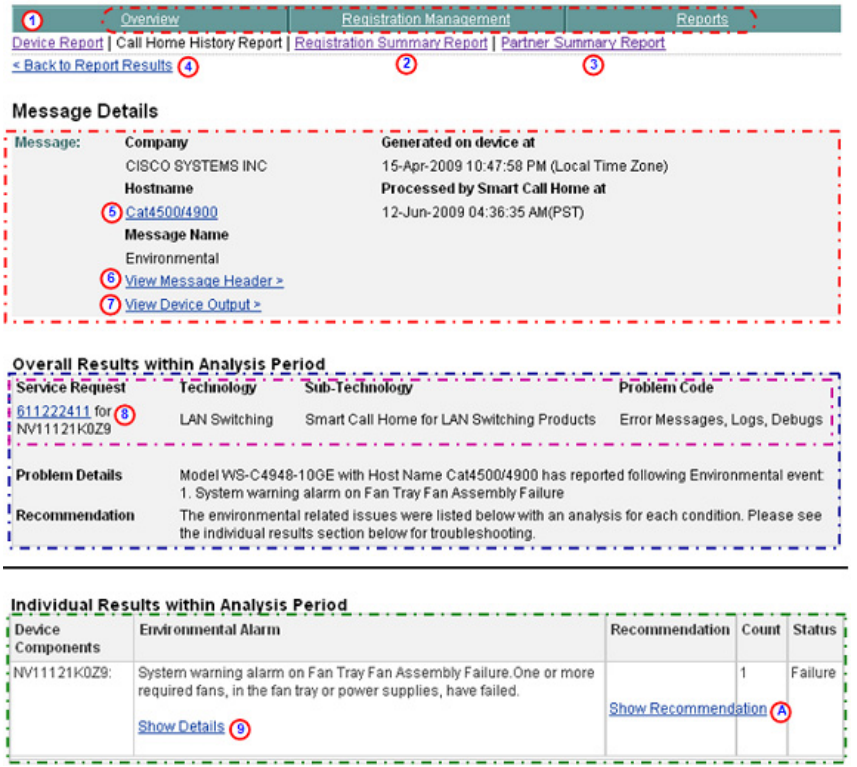
Environmental Message

The Results for the Environmental messages are based on the analysis done by the system on Call Home messages that are processed within a certain time period, called the “aggregation period”. The default value of this time period is five minutes, and the Cisco admin may change this timer period.

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Environmental Message – Report Results

This page provides information about the details of the selected environmental message.



The details of the selected environmental message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.

- **Hostname** (5) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. Cat4500/4900). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
  - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
  - **Host Name** - Contains the specified host name (i.e. Cat4500/4900).
- **Message Name** – Indicates the type history report message being displayed (i.e Environmental).
- **View Message Header** (6) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
- **View Device Output** (7) – Provides a hyperlink to the Device Output (attachments) in the CH message.

• The Overall Results within Analysis Period area contains an overview of the environmental alarm and contains the following information:

- **Service Request** – Identifies the Service Request (SR) number (8) that was successfully raised for the specified device. This number contains a hyperlink, which provides a link to detailed information about the actual SR.

Note No SR's are created for devices with PSS contracts, only partner requests are generated for the partner to service. The info in the above step is applicable for only those devices that have customer-type contracts.

- **Technology** – Type of technology that experienced the error (i.e. LAN Switching).
- **Sub-technology** – What sub-technology, in the technology area, experienced the error (i.e. Nexus 5000).

Note For the Technology and Sub-technology sections, there will be different values for the different types of devices.

- **Problem Code** – Provided by diagnostic results.

Note The Service Request (SR) parameters, listed above, appear in the report only if an SR was successfully raised. The Service Request parameter information is available only for diagnostic and environmental messages.

- **Problem Details**– Brief statement that indicates what caused the environmental error.
- **Recommendation** – Contains possible causes and solutions for the error.

- The Individual Results within Analysis Period Area contains an overview of the following key error information:
  - **Device Components** – The name of the components that initiated the device alarm.
  - **Environmental Alarm** – Identifies which environmental alarm was turned on by the component.Contains a toggle 9 for hiding or viewing the Detailed information about the environmental alarm.
  - **Recommendation** – Has a Show/Hide Recommendation toggle, A which provides the following information:
    - How to recover from the problem identified by the diagnostic test
    - Details on what further testing can be performed to further isolate the problem.
  - **Count** – This count is the number of times this failure was reported within the time frame of the aggregation timer. The default value of this aggregation period is five minutes, and the Cisco admin may change this timer period.
  - **Status** – Will indicate if this is a failure or if the failure is recovered.

Step 1 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** 1 to go to that page.
- **Registration Summary Report** 2 to go to that page.
- **Partner Summary Report** 3 to go to that page.

- **Back to Report Results**, 4 returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** 5 to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view the Device Output (attachments) in the CH message.
- **Service Request number** 8 to see detailed information about the actual SR.
- **Show / Hide Details** 9 to see the results data of the message text, sent in the diagnostic message.
- **Show / Hide Recommendations** A provides detailed recommendation steps to be executed by the partner.

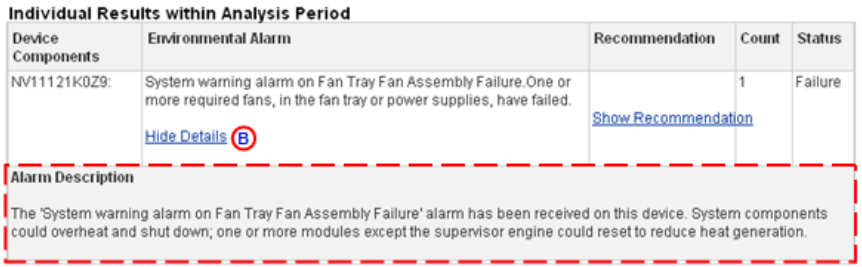
Show / Hide Details of Environmental Alarm

On the Environmental Details page, the Result Details of an environmental message can be seen by clicking a toggle that alternates between Show Details 9 and Hide Details. B

Individual Results within Analysis Period

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure.One or more required fans, in the fan tray or power supplies, have failed. Show Details 9	Show Recommendation	1	Failure

Step 2 Click **Show Details** 9 to expand the area directly below the toggle to display the Alarm description information.



Individual Results within Analysis Period

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure.One or more required fans, in the fan tray or power supplies, have failed. Hide Details B	Show Recommendation	1	Failure

Alarm Description

The 'System warning alarm on Fan Tray Fan Assembly Failure' alarm has been received on this device. System components could overheat and shut down; one or more modules except the supervisor engine could reset to reduce heat generation.

Note If there is more than one Environmental Result, you can expand all or any combination of, Show Details recommendation information without having to collapse any previously expanded ones.

Step 3 Click **Hide Details** (B) to collapse the area directly below the toggle to remove the Alarm Description information from view.

Show / Hide Recommendation of Environmental Message

On the Environmental Message page, the Recommendation Details of an environmental message can be seen by clicking a toggle that alternates between Show Recommendation (A) and Hide Recommendation. (C)

Individual Results within Analysis Period

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure.One or more required fans, in the fan tray or power supplies, have failed. Show Details	Show Recommendation (A)	1	Failure

Step 4 Click **Show Recommendation** (A) to expand the window and see the information in the Recommendation area, shown in the next figure.

Individual Results within Analysis Period

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure.One or more required fans, in the fan tray or power supplies, have failed. Show Details (9)	Hide Recommendation (C)	1	Failure

Recommendation

1. Check the status of LED on the fan tray.
If the LED is off and the rest of the system is functioning, the fan tray is not getting power or is not seated correctly on the backplane.
If the LED is green, the fans are operating normally. There may be conditions impairing fan performance, but they have minimal in impact.
If the LED is red, one or more fans have failed.
2. Connect a terminal and determine the fan tray status by issuing the show environment status CLI command.
3. Look for system messages reporting a temperature problem or problem with the fans. Individual messages may suggest different solutions. For information on the system messages see, Error message decoder tool. Connect a terminal to the console port, and look for any of the following system messages:
C4K_CHASSIS-2-INSUFFICIENTFANSDETECTED
C4K_CHASSIS-2-INSUFFICIENTFANSSHUTDOWN
C4K_IOSMODPORTMAN-4-CRITICALTEMP
C4K_IOSMODPORTMAN-4-FANTRAYBAD
C4K_IOSMODPORTMAN-4-FANTRAYPARTIALFAILURE
C4K_IOSMODPORTMAN-4-FANTRAYREMOVED
C4K_SUPERVISOR-3-FANTRAYREADFAILED
C4K_SUPERVISOR-3-FANTRAYSEEPROMREADFAILED
C4K_SUPERVISOR-3-FANTRAYSEEPROMINVALID
C4K_IOSMODPORTMAN-4-TEMPHIGH
C4K_IOSMODPORTMAN-4-TEMPUNDERCRITICAL
C4K_CHASSIS-2-OVERHEATINGSHUTDOWN
4. Determine whether the airflow is restricted or if the ambient temperature in the room is too warm.
5. Determine whether the power supply is functioning properly. See the 'Troubleshooting the Power Supply' section that is applicable to both 4500 and 4900 platforms.
6. Verify that the fan assembly is properly seated in the backplane by loosening the captive installation screws, removing the fan assembly, and reinstalling it.
7. Restart the system.
8. Verify that all fans are operating. You should hear the fans at system start.
9. If the system is still detecting a fan assembly failure, contact the Cisco TAC for assistance.

Step 5 Read the information in the Recommendation area, which provides the following information:

- How to recover from the problem identified in the alarm content, or
- Provides details on further testing that can be performed to further rectify the problem.

Note If Show Details (9) was previously clicked then the Recommendation section will appear below the Show Details area.

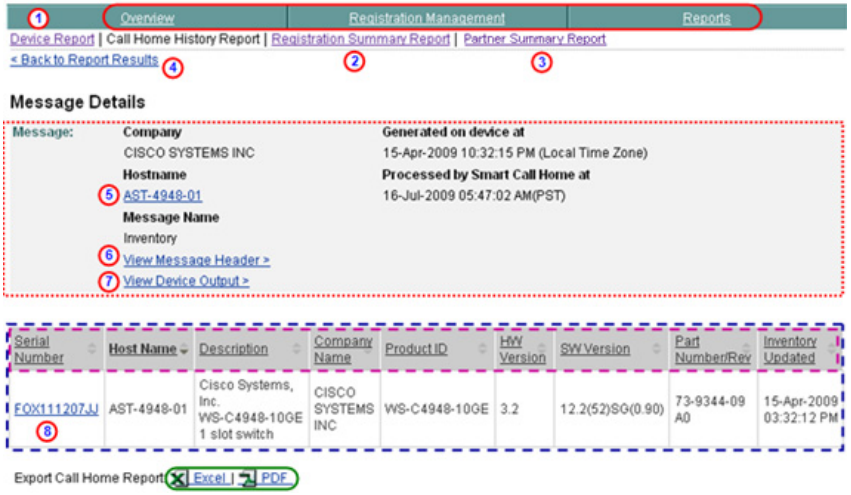
Step 6 Click **Hide Recommendation** (B) to collapse the Recommendation area below the toggle to remove the Recommendation information from view.

Inventory Message

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Inventory Message – Details

This page provides information about the details of the selected inventory message.



The details of the selected inventory message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** 5 – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AST-4948-01).
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. AST-4948-01).

- – **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
- – **View Message Header** 6 – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
- – **View Device Output** 7 – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The Detail area contains an overview of the inventory and contains the following information:
  - – Contains the same information as the top half of the View Device Report Results page except that only one device is displayed in the Detail area; the device associated to the inventory message selected on the previous Report Results page.
  - – The **Serial Number** 7 (i.e.FOX111207JJ) has a hyperlink to the View Device Details page that lets you view the details for that device.

Step 7 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** 1 to go to that page.
- **Registration Summary Report** 2 to go to that page.
- **Partner Summary Report** 3 to go to that page.
- **Back to Report Results**, 4 returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** 5 to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view the Device Output (attachments) in the CH message.
- Click the **Serial Number** 8 (i.e.FOX111207JJ) to view the Device Details (see View Device Details for more information)
- Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Inventory Details for VDC and VSS Devices

In Inventory details there will be a different representation of the hostname and serial number data for VDC and VSS devices.

You will see the following host name and serial number relationships with the following devices:

- For VDC / Nexus 7000 devices you see different Host Names associated to the same serial number.

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
DC3FAKESN01	rvdc3-ind12 dc3-aaa dc3-rbac dc3-call	Nexus7000 C7010 (10 Slot) Chassis	CISCO SYSTEMS, INC.	N7K-C7010	0.405	4.0(1a)	73-10900-04 05	13-Feb-2008 12:41:50 PM	17-Jun-2008 11:35:49 AM

- For VSS / Catalyst 6500 devices you will see different serial numbers associated to the same Host Name.

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
VSSFAKESN08	VSS-6509-E_RV2	Cisco Systems Catalyst 6500 9-slotChassis System	CISCO SYSTEMS, INC.	WS-C6509-E	1.2	12.2(20080225:231054)	73-9221-04 A0	29-Feb-2008 03:13:00 AM	17-Jun-2008 01:56:07 PM
VSSFAKESN09	VSS-6509-E_RV2	cisco Catalyst 6500 6-slotChassis System	CISCO SYSTEMS, INC.	WS-C6506	2.0	12.2(20080225:231054)	73-3436-02 B0	29-Feb-2008 03:13:00 AM	17-Jun-2008 01:56:07 PM

Request Message

On the Catalyst 6500 a command is available for Call Home (CH) that allows the user to interface directly with the TS Web applications like Output Interpreter and Bug Toolkit.

The user runs a command from the command line which triggers a CH message of type Request along with a specified sub-type, to be sent to the Smart Call Home backend. Smart Call Home passes the required data to the appropriate TS Web application for that application to process the request and then send the processing results back to Smart Call Home to display on the web application.

When a CH message of type Request is sent one of the following Request sub-types is also specified:

- Output-analysis
- Command-reference

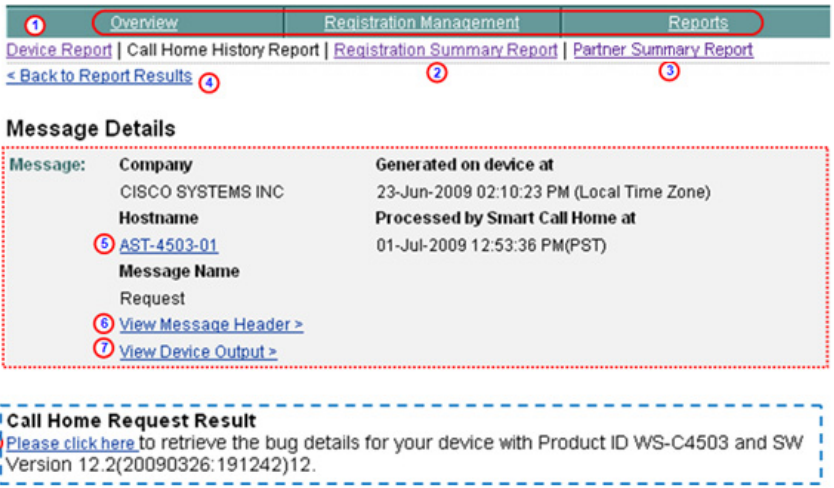
- Config-sanity
- Defect-list
- Exceptions-report
- Product-advisory

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Note All devices that are IOS based (Catalyst 4500/4900/6500, Cisco 7200/7300/7600) have availability to CH Request messages. Processing for Call Home Request message is different and depends on the sub-type that is associated to the Call Home Request.

Call Home Request Message – Details

This page provides information about the details of the Call Home Request message.



The details of the selected Call Home Request message contains the following information:

- The Message Details area contains a summary of the following information:

– Company name, device message generation and Smart Call Home processing times.

– **Hostname** (5) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AST-4503-01).

- **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
- **Host Name** - Contains the specified host name (i.e. AST-4503-01).

Note From the **< Back to Report Results** link (4) you can run the report with the existing pre-filled data, or enter data in any of the other fields.

– **Message Name** – Indicates the type history report message being displayed (i.e. Request).

– **View Message Header** (6) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Call Home Message information.

– **View Device Output** (7) – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The Call Home Request Result area contains information that are the result of the Call Home Request issued by the user, and contains the following information:

Note The information will vary in the Call Home Request Result area; the information is dependent upon the type of Call Home Request sub-type that was issued in the request.

– Contains detailed information returned from the requested TS Web application.

– Click **Please Click Here** (8) to get more info about the bug from Bug Toolkit.

– Click hyperlinks in the Jump to Section to go directly to that associated area.

Step 8 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** 1 to go to that page.
- **Registration Summary Report** 2 to go to that page.
- **Partner Summary Report** 3 to go to that page.
- **Back to Report Results**, 4 returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** 5 to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view the Device Output (attachments) in the CH message.
- Click **Please Click Here** 8 to get more info about the bug from Bug Toolkit.

Snapshot Message

Snapshot data can represent either single or a multi-context view, depending on how the security appliance is configured. The snapshot data displays information about CLI commands used since the last Snapshot message was received by Smart Call Home. Both the single context and multi-context versions are described.

Snapshot (Single Context)

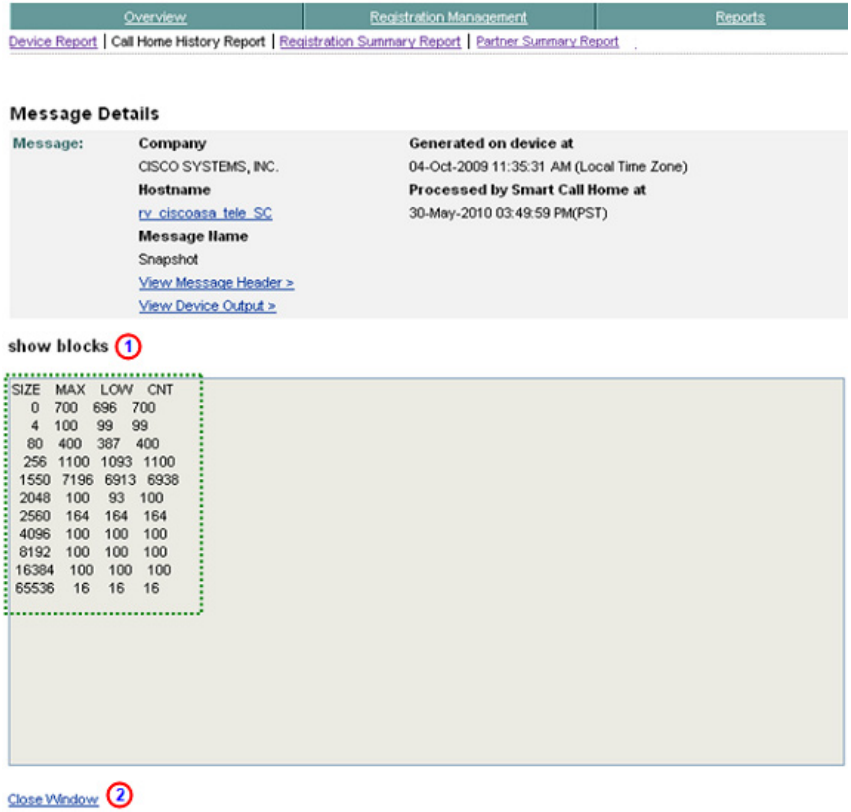
The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

The snapshot details section for a single context displays the following information:.

- The top of the page contains message details information, which has important details about the selected message.
- The snapshot details section displays each associated CLI show command that was issued since the last snapshot message.

To see more details about a specific CLI command perform the following steps:

Step 1 Click a CLI command in the list, which opens a new window where the CLI output for that specific CLI command is displayed.

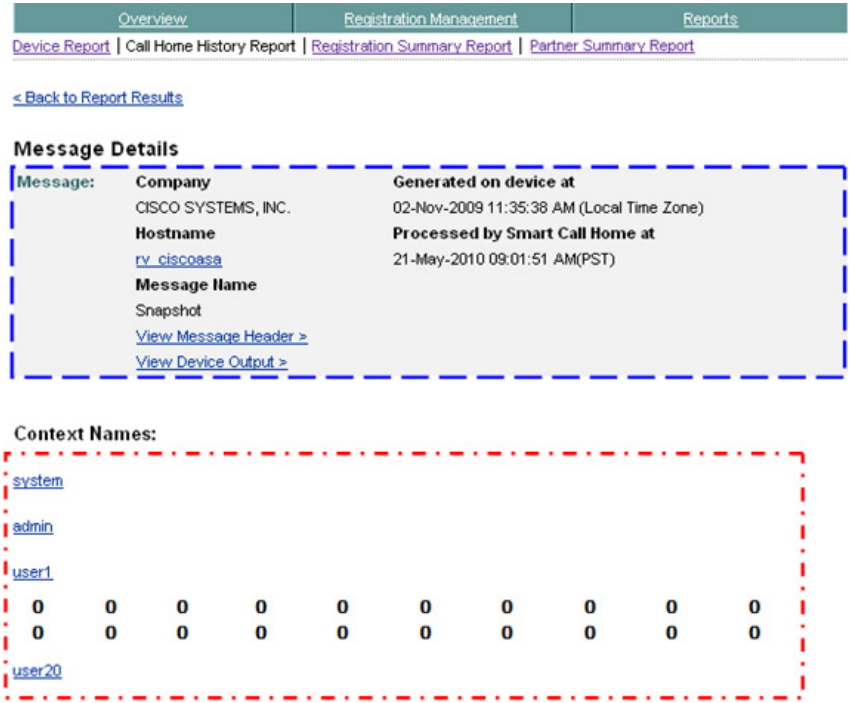


Step 2 The CLI command (1) is above the CLI command output; click **Close Window** (2) to close the Message Details window.

Snapshot (Multi-Context)

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

The snapshot details section, for a multi-context, displays the following information:.



- The top of the page contains the Message Details of the Snapshot message.
- The Context Names section displays the different configured contexts for this device.

Note The o o o o o o o o in the Context Names list indicates that all the contexts in the list are not shown in the graphic.

To see more details about a specific context perform the following step:

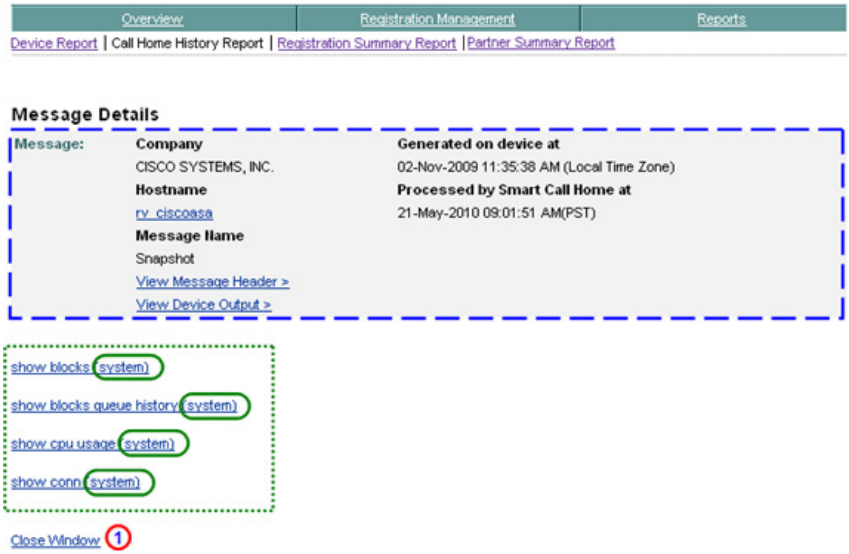
Step 1 In the Context Names list, click the context whose details you want to see; the corresponding details for that context appears on another page.

There are three different types of context representation they are:

- System
- Admin
- Userx (where x can be number 1-20)

Snapshot: System Details

Step 1 In Context Names list, click the **system** context; the Snapshot message details for the system context appears on another page.



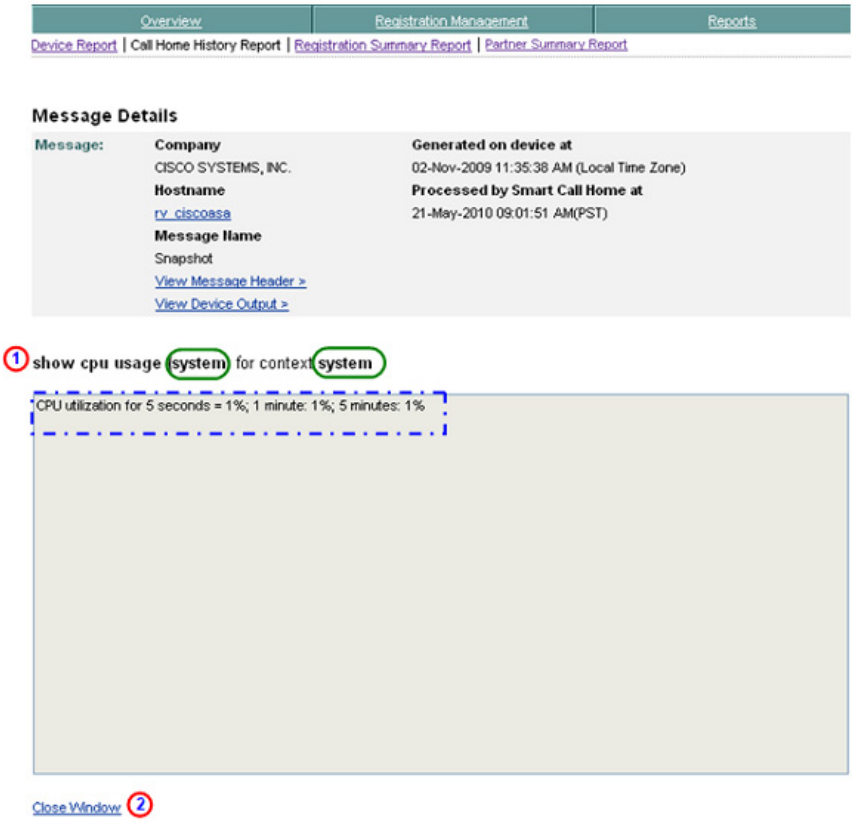
The Snapshot message details for the system context, contains the following information:

- The top of the page contains the Snapshot message details information.
- The Snapshot CLI command list shows the CLI commands that were used since the last snapshot.

Step 1 Click one of the CLI commands in the list, which opens a new Snapshot Detail window where all the CLI output for that specific CLI command is displayed (see next graphic).

Step 2 Click **Close Window** 1 to close the Snapshot Message Details window.

Note Notice that the context name is appended to the end of each CLI command, so that you know which context is being viewed.



Step 3 The CLI command (1) is above the CLI command output; click **Close Window** (2) to close the Snapshot Detail window.

Note Notice that the system context name is appended to the end of the selected CLI command, and the context identified at the end of the CLI command, so that you know which context is being viewed.

Syslog Message

Incoming syslog messages are stored in the message log with each syslog message reporting a distinct problem that is contained in the AML Message description (text, code, time). Only one problem is reported per syslog message, and the details of this message are displayed by selecting this syslog message in the Type/Results column of the Call Home History Report Results page.

During analysis of syslog messages, rules will determine if the syslog message is either supported or unsupported. Unsupported messages will not have any additional rules processing performed and will display only the syslog message information and indicate that this is an unsupported syslog message.

Supported syslog entries have additional rules processing performed, which will include details that are displayed, in most cases, in the Recommendation and Impact of Failure areas.

Rules, on the Cisco backend, perform an analysis of each incoming syslog message. Rules will report those syslog entries in the message log, which are associated with the primary syslog error, in the Overall Recommendation and Individual Results areas.

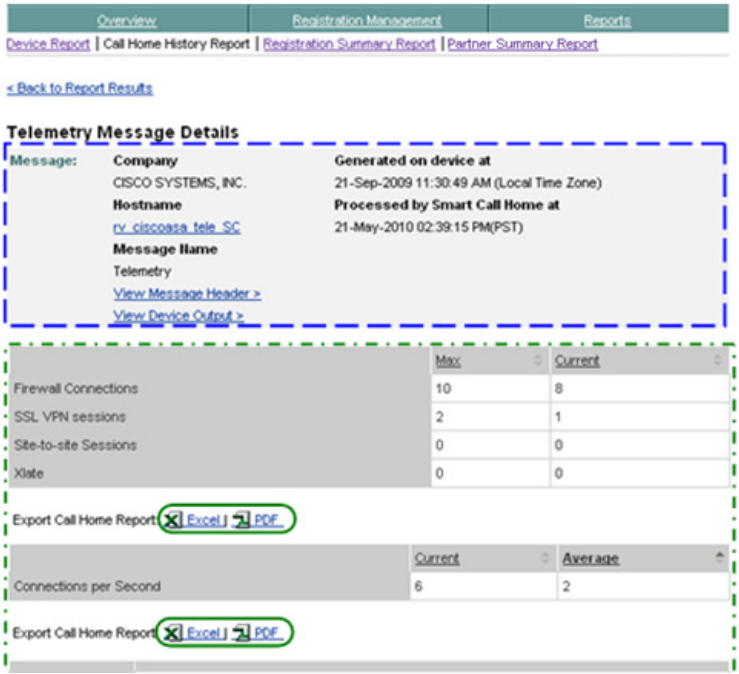
Rules analyze the message log to see if the same syslog error is reported multiple times, if this is the case then rules will communicate this repetitive nature in the Recommendation and Individual Results areas.

Recommendations for the partner:

- Buffer logging should be enabled since the rules will not have any additional information on the syslog error.
- The time format should be kept as the regular DateTimeStamp format.

Supported Syslog Message - Details

This page provides information about the details of the selected supported syslog message.



The details of the supported syslog message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** (5) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AUTOAST-4503-01). The bottom of the linked Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. AST-6509-01).

- **Message Name** – Indicates the type history report message being displayed (i.e Syslog).
- **View Message Header** 6 – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the syslog information.
- **View Device Output** 7 – Provides a hyperlink to the Device Output (attachments) in the CH message.

• The Overall Results area, contains an overview of the problem and contains the following information:

- **Problem Details** – reports the error specific to this particular syslog message. The message contains the syslog error/code, from the AML's message description, along with the reporting device's PID and hostname.

Note The problem reported by the Syslog is specific to one message and not based on problems reported by multiple messages that are received within an aggregation period, like Diagnostic and Environmental messages.

- **Recommendation** – points to the Recommendation area in the Individual Results analysis section below for further details.

Note You will see information in the Recommendations section only when the message is a supported syslog message; otherwise, you will see 'None' specified.

• The Individual Results area has detailed Syslog message information in the following areas:

- **Syslog Error** – Indicates the name of the syslog message being displayed. Also provides a toggle 9 that shows the test description details for the current syslog message and impact of the test failure, if applicable.
- **Recommendation** – Identifies the steps that need to be taken next to either resolve the problem or obtain more information about the problem. This section also provides a toggle A that shows the recommendation details for the current syslog message, which identifies recommended steps that should be performed.

Note You will see information in the Impact of Test Failure and Recommendation sections only when the message is a supported syslog message.

Step 1 Click one of the following options available on the Message Details page:

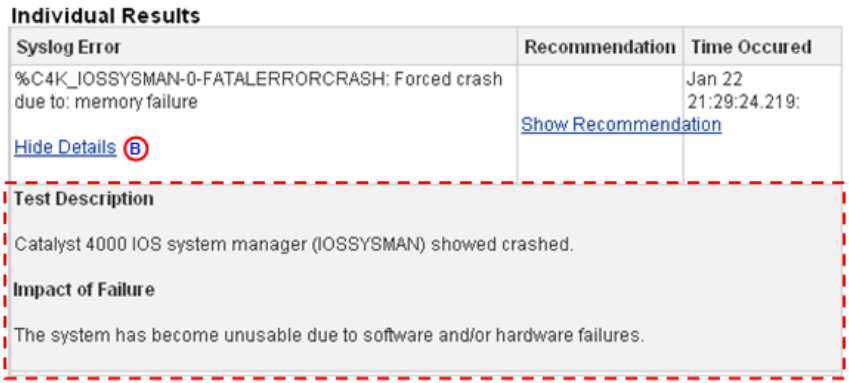
- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Registration Summary Report** (2) to go to that page.
- **Partner Summary Report** (3) to go to that page.
- **Back to Report Results**, (4) returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** (5) to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** (6) to view the message content for the Configuration information.
- **View Device Output** (7) to view the Device Output (attachments) in the CH message.
- **Show / Hide Details** (9) to see the results data of the message text, sent in the syslog message.
- **Show / Hide Recommendations** (A) provides detailed recommendation steps to be executed by the partner. These steps will either assist in resolving the error identified in the syslog message or provide additional information regarding its cause.

Show / Hide Details of Supported Syslog Message

On the Syslog Message page, the Result Details of one syslog message can be seen by clicking a toggle that alternates between **Show Details** 7 and **Hide Details**. 8

Step 2 Click **Show Details** 9 to expand the area directly below the toggle to display the syslog message Test Description and Impact of Failure information; the toggle changes to **Hide Details**. B

Note The Impact of Failure information is shown only when applicable for supported syslog messages; otherwise, NA (Not Applicable) will be displayed. For unsupported syslog messages this section will instead state "Unsupported System Error Message ".

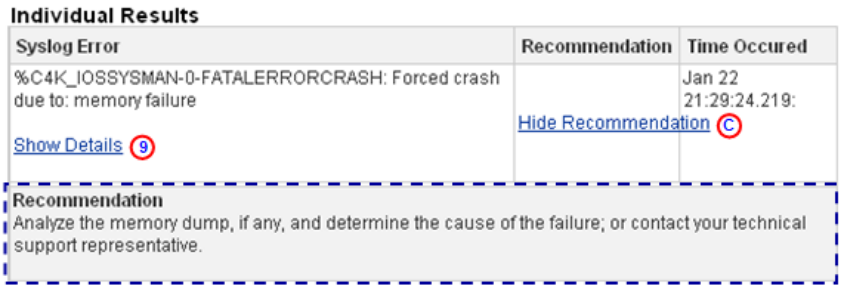


Note For any unsupported message or when rules fail to provide any results, the report will display the reported error and indicate that analysis results are not available.

Show / Hide Recommendation of Supported Syslog Message

On the Syslog Message page, the Recommendation Details of a syslog message contain information only for supported syslog messages. The Recommendation Details can be seen by clicking a toggle that alternates between **Show Recommendation** (A) and **Hide Recommendation**. (C)

Step 3 Click **Show Recommendation** (A) to expand the window and see the information in the Recommendation area, shown in the next figure. The toggle changes to Hide recommendation. (C)



Step 4 Read the information in the Recommendation area, which provides the following information:

- How to recover from the problem identified by the syslog message, or
- Provides details on further testing that can be performed to further isolate the problem.

Note If Show Details (9) was previously clicked, then the Recommendation section will appear below the Show Details area.

Step 5 Click **Hide Recommendation** (C) to collapse the Recommendation area below the toggle to remove the Recommendation information from view.

UnSupported Syslog Message - Details

The information for unsupported Syslog messages is very similar to the supported Syslog message details except for the following areas, unsupported syslog messages:

- Will not have any additional rules processing performed and will display only the syslog message information and indicate that this is an unsupported syslog message.
- The Impact of Failure information will state “Unsupported System Error Message “
- The report will display the reported error and indicate that analysis results are not available.

Telemetry Message

Telemetry data can represent either single or a multi-context view, depending on how the security appliance is configured. The telemetry data displays different connection/session attributes, and provides interface specific attributes. Both the single context and multi-context versions are described.

Telemetry (Single Context)

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

< Back to Report Results

Telemetry Message Details

Message:		
	Company	**Generated on device at**
	CISCO SYSTEMS, INC.	21-Sep-2009 11:30:49 AM (Local Time Zone)
	Hostname	**Processed by Smart Call Home at**
	rv_ciscoasa_tele_SC	21-May-2010 02:39:15 PM(PST)
	Message Name	
	Telemetry	
	View Message Header >	
	View Device Output >	

	Max	Current
Firewall Connections	10	8
SSL VPN sessions	2	1
Site-to-site Sessions	0	0
Xlate	0	0

Export Call Home Report: Excel | PDF

	Current	Average
Connections per Second	6	2

Export Call Home Report: Excel | PDF

Free Memory	359262984 bytes (67%)
Total Memory	536870912 bytes (100%)
Current Memory Usage	177607928 bytes (33%)
Max number of phone media sessions	0 in use, 0 most used
Max number of phone proxy connections	0 in use, 0 most used
Size of routing table	Gateway of last resort is 172.23.62.1 to network 0.0.0.0 C 17.4.60.0 255.255.255.0 is directly connected, inside C 172.23.62.0 255.255.255.0 is directly connected, outside C 10.255.254.8 255.255.255.252 is directly connected, statelink C 10.255.254.12 255.255.255.252 is directly connected, failover S* 0.0.0.0 0.0.0.0 [1/0] via 172.23.62.1, outside

Export Call Home Report: Excel | PDF

The telemetry message page has three different areas of information:

- Telemetry Message details

- Telemetry Message Summary information
- Interface information (see next graphic)

To see more details about the information on this page, perform the following steps:

Step 1 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the associated section.

Step 2 Click a specific interface, in the interfaces list, to see the associated details for the selected interface; details of the specific interface appear below the selected interface (see next graphic).

Interfaces

failover

	1 minute	5 minutes	Uptime Average
Input Firewall Throughput Bytes/sec	103	122	116
Input Packets per Second	1	1	1
Output Firewall Throughput Bytes/sec	108	174	154
Output Packets per Second	1	1	1

Export Call Home Report: Excel | PDF

GigabitEthernet0/0

	1 minute	5 minutes	Uptime Average
Input Firewall Throughput Bytes/sec	389	123	161
Input Packets per Second	5	1	2
Output Firewall Throughput Bytes/sec	17	195	142
Output Packets per Second	0	0	0

Export Call Home Report: Excel | PDF

GigabitEthernet0/3

outside

	1 minute	5 minutes	Uptime Average
Input Firewall Throughput Bytes/sec	291	94	122
Input Packets per Second	5	1	2
Output Firewall Throughput Bytes/sec	13	182	132
Output Packets per Second	0	0	0

Export Call Home Report: Excel | PDF

GigabitEthernet0/1

Step 3 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the associated section

Step 4 Click a displayed interface command to hide the details.

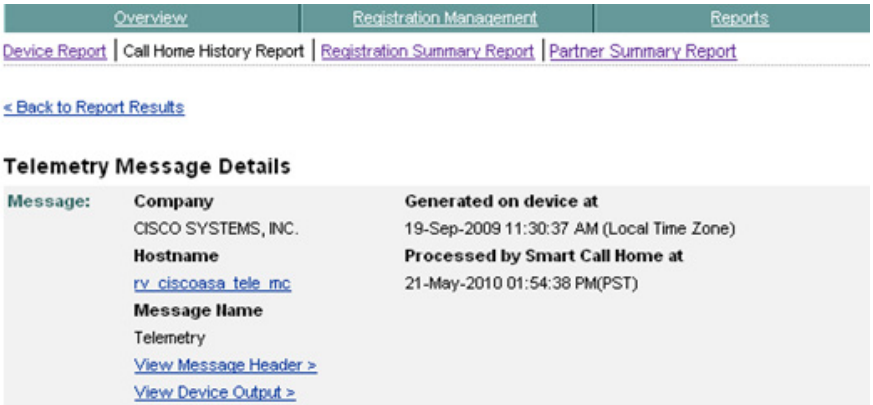
Step 5 At the top left-corner of the page click Back To Report Results, to return back to the CHHR results page.

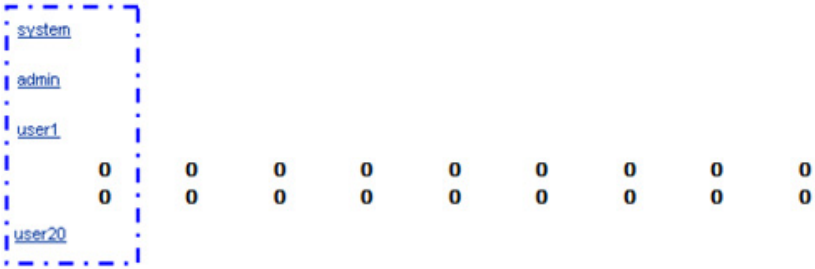
Telemetry (Multi-Context)

The Telemetry category can represent a multi-context view, depending on how the security appliance is configured. The telemetry data in a multi-context configuration displays information for each context from the last telemetry message received by Smart Call Home.

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

To see telemetry data for a multi-context, perform the following steps:





Note The o o o o o o o o in the Telemetry context list indicates that all the contexts in the list are not shown in the graphic.

Step 6 In the Telemetry context list, click the context whose details you want to see; the corresponding Telemetry Detection Statistics window appears.

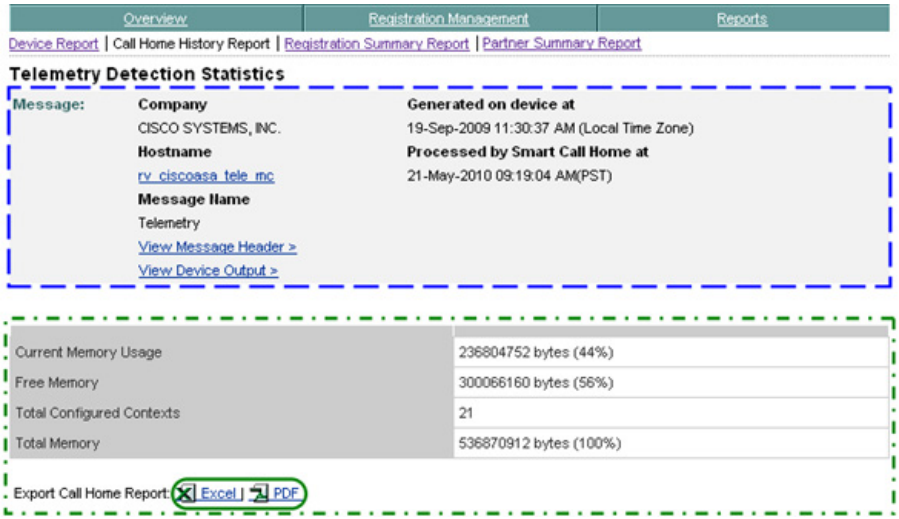
There are three different types of context representation in the Telemetry Detection Statistics details, they are:

- System
- Admin
- Userx (where x can be number 1-20)

Telemetry Detection Statistics: System Details

To view the system details of the Telemetry Detection Statistics, perform the following steps:

Step 1 In the Telemetry context list, click the **system** context; the Telemetry Detection Statistics page appears, with the system details.

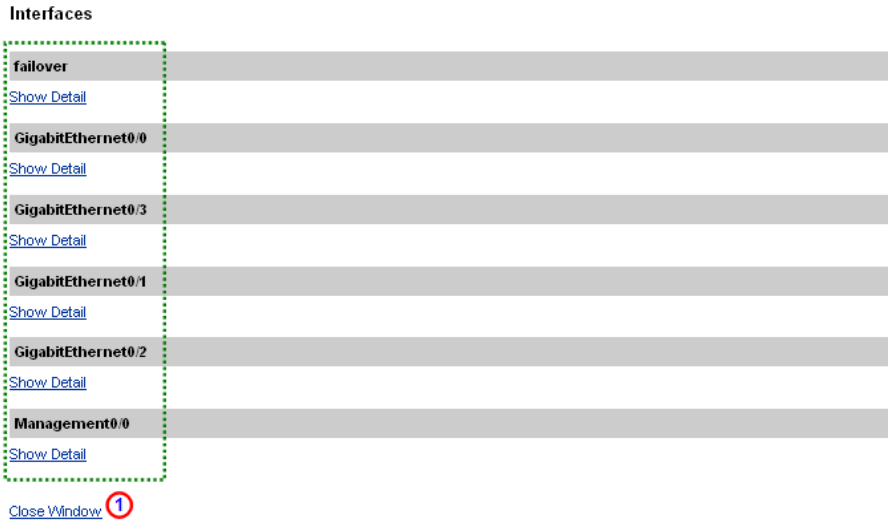


The Telemetry Detection Statistics page, with the system details, contains the following information:

- The top of the page contains the Message details information, which has important details about the selected message.
- The Telemetry summary information provides details about the amount of different types of memory, and identifies the total number of configured contexts.

- The bottom half of this page contains the interface information (see next graphic).

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.



Step 3 Click a specific interface, in the interfaces list, to see the associated details for the selected interface; details of the specific interface appear below the selected interface.

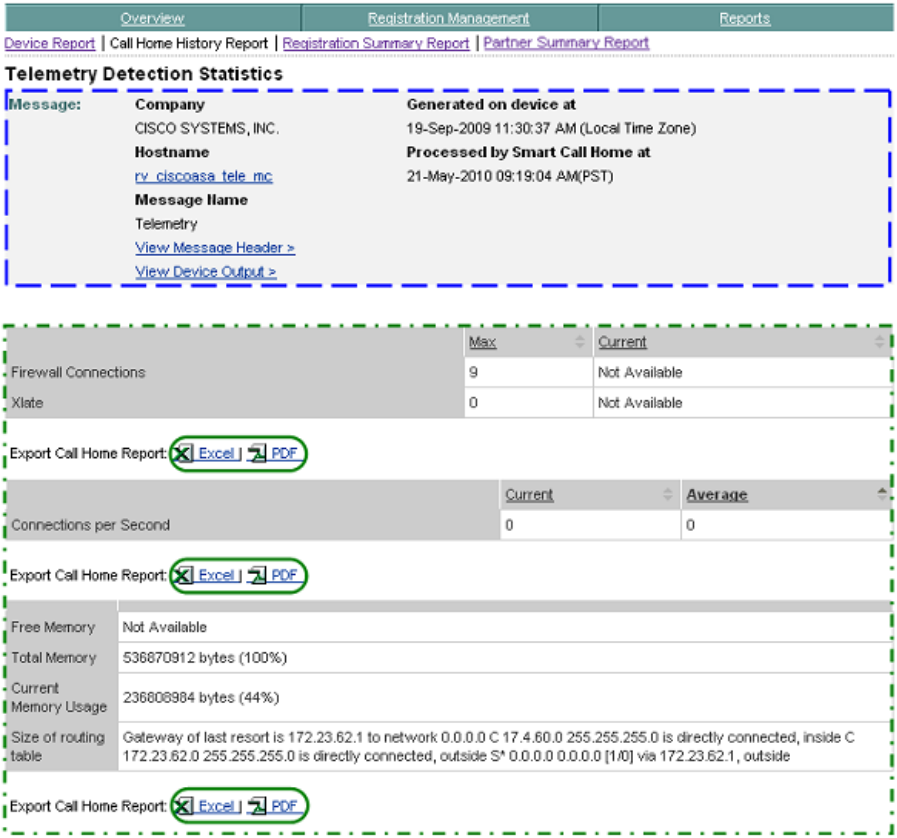
Note The interfaces for the system context contain all the device interfaces

Step 4 Click **Close Window** 1 to close the Telemetry Detection Statistics window.

Telemetry Detection Statistics: Admin Details

To view the admin details of the Telemetry Detection Statistics, perform the following steps:

Step 1 In the Telemetry context list, click the **admin** context; the Telemetry Detection Statistics page appears, with the admin details.



The Telemetry Detection Statistics page, with the admin details, contains the following information:

- The top of the page contains the message details information, which has important details about the message.
- The Telemetry summary information provides details about firewall connections, connection per second and various system resource data (amount and availability of different types of memory, and routing table information).
- The bottom half of the page contains the interface information (see next graphic).

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

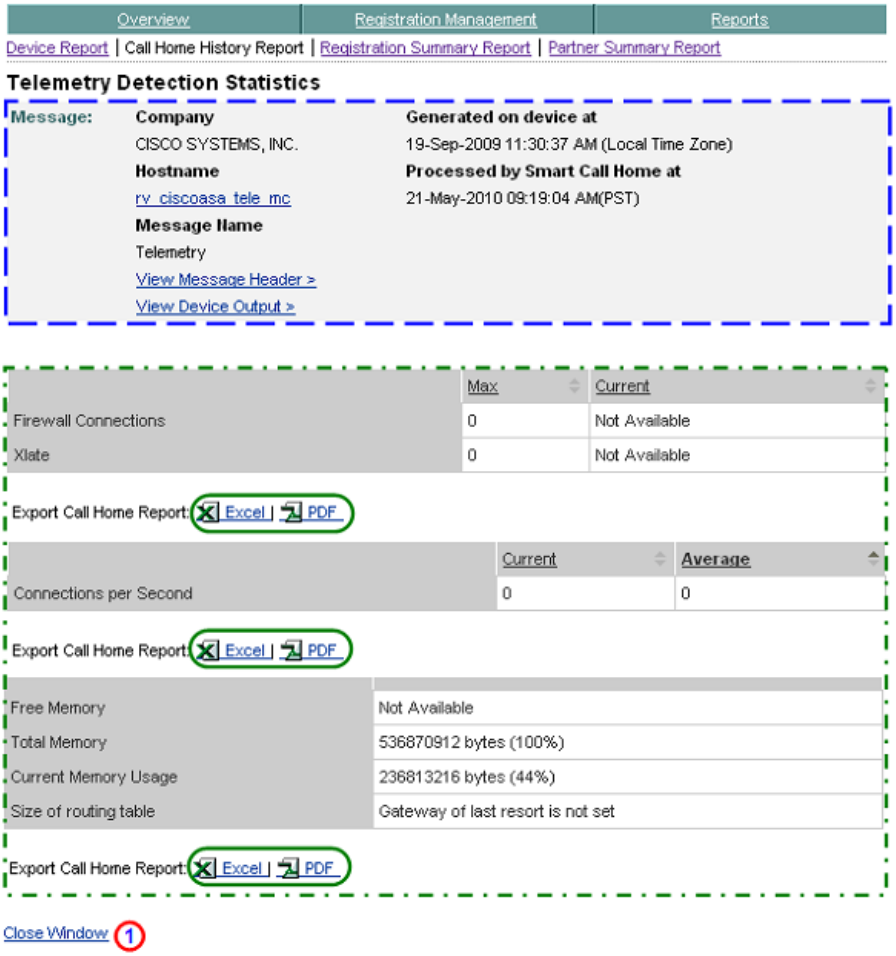
Step 3 Click **Show Detail** for a specific interface, in the interfaces list, to see the associated details for the selected interface; details of the specific interface appear below the selected interface.

Step 4 Click **Close Window** to close the Telemetry Detection Statistics window.

Telemetry Detection Statistics: User Details

To view the admin details of the Telemetry Detection Statistics, perform the following steps:

Step 1 In the Telemetry context list, click one of the user contexts; the Telemetry Detection Statistics page appears, with that specific users details.



The Telemetry Detection Statistics page, with the user details, is very similar to the admin details, but the user context does not have any interface details. The user context details contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.

- The Telemetry summary information provides details about firewall connections, connection per second and various system resource data (amount and availability of different types of memory, and routing table information).

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

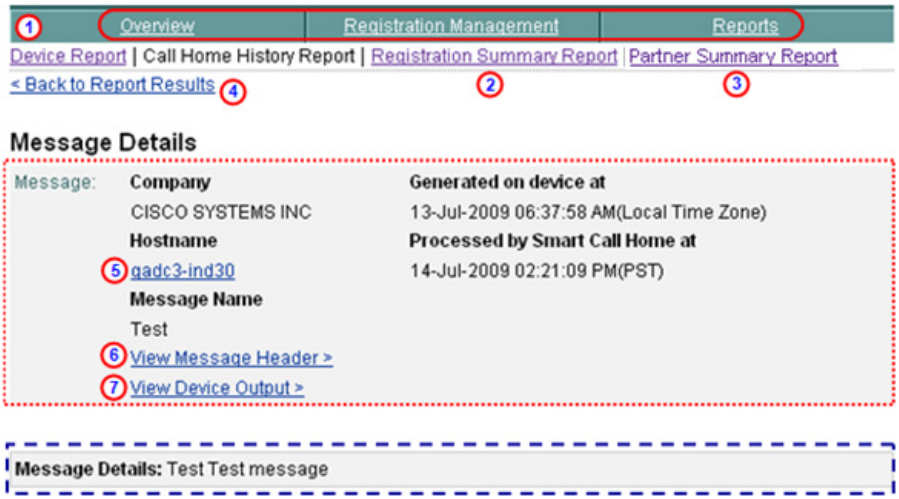
Step 3 Click **Close Window** (1) to close the Telemetry Detection Statistics window.

Test Message

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Test Message – Details

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.



The details of the selected test message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.

– **Hostname** (5) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. R1-2). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:

- **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
- **Host Name** - Contains the specified host name (i.e. R1-2).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

– **Message Name** – Indicates the type history report message being displayed (i.e Configuration).

– **View Message Header** (6) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.

– **View Device Output** (7) – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The lower Message Details area contains the test text, which is information contained in the <ch:MessageDescription> tag of the AML Header.

Step 4 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Registration Summary Report** (2) to go to that page.
- **Partner Summary Report** (3) to go to that page.
- **Back to Report Results**, (4) returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** (5) to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** (6) to view the message content for the Configuration information.

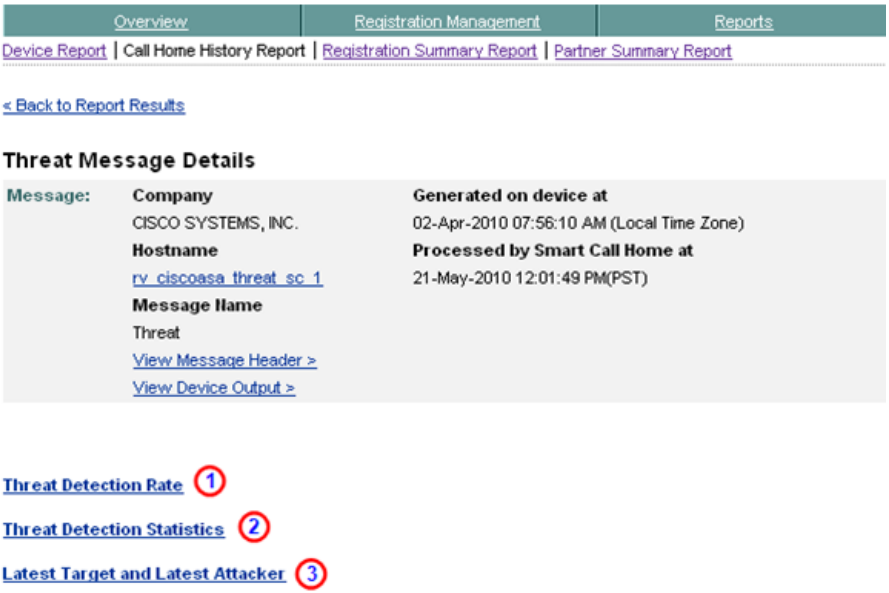
- **View Device Output** (7) to view the Device Output (attachments) in the CH message.

Threat Message

The Threat category, for a single context, provides three different areas of threat assessment information that are associated to the device:

- Threat Detection Rate.
- Threat Detection Statistics.
- Latest Target and Latest Attacker.

To view the Threat (single context) details, perform the following steps:

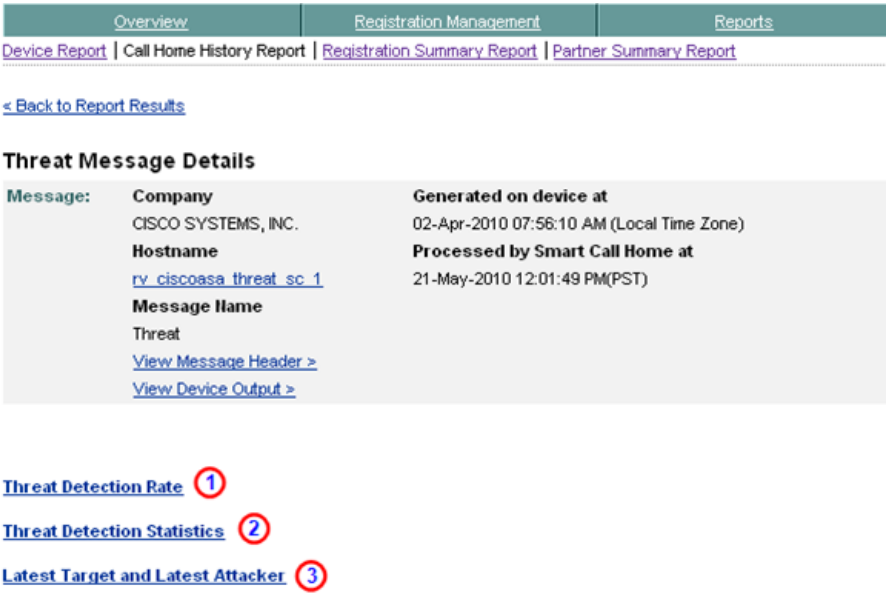


The threat details section displays thee different types of threat reports, one or more threat reports can be displayed at a time:

- Threat Detection Rate (single context).
- Threat Detection Statistics (single context).
- Latest Target and Latest Attacker

Threat Detection Rate (single context)

The Threat Detection Rate table for a single context provides information about various rates at which different threats occur on the device. To view the Threat Detection Rate details for a single context, perform the following steps:



Step 1 Click **Threat Detection Rate**; ① the following information appears below the selected item.

Threat Detection Rate

	Average(eps)	Current(eps)	Trigger	Total Events
	Not Available	Not Available	Not Available	Not Available
1-hour Interface	1	8	0	5094
10-min Scanning	0	1	0	501
10-min Firewall	0	1	0	501
10-min ACL drop	0	0	0	181
1-hour ACL drop	0	0	0	182
1-hour SYN attck	0	0	0	3
1-hour Scanning	0	0	0	515
1-hour Firewall	0	0	0	512
10-min DoS attck	0	0	0	324
1-hour DoS attck	0	0	0	330
10-min Interface	8	0	0	5094

Export Call Home Report: Excel | PDF

The Threat Detection Rate table for a single context contains the following threat related items:

- Average (eps)
- Current (eps)
- Event Trigger
- Total Events

The above threat items are provided at varying rates from various security sources, which are listed on the left side of the table; those sources are:

- 1-hour Interface
- 10-min Scanning
- 10-min Firewall 0
- 10-min ACL drop
- 1-hour ACL drop
- 1-hour SYN attck
- 1-hour Scanning
- 1-hour Firewall 0
- 10-min DoS attck

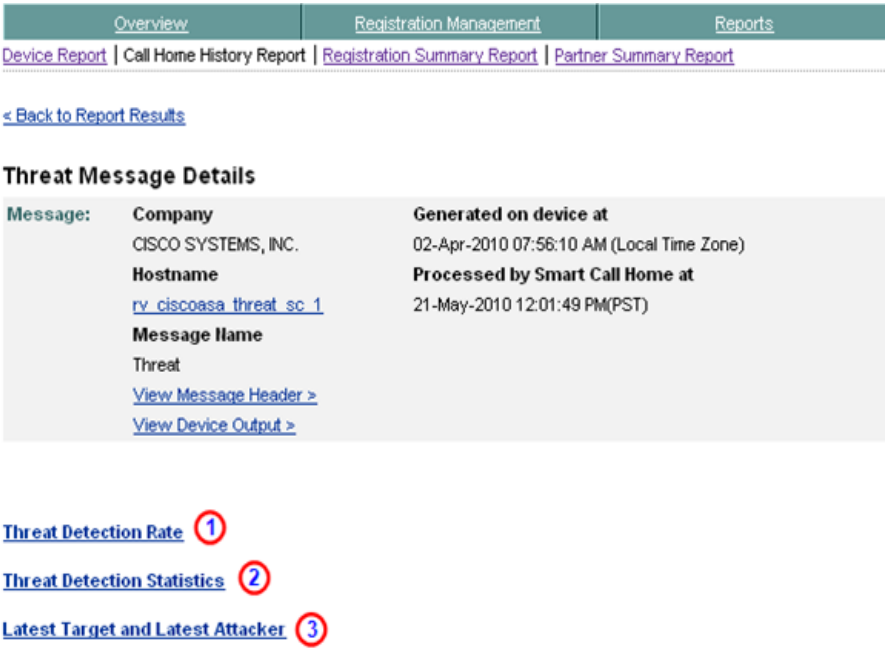
- 1-hour DoS attck
- 10-min Interface

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of this selected item.

Step 3 Click Threat Detection Rate; (1) the Threat Detection Rate table closes and toggles back to just showing Threat Detection Rate.

Threat Detection Statistics (single context)

The Threat Detection Statistics information is viewed in a new window, which provides statistics about various security items (traffic, ACL, hosts and servers under attack) on which different threats occur. To view the Threat Detection Rate details for single context, perform the following steps:



Step 1 Click **Threat Detection Statistics**, (2) which opens the Threat Detection Statistics window.

Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

Threat Detection Statistics

Device Details:	Serial Number	Host Name	Product ID	HW Version
	FAKEASA0001	rv_ciscoasa	ASA5520	2.0
	SW Version	**Part Number/Rev**	**Inventory Updated**	**Configuration Updated**
	8.2(0)207	73-9091-5	26-Sep-2009 04:15:30 AM	10-Nov-2009 02:47:25 AM
	Top Assembly Number	**Time Based License**	**Failover Status**	
	Not Available	Yes, will expire in 326 day(s).	Not Available	

This information is derived from the last Threat message received by Smart Call Home.

Top 10 1-hour egress traffic (bytes) hosts

Show Detail

Top 10 1-hour egress traffic (pkts) hosts

Show Detail

0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0

Top 10 24-hour ACL hits

Show Detail

Top 10 Protected Servers Under Attack

Show Detail

Close Window 2

The Threat Detection Statistics page contains the following information:

- The top of the page contains the Device Details summary information, which has important details about the selected device.
- The Threat Detection Statistic items provide various information about traffic, ACL hits, latest target hosts and latest attacker hosts. A single context contains the following threat related information:

Note The o o o o o o o o in the Threat Detection Statistics table indicates that all the entries in the list are not shown in the graphic.

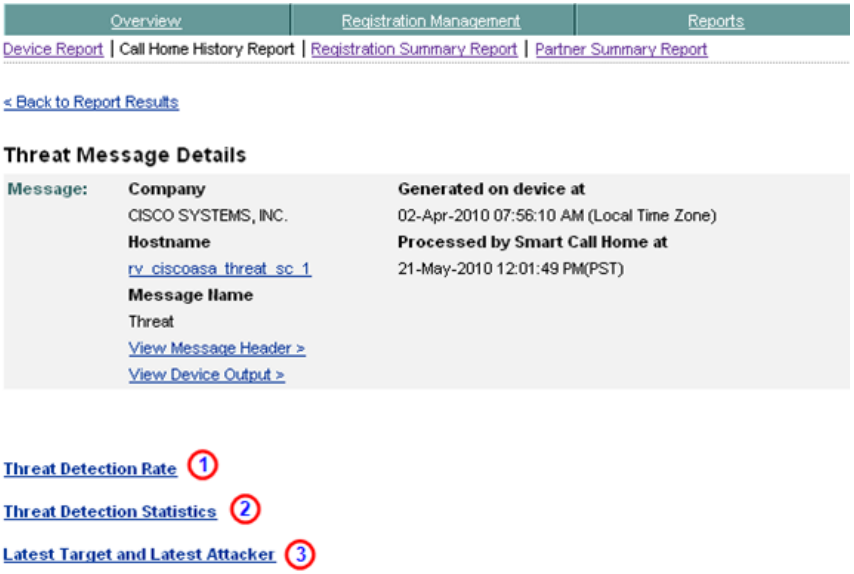
- Top 10 1-hour egress traffic (bytes) hosts
- Top 10 1-hour egress traffic (pkts) hosts
- Top 10 20-min egress packet drop hosts
- Top 10 1-hour ingress traffic (bytes) hosts
- Top 10 1-hour ingress traffic (pkts) hosts
- Top 10 20-min ingress packet drop hosts
- Top 10 1-hour egress traffic (bytes) protocols
- Top 10 1-hour egress traffic (pkts) protocols
- Top 10 1-hour ingress traffic (bytes) protocols
- Top 10 1-hour ingress traffic (pkts) protocols
- Top 10 8-hour egress traffic (bytes) protocols
- Top 10 8-hour egress traffic (pkts) protocols
- Top 10 8-hour ingress traffic (bytes) protocols
- Top 10 8-hour ingress traffic (pkts) protocols
- Top 10 24-hour egress traffic (bytes) protocols
- Top 10 24-hour egress traffic (pkts) protocols
- Top 10 24-hour ingress traffic (bytes) protocols
- Top 10 24-hour ingress traffic (pkts) protocols
- Top 10 1-hour ACL hits
- Top 10 8-hour ACL hits
- Top 10 24-hour ACL hits
- Latest Target Hosts
- Latest Attacker Hosts
- Top 10 protected servers under attack

Step 2 Click **Show Detail** on any item in the Threat Detection Statistics table to obtain more information about that related item.

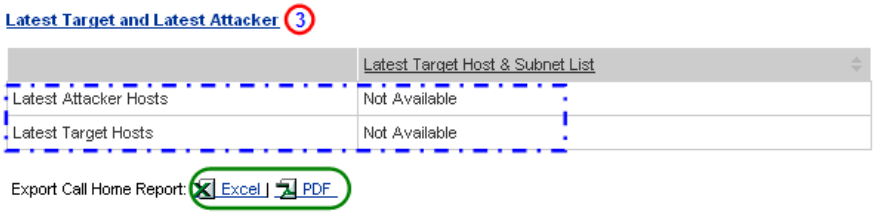
Step 3 Click **Close Window** (2) to close the Threat Detection Statistics window.

Latest Target and Latest Attacker

The Latest Target and Latest Attacker information provides information about various rates at which different threats occur on the device. To view the Latest Target and Latest Attacker details, perform the following steps:



Step 1 Click **Latest Target and Latest Attacker**; (3) the following information appears below the selected item.



The Latest Target and Latest Attacker details provides the following threat related information:

- Latest Attacker Hosts

- Latest Target Hosts

Do the following steps to perform the associated functions for the Latest Target and Latest Attacker item:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the section.

Step 3 Click **Latest Target and Latest Attacker**; the corresponding details closes and toggles back to just showing Latest Target and Latest Attacker.

Partner Summary Report

This report presents a summarized report on devices registered with Smart Call Home for the selected company. The numbers and percentages are computed on the data that is collected via Inventory and Configuration CH messages from registered devices in partner's network.

The device data in the Partner Summary Report is based on devices to which the logged-in Partner has access via the Smart Call Home web application. This Report is available for Registered Partners and contains a summarized view on the following items:

- Company selected and total number of devices registered in Smart Call Home
- Number of different product ID’s for devices registered in Smart Call Home
- Number of different modules in devices registered in Smart Call Home
- Number of different sub-modules in devices registered in Smart Call Home
- Number of different power supplies for devices registered in Smart Call Home
- Number of different software versions registered in Smart Call Home
- List of technologies and features supported by devices registered in Smart Call Home

This section describes how to perform the following Partner Summary Report processes on the Smart Call Home web application:

- Generate a Partner Summary Report and view the Call Home messages and message processing results.
- Specify Report Criteria and filter the list of devices you want a report.
- View Partner Summary Report Results for ALL Products.

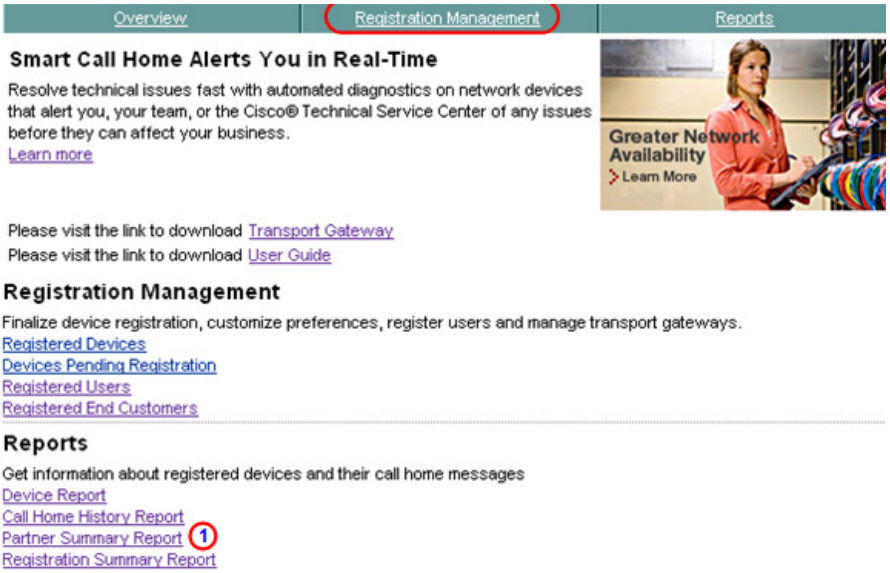
- View Partner Summary Report Results for a Specific Product (Catalyst 6500).
- Export the Call Home Report to an Excel or a PDF format.

Generate a Partner Summary Report

The Partner Summary Report provides the partner in the Partner Support Services program with a summary across the end customers device modules and features in their customer's networks and allows them to drill down to individual customers and devices.

To perform any of the report processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



There are two ways to get to the Partner Summary Report page:

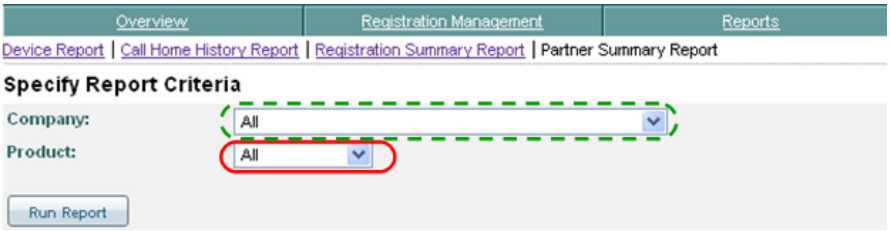
- If you are on the Overview page click **Partner Summary Report**. (1)

- If not on the Overview page then perform the following tasks:
  - Click the **Reports** tab; (if not already there); the Reports page appears.
  - On the Reports page, click **Partner Summary Report**.

In both cases the Specify Report Criteria page for the Partner Summary Report appears.

Specify Report Criteria

This page lets you specify search criteria to generate a Partner Summary Report.

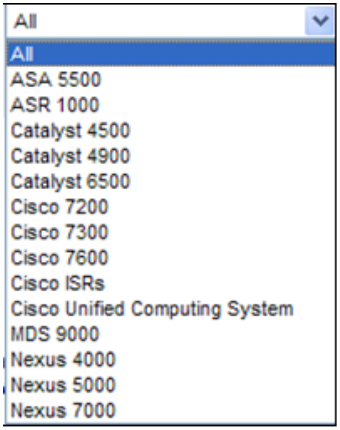


Do the following steps to perform the associated functions on the Specify Report Criteria page:

Step 2 Choose a company from the Company drop-down list for which the partner has a completed user registration, or choose All to see reports for all the Companies the partner has registrations.

Note The All option is available only when the user is registered to more then one company.

Step 3 Choose a product from the Product drop-down list, as shown in the graphic below, the options are:



Step 4 Click one of the device types in the product column, then click **Run Report**; the Summary page is displayed.

View Partner Summary Report Results for ALL Products

If the **All** option is selected in the Product drop-down list, then the following page displayed

Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

< Back to Search Page

Summary

Report Criteria:	**Company**	**Product**
	ALL	ALL
Report Summary:	**Total Number of Devices registered with Smart Call Home**	
	160	
User Details:	**Logged in as**	**Role**
	Sch TestPerson	Administrator

Product Summary

Product	Device Count	% of Devices
Catalyst 4500	7	4.37
Catalyst 4900	3	1.87
Catalyst 6500	46	28.74
Cisco 7200	12	7.50
Cisco 7300	3	1.87
Cisco 7600	4	2.50
Cisco Unified Computing System	11	6.87
MDS 9000	10	6.25
Nexus 5000	14	8.75
Nexus 7000	15	9.37

This page contains two different summary sections:

- The Summary section identifies the following information:
  - **Report Criteria** – Which company was selected and which Product was selected (i.e. both are “All”)
  - **Report Summary** – The number of devices registered with Smart Call Home, for the specified company or companies.

Note This is the total number of registered devices in partner's network/selected company for which Smart Call Home has received and processed Configuration or Inventory messages.

  - **User Details –** The id of the person that logged in and requested the report, and their role in the partner network

- A Product Summary section that identifies the following information:
  - **Product** – the product types that are in the partner network
  - **Device Count** – represents the number of each product type in the partner network.
  - **% of Devices** – from the device count a percentage of devices number is derived, identifying what percentage this product type represents in the partner's network.

Note If the **All** option was not specified then the above interim page will not be displayed, you will instead go directly to the summary page for the specified product (next section).

View Partner Summary Report Results for a Specific Product (Catalyst 6500)

This page displays those entries that match the search criteria specified on the Specify Report Criteria page. These next set of examples represent the Partner Summary Report results for a Catalyst 6500 product.

Overview | Registration Management | Reports

Device Report | Call Home History Report | Registration Summary Report | Partner Summary Report

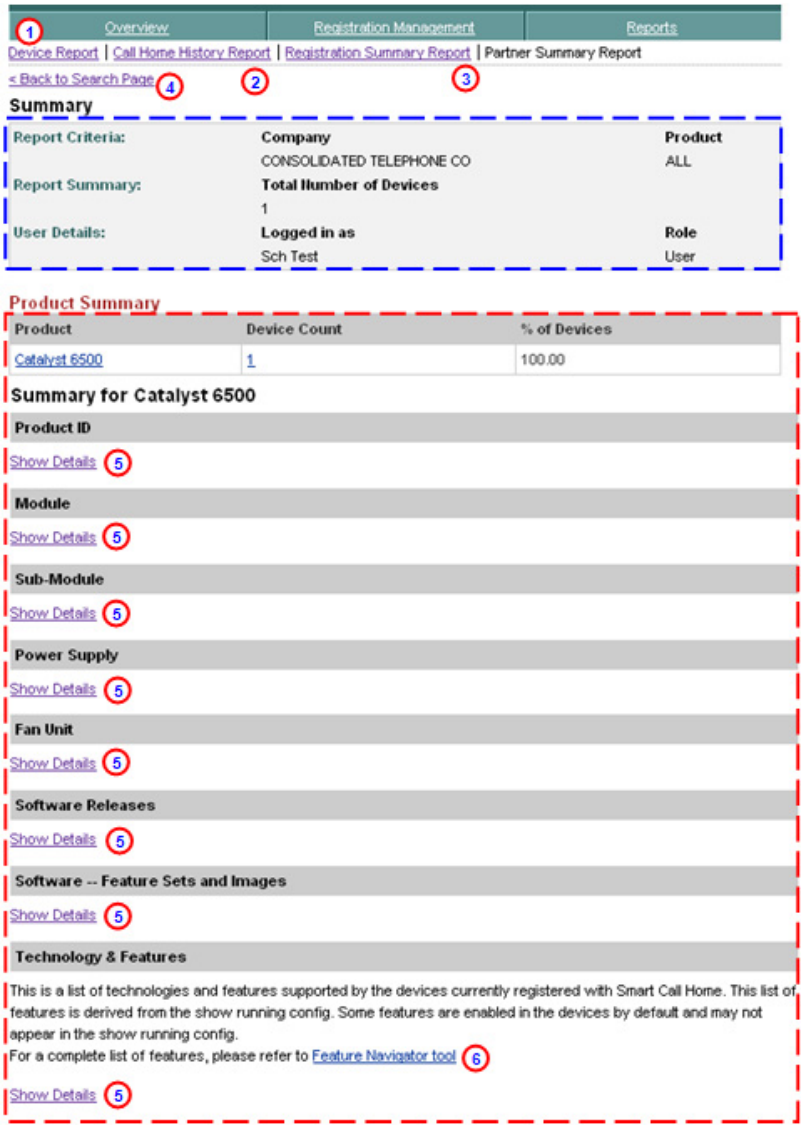
< Back to Search Page

Summary

Report Criteria:	**Company**	**Product**
	CONSOLIDATED TELEPHONE CO	ALL
Report Summary:	**Total Number of Devices**	
	1	
User Details:	**Logged in as**	**Role**
	Sch Test	User

Product Summary

Product	Device Count	% of Devices
Catalyst 6500	1	100.00



This Results page contains two different summary sections:

- The Summary section identifies the following information:

– **Report Criteria** – Which company was selected and which Product was selected (i.e. both are "All")

– **Report Summary** – The number of devices registered with Smart Call Home, for the specified company or companies.

Note This is the total number of registered devices in partner's network/selected company for which Smart Call Home has received and processed Configuration or Inventory messages.

– **User Details –** The id of the person that logged in and requested the report, and their role in the partner network

Step 1 You can perform one of the following navigational options on the Summary page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Device Report** (1) to go to that page.
- Click **Call Home History Report** (2) to go to that page.
- Click **Registration Summary Report** (3) to go to that page.
- Click **Back to Search Page** (4) to specify different search criteria for a Partner Summary Report.
- Click **Show Details** (5) on one of the summary sections to get more details on the selected area.
- Click **Feature Navigator tool**, (6) which provides a complete list of features for this IOS.

Do the following steps to perform the associated functions on the Summary page:

Step 2 Click **Show Detail** (5) under one of the device detail options to obtain more information about the detail areas noted below:

- Product ID
- Module
- Sub-Module
- Power Supply
- Fan Unit
- Software Releases

- Software - Feature Sets and Images
- Advisories
- Technology & Features

Note All the previously listed areas have column headers in their respective sections (see next graphic); these columns can be sorted by specific column, by clicking the column header.

Product ID

The Product ID (PID) area contains the following information:

Product ID

Hide Details 1

Product ID	Product ID Count	% 6500s with Product ID
ws-final	1	0.87
WS-C6513	12	10.52
WS-C6503-E	6	5.26
WS-C6509-E	9	7.89
WS-C6503	59	51.75
WS-C6509	2	1.75
WS-C6503-final	23	20.17

Export Call Home Report Excel | PDF

Step 1 Click **Show Detail** under the Product ID area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- PID Name
- PID Count
- % 6500s with PID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Module

The Module area contains the following information:

Module

Hide Details 1

Module Name	Module Count	% of all Modules	Device Count with Module	% 6500s with Module
WS-SUP720-BASE	5	12.19	5	17.85
VS-S720-10G	4	9.75	4	14.28
WS-SUP720	4	9.75	3	10.71
WS-SUP720-3B	28	68.29	14	50.00
WS-X6548-GE-TX	3	12.00	3	10.71
VS-S720-10G	4	16.00	4	14.28
WS-X6548-RJ-45	2	8.00	2	7.14
WS-X6708-10GE	3	12.00	3	10.71
WS-X6748-GE-TX	13	52.00	13	46.42

Export Call Home Report Excel | PDF

Step 1 Click **Show Detail** under the Module area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Module Name
- Module Count
- % of all Modules
- Device Count with Module
- % 6500s with Module

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Submodule

The Sub-module area contains the following information:

Sub-Module

Hide Details 1

Sub-Module Name	Sub-Module Count	% of all Sub-Modules	Device Count with SubModule	% 6500s with Sub-Module
WS-F6700-DFC3C	3	20.00	3	10.71
WS-F6K-PFC3B	2	13.33	1	3.57
VS-F6K-PFC3C	4	26.66	4	14.28
WS-F6K-PFC3A	2	13.33	2	7.14
VS-F6K-MSFC3	4	26.66	4	14.28

Export Call Home Report Excel | PDF

Step 1 Click **Show Detail** under the Sub-module area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Sub-Module Name
- Sub-Module Count
- % of all Sub-Modules
- Device Count with Sub-Module
- % 6500s with Sub-Module

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Power-Supply

The Power-Supply area contains the following information:

Power Supply

Hide Details 1

Power Supply Name	Power Supply Count	% of All Power Supplies	Device Count with Power Supply	% 6500s with Power Supply
WS-CAC-3000W	29	63.04	15	53.57
WS-CAC-2500W	7	15.21	4	14.28
PWR-950-AC	10	21.73	5	17.85

Export Call Home Report: Excel | PDF

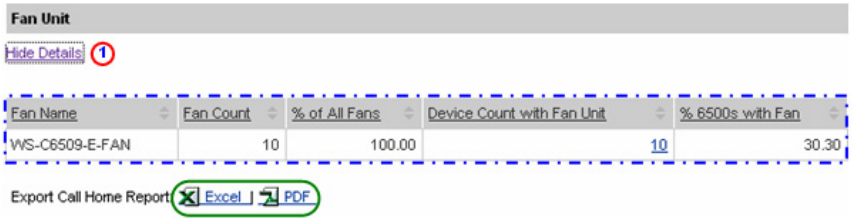
Step 1 Click **Show Detail** under the Power-Supply area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Power Supply Name
- Power Supply Count
- % of all Power Supplies
- Device Count with Power Supply
- % 6500s with Power Supply

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Fan Unit

The Fan Unit area contains the following information:



Step 1 Click **Show Detail** under the Power-Supply area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Power Supply Name
- Power Supply Count
- % of all Power Supplies
- Device Count with Power Supply
- % 6500s with Power Supply

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Software Releases

The Software Releases area contains the following information:

Software Releases

Hide Details 1

Release	Device Count With Release	% 6500s with Release	% of all Release
12.2(SIERRA_INTEG_070204)	5	17.85	16.66
12.2(SIERRA_INTEG_080219)	1	3.57	3.33
12.2(SIERRA_INTEG_070730)	2	7.14	6.66
12.2(SIERRA_INTEG_070123)	4	14.28	13.33
12.2(20080225:231054)	4	14.28	13.33
12.2(SIERRA_INTEG_070403)	1	3.57	3.33
12.2(SIERRA_INTEG_070611)	13	46.42	43.33

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software Releases area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Release
- Device Count with Release
- % 6500s with Release
- % of all Release

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Software - Feature Sets and Images

The Software - Feature Sets and Images area contains the following information:

Software -- Feature Sets and Images

Hide Details 1

Feature Set	Image Name	Device Count With Image	% 6500s with Image	% of all Image
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_080219	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070730.SX101	2	7.14	20.00
ADVENTERPRISEK9_WAN_DBG	s72033_sp-ADVENTERPRISEK9_WAN_DBG-VM	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s3223-adventerprisek9_wan_dbg-vz.122-sierra_integ_070123.SX47	2	7.14	20.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070123.SX47	2	7.14	20.00
ADVENTERPRISEK9_WAN_DBG	s72033-adventerprisek9_wan_dbg-vm	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070403	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-20080225:231054	4	14.28	40.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070611	13	46.42	130.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070204.SX51	5	17.85	50.00

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software - Sets and Images area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Feature Set
- Image Name
- Device Count with Image
- % 6500s with Image
- % of all Image

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Advisories

The Advisories area contains the following information:

Advisories

Includes advisories at chassis level only.

Hide Details (1)

Advisory Type	Product Advisory	Device Count with Advisory	% 6500s with Advisory	% of All Advisory
SW EOS	SW EOX Alerts	18	40.00	21.95
SW EOS	SW EOX Alerts	1	2.22	1.21
SW EOS	SW EOX Alerts	1	2.22	1.21
SW EOS	SW EOX Alerts	16	35.55	19.51
SW EOS	SW EOX Alerts	18	40.00	21.95
SW EOS	SW EOX Alerts	18	40.00	21.95
SW EOS	SW EOX Alerts	1	2.22	1.21
HW EOS	SELECTIVE CISCO CATALYST 6503, CATALYST 6506 AND CATALYST 6509 CHASSIS	5	11.11	6.09
Field Notice	FN#29400-WS-C6513- Chassis Handles May Break Off-Replace the chassis	1	2.22	1.21
HW EOS	Cisco MDS 9120 20-Port Multilayer Fabric Switch	1	2.22	1.21
Field Notice	* Expired * FN: 26454 - WS-C6509 Chassis Handles May Break Off	2	4.44	2.43

Export Call Home Report Excel | PDF

Step 1 Click **Show Detail** under the Advisories area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- **Advisory Type –** Advisory Type (examples: HW End of Sale, HW End of Life, Field Notice)
- **Product Advisory –** Advisory Title with url pointing to the advisory notice
- **Device Count with Advisory –** Number of devices for which at least one advisory of this type has been discovered

- **Percentage of devices** *(belonging to the selected product family i.e.* **6500***)* **with Advisory –** Percentage of devices (of all devices belonging to the selected product family) for which at least one advisory of this type has been discovered
- **Percentage of All Advisories –** Percentage of this advisory of all advisories discovered for Smart Call Home's Inventory

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Technology & Features

The Technology & Features area contains the following information:

Technology & Features

This is a list of technologies and features supported by the devices currently registered with Smart Call Home. This list of features is derived from the show running config. Some features are enabled in the devices by default and may not appear in the show running config.
For a complete list of features, please refer to Feature Navigator tool

Hide Details 1

Technology	Sub-Technology	Feature	Device Count With Feature	% 6500s with Feature
Content Networking	Not Available	Manual certificate enrollment (TFTP and cut-and-paste)	1	3.57
Content Networking	Not Available	Redundancy Facility Protocol	5	17.85
IP	Access Lists	IP Named Access Control List	2	7.14
IP	Netflow Switching	NetFlow Subinterface Support	2	7.14
IP	Netflow Switching	Netflow Data Export (NDE) Version 8	1	3.57
IP	Network Time Protocol (NTP)	NTP Server	3	10.71
IP	Network Time Protocol (NTP)	Network Time Protocol	3	10.71
IP	Network Time Protocol (NTP)	Update Calendar from Network Time Protocol (NTP)	3	10.71
IP	OSPF	NSF - SSO (Nonstop Forwarding with Stateful Switchover)	5	17.85
IP	Simple Network Management Protocol	SNMP - Simple Network Management Protocol	2	7.14
IP	Not Available	Domain Name System (DNS)	5	17.85
IP	Not Available	MLS Netflow	1	3.57
IP	Not Available	System Timestamps Debug	5	17.85
IP	Not Available	System Timestamps for Logging	1	3.57
LAN Switching	Remote SPAN (RSPAN)	Remote SPAN (RSPAN)	1	3.57

36 items found, displaying 1 to 15.
[First/Prev] 1, 2, 3 [Next/Last]

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Technology & Features area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Feature Names (associated with each Technology / Sub-Technology, on a row-by-row basis)
- Device Count with Feature

- % 6500s with Feature

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Partner Summary Report Results for an ASR 1000, ASR 5000, ASR 9006

The Partner Summary Report results for the ASR 1000, ASR 5000, ASR 9006 contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the ASR 1000, ASR 5000, ASR 9006 instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories
- Technology & Features

Partner Summary Report Results for a Carrier Routing System Series

The Partner Summary Report results for the Carrier Routing System (CRS) Series contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the Carrier Routing System (CRS) Series instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories (only for the Catalyst 4500)
- Technology & Features

Partner Summary Report Results for a Catalyst 2960 / 4500 / 4900

The Partner Summary Report results for the Catalyst 2960, Catalyst 4500, and Catalyst 4900 contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the Catalyst 2960, Catalyst 4500, or Catalyst 4900 instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories (only for the Catalyst 4500)
- Technology & Features

Partner Summary Report Results for a Cisco 7200 / 7300

The Partner Summary Report results for the Cisco 7200 or Cisco 7300 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the Cisco 7200 or Cisco 7300 instead of the Catalyst 6500 and there is no Sub-module section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories (only for the Cisco 7200)
- Technology & Features

Partner Summary Report Results for a Cisco 7600

The Partner Summary Report results for the Cisco 7600 contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the Cisco 7600 instead of the Catalyst 6500, and there is no advisory section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module

- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Technology & Features

Partner Summary Report Results for a Cisco Gigabit Switch Router

The Partner Summary Report results for the Cisco Gigabit Switch Router contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the Cisco Gigabit Switch Router instead of the Catalyst 6500, and the Cisco Gigabit Switch Router has no advisory section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Technology & Features

Partner Summary Report Results for a Cisco Unified Communications Manager

The Partner Summary Report results for the Cisco Unified Communications Manager contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the Cisco Unified Communications Manager instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories
- Technology & Features

Partner Summary Report Results for a Cisco Unified Computing System

The Partner Summary Report results for the Cisco Unified Computing System contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the Cisco Unified Computing System instead of the Catalyst 6500 and the following sections are not included in the Cisco Unified Computing System:

- No Sub-Module section
- No Software - Feature Sets and Image
- No Technology & Features

Choose one of the following areas to see more information about the selected data:

- Product ID

- Module
- Power-Supply
- Fan Unit
- Software Releases
- Advisories

The next section contains those Cisco Unified Computing System informational areas that are not covered in the Catalyst 6500 examples

Additional Cisco Unified Computing System Informational Areas:

Blade Chassis

The Blade Chassis area contains the following information:

Blade Chassis

Hide Details 1

Blade Chassis Name	Blade Chassis Count	% of all Blade Chassis	Customers with Blade Chassis	% Customers with Blade Chassis
N20-C6508	11	100.00	1	33.33

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- **Blade Chassis Name** - Product ID of the blade chassis
- **Blade Chassis Count** - Number of blade chassis having that product ID
- **% of Blade Chassis** - % of blade chassis having that product ID
- **Customers with Blade Chassis** - Number of partners having at least one blade chassis with that product ID
- **% Customers with Blade Chassis** - % of partners having at least one blade chassis with that product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Fabric Extender

The Fabric Extender area contains the following information:

Fabric Extender

Hide Details 1

Farbic Extender Name	Farbic Extender Count	% of all Farbic Extenders	Blade Chassis count with Farbic Extender	% of Blade Chassis with Farbic Extender	Customers with Farbic Extender	% Customers with Farbic Extender
N20-I6584	21	100.00	11	100.00	1	33.33

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- **Fabric Extender Name** - Product ID of the fabric extender
- **Fabric Extender Count** - Number of fabric extenders having that product ID
- **% of all Fabric Extenders** - % of fabric extenders having that product ID
- **Blade Chassis Count with Fabric Extender** - Number of Blade Chassis having at least one fabric extender with this product ID
- **% of Blade Chassis with Fabric Extender** - % of Blade Chassis having at least one fabric extender with this product ID
- **Customers with Fabric Extender** - Number of partners having at least one fabric extender with this product ID
- **% Customers with Fabric Extender** - % of partners having at least one fabric extender with this product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Blade Power Supply

The Blade Power Supply area contains the following information:

Blade Power Supply

Hide Details (1)

Power Supply Name	Power Supply Count	% of all Power Supplies	Blade Chassis count with Power Supply	% of Blade Chassis with Power Supply	Customers with Power Supply	% Customers with Power Supply
N20-PAC5-2500W	25	100.00	11	100.00	1	33.33

Export Call Home Report Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- **Power Supply Name** - Product ID of the power supply existing in a Blade Chassis
- **Power Supply Count** - Number of power supplies having that product ID
- **% of all Power Supplies** - % of power supplies having that product ID
- **Blade Chassis Count with Power Supply -** Number of Blade Chassis having at least one power supply with this product ID
- **% of Blade Chassis with Power Supply** - % of Blade Chassis having at least one power supply with this product ID
- **Customers with Power Supply** - Number of partners having at least one power supply with this product ID
- **% Customers with Power Supply** - % of partners having at least one power supply with this product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Blade Fan Unit

The Blade Fan Unit area contains the following information:

Blade Fan Unit

Hide Details 1

Fan Unit Name	Fan Unit Count	% of all Fan Units	Blade Chassis count with Fan Unit	% of Blade Chassis with Fan Unit	Customers with Fan Unit	% Customers with Fan Unit
N20-FAN5	84	100.00	11	100.00	1	33.33

Export Call Home Report Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- **Fan Unit Name** - Product ID of the fan unit existing in a Blade Chassis
- **Fan Unit Count -** Number of fan units having that product ID
- **% of all Fan Units** - % of fan units having that product ID
- **Blade Chassis Count with Fan Unit -** Number of Blade Chassis having at least one fan unit with this product ID
- **% of Blade Chassis with Fan Unit** - % of Blade Chassis having at least one fan unit with this product ID
- **Customers with Fan Unit -** Number of partners having at least one fan unit with this product ID
- **% Customers with Fan Unit -** % of partners having at least one fan unit with this product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Blade

The Blade area contains the following information:

Blade Chassis

Hide Details 1

Blade Chassis Name	Blade Chassis Count	% of all Blade Chassis	Customers with Blade Chassis	% Customers with Blade Chassis
N20-C6508	11	100.00	1	33.33

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- **Blade Name -** Product ID of the blade
- **Blade Count -** Number of blades having that product ID
- **% of Blades -** % of blades having that product ID
- **Customers with Blade -** Number of partners having at least one blade with that product ID
- **% Customers with Blade -** % of partners having at least one blade with that product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Mezannine Card

The Mezannine Card area contains the following information:

Mezannine Card

Hide Details (1)

Mezzanine Card Name	Mezzanine Card Count	% of all Mezzanine Cards	Blade count with Mezzanine Card	% of Blades with Mezzanine Card	Customers with Mezzanine Card	% Customers with Mezzanine Card
N20-AQ0002	1	4.54	0	0.00	1	33.33
N20-AI0002	1	4.54	0	0.00	1	33.33
N20-AE0002	14	63.63	13	59.09	1	33.33
N20-AC0002	6	27.27	5	22.72	1	33.33

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- **Mezzanine Card Name -** Product ID of the mezzanine card existing in a Blade
- **Mezzanine Card Count -** Number of mezzanine cards having that product ID
- **% of all Mezzanine Cards -** % of mezzanine cards having that product ID
- **Blade Count with Mezzanine Card -** Number of Blades having at least one mezzanine card with this product ID
- **% of Blades with Mezzanine Card -** % of Blades having at least one mezzanine card with this product ID
- **Customers with Mezzanine Card -** Number of customers having at least one mezzanine card with this product ID
- **% Customers with Mezzanine Card -** % of customers having at least one mezzanine card with this product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Disk Drive

The Disk Drive area contains the following information:

Disk Drive

Hide Details (1)

Disk Drive Name	Disk Drive Count	% of all Disk Drives	Blade count with Disk Drive	% of Blades with Disk Drive	Customers with Disk Drive	% Customers with Disk Drive
N20-D146GA	2	4.54	1	4.54	1	33.33
N20-D073GB-exp	10	22.72	9	40.90	1	33.33
N20-D073GB	8	18.18	6	27.27	1	33.33
	24	54.54	19	86.36	1	33.33

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- **Disk Drive Name** - Product ID of the Disk Drive existing in a Blade
- **Disk Drive Count** - Number of disk drives having that product ID
- **% of all Disk Drives -** % of disk drives having that product ID
- **Blade Count with Disk Drives -** Number of Blades having at least one disk drive with this product ID
- **% of Blades with Disk Drives -** % of Blades having at least one disk drive with this product ID
- **Customers with Disk Drive -** Number of customers having at least one disk drive with this product ID
- **% Customers with Disk Drive -** % of customers having at least one disk drive with this product ID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Partner Summary Report Results for a MDS 9000

The Partner Summary Report results for the MDS 9000 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the MDS 9000 instead of the Catalyst 6500 and that the MDS9000 has no Sub Module section.and has no Technology & Features section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases
- Advisories

The next section contains those MDS 9000 informational areas that are not covered in the Catalyst 6500 examples

Note The only difference between the data formats is that you see references to the MDS 9000 instead of the Catalyst 6500 and there is no Sub Module section. Informational Area:

Partner Summary Report Results for an ME 3400

The Partner Summary Report results for the ME 3400 contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the ME 3400 instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories
- Technology & Features

Partner Summary Report Results for a Nexus 5000

The Partner Summary Report results for the Nexus 5000 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the Nexus 5000 instead of the Catalyst 6500 and there is no Sub-module section and no Advisory section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Technology & Features

The next section contains those Nexus 5000 informational areas that are not covered in the Catalyst 6500 examples

Additional Nexus 5000 Informational Area:

Software Licenses

The Software License area contains the following information:

Software Licenses

Hide Details 1

Licensed Package	Release	Devices	Installed - In Use	Installed - Unused	Uninstalled - In Use	Uninstalled - Unused
FM_SERVER_PKG	4.0(0)N1(1)	2	0	0	0	2
FC_FEATURES_PKG	4.0(0)N1(1)	2	1	0	1	0
ENTERPRISE_PKG	4.0(0)N1(1)	2	1	0	0	1

Export Call Home Report: Excel | PDF

Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Licensed Package
- Release
- Devices
- Installed - In Use
- Installed - Unused
- Uninstalled - In Use
- Uninstalled - Unused

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Partner Summary Report Results for a Nexus 7000

The Partner Summary Report results for the Nexus 7000 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the Nexus 7000 instead of the Catalyst 6500 and there is no Sub Module section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories
- Technology & Features

The next section contains those Nexus 7000 informational areas that are not covered in the Catalyst 6500 examples.

Additional Nexus 7000 Informational Areas:

Fabric Unit

The Fabric Unit area contains the following information:

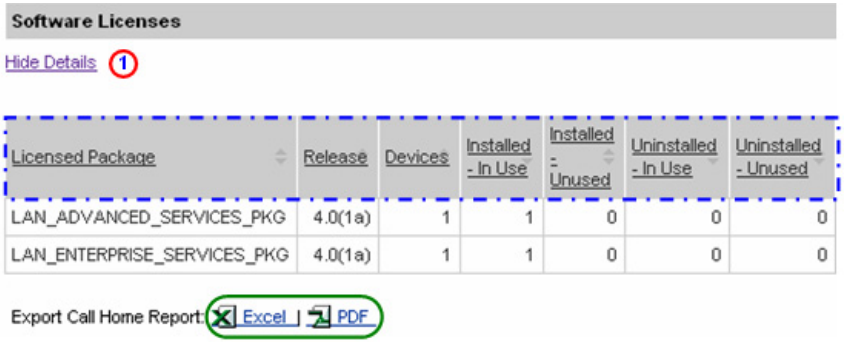
Step 1 Click **Show Detail** under the Fabric Unit area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Fabric Name
- Fabric Count
- % of All Fabrics
- Device Count with Fabric Module
- % 7000s with Fabric

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Software Licenses

The Software License area contains the following information:



Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Licensed Package
- Release
- Devices
- Installed - In Use
- Installed - Unused
- Uninstalled - In Use
- Uninstalled - Unused

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Partner Summary Report Results for a UBR 10K and UBR 7200

The Partner Summary Report results for the UBR 10K and UBR 7200 contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the UBR 10K and UBR 7200 instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Feature Sets and Images
- Advisories
- Technology & Features

Registration Summary Report

This report displays registered device and contract information for those devices the partner has that are known in Smart Call Home; only the companies you have access to will be displayed in the report.

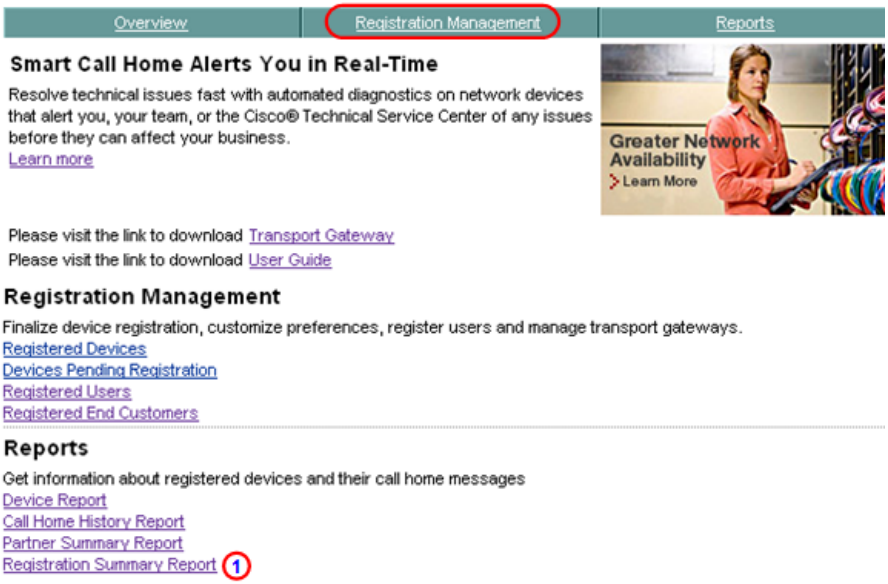
This section describes how to perform Registration Summary Report processes on the Smart Call Home web application and explains how to perform the following tasks:

- Generate a Registration Summary Report and view registered device and contract information.
- Specify Report Criteria and filter the list of devices you want a report on.
- View Registration Summary Report Results.
- Export the Call Home Report to an Excel or a PDF format.

Generate a Registration Summary Report

To perform any of the report processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



There are two ways to get to the Registration Summary Report page:

- If you are on the Overview page click **Registration Summary Report**. 1
- If not on the Overview page then perform the following tasks:
  - Click the **Reports** tab; (if not already there); the Reports page appears.

Note In order to see pending devices in the Devices Available to Register area. the following criteria must be met:

- The devices must not have partner supported contracts, since those contracts have automatic device registration; instead need customer-type contracts to see pending device registrations. See Important Information about Device Functions and Partner Contracts for more information on the Devices Pending Registration function.
- The user must be an administrator, and be associated to the company whose devices are pending registration.

- There must be devices pending registration and those devices must have valid contracts.

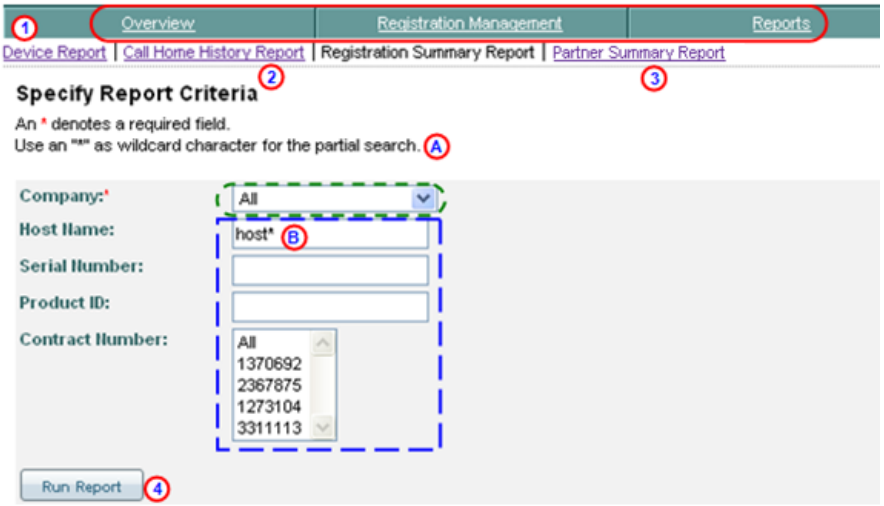
If any of the above conditions are not met, then the devices pending registration information will not be displayed.

– On the Reports page, click **Registration Summary Report**.

In both cases the Specify Report Criteria page for the Registration Summary Report appears.

Specify Report Criteria

This page lets you specify search criteria to generate a Registration Summary Report.



Do the following steps to perform the associated functions on the Specify Report Criteria page:

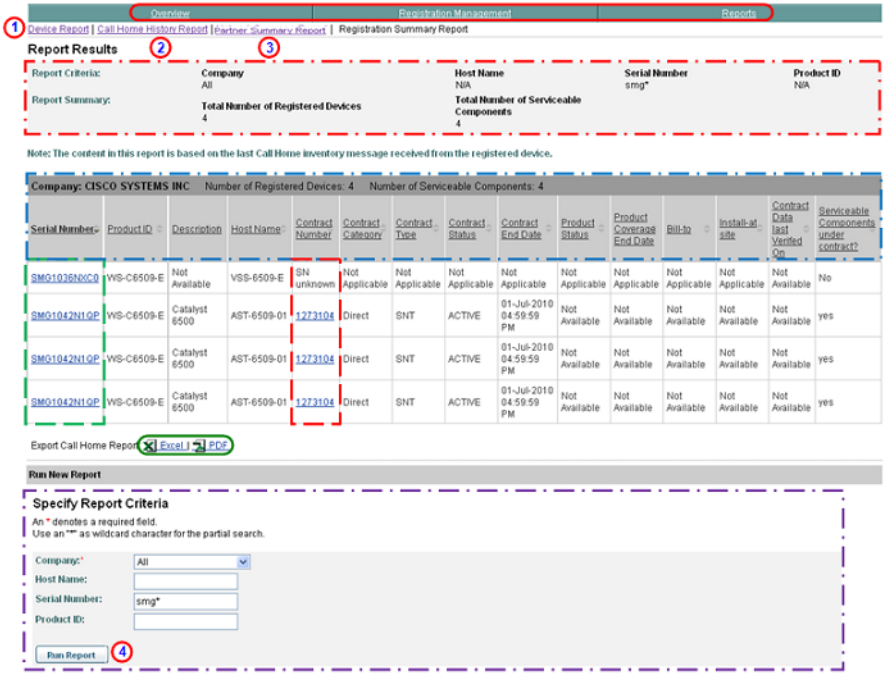
Step 2 Choose a company from the Company drop-down list for which the partner has a completed user registration, or choose All to see reports for all the Companies the partner has registrations.

Note The All option is available only when the user is registered to more then one company.

Step 3 In the selection criteria area, you can perform the following options:

- Enter a Host Name
- Enter Serial Number; B wildcards (an *) can be used.
- Enter a product ID: wildcards (an *) can be used.
- Select a contract number from the Contract Number: drop-down list to get only devices that have the associated contract number, or select the default All.
- Select a contract number or use the default “All”.
- Click **Run Report;** 4 the Registration Summary Report results window appears.

View Registration Summary Report Results



You can perform one of the following navigational options, export the report, or change the content on the Device Report Results page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Device Report** to go to that page.
- Click **Call Home History Report** to go to that page.
- Click **Partner Summary Report** to go to that page.
- The Report Criteria area indicates what selection criteria were used to obtain the displayed results (i.e. All companies and Serial Number - smg*).
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

Perform the following steps to use the associated functions on the Registration Summary Report Results page:

Step 4 See the device details of a specific device by clicking a device in the Serial Number column; this displays the Device Reports.

Step 5 See the contract details of a selected device by selecting a hyperlinked contract number in the contract number column.

Step 6 For UCS devices there is a link on hostnames that display blade chassis and blade information.

Step 7 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 8 You can specify different report criteria at the bottom of the page, this area contains the current criteria (serial number = smg*).

Step 9 Click **Run Report**, the Device Report Results page appears that match the new specified parameters, if entered in the previous step.

Product Advisories

The product advisory feature performs several tasks that keep the partner up-to-date on any advisory that may affect the type devices they have in their network. The tasks that the product advisory feature performs are:

- Accesses the device's latest Advisory data on arrival of Call Home messages.
- Monitors for any new or updated advisory data and maintains the latest advisory data for all devices.
- Utilizes the device's latest advisory data to display on device reports.
- Utilizes all advisory data discovered from Inventory associated with the selected company and displays advisory summary for the partner
- From registered devices, process request messages that have a sub-type of “Product Advisory” and send a notification to the partner.
- Reflects the results from the Request message in the Device and History Reports.

There are three scenarios that will trigger product advisory action:

- An inventory Call Home message has arrived from a device and Smart Call Home has detected new or updated inventory at the component level. Smart Call Home checks to see if there are any product advisories for the new inventory in the following areas:

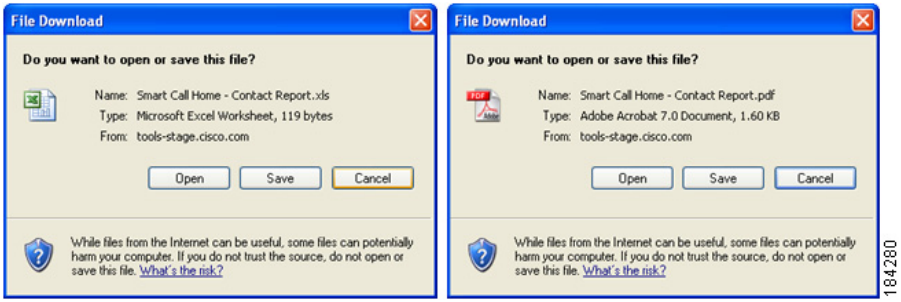
  - Hardware EOX
  - Software EOX
  - Field Notices
  - PSIRTs
- A Call Home Request with a Product Advisory sub-type message arrived from a device and Smart Call Home detected a new or updated inventory at component level. Smart Call Home checks to see if there are any product advisories in the following areas:
  - Hardware EOX
  - Software EOX
  - Field Notices
  - PSIRTs
- A Configuration Call Home message arrived from a device and Smart Call Home detected a new or updated configuration. Smart Call Home checks to see if there are any product advisories for the configuration in the following areas:
  - Software EOX
  - PSIRTs

Export the Call Home Report

Numerous pages on both Device Reports and Call Home History Reports have an Export Call Home Report function, which lets you export the report information on the current page to either an Excel or a PDF format.

Perform the following steps to export a report to either an Excel or PDF format:

Step 1 Click the export option you want to use, Excel or PDF; the respective Excel or PDF option window appears.



Step 2 Click the option you want to use (**Open**, **Save** or **Cancel**), then click **OK**.

One of three actions will occur:

- If you click **Open**, then the export is opened by the respective application.
- If you click **Save**, then the export file is downloaded to the default download directory location of your web browser.
- If you click **Cancel**, then the export action is cancelled.

Manage Device Groups

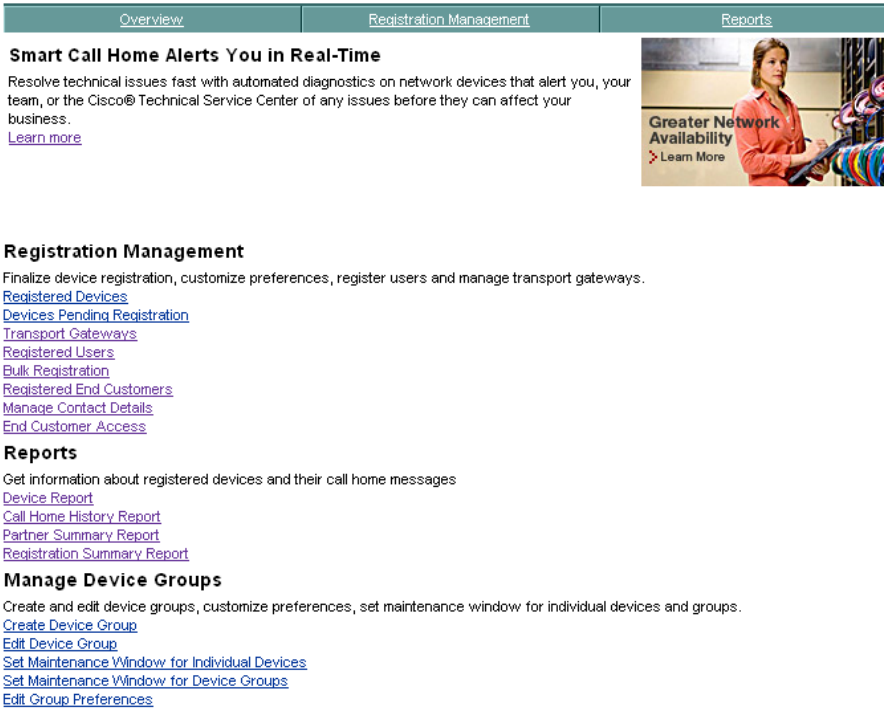
Device Group Management lets you combine multiple devices in to a device group, according to criteria that you define. Preferences can be set at the group level, which makes controlling actions for different devices much easier. A device group lets you send notifications for security devices to a certain team; or disable a message process for a certain set of devices. Maintenance windows and device preferences can be set or modified for multiple devices at the same time.

This section describes how to perform the following tasks:

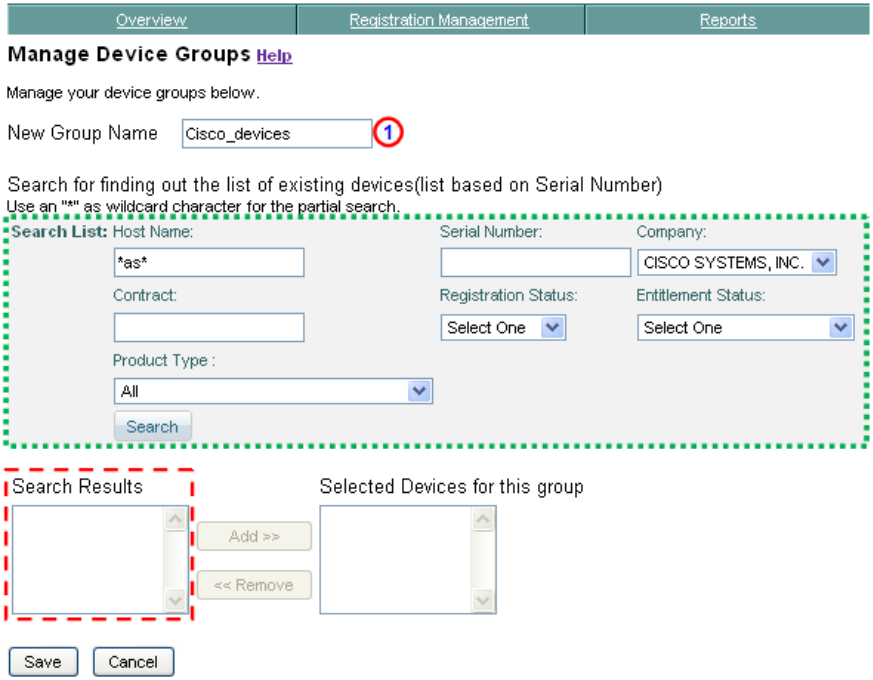
- Create a Device Group
- Edit a Device Group
- Set a Maintenance Window for an Individual Device or Device Group
- Edit Group Preferences

Create a Device Group

To create a Device Group, perform the following steps:

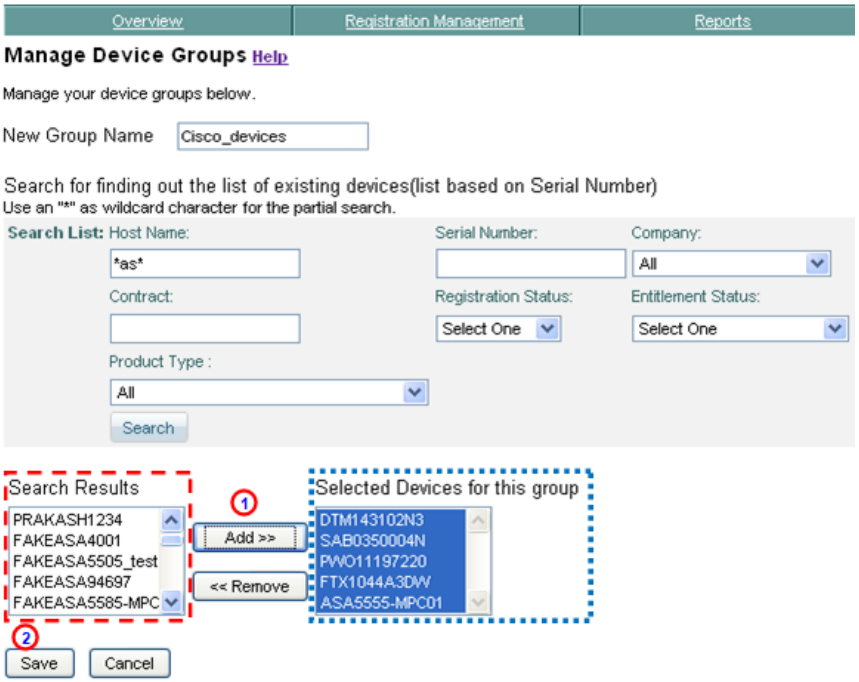


Step 1 On the Overview window, under the Manage Device Groups section, click **Create Device Group**; the Create Device Group window appears.



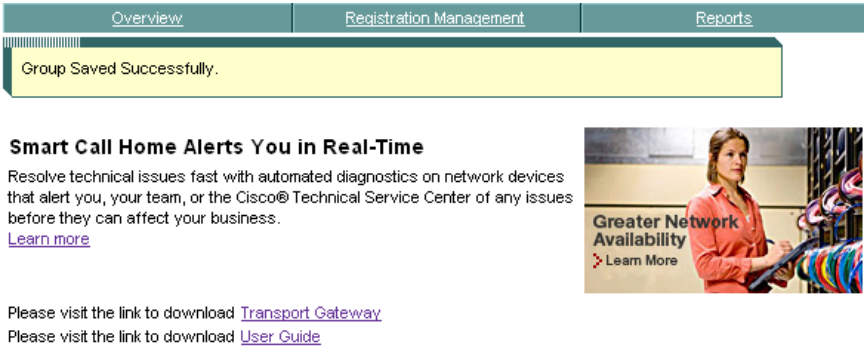
Note The group name, in the Group Name field (1) cannot have any spaces in the name.

Step 2 Specify search criteria in the various fields listed in the Search List: area, and then click **Search**; devices that match the search criteria get listed in the Search Results table.



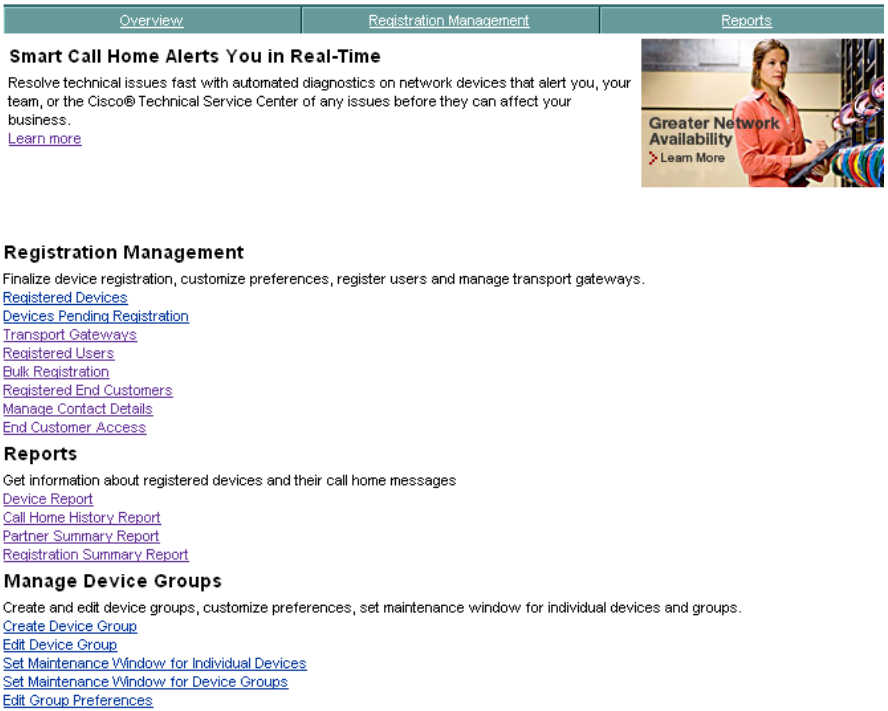
Step 3 Select one device at a time, then click **Add >>** to move the selected device from the Search Results table over to the Selected Devices for this group table.

Step 4 Click **Save**; (2) a success message is displayed on the Overview page.

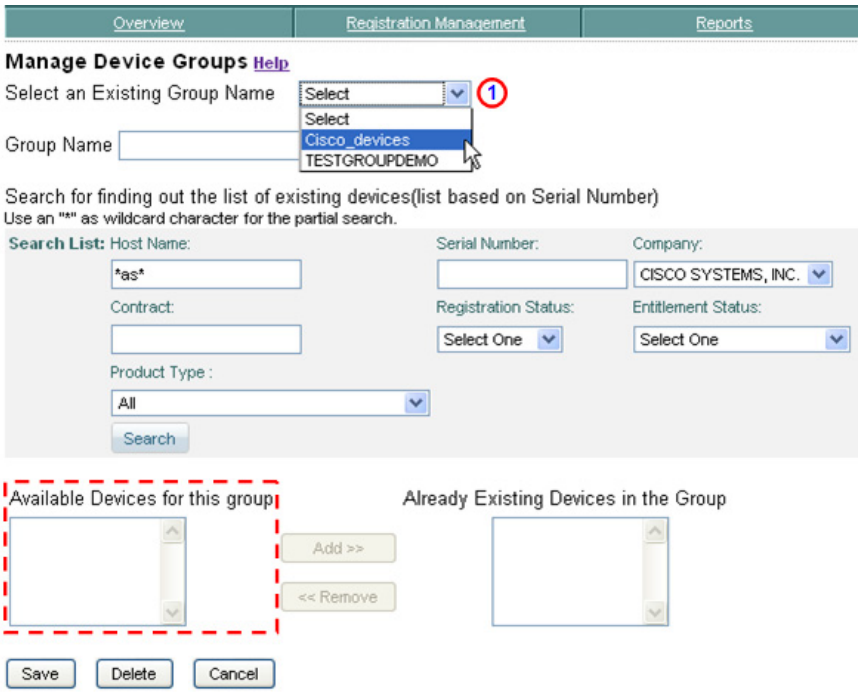


Edit a Device Group

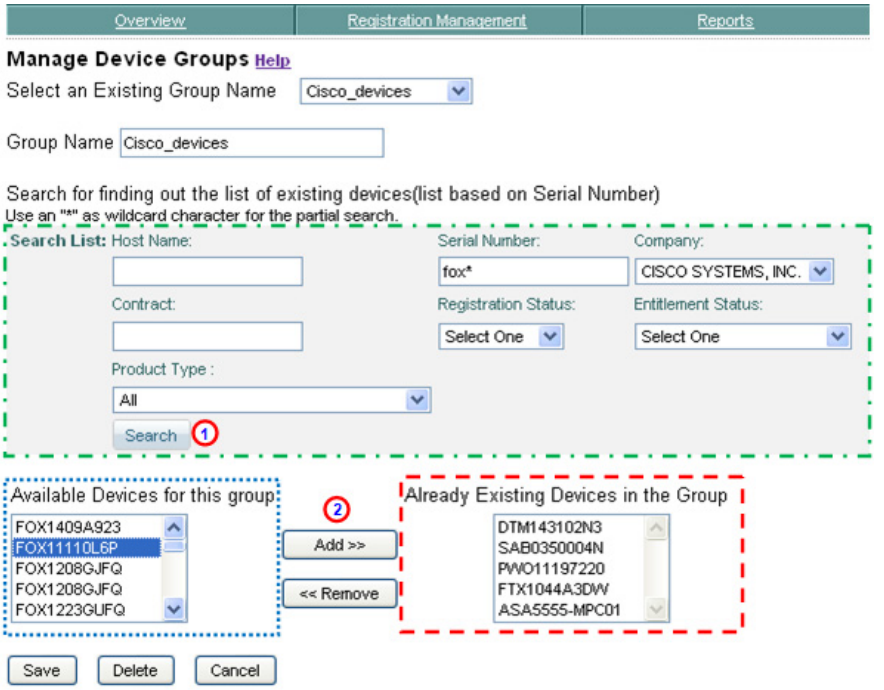
The Edit Device Group function lets you add or delete devices from a Device Group. To edit a Device Group, perform the following steps:



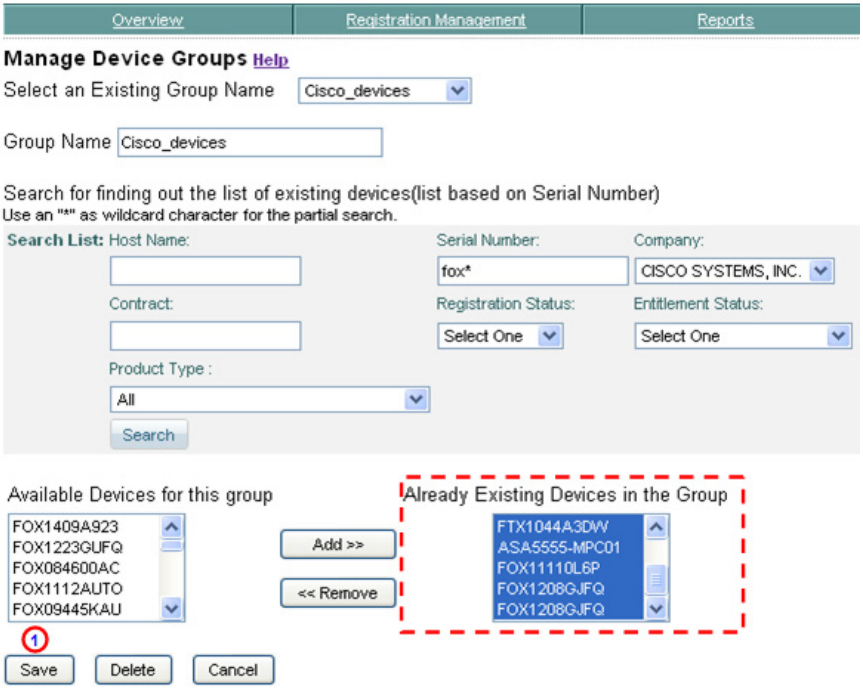
Step 1 On the Overview window, under the Manage Device Groups section, click **Edit Device Group**; the Edit Device Group window appears.



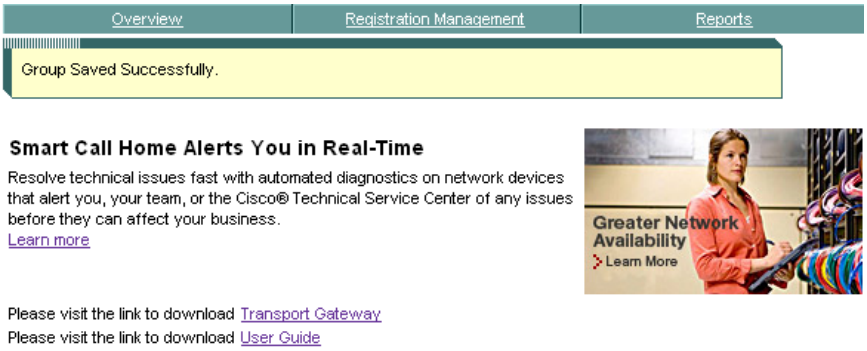
Step 2 Select a group name from the Select an Existing Group Name drop-down list; (1) when a Group Name is selected, devices are added to the Already Existing Devices in the Group.



Step 3 Enter search criteria in the Search List: area, and then click **Search** (1) to add devices to the Available Devices for this group table. In this table select devices one-at-a-time, and then click the **Add >>** button (2) to move the selected device to the Already Existing Devices in the Group table.

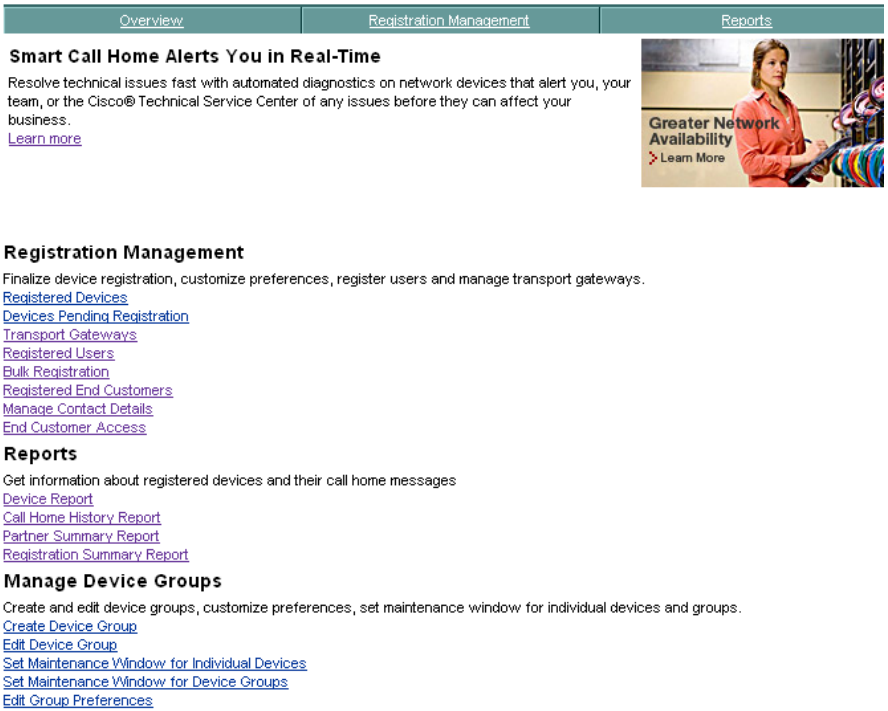


Step 4 After all the selected devices are moved over to the Already Existing Devices in the Group table, , then click **Save**; 1 a success message is displayed on the Overview page.

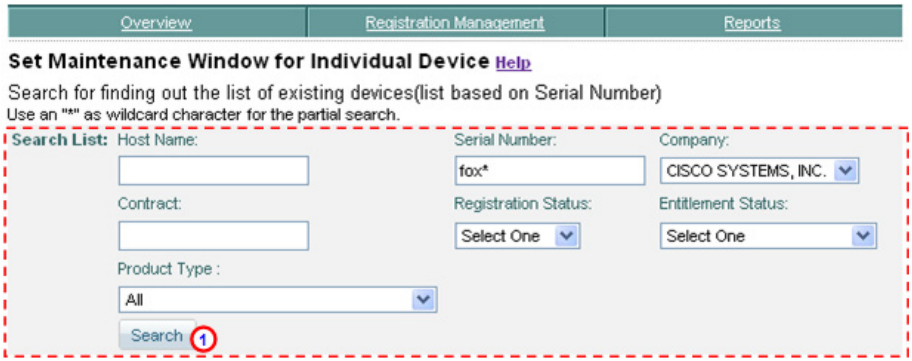


Set Maintenance Window for Individual devices

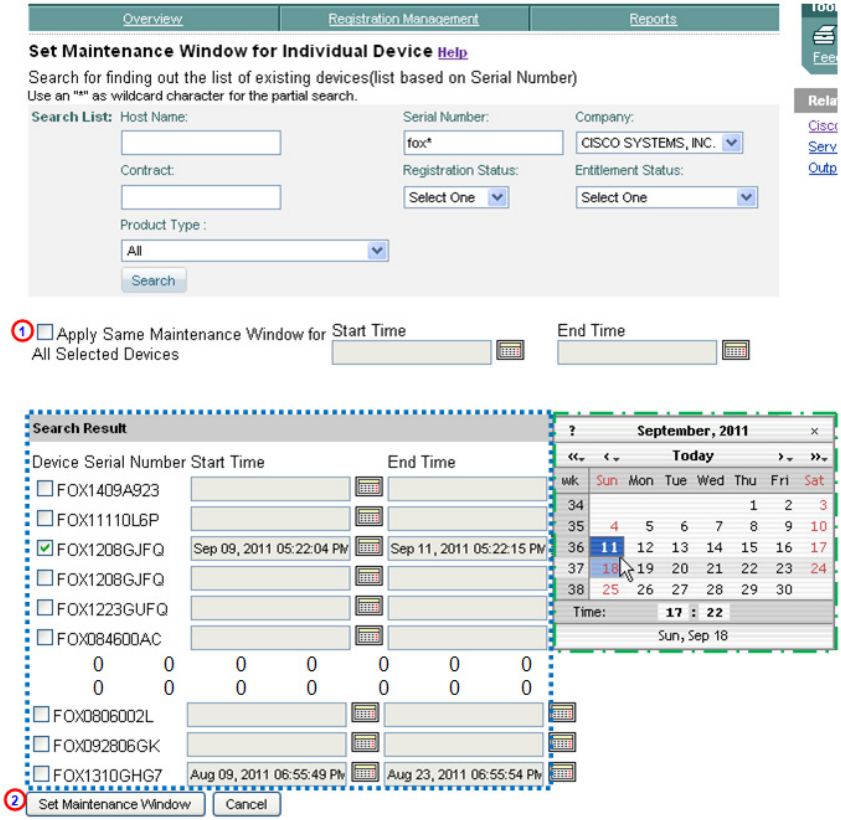
This function lets you set a maintenance window for individual devices. To set the maintenance window perform the following steps:



Step 1 On the Overview window, under the Manage Device Groups section, click **Set Maintenance Window for Individual Devices**; the Set Maintenance Window for Individual Device window appears.



Step 2 Enter any search parameters in to the Search List: search criteria fields, and then click **Search**; (1) devices that match the search criteria appear below in the Search Result area.



Step 3 When you have obtained search results, in the Search Result area, then you have two options for setting the maintenance window:

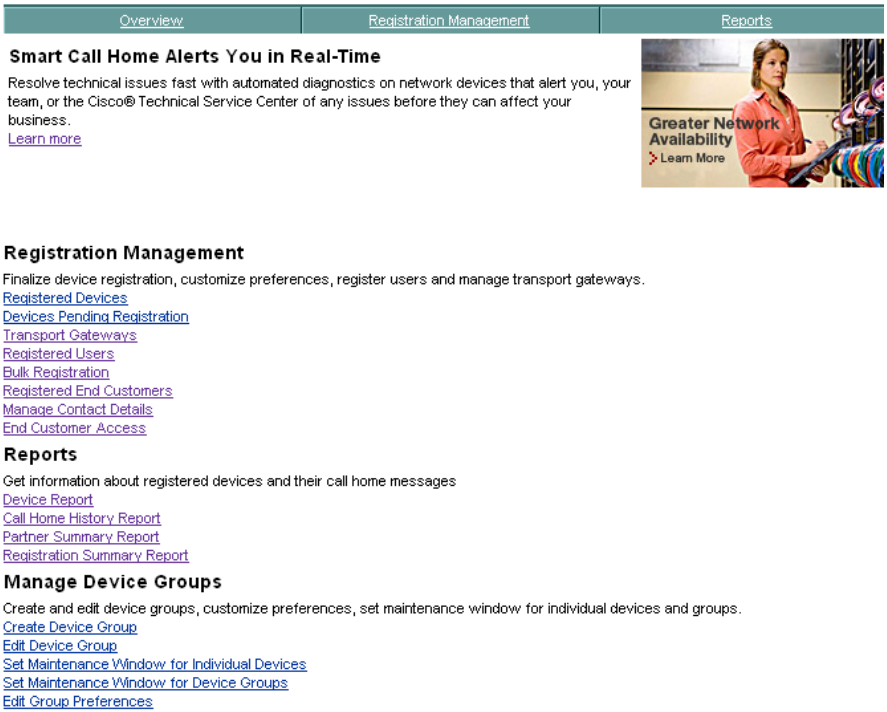
- You can set the same maintenance window for all the selected devices in the Search Result area by checking the **Apply Same Maintenance Window for All Selected Devices** check box and then setting the Start Time and End Time.
- Individually specify which devices by checking the check box for each device and setting the Start Time and End Time for each device.

Note To set a start date or end date, just click the corresponding calendar and a pop-up calendar appears. Select the date you want, which is then entered into the corresponding Start Time or End Time field.

Step 4 When one of the above options has been performed click the **Set Maintenance Window** button. When good start and end dates are entered, then a success message is displayed to indicate a good Set Maintenance Window setting.

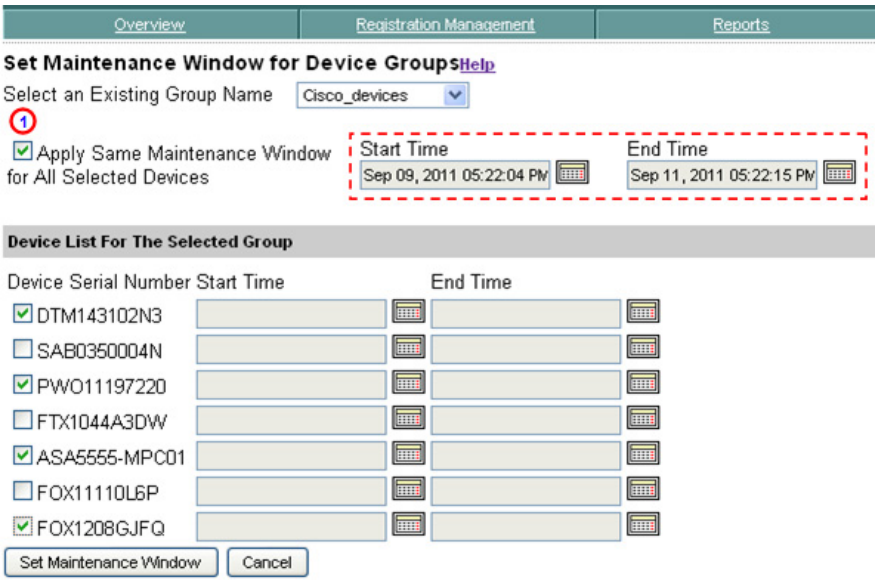
Set Maintenance Window for Device Groups

A Maintenance Window can be set for a device group; to set the maintenance window for a device group, perform the following steps:



Step 1 On the Overview window, under the Manage Device Groups section, click **Set Maintenance Window for Device Groups**; the Set Maintenance Window for Device Groups window appears.

Step 2 Select a group name from the drop-down list; a list of those devices that are associated to the selected group appear below the drop-down list.



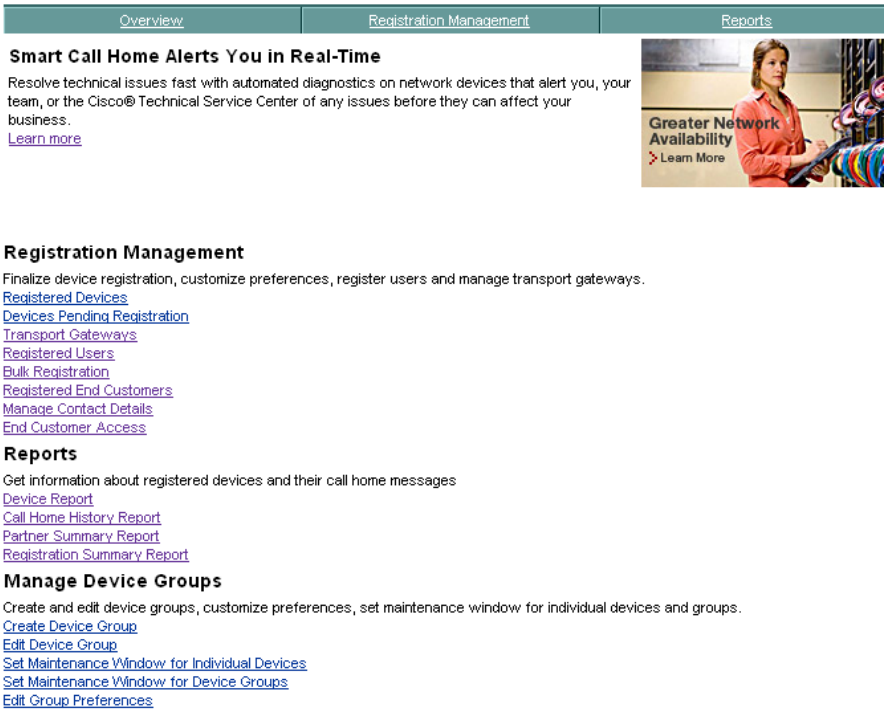
Step 3 Set the Start Time and End Time for the maintenance window, by clicking the corresponding calendar and selecting the dates in the calendar for the maintenance window.

Step 4 Check the check boxes for those devices that you want to set a Maintenance Window for.

Step 5 Click the **Set Maintenance Window** button; a success message appears on the Overview window.

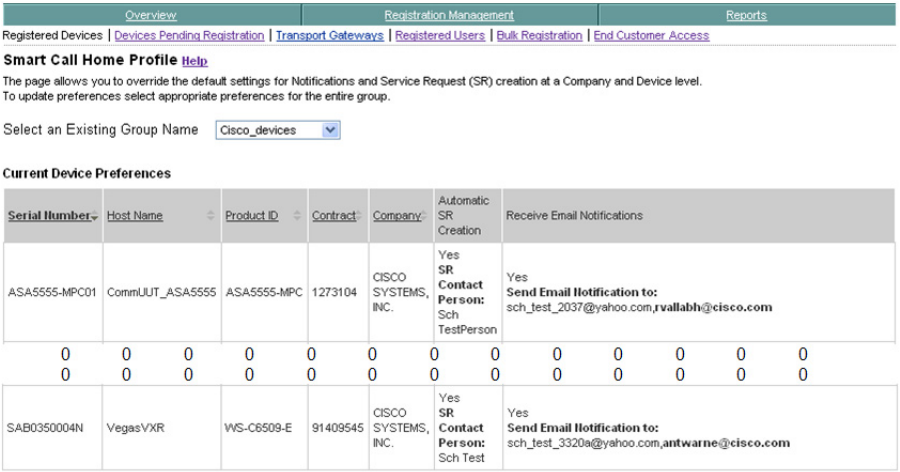
Edit Group Preferences

The Edit group preferences allows you to override the default settings for Notifications and Service Request (SR) creation at a Company and Device level. Changing the preferences affects every device in the entire group. To Edit group preferences, perform the following steps:



Step 1 On the Overview window, under the Manage Device Groups section, click **Edit Group Preferences**; the Edit Group Preferences window appears.

Step 2 Select a group name from the drop-down list; a list of those devices that are associated to the selected group appear in the Current Device Preferences list.



Step 3 After all the devices for the group are listed in the table, you now know what devices will be affected by any changes that are made in the edit device preferences area.

Note The rest of the changes used for processing Edit Group Preferences are exactly the same process used in the Edit Device Preferences and Contracts section of this user guide. The only difference is that in the Edit Group Preferences section the changes are all being processed on a group of devices, not just a single device.