



Introduction to Cisco Smart Call Home

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This chapter provides an overview of the Cisco® Smart Call Home service and covers the following areas:

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Features and Benefits

Smart Call Home is an automated support capability that monitors Cisco devices on your network. It flags issues and initiates resolution before your business operations are affected.

Smart Call Home is included with many Cisco service contracts, including Cisco SMARTnet®, Smart Net Total Care, Partner Support Service, Smart Care, and Mission Critical Support Service.

Smart Call Home includes:

- Automated around the clock device monitoring and analysis of potential problems
- Proactive alerts sent to your inbox
- Expedited support from the Cisco Technical Assistance Center (TAC)
- Customized status reports and performance analysis
- Product alerts like PSIRTs and field notices

Smart Call Home offers increased operational efficiency by providing customers the ability to:

- Use staff resources more efficiently by reducing troubleshooting time.

- Generate Support cases to Cisco TAC automatically, routed to the appropriate support team, which provides detailed diagnostic information that speeds problem resolution

Smart Call Home offers fast, web-based access to needed information that provides customers the ability to:

- Review all Call Home messages, diagnostics, and recommendations for remediation in one place
- Check TAC case status quickly
- View the most up-to-date inventory and configuration information for all Call Home devices

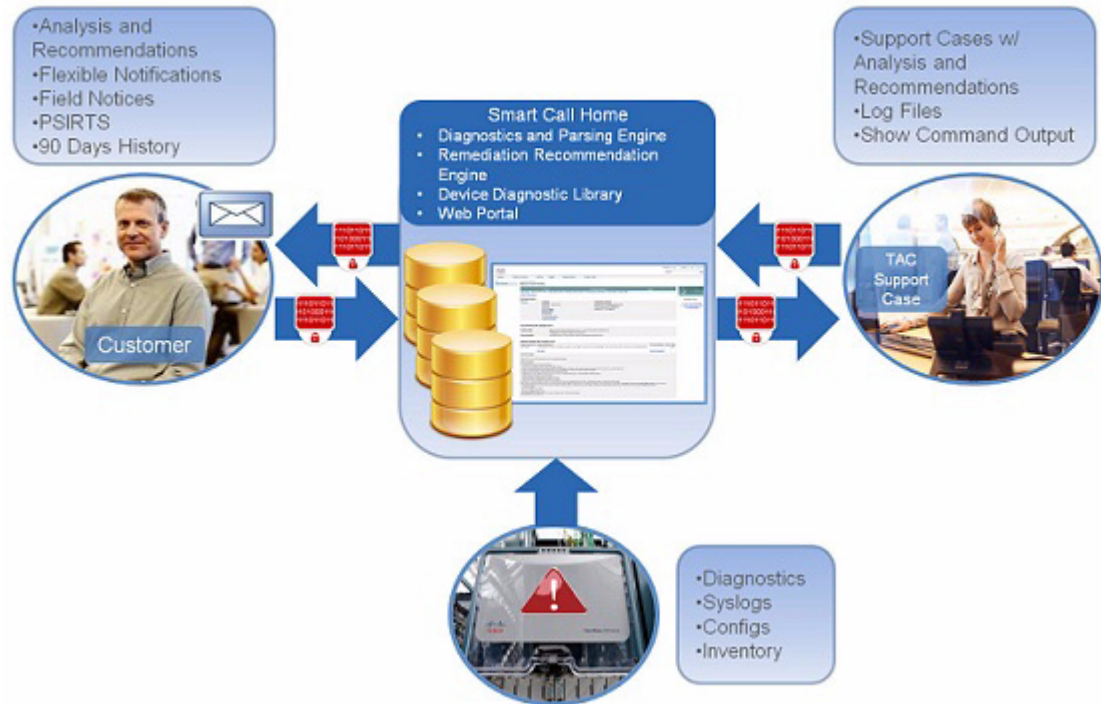


Figure 1-1 Overview of Smart Call Home

Smart Call Home Interaction with Call Home

Call Home is a product feature embedded in the operating system of Cisco devices. It detects and notifies the user of a variety of fault conditions. Smart Call Home is a service capability that adds Cisco intellectual capital as well as automation and convenience features designed to enhance the basic Call Home functionality.

Smart Call Home provides proactive messaging by capturing and processing Call Home diagnostics and inventory alarms. The Call Home feature on the Cisco device provides the capability for a customer to configure Call Home profiles that define:

- Events/severity levels of interest
- Destination addresses
- Transport methods
- Message formats

A profile combines alert group subscriptions with a transport type and destination. Within a profile a customer can select events of interest by subscribing to specific alert groups which define specific actions to take when certain events occur. Figure 1- 2 is an example of possible Call Home alert groups that can be configured for Cisco IOS® devices. Consult the [Call Home chapter of your product's configuration guide](#) to understand all of the possible alert groups and severity levels.

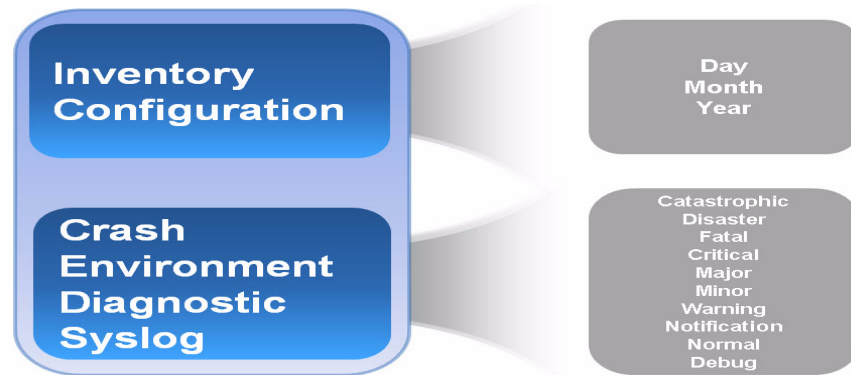


Figure 1-2 Call Home Alert Groups for Cisco IOS Devices

A device can send Call Home messages to Smart Call Home using one of the following transport methods Figure 1-3:

- HTTP(S) direct from device to Cisco
- HTTP(S) via the transport gateway to Cisco
 - HTTP from device to the transport gateway
 - Email from device to the transport gateway

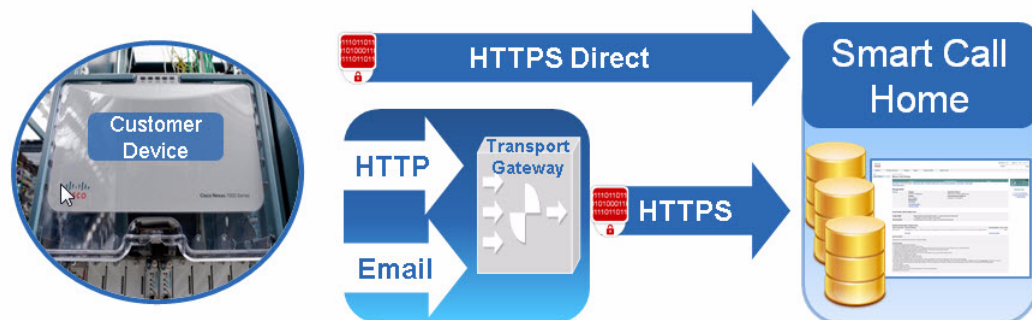


Figure 1-3 Transport Options

Once Smart Call Home is enabled, Call Home messages/alerts are sent to Smart Call Home. These messages/alerts include:

- Inventory
- Configuration
- Diagnostic

- Environmental
- Syslog

If a diagnostic, environmental, or syslog alert is critical enough, a Cisco TAC case is automatically generated, with debug and other CLI output attached to the case. For information regarding generated alerts and if those alerts create TAC cases, review the [Smart Call Home Monitoring Details](#).

Customers receive email notification of Call Home alerts and events. These emails contain links to the [Smart Call Home web application](#), or portal, as well as links to the Cisco TAC case if one was automatically created.

System Requirements for Smart Call Home

The following are the system requirements that are needed to support the Smart Call Home service:

- The Cisco device must be supported under a valid Cisco service contract. If the device is not covered by a service contract, the device can be registered for a 120-day trial period. The contact person's Cisco user profile must be associated with a valid service contract to entitle access to TAC cases/service requests. For more information, consult the Smart Call Home [preliminary checklist](#).
- The Cisco device must be able to reach the Smart Call Home Cisco backend, which receives the Call Home messages from the Cisco device and sends out Smart Call Home email notifications, reports, and information.
- The [device must be supported by Smart Call Home and have the minimum OS requirements](#).
- A Cisco.com ID associated with an appropriate Cisco service contract for your company. Example service contracts include Cisco SMARTnet[®], Smart Net Total Care, Partner Support Service, Smart Care, and Mission Critical Support Service. To check what contracts are associated to your Cisco.com ID, go to https://tools.cisco.com/RPFA/profile/profile_management.do. If the correct contracts are not associated to your Cisco.com ID, contact the [Smart Services Bureau](#) to correct the discrepancy.

Transport Gateway Software Package

The Transport Gateway is an optional software package that can be downloaded and installed to enable the Call Home environment to securely send messages to Smart Call Home via the Transport Gateway. The [transport gateway software](#) can be installed on a Windows or Linux server. The transport gateway receives HTTP messages or emails from various devices or retrieves messages from a local email inbox and then forwards these messages to Smart Call Home.



Note

- The software package must be installed and configured before Call Home messages can be successfully sent to and received by Smart Call Home.
- The [Transport Gateway software download](#) is available to registered Cisco.com users only.

Getting Started with Smart Call Home

The following identifies the high-level steps to enable and use Smart Call Home.

1. [Register for a Cisco.com ID](#), ensuring that the appropriate service contracts are associated to that Cisco.com ID.
2. Identify the [devices and software supported by Smart Call Home](#).
3. Decide what type of transport option to use. If using a transport gateway, refer to the [Transport Gateway Deployment Guide and Using the Transport Gateway](#)
4. Download the [Smart Call Home Quick Start Guide](#) for your device type.
5. Configure your device.
6. Send an initial inventory message to start the registration process.
7. When the email is received, follow the link to register the device. If the device is not under an active support contract, it will be granted a 120-day pilot registration. First time users are prompted to accept the Smart Call Home user agreement during the first login.
8. Monitor the contact email address for email from call-home-notify@cisco.com to confirm that registration is complete.

For more information, consult the [Smart Call Home Deployment Guide](#).

Technical Support Information

For pre-deployment validation, including setting up entitlement rules for registration (i.e., linking active contracts to Cisco.com ID), contact the [Smart Services Bureau](#). This resource is available globally 24 hours per day, five days a week.

