

Cisco Smart Call Home Bulk Registration for Cisco Smart Net Total Care Customers

Cisco[®] Smart Call Home is an embedded support feature that enables devices to perform proactive diagnostics on their own components to provide real-time alerts and remediation advice when an issue is detected. This proactive support capability is included with an active service contract for the designated products.

Cisco Smart Net Total Care is an integrated support offer that provides extensive inventory management and analysis, customized security alerts, proactive diagnostics (delivered via Smart Call Home), designated operations resources from Cisco, and optional service-level agreements and optimization services to reduce services management overhead, through consistent and coordinated delivery.

Customers with Cisco Smart Net Total Care service can leverage the inventory and reporting feature in the Smart Net Total Care portal to validate contracts and Cisco.com user profiles to ensure a successful Smart Call Home registration. In addition, customers may wish to use that same inventory and reporting data to pre-register devices using the new Smart Call Home bulk import feature.

In this paper the following tasks are explained:

- [Export inventory and reporting data using the Smart Net Total Care portal](#)
- [Validate service contract coverage](#)
- [Validate user profiles are associated to contracts](#)
- [Validate target systems support the call home feature](#)
- [Create an import file for Smart Call Home bulk registration](#)

Note: Device diagnostics is a capability available to customers covered by a Cisco Smart Net Total Care service contract. This capability is delivered by Smart Call Home. For the purposes of this white paper, device diagnostics and Smart Call Home are equivalent.

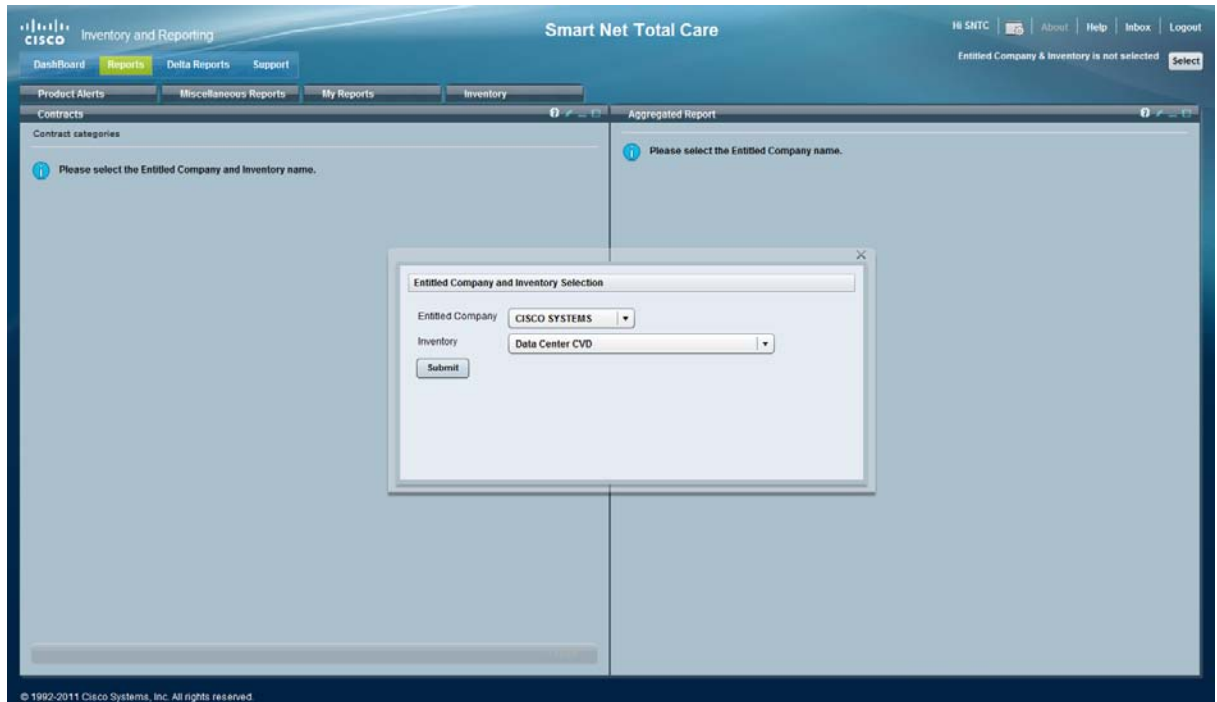
Export Inventory and Reporting Data

The Cisco Smart Net Total Care collector discovers most of the information required for Smart Call Home registration. The following steps describe the process of generating a report containing the data required to identify compatible devices, resolve dependencies, and register with Smart Call Home using the bulk registration feature.

- Step 1. Using a supported browser, go to <http://tools.cisco.com/sntc>. The Smart Net Total Care Inventory and Reporting page appears.
- Step 2. Under the Cisco Smart Net Total Care heading, select **Reports**. The Smart Net Total Care dashboard appears.
- Step 3. Select the **Reports** tab. A selection window appears (Figure 1).

Step 4. Select the entitled company and then select the name of the inventory chosen when uploading from the collector. Click **Submit**. The Reports window appears.

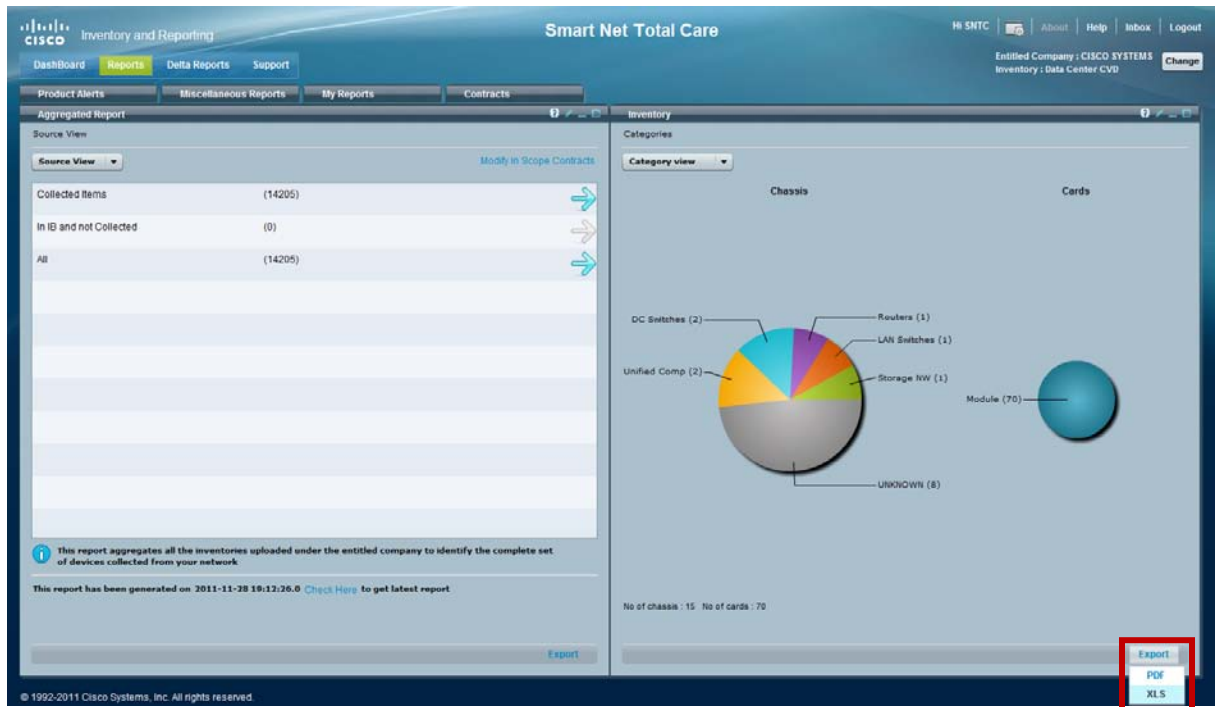
Figure 1. Smart Net Total Care Reports tab



Step 5. Select the **Inventory** tab. The Inventory is displayed in the right pane.

Step 6. Click **Export** and choose **XLS** (Figure 2).

Figure 2. Export Inventory



Step 7. The inventory offline search criteria window appears. Click the check box to select each of the following options:

General Device Details

- Host Name
- IP Address

Contract Details

- Contract Number
- Service Level
- Contract Status
- Contract End Date

Device Details: Chassis

- Product Description
- Serial Number (validated)
- Software Version

Step 8. Click **Request Report**. The right pane returns to the default Category view.

Step 9. Select the **My Reports** tab. A list of existing and pending reports is displayed in the right pane. Select the refresh icon within the pane to refresh the view. The new report is listed on the first row. The report is complete when the Processed Date is populated and the Format entry becomes a link.

Once the report has completed processing, select the XLS link in the Format column to launch the report. The file is delivered in a compressed format. Open the file with a compatible decompression utility and launch the CustomInventory.xls file.

Step 10. Save the file as **CustomInventory-original** for future use.

Step 11. Switch to the CustomInventory-original worksheet and save the file again as **SCHBulkImport**.

Cisco Unified Computing System Manager (UCSM)

Cisco UCSM provides a single point of management for all of the networking, compute, and storage components that comprise the Cisco Unified Computing System™. The Cisco UCSM is a software component that resides on the active node in a cluster of physical fabric interconnects. The Smart Net Total Care inventory recognizes the active fabric interconnect hosting the UCSM (Figure 3, row 8) as a device. All other components including the chassis, blades, IO modules, and the subordinate fabric interconnect (Figure 3, rows 9-17) are recognized as sub-components of that single device.

Figure 3. UCSM components

	A	B	C	D	E	F	G	H	I	J
1	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
8	TSPM-UCSM-1-B	10.88.94.202	108894202	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	108894202	4.2(1)N1(1.43)
9	TSPM-UCS-1	10.88.94.202_UCS-1	108894202	UCS8	ACTIVE	2014-Feb-07	N20-C6508	-	108894202	4.2(1)N1(1.43)
10	TSPM-UCS-1-1	10.88.94.202_UCS-1-1	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6620-1	-	108894202	4.2(1)N1(1.43)
11	TSPM-UCS-1-2	10.88.94.202_UCS-1-2	108894202	UCS8	ACTIVE	2014-Feb-07	R250-2480805W	-	108894202	4.2(1)N1(1.43)
12	TSPM-UCS-1-3	10.88.94.202_UCS-1-3	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6625-1	-	108894202	4.2(1)N1(1.43)
13	TSPM-UCS-1-4	10.88.94.202_UCS-1-4	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6620-2	-	108894202	4.2(1)N1(1.43)
14	TSPM-UCS-1-5	10.88.94.202_UCS-1-5	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6625-2	-	108894202	4.2(1)N1(1.43)
15	TSPM-UCS-2	10.88.94.202_UCS-2	108894202	UCS8	ACTIVE	2014-Feb-07	N2K-C2248TP-1GE	-	108894202	4.2(1)N1(1.43)
16	TSPM-UCS-3	10.88.94.202_UCS-3	108894202	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	108894202	4.2(1)N1(1.43)
17	TSPM-UCS-4	10.88.94.202_UCS-4	108894202	C2P	ACTIVE	2014-Apr-08	N2K-C2248TP-1GE	-	108894202	4.2(1)N1(1.43)

Similarly, Smart Call Home only requires that the fabric interconnects are registered. The remaining components are parsed from the inventory message provided by the Call Home feature in the Cisco UCSM.

Note: Call Home refers to the embedded feature on the device. Cisco Smart Call Home is the delivered service.

Our inventory contains sufficient data to register the active fabric interconnect only. If the active role shifts to the unregistered fabric interconnect, Smart Call Home automatically registers that device when it receives the first valid Call Home message.

If you know the host name and IP address of the subordinate fabric interconnect and wish to register both devices, simply identify the subcomponent with the same PID as the primary fabric interconnect. In our example, the PID (Figure 4, column H) of the active fabric interconnect (Figure 4, row 8) is N10-S6100. TSPM-UCSM-1-B-UCS-4 (row 16) has the same PID.

Figure 4. Subcomponent with the same PID

	A	B	C	D	E	F	G	H	I	J
1	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
8	TSPM-UCSM-1-B	10.88.94.202	108894202	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	108894202	4.2(1)N1(1.43)
9	TSPM-1-B_UCS-1	10.88.94.202_UCS-1	108894202	UCS8	ACTIVE	2014-Feb-07	N20-C6508	-	108894202	4.2(1)N1(1.43)
10	TSPM-1-B_UCS-1-1	10.88.94.202_UCS-1-1	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6620-1	-	108894202	4.2(1)N1(1.43)
11	TSPM-1-B_UCS-1-2	10.88.94.202_UCS-1-2	108894202	UCS8	ACTIVE	2014-Feb-07	R250-2480805W	-	108894202	4.2(1)N1(1.43)
12	TSPM-1-B_UCS-1-3	10.88.94.202_UCS-1-3	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6625-1	-	108894202	4.2(1)N1(1.43)
13	TSPM-1-B_UCS-1-4	10.88.94.202_UCS-1-4	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6620-2	-	108894202	4.2(1)N1(1.43)
14	TSPM-1-B_UCS-1-5	10.88.94.202_UCS-1-5	108894202	UCS8	ACTIVE	2014-Feb-07	N20-B6625-2	-	108894202	4.2(1)N1(1.43)
15	TSPM-1-B_UCS-2	10.88.94.202_UCS-2	108894202	UCS8	ACTIVE	2014-Feb-07	N2K-C2248TP-1GE	-	108894202	4.2(1)N1(1.43)
16	TSPM-1-B_UCS-3	10.88.94.202_UCS-3	108894202	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	108894202	4.2(1)N1(1.43)
17	TSPM-1-B_UCS-4	10.88.94.202_UCS-4	108894202	C2P	ACTIVE	2014-Apr-08	N2K-C2248TP-1GE	-	108894202	4.2(1)N1(1.43)

Correct the hostname and IP address and move this row directly below the active Fabric interconnect (Figure 5).

Figure 5. Subcomponent moved below the active fabric interconnect

	A	B	C	D	E	F	G	H	I	J
	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
8	-1-B	10.88.94.202	91148-1	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	91148-1	4.2(1)N1(1.43)
9	-1-A	10.88.94.201	91148-1	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	91148-1	4.2(1)N1(1.43)
10	-UCS-1	10.88.94.202_UCS-1	91148-1	UCS8	ACTIVE	2014-Feb-07	N20-C6508	-	91148-1	4.2(1)N1(1.43)
11	-UCS-1-1	10.88.94.202_UCS-1-1	-	-	-	-	N20-B6620-1	-	91148-1	4.2(1)N1(1.43)
12	-UCS-1-2	10.88.94.202_UCS-1-2	-	-	-	-	R250-2480805W	-	91148-1	4.2(1)N1(1.43)
13	-UCS-1-3	10.88.94.202_UCS-1-3	-	-	-	-	N20-B6625-1	-	91148-1	4.2(1)N1(1.43)
14	-UCS-1-4	10.88.94.202_UCS-1-4	-	-	-	-	N20-B6620-2	-	91148-1	4.2(1)N1(1.43)
15	-UCS-1-5	10.88.94.202_UCS-1-5	-	-	-	-	N20-B6625-2	-	91148-1	4.2(1)N1(1.43)
16	-UCS-2	10.88.94.202_UCS-2	-	-	-	-	N2K-C2248TP-1GE	-	91148-1	4.2(1)N1(1.43)
17	-UCS-4	10.88.94.202_UCS-4	91148-1	C2P	ACTIVE	2014-Apr-08	N2K-C2248TP-1GE	-	91148-1	4.2(1)N1(1.43)

Lastly, delete the remaining subcomponents (Figure 6, rows 10-17).

Figure 6. Remaining subcomponents deleted

	A	B	C	D	E	F	G	H	I	J
	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
3	-outer	10.88.94.194	-	-	-	-	WS-C6509	WS-C6509	91148-1	12.2(18)SXD7
4	-3925- omain.com	10.88.94.218	91148-1	C2P	ACTIVE	2014-Apr-08	C3925-VSEC-PSRE/K9	CISCO3925/K9	91148-1	15.1(3)T
5	-5010-1	10.88.94.196	91148-1	C2P	ACTIVE	2014-Feb-07	N5K-C5010P-BUN-E	N5K-C5010P-BF	91148-1	5.0(3)N1(1b)
6	-7010-1	10.88.94.199	91148-1	C2P	ACTIVE	2014-Apr-08	N7K-C7010-BUN	N7K-C7010	91148-1	5.1(2)
7	-9148-1	10.88.94.197	91148-1	C2P	ACTIVE	2014-Mar-31	DS-C9124AP-K9	DS-C9124-K9	91148-1	5.0(4c)
8	-icsm-1-B	10.88.94.202	91148-1	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	91148-1	4.2(1)N1(1.43)
9	-icsm-1-A	10.88.94.201	91148-1	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	91148-1	4.2(1)N1(1.43)
10	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00									

Validate Contracts

Cisco Smart Call Home requires that every registered device is covered by a supported service contract. Devices covered by only a product warranty are not eligible for Smart Call Home.

For registration to succeed, the following must be true:

- A contract number is required
- The contract type in the Service Level column must be supported by Smart Call Home (see [Appendix A](#))
- The contract status must be ACTIVE

The contract end date is provided to identify devices that may soon lose eligibility to the service.

Note: The Smart Net Total Care portal provides several methods to resolve contract issues. Select the **Contact Cisco** link under the **Support** tab.

In Figure 7, the Cisco Catalyst® 6500 (row 3) is not covered by a contract and should be removed.

Figure 7. Device not covered by a contract

	A	B	C	D	E	F	G	H	I	J
	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
1	-outer	10.88.94.194	-	-	-	-	WS-C6509	WS-C6509	91148-1	12.2(18)SXD7
4	-3925- omain.com	10.88.94.218	91148-1	C2P	ACTIVE	2014-Apr-08	C3925-VSEC-PSRE/K9	CISCO3925/K9	91148-1	15.1(3)T
5	-5010-1	10.88.94.196	91148-1	C2P	ACTIVE	2014-Feb-07	N5K-C5010P-BUN-E	N5K-C5010P-BF	91148-1	5.0(3)N1(1b)
6	-7010-1	10.88.94.199	91148-1	C2P	ACTIVE	2014-Apr-08	N7K-C7010-BUN	N7K-C7010	91148-1	5.1(2)
7	-9148-1	10.88.94.197	91148-1	C2P	ACTIVE	2014-Mar-31	DS-C9124AP-K9	DS-C9124-K9	91148-1	5.0(4c)
8	-icsm-1-B	10.88.94.202	91148-1	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	91148-1	4.2(1)N1(1.43)
9	-icsm-1-A	10.88.94.201	91148-1	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100	91148-1	4.2(1)N1(1.43)
10	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00									

Once all devices are covered by a valid contract or removed from the list, remove the following columns from the worksheet:

- Service Level
- Contract Status
- Contract End Date

Figure 8. Columns removed

	A	B	C	D	E	F	G
1	Host Name	IP Address	Contract Number	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
2							
3	...n-3925- ...omain.com	10.88.94.218	...	C3925-VSEC-PSRE/K9	CISCO3925/K9	...	15.1(3)T
4	.../A-5010-1	10.88.94.196	...	N5K-C5010P-BUN-E	N5K-C5010P-BF	...	5.0(3)N1(1b)
5	...-7010-1	10.88.94.199	...	N7K-C7010-BUN	N7K-C7010	...	5.1(2)
6	...-9148-1	10.88.94.197	...	DS-C9124AP-K9	DS-C9124-K9	...	5.0(4c)
7	...ucsm-1-B	10.88.94.202	...	N10-S6100	N10-S6100	...	4.2(1)N1(1.43I)
8	...ucsm-1-A	10.88.94.201	...	N10-S6100	N10-S6100	...	4.2(1)N1(1.43I)
9	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00						

Validate Device Compatibility

Smart Call Home is available on a wide variety of Cisco products including Cisco Catalyst, Cisco Integrated Services Router (ISR), Cisco Unified Computing System (UCS), and Cisco Adaptive Security Appliance (ASA). The [list of supported devices](#) grows with each release.

For successful registration, the Product ID under PCE PID (Figure 8, column E) must exactly match one of the supported PIDs listed in [Appendix B](#). Many products, like Cisco Unified Computing System, launched with the Call Home capability included. Other products predate the feature and may require a software update to take advantage of Smart Call Home.

Compare the product ID (Figure 8, columns D and E) and the software version (Figure 8, column G) to the [minimum OS per platform](#). Once all devices are running supported software or removed from the list, remove the following columns from the worksheet:

- Product ID (validated)
- Software version

Cisco.com Profile

Choose one or more Cisco.com profiles to register as the administrator and initial contact for each device. During the registration process, Smart Call Home validates that the contract exists in the Cisco.com profile before registering the device and user. Add a new column A to the spreadsheet and record the Cisco.com profile for each device (Figure 9).

Figure 9. Spreadsheet with column A (Cisco.com profile) added

	A	B	C	D	E	F
1						
2		Host Name	IP Address	Contract Number	PCE PID	Serial No.(validated)
3	sntcdemo1	10.88.94.218.yourdomain.com	10.88.94.218	3925-K9	CISCO3925/K9	FTS101010A2E
4	sntcdemo1	10.88.94.196.M-5010-1	10.88.94.196	5010-BF	N5K-C5010P-BF	SSS140300K1VM
5	sntcdemo1	10.88.94.199.n-7010-1	10.88.94.199	7010	N7K-C7010	JWP100071940
6	sntcdemo1	10.88.94.197.n-9148-1	10.88.94.197	9148	DS-C9124-K9	JWP100071980
7	sntcdemo1	10.88.94.202.ucsm-1-B	10.88.94.202	1000	N10-S6100	SSS1403007NE
8	sntcdemo1	10.88.94.201.ucsm-1-A	10.88.94.201	1000	N10-S6100	SSS1403007NE
9	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00					

Perform the following steps to verify that the Cisco.com profile contains the required contracts:

- Step 1. Using a supported browser, go to <http://www.cisco.com/go/smartcallhome>
- Step 2. Click **Log In** and supply the Cisco.com user name and password for the target Smart Call Home administrator.
- Step 3. Once successfully logged in, click **Account** (upper right).
- Step 4. In the Profile Manager section, click **Go Now**. The Cisco.com Profile Manager window appears.
- Step 5. Select the **Additional Access** tab.
- Step 6. Under Your Current Access, select **Service Contract Owner** (Figure 10).

Figure 10. Service Contract Owner

Welcome to Cisco
Cisco.com Profile Manager

HOME
Cisco.com Profile Manager
Overview

CONTACT ORGANIZATION ADDITIONAL ACCESS PREFERENCES PASSWORD MANAGEMENT

Your profile contains the following contract(s):

Contract Number	Contract Status	SW Download	Access Level	Case Management	Administrator Email Address
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	OVERDUE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here
10-10000000	ACTIVE	0	2	0	Click Here

Step 7. Verify that the profile contains each contract associated with this Cisco.com ID in the inventory spreadsheet.

Step 8. If the Service Contract Owner option is not available or a contract is missing from the profile, return to the previous page and click **Add service contract numbers to profile for support access** to request to add the contract to the profile (Figure 11).

Figure 11. Cisco.com Profile Manager

Welcome to Cisco
Cisco.com Profile Manager

HOME
Cisco.com Profile Manager
Overview

CONTACT ORGANIZATION ADDITIONAL ACCESS PREFERENCES PASSWORD MANAGEMENT

Profile - Additional Access

From the list below you can access the applications you have registered for and in addition you can register to additional applications.

Your Current Access
[Service Contract Owner](#)

Obtain Additional Access
[Service Access Management Tool Administrator Lookup](#)
[Add service contract numbers to profile for support access](#)
[Request for Software Download via Serial Number](#)
[Cisco Channel Partner or Authorized Reseller](#)

Purchase Direct from Cisco
Requires: Valid Purchase or Sales Order Number and Customer Number

Customer of a Cisco Certified Partner Initiated Customer Access [PICA] Partner
Requires: PICA Registration Number and Verification Key

You are a Cisco Certified Internetwork Expert [CCIE User]
Requires: CCIE Certification

Contact Email Address

Specify an email address for each device. By default, this address receives all fault and administrative notifications related to the device.

Note: Once registration completes, the administrator specified above can modify this address, suppress notifications, or specify additional contacts in the Smart Call Home portal.

Add a new Column B to the spreadsheet and record the contact email address for each device (Figure 12).

Figure 12. Add contact email address

	A	B	C	D	E	F	G
1							
2			Host Name	IP Address	Contract Number	PCE PID	Serial No.(validated)
3	sntcdemo1	sntcdemo1@gmail.com	yourdomain.com	10.88.94.218	✓	CISCO3925/K9	
4	sntcdemo1	sntcdemo1@gmail.com	M-5010-1	10.88.94.196	✓	N5K-C5010P-BF	
5	sntcdemo1	sntcdemo1@gmail.com	n-7010-1	10.88.94.199	✓	N7K-C7010	
6	sntcdemo1	sntcdemo1@gmail.com	n-9148-1	10.88.94.197	✓	DS-C9124-K9	
7	sntcdemo1	sntcdemo1@gmail.com	-ucsm-1-B	10.88.94.202	✓	N10-S6100	
8	sntcdemo1	sntcdemo1@gmail.com	-ucsm-1-A	10.88.94.201	✓	N10-S6100	
9	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00						

Completing the Bulk Registration Input File

A few steps remain to satisfy the formatting requirements for the bulk registration import file.

Step 1. Smart Call Home bulk import requires fields to be in this order:

- A. Cisco.com ID
- B. Serial number
- C. Product ID
- D. Email address
- E. Host name
- F. Contract number

Step 2. Move the serial number column from G to B.

Step 3. Move the Product ID from G to C (Figure 13).

Step 4. Remove the IP address column F.

Step 5. Remove the header rows (rows 1 and 2).

Step 6. Remove the report timestamp, contained in the last row of the worksheet.

Figure 13. Spreadsheet with columns in order and appropriate rows removed

	A	B	C	D	E	F
1	sntcdemo1	FTB1510P100	CISCO3925/K9	sntcdemo1@gmail.com	Region 3925-B yourdomain.com	FTB1510P100
2	sntcdemo1	DS-C9124-K9	N5K-C5010P-BF	sntcdemo1@gmail.com	Region 5010-1	DS-C9124-K9
3	sntcdemo1	N7K-C7010		sntcdemo1@gmail.com	Region 7010-1	N7K-C7010
4	sntcdemo1	DS-C9124-K9		sntcdemo1@gmail.com	Region 9148-1	DS-C9124-K9
5	sntcdemo1	N10-S6100		sntcdemo1@gmail.com	Region ucsm-1-B	N10-S6100
6	sntcdemo1	N10-S6100		sntcdemo1@gmail.com	Region ucsm-1-A	N10-S6100

Step 7. Retain only the CustomInventory worksheet and delete all other worksheets. These may include:

- CustomSearchCriteria
- CCM_IPPhones
- TooltipSummary

Step 8. Save the file as **SCHBulkImport** using the CSV format.

Bulk Registration

To complete the bulk registration process:

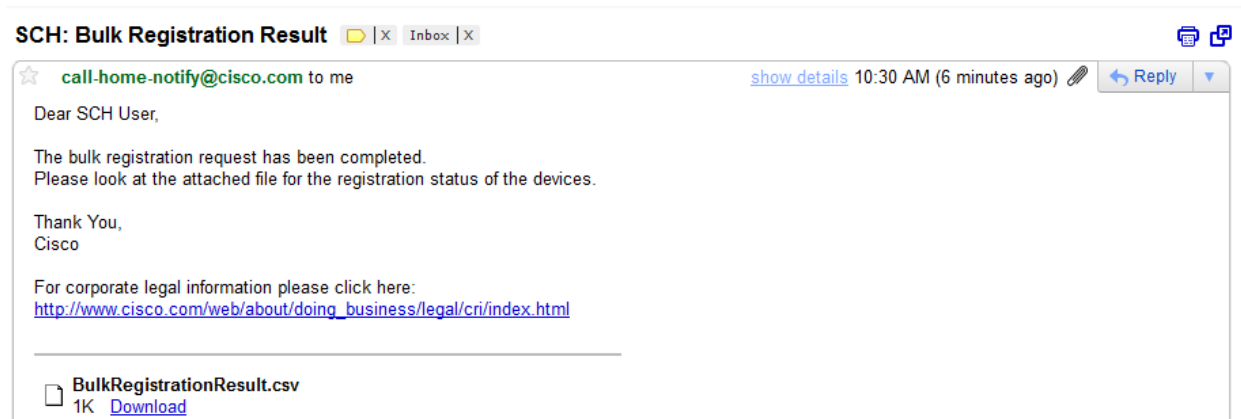
Step 1. Using a supported browser go to <https://tools.cisco.com/sch/bulkRegistration.do>.

Step 2. Click **Browse** and navigate to the **SCHBulkImport.csv** file.

Step 3. Click **Upload File**.

Step 4. The administrator receives an email when the registration process is complete (Figure 14). The attached spreadsheet includes an appended column G with the registration status.

Figure 14. Bulk registration complete email



Next Steps

Once registration is complete, enable the call home feature on each registered device using your preferred datacenter configuration management tool. Quick start guides for manually configuring each supported device type are available at www.cisco.com/go/smartcallhome.

Additional Resources

The Cisco [Smart Call Home website](#) offers a full range of online resources to help you use Smart Call Home. Please be sure to visit the award-winning [support website](#) and [support community](#). Join the [Cisco Support Community for Smart Call Home](#) to learn more about the capability by interacting with networking peers and experts worldwide.

Appendix A – Smart Call Home Supported Cisco Contract Codes

Contract Codes					
SMARTnet	Smart Net Total Care	Service Provider	Partner Support Service	Smart Care	Cisco UCS
C2P	NC2P	SBAR1	PSUT	CNL1	UCS1
C4P	NC4P	SBAR2	PSUE	CNL3	UCS2
C4S	NC4S	SBAR3	PSUP	CNL4	UCS3
CP	NCD4P	SBAR4	PU2P		UCS4
CS	NCD4S	SBASE	CBUT		UCS5
FC4P	NCDAS	SBC2P	CBUE		UCS6
FCS	NCAU	SBC4P	CBUP		UCS7
FSNP	NCDP	SBC4S	CU2P		UCS8
FSNT	NCDSW	SBCS	CBOE		UCM7
NBDP	NCDT	SBRTF	CBOP		UCM8
RFR	NCE4P	SPAR1	CBO2		
S2P	NCE4S	SPAR2	CBNT		
SNT	NCEAS	SPAR3	CBNE		
SNTC	NCEAU	SPAR4	CBNP		
SNTE	NCEE	SPC2P	CS2P		
SNTF	NCEP	SPC4P	PM2ST		
SOS	NCESW	SPC4S	PM2SE		
	NCET	SPCPE	PM2SP		
	NCF4P	SPCS	PM2S2		
	NCF4S	SPRFR	PM2OE		
	NCFAS	SPRTF	PM2OP		
	NCFAU		PM2OS		
	NCFE		CSSPD		
	NCFP		CSSPE		
	NCFSW		CSSPP		
	NCFT		CSSP2		
	NIAM		PSDN		

Contract Codes					
SMARTnet	Smart Net Total Care	Service Provider	Partner Support Service	Cisco TelePresence	Cisco UCS
	NLAS		PSEN		
	NLAU		PS4N		
	NSNT		CBDN		
	NLSW		CBEN		
	NS2P		CB4N		
	NSTE		CBEO		
	NSTP		CB4T		
	NSU1		CSDN		
	NSU2		CSEN		
	NSU3		CS4N		
	NSUA		CS4N		
	NSUW				
	NUO1				
	NUO2				
	NUO3				
	NUO4				

Appendix B – Smart Call Home Supported Product PIDs

Product Family	PID Name
Cisco ASA 5500 Series Adaptive Security Appliances	ASA5505
	ASA5510
	ASA5510-K8
	ASA5520
	ASA5520-K8
	ASA5540
	ASA5540-K8
	ASA5550
	ASA5550-K8
	ASA5555-MPC
	ASA5565-MPC
	ASA5575-MPC
	ASA5580-20
	ASA5580-40
ASA5585-MPC	
Cisco ASR 9000 Series Aggregation Services Routers	ASR-9006-AC
	ASR-9006-DC
	ASR-9010-AC
	ASR-9010-DC

Product Family	PID Name
Cisco ASR 1000 Series Aggregation Services Routers	ASR1002
	ASR1004
	ASR1006
Cisco ASR 5000 Series Aggregation Services Routers	ASR5000-CHS-SYS-K9
Cisco 1800 Series Integrated Services Routers	C1861-UC-4FXO-K9
	CISCO1802
	C881SRSTW-GN-A-K9
	CISCO1802
	CISCO1802W
	CISCO1803
	CISCO1803W
	CISCO1803W-AG-A/K9
	CISCO1811
	CISCO1811W
	CISCO1812
	CISCO1812-J/K9
	CISCO1812W
	CISCO1841
	CISCO1841W
	CISCO1861
	CISCO1861W
Cisco 1800 Series Integrated Services Routers	CISCO1941/K9
	CISCO1941W
	CISCO1941W-A/K9
	CISCO1941W/K9
Cisco 2800 Series Integrated Services Routers	CISCO2801
	CISCO2811
	CISCO2821
	CISCO2851
Cisco 2900 Series Integrated Services Routers	CISCO2901
	CISCO2901/K9
	CISCO2911
	CISCO2911/K9
	CISCO2921
	CISCO2921/K9
	CISCO2951
CISCO2951/K9	
Cisco 3800 Series Integrated Services Routers	CISCO3825
	CISCO3845
Cisco 3900 Series Integrated Services Routers	CISCO3925
	CISCO3925/K9
	CISCO3945

Product Family	PID Name
	CISCO3945-CHASSIS
	CISCO3945/K9
Cisco 7200 Series Routers	CISCO7201
	CISCO7202
	CISCO7204
	CISCO7204VXR
	CISCO7206
	CISCO7206VXR
Cisco 7300 Series Routers	CISCO7301
Cisco 7600 Series Routers	CISCO7603
	CISCO7603-S
	CISCO7604
	CISCO7603-S
	CISCO7604
	CISCO7606
	CISCO7606-S
	CISCO7609
	CISCO7609-S
	CISCO7613
Cisco 800 Series Routers	CISCO861
	CISCO861W
	CISCO861W-GN-A-K9
	CISCO871
	CISCO871W
	CISCO876
	CISCO876W
	CISCO877
	CISCO877W
	CISCO881
	CISCO881SRST
Cisco 800 Series Routers	CISCO881SRSTW
	CISCO881W
	CISCO881W-GN-A-K9
	CISCO887V
	CISCO888
	CISCO888SRST
	CISCO888SRSTW
	CISCO888W
	CISCO888W-GN-A-K9
	CISCO891
	CISCO891W
CISCO892	

Product Family	PID Name
	CISCO892W
	C881SRSTW-GN-A-K9
Cisco Carrier Routing System	CRS-16-LCC/M
	CRS-16-LCC/M=
	CRS-16-LCC=
	CRS-8-LCC
	CRS-8-LCC=
	CRS-FCC
	CRS-FCC=
Cisco uBR7225VXR Universal Broadband Routers	Cisco-uBR7225VXR
Cisco uBR7200 Series Universal Broadband Routers	Cisco-uBR7246VXR
Cisco 7300 Series Routers	Cisco7301
Cisco MDS 9000 Series Multilayer Directors and Fabric Switches	DS-C9020-20K9
Cisco MDS 9100 Series Multilayer Fabric Switches	DS-9134G-1K9
	DS-9134G-K9
	DS-C9120-K9
	DS-C9124-K9
	DS-C9134-1K9
	DS-C9134-K9
	DS-C9140-K9
Cisco MDS 9200 Series Multilayer Switches	DS-C9216-K9
	DS-C9216A-K9
	DS-C9216i-K9
	DS-C9222i-K9
Cisco MDS 9500 Series Multilayer Directors	DS-C9506
	DS-C9509
	DS-C9513
Cisco 12000 Series Routers	GSR10/200
	GSR16/320
Cisco IAD2800 Series Integrated Access Devices	IAD2801-4BRI-A/K9
Cisco IAD880 Series Integrated Access Devices	IAD886B-K9
Cisco ME 4900 Series Ethernet Switch	ME-4924-10GE
Cisco UCS 6100 Series Fabric Interconnects	N10-S6100
	N10-S6200
Cisco Nexus 4000 Series Switches	N4K-4001I-XPX
	N4K-4005D-BASEK9
	N4K-4005D-SSK9
	N4K-4005D-XPX
	N4K-4005H-BASEK9
	N4K-4005H-SSK9
	N4K-4005H-XPX
	N4K-4005I-BASEK9

Product Family	PID Name
	N4K-4005I-SSK9
	N4K-4005I-XPX
Cisco Nexus 5000 Series Switches	N5K-C5010P-BF
	N5K-C5010P-BF
	N5K-C5020P-BA
	N5K-C5020P-BF
Cisco Nexus 7000 Series Switches	N7K-C7010
Cisco uBR10012 Series Universal Broadband Routers	UBR10012
Cisco Unified Communications Manager	UCMGR
Cisco Catalyst 3750 Series Switches	WS-C3750X-48P-L
Cisco Catalyst 4500 Series Switches	WS-C4503
	WS-C4503-E
	WS-C4506
	WS-C4506-E
	WS-C4507R
	WS-C4507R-E
	WS-C4510R
	WS-C4510R-E
Cisco Catalyst 4900 Series Switches	WS-C4900M
	WS-C4928-10GE
	WS-C4948
	WS-C4948-10GE
Cisco Catalyst 6500 Series Switches	WS-C6503
	WS-C6503-E
	WS-C6504-E
	WS-C6506
	WS-C6506-E
	WS-C6509
	WS-C6509-E
	WS-C6509-NEB-A
	WS-C6509-V-E
WS-C6513	



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Printed in USA

2/12