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1. What conceptual knowledge is important to know, to understand how Smart Call Home works?

1.1. Where is there good resource information about the Cat6500 product?

Answer > Go to the following URL :

<http://www.cisco.com/en/US/products/hw/switches/ps708/index.html>

For complete information about the chassis, modules, and software features supported by the Catalyst 6500 series switches, refer to the *Release Notes for Cisco IOS Release 12.2SX on the Supervisor Engine 720, Supervisor Engine 32, and Supervisor Engine 2*, go to the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/122sx/ol_4164.htm

1.2. Where is there good resource information about Installing / Configuring the Call Home feature on the Cat6500?

Answer > There is a command reference and configuration guide for the Catalyst 6500 that includes information about Call home and Smart Call Home.

The Call Home Configuration guide when completed on Cisco.com - should be on following URL:

http://www.cisco.com/en/US/products/hw/switches/ps708/products_configuration_guide_book09186a00801609ea.html

The guide is currently at the following URL:

<http://lbj.cisco.com/targets/ucdit/cc/td/doc/product/lan/cat6000/sxhdraft/callhome.htm>

1.3. What is Smart Call Home?

Answer > Smart Call Home is a service feature designed to decrease mean time to resolve problems in your network by having the devices in your network automatically use “call home” messages to alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.

1.4. What are the benefits of Smart Call Home?

Answer > Benefits of the Smart Call Home feature include maintaining high availability, automatic real-time trouble shooting, and initiating proactive recovery to quickly recover from network outages. For more information, please visit the Smart Call Home website.

1.5. What devices support Smart Call Home?

Answer > Catalyst 6500 and the MDS 9000.

1.6. Where do I go for more information about Smart Call Home?

Answer > The user can perform one of the following items:

- Send a request to smartcallhome@cisco.com to request information about Smart Call Home.
- Go to [Smart Call Home](#).
- Go to the Smart Call Home market page, link TBD.

1.7. What are valid contracts for Smart Call Home?

Answer > Valid contracts include those that are either Cisco Branded – Direct or Cisco Branded – Reseller. Partner-branded contracts are not supported at this time.

- Cisco Branded – Direct contracts are purchased by Customers that buy products directly from Cisco, and contact Cisco directly for support.

- Cisco Branded – Reseller contracts are associated with Customers that buy products from a Cisco reseller, and contact Cisco directly for support.

1.8. Does Smart Call Home support my support contract purchased through a third party integrator?

See the above section titled [“What are valid contracts for Smart Call Home?”](#).

1.9. How can I add a contract to my Cisco.com User profile?

Answer > If necessary, you can add newly purchased or existing contracts to your Cisco.com profile using the Central Profile Repository (CPR) Profile Update tool.

1.10. Do I need to buy a contract for Smart Call Home?

Answer > You must have a Cisco service contract that covers your device and entitles you to submit Service Requests to the Cisco Technical Assistance Center.

1.11. What happens if my device is covered by a contract, but that contract is not in my Cisco.com User Profile?

Answer > In case the device is covered by a contract but the Customer does not have the required contract in his/her Cisco.com user profile, the device registration cannot be completed.

The Smart Call Home application will send an email to Cisco support to request that a contract be added to the Customer's profile to address this issue. Once a valid contract that covers the device is added to the Customer Cisco.com user profile, then a device can be registered for Smart Call Home.

1.12. How do I change the contract associated with my Smart Call Home registration?

Answer > If you need to make an association between a contract and your cisco.com profile, use the Central Profile Repository (CPR) Profile Update tool to add the contract.

1.13. What do I need to successfully register my device for Smart Call Home?

Answer > To successfully register for the Smart Call Home feature, you must have a:

- Valid Cisco.com User Profile which includes associated [service contract number\(s\)](#).
- Catalyst 6500 Series device.
- Cisco service contract that covers your device and entitles you to submit Service Requests to the Cisco Technical Assistance Center.

If you need to resolve entitlement for your device, use one of the following methods:

- The [Service Contract Center](#) to purchase a new contract to cover your device.
- Use the [Service Support Center](#) to submit a case to add the serial number to a Cisco Service Contract that already covers your device.
- If you are a Customer, please contact your partner/reseller or Service Sales Manager to cover your device by adding it to an existing or new service contract.

Once entitlement is resolved for your device, an association between your Cisco.com User Profile, and the service contract that covers your device, is required to successfully register to Smart Call Home.

To make this association between the contract and your cisco.com profile, use the [Central Profile Repository \(CPR\) Profile Update tool](#) to add the newly purchased or existing contract.

Register for [Smart Call Home](#) and start experiencing interactive connected support today.

Benefits of the Smart Call Home feature include maintaining high availability, automatic real-time trouble shooting, and initiating proactive recovery to quickly recover from network outages. For more information, please visit the [Smart Call Home website](#).

1.14. I have been registered for a trial period, what does this mean?

Answer > When a device is entitled for a trial period, it is registered for Smart Call Home for a period of 90 days. During this 90-day period, a Customer has access to the full functionality of Smart Call Home.

When the trial period expires, the Smart Call Home system will send an email to request that the Customer properly entitle the device. In this case (or if device is not entitled to a trial period), a Customer must properly entitle the device to use Smart Call Home. A Customer can accomplish this using these steps:

- Contact partner / reseller to purchase a new contract that covers the device, or add the device to an existing contract to properly entitle the device.
- Add contract to their Cisco.com user profile.
- Update the contract associated with the device registration in Smart Call Home.

If a device is not properly entitle when the trial period expires, the associated registration will be suspended until device entitlement is resolved.

1.15. I have only Partner Branded contracts in my Cisco.com user profile, how do I register for Smart Call Home?

Answer > Partner Branded contracts are not supported in Smart Call Home. To register for Smart Call Home, your device must be associated with a Cisco Branded contract.

To resolve entitlement for your device, you may use one of the following methods:

- Use the Service Contract Center to purchase a new contract to cover your device.
- Use the Service Support Center to submit a case to add the serial number to a Cisco Service Contract that already covers your device.
- If you are a Customer, please contact your partner/reseller or Service Sales Manager to cover your device by adding it to an existing or new service contract.

Once entitlement is resolved for your device, an association between your Cisco.com User Profile and the service contract that covers your device is required to successfully register for Smart Call Home. To make this association in your cisco.com profile, please add the newly purchased or existing contract using the Central Profile Repository (CPR) Profile Update tool.

1.16. What is the Transport Gateway?

Answer > The Transport Gateway securely transports Call Home messages from the customer hardware to the Cisco Backend. The Transport Gateway uses HTTPS, payload encryption and certificates to forward the Call Home messages to the Cisco Backend, which contains the Smart Call Home service.

In order for the devices to communicate with Smart Call Home they need to get registered to the Smart Call Home service. The device gets registered with Smart Call Home by having the customer specify a valid contract that is associated to a company that owns the device.

2. What are the top questions about installing / configuring Smart Call Home?

2.1. What platforms does the Transport Gateway support?

Answer > The Transport Gateway is operational on the following operating systems:

- Solaris
- Windows 2000
- Windows 2003

- Windows XP platforms

2.2. For Solaris, what are the system requirements for the Transport Gateway - Smart Call Home connection?

- Operating System - Solaris 5.8 (5.8 or Higher is Recommended)
- CDE or Xterm (Display supported)
- Netscape Navigator 4.76 or later
- Textedit or dtpad application for viewing log files from the User Interface of Transport Gateway
- Sun sparc Processor
- PC or laptop with 512 MB of RAM (1 GB recommended)
- Hard disk: 60 MB + (15KB for every Call Home message)
- Broadband Internet connectivity for faster response to the Cisco servers (recommended)

2.3. For Windows, what are the system requirements for the Transport Gateway - Smart Call Home connection?

- Operating Systems supported:
 - Windows 2000
 - Windows 2003
 - Windows XP platforms
- Pentium 4 or later (Pentium M recommended)
- PC or laptop with 512 MB of RAM (1 GB recommended)
- Hard disk: 60 MB + (15KB for every Call Home message)
- Broadband Internet connectivity for faster response to the Cisco servers (recommended)

2.4. Where do I download the Transport Gateway?

You can download the Transport Gateway for either a Windows or Solaris platform at the following URL:

<http://www.cisco.com/kobayashi/sw-center/sw-netgmt.shtml>

Go to section Network Analysis and Planning then select Cisco Transport Gateway; download the file that corresponds to the operating system you are using (see "[What platforms does the Transport Gateway support](#)" for a list of supported operating systems).

2.5. How do I install / configure the Transport Gateway?

Answer > Go to the Smart Call Home User Guide and go to section "Transport Gateway Installation / Registration / Configuration".

The Smart Call Home User Guide is currently located at the following URL:

http://www.in-eng.cisco.com/CA/TS_Initiatives/FY06_Initiatives/Advanced_Support_Tools/AutoNotify_2.0/Support/Smart_Call_Home_CWA_User_Guide_DRAFT_REV_1_.doc

2.6. What is the Registration Process?

Answer > In order for the Call Home messages to be processed (generating report and automatic SR creation/update) on the Cisco backend, the device needs to be registered with the Smart Call Home web application.

Device registration to Smart Call Home involves the following items and events occurring during the registration process:

- The Transport Gateway is used by customer devices to securely forward Call Home messages, which are generated by the device, to the Cisco Backend.
- Activating Call Home on the customer device requires the device to send a Call Home messages to the Cisco Backend to initiate the registration process.

- The device sending the first Call Home message to the Cisco Backend triggers a pending device registration.
- The customer needs to log into Smart Call Home and confirm the device registration.
- To confirm the device registration, the customer needs one of the following valid contracts:
 - An active contract that covers the device.
 - When the customer does not have a contract that covers the device then the customer must have a valid contract in his profile that allows contract entitlement.



Note Partner Branded contracts are not yet supported.

2.7. What do I do with Call Home if I get interrupted during the Install and Configure, how do I register later?

Answer > You will need to know and do the following items:

- Smart Call Home (see Smart Call Home User Guide – Overview of Registration Processes)
- The installation and configuration lets you work at your own pace. The registration is separate from the install/configure process and the customer can perform the registration process anytime after the Call Home installation and configuration are completed on the device.
- Need to install then configure Call Home on the customer device using the CLI. When downloading the Whitney image, Cisco will capture their email address, for later use when sending a notification email.
- After performing the Call Home install/configure, the customer initiates the device registration process by sending a Call Home message from the configured device to Smart Call Home.

Note: In the Smart Call Home User Guide go to the Call Home Installation and Configuration chapter; there are three types of Call Home configurations described there. Go to the end of any of the three configurations for details on how to “Send a Call Home Inventory message to start the registration process”.

- Upon receiving the Call Home message from an entitled device, Smart Call Home responds with a notification email, which informs the user about a pending registration for the device that sent the Call Home message.
- The customer responds to the notification message about the pending device registration; in the email, a link is provided to where the device registration can be performed on the Smart Call Home web application.

2.8. What steps are required to register a device to Smart Call Home?

Answer > See answers for questions 2.6 and 2.7.

For more information about the steps required for registration, see the Smart Call Home User Guide and go to section “Quick Start for Smart Call Home”.

The Smart Call Home User Guide is currently located at the following URL:

http://wwwin-eng.cisco.com/CA/TS_Initiatives/FY06_Initiatives/Advanced_Support_Tools/AutoNotify_2.0/Support/Smart_Call_Home_CWA_User_Guide_DRAFT_REV_1.doc

2.9. When installing the IOS that has the Call Home feature, how do I get prompted to register to Smart Call Home?

Answer > [See the answer to the previous question.](#)

2.10. What type of Smart Call Home messages do customers get, and where do they come from?

Answer > Their device will send Cisco call home messages to the Cisco Backend and the customer will receive emails from Cisco to notify them one of the following items:

- A problem on one of their devices.

- Confirm an action that the customer or device has taken.

2.11. How do I set up a mailbox server and backup server?

Answer > The configuration guide for Call Home there will be commands to configure the Cat6500 for Call Home to send messages to email servers. Setting up an email server will depend on the server hardware and software that they are using.

In the Smart Call Home User Guide go to the “Call Home Installation and Configuration” chapter then go to one of the following sections:

- Email to Smart Call
- Email to Transport Gateway

2.12. What do I need to know about the Cat6500 to help me perform the Install and Configure of Smart Call Home?

Answer > Need to know the following items:

- Modular IOS per the Whitney release (12.2(33)SXH is required.
- Supervisor 32 or Supervisor 720 or greater are required with 1-GB DRAM and 64-MB boot flash.
- Need access to the Call Home information and configuration commands at the following URL:

<http://lbj.cisco.com/targets/ucdit/cc/td/doc/product/lan/cat6000/sxhdraft/callhome.htm#wp1119726>

2.13. What are the important Call Home commands and when will they be used?

Answer > See Smart Call Home Technical Overview document has a section called Call Home CLI Commands, which contains some of the more commonly used commands. [link TBD]

Go to link at the following URL, for more information on Call Home configuration commands:

<http://lbj.cisco.com/targets/ucdit/cc/td/doc/product/lan/cat6000/sxhdraft/callhome.htm#wp1119783>

Commands will be used during the configuration and verification stages of device operation.