Smart Call Home—Unsurpassed Network Availability from Cisco

Smart Call Home enables IT to improve network availability faster, securely and more efficiently, freeing up resources to focus on business priorities. Powered by Cisco expertise, this award-winning automated support capability proactively flags device issues and initiates resolution, often before business is affected. Deploy Smart Call Home today and start realizing up to 80% faster issue discovery and resolution.

Activating Smart Call Home enables automated access to Cisco’s unparalleled networking expertise built over 25+ years experience, 50M installed devices and 6M annual customer interactions. Access is obtained through:

- Automated monitoring and analysis of potential problems 24x7
- Proactive alerts with actionable insights for problem resolution sent to your inbox
- Auto-generated, auto-entitled Cisco Service Requests expediting support from TAC
- Detailed device diagnoses, resolution insights, advisories and history reports.

Alerts that meet or exceed thresholds set by you are emailed to the users designated by you. More detailed issue diagnoses and remediation insights as well as device history, advisories and other reports can be accessed via the Smart Call Home portal. During deployment, you will define both email recipients and grant users portal access to device-level information.

Key Step to Success

This checklist reviews these and other key activities required to ease deployment of Cisco® Smart Call Home. These include:

1. Verify device readiness
2. Identify alert recipients and alarm threshold sensitivity
3. Align entitlement and grant user access to email notifications and the Smart Call Home Portal, and
4. Select desired data transport method.

Once complete, you will be directed to the device-family specific Quick Start Guides on Cisco.com to start configuring your devices for Smart Call Home.

Smart Call Home is available for a broad range of Cisco products. This capability is entitled with most active Cisco SMARTnet®, Smart Net Total Care, Service Provider (SP) Base, Cisco Mission Critical Support Service, Smart Care and some partner support service contracts.

Let’s Get Started!
# Smart Call Home Start-Up Checklist

## Plan & Prepare Deployment

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<tr>
<td>1. Identify Devices &amp; Contracts</td>
<td>Start with the list of <em>support contracts with device serial numbers by product family</em> provided to you via your personalized email. This list covers some or all of the <em>supported devices</em> under the identified contracts.</td>
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<td>2. Verify that each target device is supported, <em>meets minimum OS requirement</em>, and <em>is covered by an eligible support contract</em>. The devices listed in your personalized email are supported by Smart Call Home and are covered by SMARTnet Support Contracts. However, you should confirm that the device configuration meets minimum OS requirements.</td>
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<td>To upgrade OS, visit <a href="https://www.cisco.com">Cisco online support</a> and follow the steps outlined.</td>
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<td>3. Define Who Receives Notifications.</td>
<td>Smart Call Home generates two types of Notifications:</td>
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<td>1. Smart Call Home Notifications and</td>
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<td>2. Cisco TAC Service Request (or Case) Notifications.</td>
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<td>Each type can notify any number of email accounts, including an email alias with multiple individuals on it. In addition, for the Cisco TAC Notification, it is required that one individual (CCO ID) accept responsibility for Services Requests sent from Cisco’s TAC. Refer to the <a href="https://www.cisco.com">Smart Call Home Monitoring Guide</a> to view which Alarm Messages trigger a Smart Call Home Notification versus a Cisco TAC Service Request. Alarm notifications are device family specific.</td>
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<td>If you have not registered for your SMARTnet contract, please call the <strong>Smart Services Bureau (SSB)</strong> at: <strong>+1-877-330-9746</strong> (US and Canada) and request the Technical Services Quick Start Guide. <a href="https://www.cisco.com">Click here</a> for phone numbers for other territories.</td>
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<tr>
<td>As noted indicated in the <a href="https://www.cisco.com">Smart Call Home Monitoring Guide</a>, not all Smart Call Home Notifications trigger a Cisco TAC Service Request. And, not all Cisco TAC Service Requests trigger a Return Materials Authorization (RMA). RMAs are not created until a Cisco TAC Person reviews the Service Request (Case) and verifies the need for an RMA. In some cases, TAC will need to speak with you first.</td>
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<td>In the next steps, you will define access level for each type of notification.</td>
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4. **Define Access to Smart Call Home Notifications and Portal**
   - Group and map out customer and/or partner access levels for Smart Call Home. This includes identifying who receives email notifications (any email address), maintains Smart Call Home registered devices (ADMINs), views reports via Smart Call Home Portal (ADMINs, USERS), and/or is specified as the contact for Cisco TAC Service Requests (one ADMIN) **per device or device groups**. Smart Call Home access may vary by company and/or facility location.
     - **ADMIN access** allows full portal privileges including adding/deleting other ADMINs and USERs, accessing reports and receiving alerts. We recommend setting up at least two people with **ADMIN access** per group incase someone leaves the company. Only one ADMIN person per device will have Cisco TAC Service Request responsibilities but multiple people can receive SR notification.
     - **USER access** allows access to run reports, receive alerts and view inventory.

5. **Ensure all anticipated Smart Call Home users have their own Cisco.com account.** Each Smart Call Home user needs their own CCO account to access many of the useful tools that Cisco makes available to its customers, including the Smart Call Home portal. Users can include users within your company and/or partners’ users. To create a Cisco.com account (CCO ID), log on to [http://tools.cisco.com/RPF/register/register.do](http://tools.cisco.com/RPF/register/register.do).

6. **Define Contract Access.** Build the list of users who need the support contracts associated to their CCO ID profile. This is necessary in order to view device information in the Smart Call Home portal. This list should include CCO IDs, names, the contract numbers and whether contract “**VIEW Access**” or “**TAC Access**” is required.
   - **“VIEW Access”** allows users to look at product part numbers, serial numbers and install sites for each contract number (in Cisco Contract Center).
   - **“TAC Access”** allows the user to open a Service Request (SR) with TAC and download software.
Plan & Prepare Deployment (con’t)

7. **Associate support contracts with CCO IDs.** Contract admins can use the Central Profile Repository (CPR) Profile Update tool to add the support contracts to each Cisco.com user profile by performing the following steps:
   - Log in with a customer and/or partner level profile.
   - Click the “Additional Access” tab.
   - Click “Obtain” access to additional service contract(s) to add contracts to the profile.

   **If you encounter difficulty with the above,** call **1-800-556-1343** with your list of CCO IDs, names, and service contract numbers and request “VIEW Access” and “TAC Access” for all CCO IDs. You may also send an email to: [web-help@cisco.com](mailto:web-help@cisco.com). Allow 48-72 hrs. for the set up to occur.

8. **Set up the team’s access to contract information in the Smart Call Home Portal.** Again, make sure that each person who will be assessing the Smart Call Home Portal has a CCO ID. In the Smart Call Home Portal, click on the “Registered Users” link in the “Registration Management” tab. Then click on the “Add User” button and follow the instructions. Repeat for each user. We recommend setting up at least two people with ADMIN access per contract incase one ADMIN leaves the company.

   **If you encounter difficulty with the above** -- set up the team’s access to the Smart Call Home Portal by emailing the service contract numbers, CCO IDs, names and access levels (ADMIN and USER) to: [ask-smart-services@cisco.com](mailto:ask-smart-services@cisco.com). Expect a 24 - 48 hour turnaround for access.

   The **Smart Services Bureau (SSB)** team is a non-technical team that helps with registration for the Smart Call Home program. If you need to call them for follow-up, the number is: **+1-877-330-9746** (US and Canada). (See back page for more resource info.)

Establish Transport Method

9. **Choose a transport method to communicate between your network devices and Cisco.** You may choose:
   1. HTTPS direct
   2. HTTPS via a Transport Gateway
   3. Email direct
   4. Email via the transport Gateway

   Most customers choose HTTPS via the transport gateway. The **Transport Gateway Software** is free to download to a Windows or Linux server.
Smart Call Home Start-Up Checklist

Establish Transport Method (con’t)

10. If you choose to use the Transport Gateway, install, configure and register the Transport Gateway software with Smart Call Home. Refer to Chapter 4 of the Smart Call Home Users Guide for more details. Chapter 4 is a detailed guide that helps you install the Transport Gateway software on your operating system platform. It discusses security settings and other considerations in detail.

Initiate Smart Call Home Deployment

11. Determine Smart Call Home Notification Frequency or Severity Threshold.

There are five different alert groups: 1) Inventory, 2) Configuration, 3) Diagnostics, 4) Environmental, and 5) Syslog.

For the Inventory and Configuration alerts, select notification frequency such as daily, weekly or monthly per device. To minimize emails, choose monthly.

For the Diagnostic, Environmental and Syslog alert groups, there are up to ten levels of Message Severity Thresholds. To minimize emails, set: 1) Diagnostics severity “Minor”; 2) Environmental severity “Major”; and 3) Syslog severity “Major.” Once deployed, the severity level can be adjusted via the Smart Call Home portal.

Fine tune the Level of Alert Notification to ramp up or down alarm sensitivity and/or the number of notifications.

9 = Catastrophic
8 = Disaster
7 = Fatal
6 = Critical
5 = Major
4 = Minor
3 = Warning
2 = Notification
1 = Normal
0 = Debug

NOTE: Alerts that fall below the threshold level set in the device will not send email notifications or generate Service Requests.

Refer to the Smart Call Home Monitoring Guide for alerts by severity level by device.
12. Follow the Quick Reference Guide for each device or device group to configure for selected transport method. The Quick Reference Guides are found on Smart Call Home Community. You can deploy the Smart Call Home configuration to multiple devices or groups of devices using Cisco UCS Central for Cisco UCS domains, Cisco Prime™ LAN Management System, Cisco Prime Data Center Network Manager, or a third-party configuration tool. Leverage your preferred configuration tools to configure multiple devices at once.

13. Accepting registration of first device via the Smart Call Home Portal accepts registration of all devices on that contract. The first device registered for each SMARTnet contract will trigger an email to the email contact address configured in the device. This email will contain a link to register the SMARTnet contract with Cisco TAC and Smart Call Home. Whoever clicks and accepts this link will become the default CCO ID as the primary contact for Cisco’s TAC for any Service Requests opened against support service contracts. This step registers the SMARTnet contract to the CCO ID owner in the Smart Call Home portal.

14. Set up Smart Call Home communications and portal access on a company, device and/or device group level. You only need to accept the registration for the first device configured for each contract. Once it has been configured, sign into Smart Call Home. Click on the “Registered Devices” tab and the “Registered Devices” link. Referring back to your mapping strategy established Step 5, select devices by groupings (common admin, user, notification, Smart Call Home portal access and single SR contact). Click on the “Edit Device Preferences” button and complete the Smart Call Home Profile for each group. Repeat for each grouping.

Other Resources Available

For future deployments and/or an overview on deploying Smart Call Home, review the Smart Call Home Deployment Guide.

For additional deployment resources, visit the Smart Call Home Support Community.

For a personalized overview and/or training requests, contact the Smart Services Bureau at: ask-smart-services@cisco.com or +1-877-330-9746 (US and Canada).

The Smart Services Bureau (SSB) team is a non-technical team that helps with registration for the Smart Call Home program. Click here for phone numbers for other territories.

For troubleshooting or technical issues, email our dedicated team at: sch-deployment-support@cisco.com.