

Smart Call Home Quick Start Configuration Guide for Cisco Identity Services Engine

Cisco Identity Services Engine

Cisco® Smart Call Home is an automated support capability that provides continuous monitoring, proactive diagnostics, alerts, and remediation recommendations on [select Cisco devices](#). Smart Call Home can help identify and resolve issues more quickly to achieve higher network availability and increased operational efficiency. This capability is available with an active support contract for the Cisco Identity Services Engine (ISE).

This document describes how to configure and register a Cisco ISE to use Smart Call Home using two transport options and configuring using Cisco ISE GUI. Transport options are direct HTTPS or using a Transport Gateway from the Cisco ISE to the SCH application:

- [HTTPS transport to Cisco using ISE GUI](#)

Requirements for Smart Call Home

- A Cisco.com ID associated with a Cisco ISE Support Service contract for your company.
- Cisco ISE Support Service contract for the device to be registered.
- Minimum version that support call home feature is ISE 2.0.0.306

Resources for Smart Call Home

[Smart Call Home Support Forum](#)

[Smart Call Home User Guide](#)

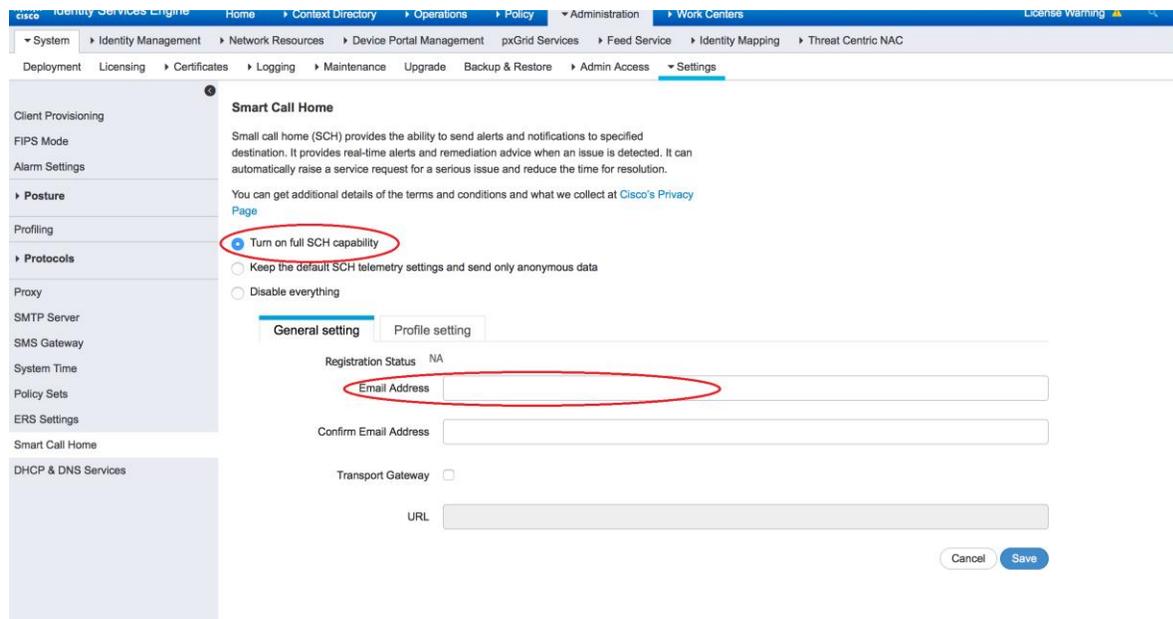
Call Home Configuration Using Cisco ISE GUI

The following is a sample configuration showing the minimum steps required to configure Call Home on a Cisco ISE to send a call home message securely using HTTPS to communicate with the Smart Call Home system. The last step shows how to trigger an inventory message, which starts the registration process.

The sample assumes that the [Transport Gateway software](#) been installed, configured, and registered with Smart Call Home.

1. **Launch Cisco ISE Smart Call Home Central.** From the System Settings icon, choose Smart Call Home. This launches the ISE Smart Call Home dialog box.
2. **Enable Call Home.** Select the option of 'Turn on full SCH capability'. Enter the required email address of the main contact. The initial registration and alert notifications are sent to this email address. Only the email address is required to enable Smart Call Home. By default, HTTPS transport method is used and Cisco TAC-1 profile is activated with all alert types enabled.

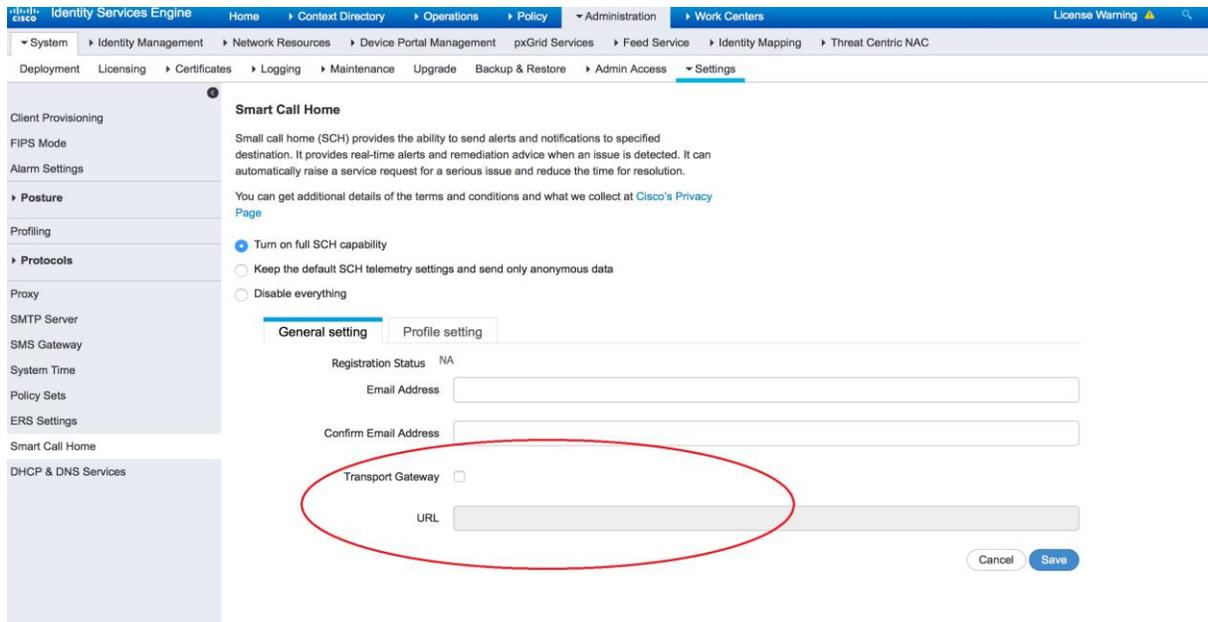
Note: Call home feature is enabled by default, but only the telemetry data is sent.



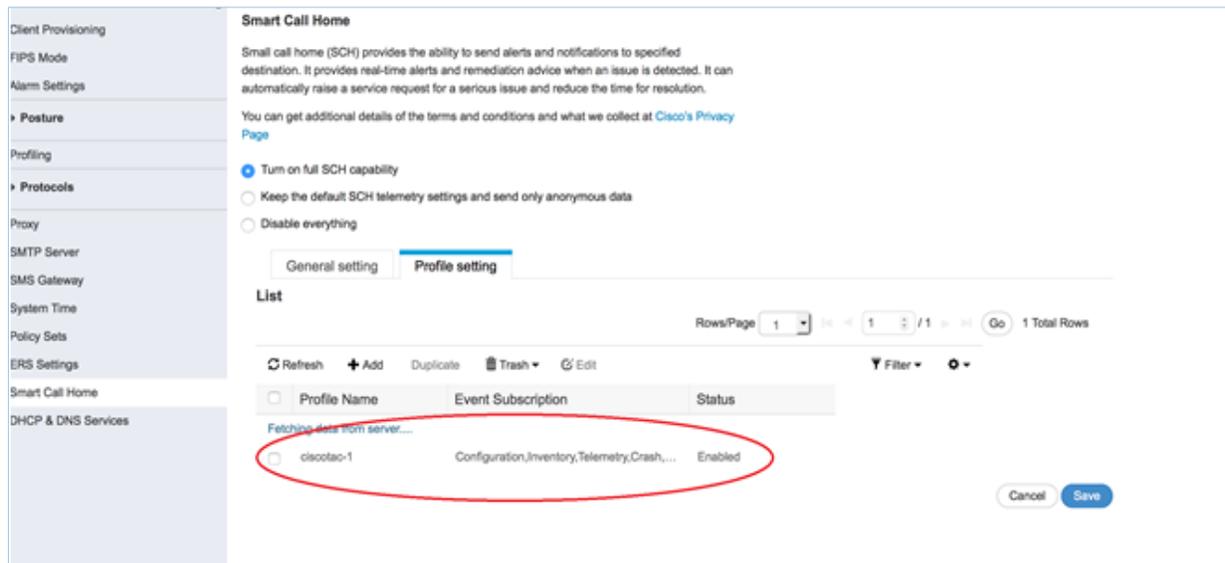
The screenshot shows the Cisco ISE Smart Call Home configuration interface. The left sidebar contains various system settings categories. The main content area is titled 'Smart Call Home' and includes a description of the feature. Two radio buttons are visible: 'Turn on full SCH capability' (selected and circled in red) and 'Keep the default SCH telemetry settings and send only anonymous data'. Below these are two tabs: 'General setting' (active) and 'Profile setting'. The 'General setting' tab contains several input fields: 'Registration Status' (set to NA), 'Email Address' (circled in red), 'Confirm Email Address', 'Transport Gateway' (unchecked checkbox), and 'URL'. At the bottom right, there are 'Cancel' and 'Save' buttons.

3. **Transport Gateway (Optional):** In the General Setting tab, check the 'Transport Gateway' option to use the transport gateway (TG) to communicate with the Cisco Smart Call Home portal. The transport gateway acts as a proxy between Cisco ISE and the Smart Call Home servers at Cisco.com. For HTTP, enter the Transport Gateway URL. If you want to use HTTPS, you also need to enter the Transport Gateway Certificate.

Note: Self-signed certificates are only supported. See [Transport Gateway Communication over HTTPS](#) for more information on setting up the transport gateway.

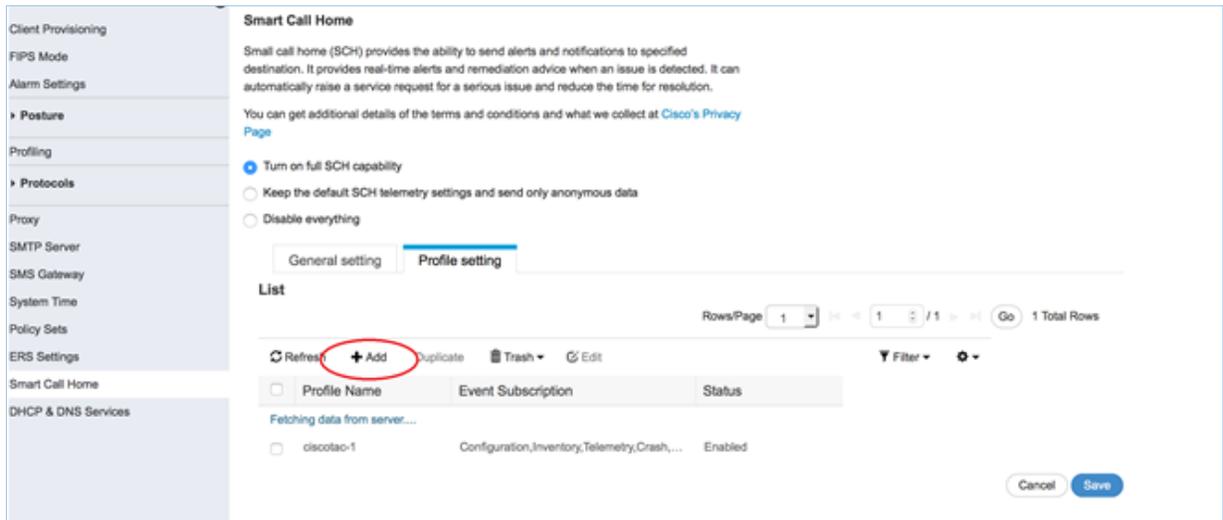


4. **View TAC profile** The CiscoTAC-1 profile is enabled by default and all alert types are subscribed in it. View the CiscoTAC-1 profile in the Profile setting,

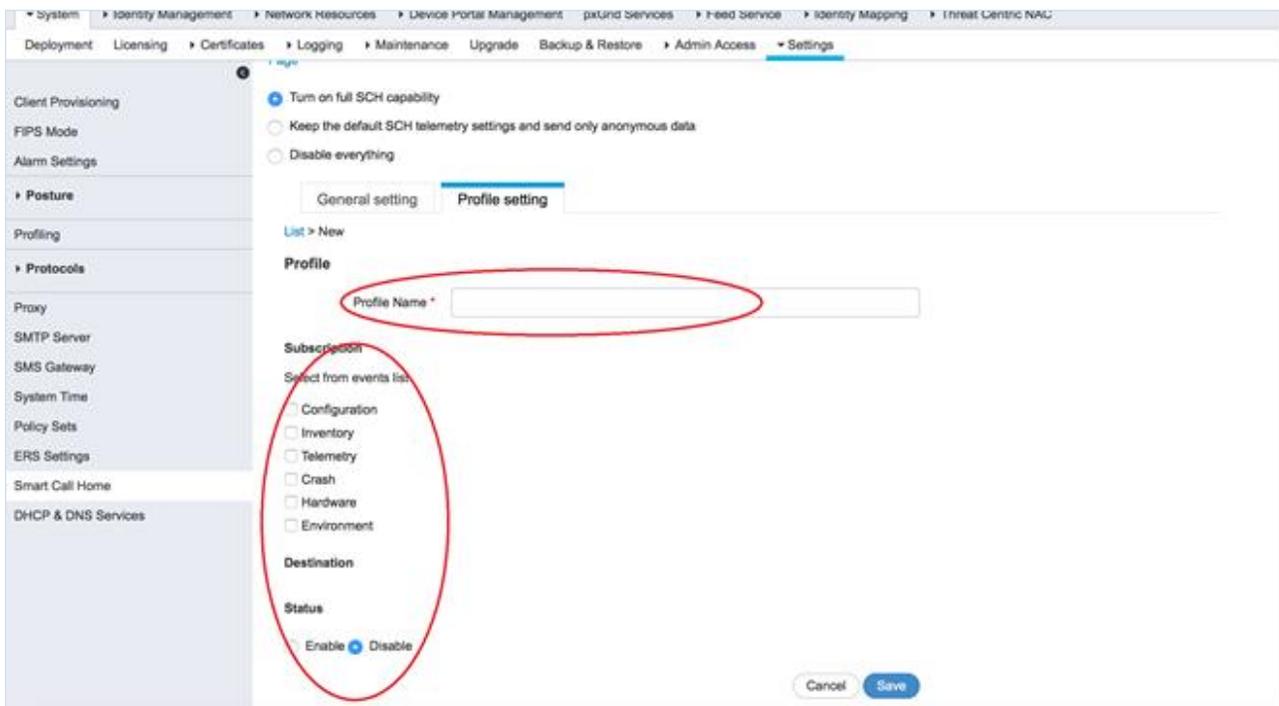


5. **Create a new profile and alert subscription:** In the Profile setting tab use the **+Add** option to create a new profile.

Note: No notification is received if disabled events occur.



6. **Subscribe to alert in a user defined profile and enable the profile:** Provide a name to the profile, subscribe to the required alerts and enable the profile.



7. **Save Configuration.** After the configuration changes, Click 'Save' to save the call home configuration.

Downloading Cisco Transport Gateway Software

To download the Cisco transport gateway software, go to the [Download software](#) web page. In the left pane, click the version link of the latest release. Listed in the right pane are the transport gateway software options for Linux, Solaris, and Windows. Click **Download** next to the desired version.

After you have downloaded the transport gateway software, refer to the [Transport Gateway Installation/Configuration/Registration sections of the Smart Call Home Users' Guide](#) for information about how to install, configure, and register the transport gateway.