

Cisco Smart Call Home

A Proactive, Smart Service Capability of Cisco SMARTnet Service



Solve Network Issues Faster with Proactive Diagnostics and Real-Time Alerts

As networks become more essential to business, operations staff must act quickly to reduce and preempt disruptive downtime. However, as networks grow in size and complexity, it can be extremely labor-intensive to troubleshoot problems, distracting from IT project time and even requiring the addition of more staff resources.

Now, IT staff can count on proactive help from the network itself with Cisco® Smart Call Home, a secure, smart service capability of Cisco SMARTnet® Service and other qualifying service offers. Smart Call Home provides proactive, detailed diagnostics and real-time alerts on core network devices to help you identify and resolve issues quickly, conserving valuable staff time and improving network availability.

Smart Call Home is available as part of a Cisco SMARTnet Service contract on Call Home-capable devices including:

- Cisco Catalyst® 6500 Series and 4500 Switches
- Cisco 7600 Series, ASR 1000 Series, and Integrated Service Routers
- Cisco Nexus™ 5000, 7000, and MDS 9000 data center products
- Cisco Unified Computing System Servers
- Adaptive Security Appliances
- More on the way

For an updated list of supported products, visit the [Smart Call Home webpage](#).

Call home devices can continuously monitor their own health using Generic Online Diagnostics (GOLD) technology and automatically notify you of potential issues using secure transmissions. If a serious problem arises, Smart Call Home automatically detects it and can generate a Cisco Technical Assistance Center (TAC) service request that is routed to the right team for your particular problem. Smart Call Home also provides you with access to a Smart Call Home web portal that contains personalized Call Home messages, recommendations, and more for all your Call Home devices. Cisco Smart Call Home provides the following:

- Higher availability through proactive, fast issue resolution
- Increased operational efficiency through less time troubleshooting

“Cisco Smart Call Home allowed me to fix a network problem in about an hour that would have typically taken one of my staff two days to troubleshoot.”

– Mike DeDecker, CCIE,
Warner Pacific

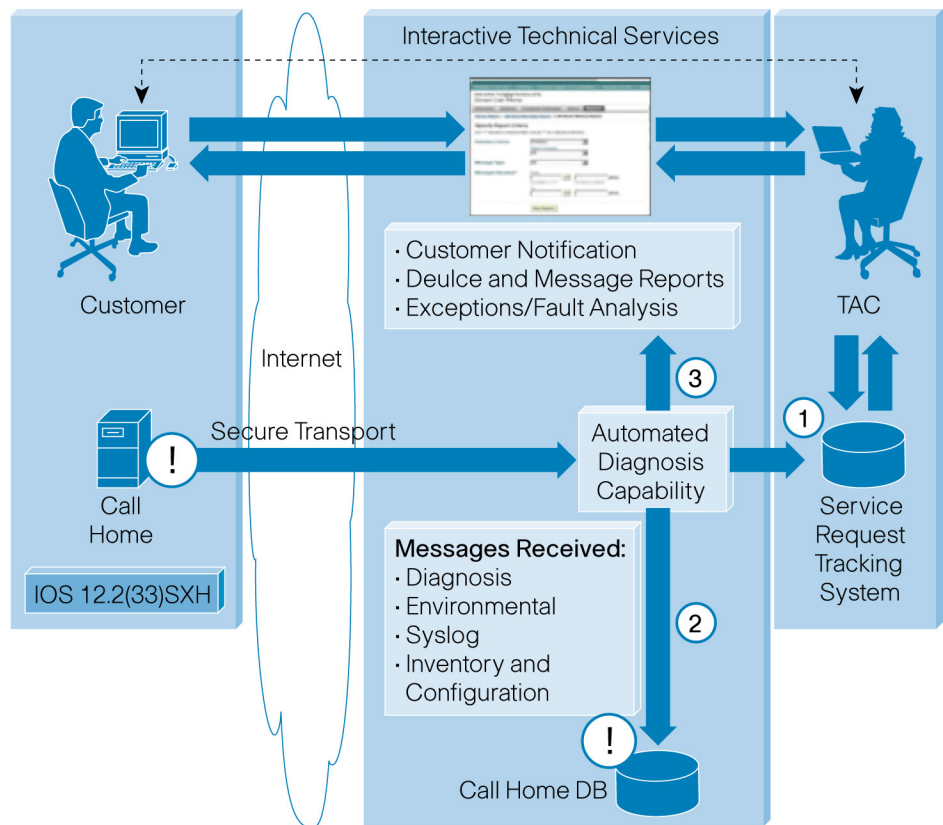
- Quick and convenient web-based access to personalized information

Higher Availability Through Proactive, Fast Issue Resolution

Smart Call Home can help speed issue resolution by sending proactive, real-time alerts to your operations team with detailed diagnostic information and even remediation recommendations based on Cisco proven practices.

Figure 1 illustrates how Smart Call Home works. Your Call Home device generates Call Home messages that are encrypted and transmitted to the Smart Call Home Interactive Technical Services system. The system inspects and analyzes the message, assesses the severity of the issue, and activates the appropriate notification sequence based on the profile you have set up.

Figure 1. Smart Call Home Implementation



In certain situations, the Call Home technology can identify potential problems even before a failure occurs. Smart Call Home gives you the option of receiving proactive notifications of problems that are likely to be emerging issues, such as high-temperature alarms independent of any fan failures or accumulating single-bit memory errors.

For a serious event, such as a module or fan failure, an alert is sent to you, and a service request is automatically opened with the Cisco TAC and routed to the correct team to handle the problem. A Cisco engineer can then contact you or your operations staff to help you resolve the problem.

When you set up your configuration profile, you can specify who you want to be notified, how you want messages transported, and for what types of events you want to receive alerts. If you choose to allow Call Home to send configuration information, all sensitive details such as passwords and IP addresses are removed to protect your network privacy.

Increased Operational Efficiency Through Less Time Troubleshooting

Service requests sent to the Cisco TAC include all of the relevant diagnostic and product information, so your staff does not have to reenter or repeat information when engaging with a TAC engineer. Examples of the types of events that can trigger messages are:

- Diagnostic messages are sent when a hardware or software failure is detected.
- Environmental messages are sent when temperature, power, and other types of system-related thresholds are exceeded.
- Syslog messages are sent when the event severity is major or greater.

Quick Access to the Information You Need

Smart Call Home receives and analyzes Call Home messages and provides recommendations to you using e-mail notifications and the Smart Call Home web portal. This personalized portal centralizes all your information in one convenient location that can be accessed securely any time, anywhere by your authorized staff and the Cisco TAC. The reports include:

- A history of Call Home messages and associated recommendations
- Up-to-date inventory and configuration information for all Call Home devices on your network
- Security advisories, field notices, and end-of-life notices, personalized for your hardware and software configuration

Call Home Technology

You can configure Call Home to continuously check for potential problems and send notifications if a potential issue is detected. Call Home lets you define how different events and alerts can be routed for action, such as sending an e-mail page to specific technical staff when a major diagnostic failure occurs, or sending syslog events using HTTPS to a network management station.

You can use Call Home without the Smart Call Home service. The difference is that Smart Call Home provides several integrated service capabilities including problem analysis and recommendations, automatic generation of service requests to the Cisco TAC, and storage of messages and other notifications in a web portal for future reference.

Smart Call Home is a smart service capability of the Cisco SMARTnet Service and other qualifying service offers that enables the full potential of the Call Home technology in your Call Home-capable devices. For an updated list of supported devices, see the Supported Products Table on the [Smart Call Home webpage](#). Support for additional current and next-generation Cisco products will be delivered over time.

The Smart Call Home Difference

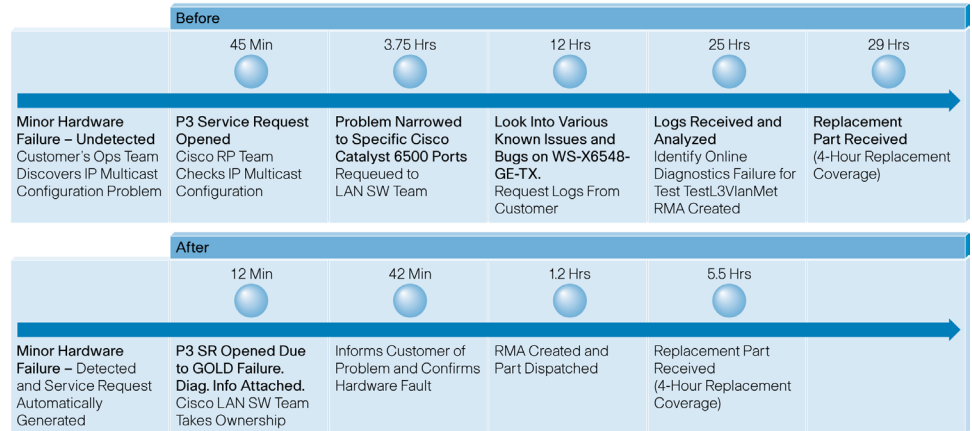
Figure 2 illustrates how Smart Call Home facilitates faster problem resolution. In this example, the Call Home software on a Cisco Catalyst 6500 recognizes a hardware failure and sends a message to the Smart Call Home system, which automatically opens a service request and routes it to the appropriate Cisco TAC specialist. The Call Home message includes all relevant diagnostics information, which enables the Cisco engineer to troubleshoot the problem more quickly. In this case, the customer is unaware of the hardware problem until the TAC reports it, along with the steps to be taken to resolve the issue. Without Smart Call Home, the hardware failure might have gone undetected until it affected the performance of the network, and the network technician

Cisco Smart Call Home offers proactive diagnostics for select Cisco devices 24 hours a day, 365 days a year, to deliver:

- Visibility into your network through diagnostic reports
- Real-time trouble shooting
- Alerts to your staff, your authorized Cisco partner, and Cisco TAC
- Automatic generation of Cisco service requests
- Personalized web-based reporting
- Secure, reliable data transport

would have spent considerably more time, as illustrated in Figure 2, trying to identify the source of the problem.

Figure 2. **Faster Problem Resolution with Smart Call Home**



Getting Started with Smart Call Home

To start using Smart Call Home on a supported device, you must have a Cisco SMARTnet Service contract for that device, as well as the updated OS software release.

If you have a Cisco SMARTnet Service contract on your supported device, to begin using Smart Call Home:

1. Download the appropriate OS for your device and network, when it is available, using the [Supported Products Table](#) for guidance. You can download the appropriate OS from the [Software Download webpage](#).
2. Register for Smart Call Home:
 - Configure Call Home on your device and send a Call Home message to Cisco. You will receive an email from Smart Call Home with a link to the Smart Call Home website.
 - Complete the registration at the Smart Call Home website.

For more detailed instructions, refer to the Smart Call Home Quickstart Guide (PDF) at www.cisco.com/go/smartcall.

Cisco SMARTnet Service

Cisco SMARTnet Service is an award-winning technical support service that gives IT staff direct, anytime access to Cisco engineers and Cisco.com resources to help ensure the fast, expert response and accountability you require to resolve critical network issues. With Cisco SMARTnet Service you can choose from a broad range of service delivery options for all network devices.

Cisco SMARTnet Service provides the following:

- Around-the-clock, global access to the Cisco TAC
- Access to the extensive Cisco.com knowledge base and tools
- Next-business-day advance hardware replacement (2-hour and 4-hour replacement and/or onsite parts replacement and installation also available)
- Ongoing operating system software updates and upgrades
- Proactive diagnostics and real-time alerts on select devices with Smart Call Home

Cisco Smart Call Home enables the full potential of Call Home technology to give you faster issue resolution, operational efficiency and quick access to the information you need.

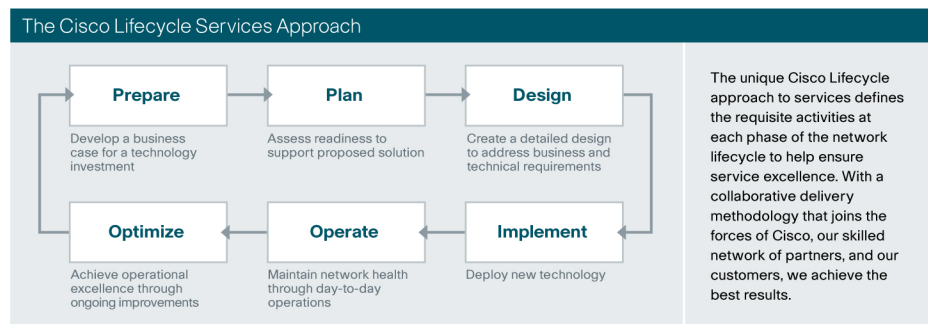
Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results. Figure 3 shows the lifecycle phases.

Figure 3. Lifecycle Phases



For More Information

For more information about Cisco Smart Call Home, visit www.cisco.com/go/smartcall.

For more information about Cisco SMARTnet Service, visit www.cisco.com/go/smartnet or contact your local account representative.



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