Call Home Feature for the Cisco CMTS Routers

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Note Use this document in conjunction with the Configuring Call Home for Cisco 7200 Series Routers feature guide.

For Cisco IOS Release 12.2(33)SCE, the Call Home feature provides a mechanism to automatically create cases and update Cisco, customer, or a partner about events and changes on a Cisco device in a customer network. This feature provides e-mail and web-based notification of critical system events. Multiple message formats are available for optimum compatibility with pager services, e-mail, or XML-based automated parsing applications. Common uses of this feature include paging a network support engineer, sending an e-mail notification to a Network Operations Center, XML-based message delivery to a support website, and generating a direct case with the Cisco Systems Technical Assistance Center (TAC).

For more information, see the Configuring Call Home for Cisco 7200 Series Routers feature guide.

Finding Feature Information

Your software release may not support all the features documented in this module. For the latest feature information and caveats, see the release notes for your platform and software release. To find information about the features documented in this module, and to see a list of the releases in which each feature is supported, see the Feature Information Table at the end of this document.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to http://tools.cisco.com/ITDIT/CFN/. An account on http://www.cisco.com/ is not required.

Contents

Prerequisites for the Call Home Feature for the Cisco CMTS Routers

Table below shows the hardware compatibility matrix for this feature.

Note The hardware components introduced in a given Cisco IOS Release are supported in all subsequent releases unless otherwise specified.

Table 1: Call Home Feature for the Cisco CMTS Routers - Hardware Compatibility Matrix

CMTS Platform	Processor Engine	Cable Interface Cards	SIP/SPA
Cisco uBR10012 Universal Broadband Router	Cisco IOS Release 12.2(33)SCE and later releases • PRE2 • PRE4	Cisco IOS Release 12.2(33)SCE and later releases • Cisco uBR10-MC5X20U/H • Cisco UBR-MC20X20V • Cisco uBR-MC3GX60V [1]	Cisco Wideband SPA

1 The Cisco uBR-MC3GX60V cable interface line card is not compatible with PRE2. You must use PRE4 with the Cisco uBR3GX60V cable interface line card.

Note For support of this feature on the Cisco uBR 7200 series universal broadband routers, see the Configuring Call Home for Cisco 7200 Series Routers feature guide.

Information About the Call Home Feature for the Cisco CMTS Routers

The Call Home feature provides a reactive support mode of operation triggered by various system events on a Cisco uBR10012 universal broadband router. This feature also supports a proactive support mode where configuration and inventory change messages are automatically reported to a destination target specified in the system profile.

You can specify a Call Home Server on the Cisco network as a destination target.

The Call Home functionality in a Cisco device is provided by one or more network devices or through an appliance, such as the Smart Call Home server. Each system event provides a set of call home triggers required for reactive mode situations, for example, hardware failures.

The Call Home function can leverage Cisco, customer, or a partner support. Flexible message delivery and format options allow for easy integration of specific support requirements into the Call Home and Call Home Server.

For more information on setting up and configuring this feature, see the Configuring Call Home for Cisco 7200 Series Routers feature guide.

Subscribing to Alert Groups

An alert group is a predefined subset of Call Home alerts supported in all Cisco universal broadband routers. Different Call Home alerts are classified into different groups depending on their type. For Cisco IOS Release 12.2(33)SCE, the alert groups are:

- Configuration
- Inventory
- Syslog

Sample Configuration Alert Notification in XML Format

```
<?xml version="1.0" encoding="UTF-8"?>
<soap-env:Envelope xmlns:soap-env="http://www.w3.org/2003/05/soap-envelope">
<soap-env:Header>
<aml-session:Session xmlns:aml-session="http://www.cisco.com/2004/01/aml-session"
soap-env:mustUnderstand="true"
soap-env:role="http://www.w3.org/2003/05/soap-envelope/role/next">
<aml-session:To>http://tools.cisco.com/neddce/services/DDCEService</aml-session:To>
<aml-session:Path>
<aml-session:Via>http://www.cisco.com/appliance/uri</aml-session:Via>
</aml-session:Path>
<aml-session:From>http://www.cisco.com/appliance/uri</aml-session:From>
<aml-session:MessageId>MC2:SPE100202ZH:D060082A</aml-session:MessageId>
</aml-session:Session>
</soap-env:Header>
<soap-env:Body>
<aml-block:Block xmlns:aml-block="http://www.cisco.com/2004/01/aml-block">
<aml-block:Header>
<aml-block:Type>http://www.cisco.com/2005/05/callhome/configuration</aml-block:Type>
<aml-block:CreationDate>2010-10-13 10:27:54 GMT+00:00</aml-block:CreationDate>
<aml-block:Builder>
<aml-block:Name>uBR10000</aml-block:Name>
<aml-block:Version>2.0</aml-block:Version>
</aml-block:Builder>
<aml-block:BlockGroup>
<aml-block:GroupId>GC3:SPE100202ZH:D060082A</aml-block:GroupId>
<aml-block:Number>0</aml-block:Number>
<aml-block:IsLast>true</aml-block:IsLast>
<aml-block:IsPrimary>true</aml-block:IsPrimary>
<aml-block:WaitForPrimary>false</aml-block:WaitForPrimary>
</aml-block:BlockGroup>
<aml-block:Severity>1</aml-block:Severity>
</aml-block:Header>
<aml-block:Content>
<ch:CallHome xmlns:ch="http://www.cisco.com/2005/05/callhome" version="1.0">
<ch:EventTime>2010-10-13 10:27:39 GMT+00:00</ch:EventTime>
<ch:MessageDescription>Configuration Change</ch:MessageDescription>
<ch:Event>
<ch:Type>configuration</ch:Type>
<ch:SubType>delta</ch:SubType>
<ch:Brand>Cisco Systems</ch:Brand>
<ch:Series>Cisco uBR10K Series Routers</ch:Series>
```

```
</ch:Event>
<ch:CustomerData>
<ch:UserData>
<ch:Email>uname@cisco.com</ch:Email>
</ch:UserData>
<ch:ContractData>
<ch:CustomerId></ch:CustomerId>
<ch:SiteId></ch:SiteId>
<ch:ContractId></ch:ContractId>
<ch:DeviceId>UBR10012@C@SPE100202ZH</ch:DeviceId>
</ch:ContractData>
<ch:SystemInfo>
<ch:Name>router</ch:Name>
<ch:Contact></ch:Contact>
<ch:ContactEmail>uname@cisco.com</ch:ContactEmail>
<ch:ContactPhoneNumber></ch:ContactPhoneNumber>
<ch:StreetAddress></ch:StreetAddress>
</ch:SystemInfo>
</aml-block:Builder>
<aml-block:BlockGroup>
<aml-block:GroupId>GC3:SPE100202ZH:D060082A</aml-block:GroupId>
<aml-block:Number>0</aml-block:Number>
<aml-block:IsLast>true</aml-block:IsLast>
<aml-block:IsPrimary>true</aml-block:IsPrimary>
<aml-block:WaitForPrimary>false</aml-block:WaitForPrimary>
</aml-block:BlockGroup>
<aml-block:Severity>1</aml-block:Severity>
</aml-block:Header>
<aml-block:Content>
<ch:CallHome xmlns:ch="http://www.cisco.com/2005/05/callhome" version="1.0">
<ch:EventTime>2010-10-13 10:27:39 GMT+00:00</ch:EventTime>
<ch:MessageDescription>Configuration Change</ch:MessageDescription>
<ch:Event>
<ch:Type>configuration</ch:Type>
<ch:SubType>delta</ch:SubType>
<ch:Brand>Cisco Systems</ch:Brand>
<ch:Series>Cisco uBR10K Series Routers</ch:Series>
</ch:Event>
<ch:CustomerData>
<ch:UserData>
<ch:Email>uname@cisco.com</ch:Email>
</ch:UserData>
<ch:ContractData>
<ch:CustomerId></ch:CustomerId>
<ch:SiteId></ch:SiteId>
<ch:ContractId></ch:ContractId>
<ch:DeviceId>UBR10012@C@SPE100202ZH</ch:DeviceId>
</ch:ContractData>
<ch:SystemInfo>
<ch:Name>router</ch:Name>
<ch:Contact></ch:Contact>
<ch:ContactEmail>uname@cisco.com</ch:ContactEmail>
<ch:ContactPhoneNumber></ch:ContactPhoneNumber>
<ch:StreetAddress></ch:StreetAddress>
</ch:SystemInfo>
<ch:CCOID></ch:CCOID>
</ch:CustomerData>
<ch:Device>
<rme:Chassis xmlns:rme="http://www.cisco.com/rme/4.0">
<rme:Model>UBR10012</rme:Model>
<rme:HardwareVersion>257</rme:HardwareVersion>
<rme:SerialNumber>SPE100202ZH</rme:SerialNumber>
<rme:AdditionalInformation>
<rme:AD name="PartNumber" value="800-09026-03" />
<rme:AD name="SoftwareVersion" value="12.2(20100929:171810)" />
<rme:AD name="SystemObjectId" value="1.3.6.1.4.1.9.1.317" />
<rme:AD name="SystemDescription" value="Cisco IOS Software, 10000 Software (UBR10K4-K9P6U2-M),
 Experimental Version 12.2(20100929:171810) [username-card 111]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Wed 29-Sep-10 10:18 by username" />
</rme:AdditionalInformation>
</rme:Chassis>
</ch:Device>
```

```
</ch:CallHome>
</aml-block:Content>
<aml-block:Attachments>
<aml-block:Attachment type="inline">
<aml-block:Name>show diag</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[
Slot A:
 Active PRE card
RP EEPROM contents:
 Controller Type          : 1443
 Hardware Revision        : 1.0
 PCB Part Number          : 73-10867-03
 Board Revision           : B0
 Deviation Number         : 0-0
 Fab Version              : 05
 PCB Serial Number        : CAT1336F051
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 Top Assy. Part Number    : 800-28163-03
 CLEI Code                : IPUCAM3BAC
 Product Identifier (PID) : ESR-PRE4
 Version Identifier (VID) : V03
FP EEPROM contents:
 Controller Type          : 1442
 Hardware Revision        : 1.0
 PCB Part Number          : 73-10866-03
 Board Revision           : B0
 Deviation Number         : 0-0
 Fab Version              : 04
 PCB Serial Number        : CAT1403F1JT
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
Operational Image Version, Slot A
 Cisco IOS Software, 10000 Software (UBR10K4-K9P6U2-M), Experimental Version
12.2(20100929:171810) [uname-card 111]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Wed 29-Sep-10 10:18 by uname
Reset reason 0x00000002 (software reset)
Slot B:
 Standby PRE card
RP EEPROM Contents:
Slot 1:
 2jacket-1 card, 0 ports
 Card is full slot size
 Card is analyzed
 Card detected 2d06h ago
 Card uptime 2 days, 6 hours, 43 minutes, 51 seconds
 Card idle time 1 days, 11 hours, 59 minutes, 24 seconds
 Voltage status: 3.3V Nominal 2.5V Nominal 1.5V Nominal 12V Nominal
EEPROM contents, slot 1/0:
 Controller Type          : 1045
 Hardware Revision        : 1.0
 Top Assy. Part Number    : 800-22843-04
 Board Revision           : A0
 Product Identifier (PID) : UBR10-2XDS-SIP
 Version Identifier (VID) : V01
 Deviation Number         : 89768
 Fab Version              : 03
 PCB Serial Number        : CAT112358KV
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 CLEI Code                : IPUIA1HRAA
LCMON version, slot 1/0
 LCDOS (C10000 PowerQUICC-II Line Card MONitor Image Version 2 : Release
branch:c10k_lc_conn_isp 20040915:175538)
 Built by leccese at Thu Sep 16 12:28:56 2004.
 Reset reason 0x00000003/0x2 (PRE hard reset).
Operational Image version, slot 1/0
 LCDOS (C10000 2 Bay SPA Jacket (JACKET2) Image : DEVELOPMENT BUILD
```

```
Wideband Information:
Slot/Subslot 1/1:
 24rfchannel-spa-1 card, 1 port + 1 redundant port
 Card is half slot size
 Card is analyzed
 Card detected 2d06h ago
 Card uptime: Not Supported
 Card idle time: Not Supported
 Voltage status: 3.3V (+3.291) NOMINAL  2.5V (+2.490) NOMINAL
                 1.2V (+1.196) NOMINAL  1.8V (+1.806) FIXED
EEPROM contents, slot 1/1:
 Controller Type          : 1198
 Hardware Revision        : 1.0
 Boot Timeout             : 500 msecs
 PCB Serial Number        : CAT1228E21D
 PCB Part Number          : 73-9597-03
 PCB Revision             : B0
 Fab Version              : 03
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 Deviation Number         : 0
 Product Identifier (PID) : SPA-24XDS-SFP
 Version Identifier (VID) : V01
 Top Assy. Part Number    : 68-2562-03
 Top Assy. Revision       : C0
 IDPROM Format Revision   : 36
 System Clock Frequency   : 00 00 00 00 00 00 00 00
                            00 00 00 00 00 00 00 00
                            00 00 00 00 00 00
 CLEI Code                : IPUIA1JRAA
 Base MAC Address         : 00 1E BE BE 8B C7
 MAC Address block size   : 1
 Manufacturing Test Data  : 00 00 00 00 00 00 00 00
 Field Diagnostics Data   : 00 00 00 00 00 00 00 00
 Calibration Data         : Minimum: 0 dBmV, Maximum: 0 dBmV
       Calibration values :
 Power Consumption        : 14000 mWatts (Maximum)
 Environment Monitor Data : 03 30 0C E4 46 32 09 C4
                            46 32 00 00 00 00 04 B0
                            46 32 00 00 00 00 07 08
                            46 32 00 00 00 00 00 00
                            00 00 00 00 00 00 00 00
                            00 00 00 00 00 00 00 00
                            00 00 FE 02 FA 6D
 Processor Label          : 00 00 00 00 00 00 00
 Platform features        : 00 00 00 00 00 00 00 00
                            00 00 00 00 00 00 00 00
                            00 00 00 00 00 00 00 00
                            00 00 00 00 00 00 00 00
 Asset ID                 :
 Asset Alias              :
Slot/Subslot 2/1:
 2cable-dtcc card, 0 ports
 Card is half slot size
 Card is analyzed
 Card detected 2d06h ago
 Card uptime 2 days, 6 hours, 52 minutes, 34 seconds
 Card idle time 1 days, 5 hours, 1 minutes, 14 seconds
 Voltage status: 3.3V Nominal 2.5V Nominal 1.8V Nominal 1.2V Nominal
EEPROM contents, slot 2/1:
 Controller Type          : 1456
 Hardware Revision        : 2.0
 Top Assy. Part Number    : 800-29390-01
 Top Assy. Revision       : A0
 Product Identifier (PID) : UBR10-DTCC
 Version Identifier (VID) : V01
 CLEI Code                : IPUCAL1BAA
 Deviation Number         : 0
 Fab Version              : 02
 PCB Serial Number        : CAT1213E19M
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
```

```
 RMA History              : 00
<snip>...</snip>
Slot/Subslot 4/0:
 1gigethernet-hh-1 card, 1 port
 Card is half slot size
 Card is analyzed
 Card detected 2d06h ago
 Card uptime 2 days, 6 hours, 44 minutes, 31 seconds
 Card idle time 1 days, 16 hours, 12 minutes, 52 seconds
 Voltage status: 3.3V Nominal 2.5V Nominal
EEPROM contents, slot 4/0:
 Controller Type          : 912
 Hardware Revision        : 1.0
 Top Assy. Part Number    : 800-20373-03
 Board Revision           : A0
 Deviation Number         : 0-0
 Fab Version              : 03
 PCB Serial Number        : CAT09190TTY
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 CLEI Code                : IP3IZ0VDAB
LCMON version, slot 8/0
 Cisco IOS Software, 10000 Software (UBR10KG4CLC-EBOOT-M), Version 12.2(32.7.22)SCE  Compiled
 Thu 17-Jun-10 02:39
 Reset due to: reload
Operational Image version, slot 8/0
 Cisco IOS Software, 10000 Software (UBR10KG4CLC-LCK8-M), Experimental Version
12.2(20101012:185925) [yiliu-cable-1012 120]
 Compiled Wed 13-Oct-10 14:54
 SW Version 1.0
 Code MD5 B0DCEC92BF050F9D0A22131AB8AB4E14
 FPGA MD5 00000000000000000000000000000000
 Expected Switchover Action: NO INFORMATION
Slot/Subslot 8/1:
 ubr10k-clc-3g60 card, 15 ports
 Card is half slot size
 Card is analyzed
 Card detected 2d06h ago
 Card uptime 0 days, 1 hours, 37 minutes, 46 seconds
 Card idle time N/A
 Voltage status: 3.3V Nominal 2.5V Nominal 1.8V Nominal 1.5V Nominal 1.2V Nominal 1.0V
Nominal 1.0V Nominal 1.1V Core Nominal 1.1V Cpu Plat Nominal
Router#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show version</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[Cisco IOS Software, 10000 Software (UBR10K4-K9P6U2-M), Experimental Version
12.2(20100929:171810) [uname-card 111]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Wed 29-Sep-10 10:18 by username
ROM: System Bootstrap, Version 12.2(20071113:194412) [uname-rom-1_2 101], DEVELOPMENT
SOFTWARE
BOOTLDR: Cisco IOS Software, 10000 Software (C10K4-EBOOT-M), Version 12.2(33)SB7, RELEASE
SOFTWARE (fc3)
 router uptime is 2 days, 6 hours, 45 minutes
Uptime for this control processor is 2 days, 6 hours, 45 minutes
System returned to ROM by reload at 06:03:47 UTC Wed Oct 6 2010
System image file is "tftp://223.255.254.254/uname/ubr10k4-k9p6u2-mz.card"
Last reload type: Normal Reload
Last reload reason: Reload command
This product contains cryptographic features and is subject to United States and local
country laws governing import, export, transfer and use. Delivery of Cisco cryptographic
products does not imply third-party authority to import, export, distribute or use encryption.
Importers, exporters, distributors and users are responsible for compliance with U.S. and
local country laws. By using this product you agree to comply with applicable laws and
regulations. If you are unable to comply with U.S. and local laws, return this product
immediately.
A summary of U.S. laws governing Cisco cryptographic products may be found at:
http://www.cisco.com/wwl/export/crypto/tool/stqrg.html
If you require further assistance please contact us by sending email to export@cisco.com.
Cisco uBR10000 (PRE4-RP) processor with 2588671K/163839K bytes of memory.
```

Sample Inventory Alert Notification in Long-Text Format

```
Processor board ID SPE100202ZH
SB-1 CPU at 800Mhz, Implementation 0x410, Rev 5.0, 512KB L2 Cache
Backplane version 1.1, 8 slot
Last reset from software reset
PXF processor tmc0 is running.
PXF processor tmc1 is running.
PXF processor tmc2 is running.
PXF processor tmc3 is running.
1 Jacket card(s): 1 SPA card(s)
1 FastEthernet interface
1 Gigabit Ethernet interface
40 Cable Modem interfaces
7039K bytes of non-volatile configuration memory.
126000K bytes of ATA compact flash in bootflash (Sector size 512 bytes).
1000944K bytes of ATA compact flash in disk0 (Sector size 512 bytes).
Configuration register is 0x0
Router#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show running-config all</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[
Building configuration...
Current configuration with default configurations exposed : 876387 bytes
!
...<-- Running config information here -->
...
...
Router#]]></aml-block:Data>
</aml-block:Attachment>
</aml-block:Attachments>
</aml-block:Block>
</soap-env:Body>
</soap-env:Envelope>
```

Sample Inventory Alert Notification in Long-Text Format

```
TimeStamp : 2010-04-01 20:45 GMT+00:00
Message Name : inventory
Message Type : Call Home
Message Group : reactive
Severity Level : 1
Source ID : uBR7200 Family
Device ID : Cisco-uBR7246VXR@C@SAB044900Q0
Customer ID :
Contract ID :
Site ID :
Server ID : Cisco-uBR7246VXR@C@SAB044900Q0
Event Description : Module 35: UBR-MC28U is removed
System Name : router
Contact Email : sboochir@cisco.com
Contact Phone :
Street Address :
Affected Chassis : Cisco-uBR7246VXR
Affected Chassis Serial Number : SAB044900Q0
Affected Chassis Part No :  00-0000-00
Affected Chassis Hardware Version : 2.0
Supervisor Software Version : 12.2(20100331:225906)
Command Output Name : show diag
Attachment Type : command output
MIME Type : text/plain
```

Sample Inventory Alert Notification in XML Format

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<soap-env:Envelope
xmlns:soap-env="http://www.w3.org/2003/05/soap-envelope">
<soap-env:Header>
<aml-session:Session
xmlns:aml-session="http://www.cisco.com/2004/01/aml-session"
soap-env:mustUnderstand="true"
soap-env:role="http://www.w3.org/2003/05/soap-envelope/role/next">
<aml-session:To>http://tools.cisco.com/neddce/services/DDCEService</aml-
session:To>
<aml-session:Path>
<aml-session:Via>http://www.cisco.com/appliance/uri</aml-session:Via>
</aml-session:Path>
<aml-session:From>http://www.cisco.com/appliance/uri</aml-session:From>
<aml-session:MessageId>M4::CF1DC8D1</aml-session:MessageId>
</aml-session:Session>
</soap-env:Header>
<soap-env:Body>
<aml-block:Block
xmlns:aml-block="http://www.cisco.com/2004/01/aml-block">
<aml-block:Header>
<aml-block:Type>http://www.cisco.com/2005/05/callhome/inventory</aml-blo
ck:Type>
<aml-block:CreationDate>2010-02-11 00:07:45
GMT+00:00</aml-block:CreationDate>
<aml-block:Builder>
<aml-block:Name>C7200 Family</aml-block:Name>
<aml-block:Version>2.0</aml-block:Version>
</aml-block:Builder>
<aml-block:BlockGroup>
<aml-block:GroupId>G5::CF1DC8D1</aml-block:GroupId>
<aml-block:Number>0</aml-block:Number>
<aml-block:IsLast>true</aml-block:IsLast>
<aml-block:IsPrimary>true</aml-block:IsPrimary>
<aml-block:WaitForPrimary>false</aml-block:WaitForPrimary>
</aml-block:BlockGroup>
<aml-block:Severity>1</aml-block:Severity>
</aml-block:Header>
<aml-block:Content>
<ch-inv:CallHome
xmlns:ch-inv="http://www.cisco.com/2005/05/callhome/inventory"
version="1.0">
<ch-inv:EventTime>2010-02-11 00:07:41 GMT+00:00</ch-inv:EventTime>
<ch-inv:MessageDescription>Full Inventory</ch-inv:MessageDescription>
<ch-inv:Event>
<ch-inv:Type>inventory</ch-inv:Type>
<ch-inv:SubType>full</ch-inv:SubType>
<ch-inv:Brand>Cisco Systems</ch-inv:Brand>
<ch-inv:Series>Cisco 7200 Series Routers</ch-inv:Series>
</ch-inv:Event>
<ch-inv:CustomerData>
<ch-inv:UserData>
<ch-inv:Email>sboochir@cisco.com</ch-inv:Email>
</ch-inv:UserData>
<ch-inv:ContractData>
<ch-inv:CustomerId></ch-inv:CustomerId>
<ch-inv:SiteId></ch-inv:SiteId>
<ch-inv:ContractId></ch-inv:ContractId>
<ch-inv:DeviceId>@C@</ch-inv:DeviceId>
</ch-inv:ContractData>
<ch-inv:SystemInfo>
<ch-inv:Name>router</ch-inv:Name>
<ch-inv:Contact></ch-inv:Contact>
<ch-inv:ContactEmail>sboochir@cisco.com</ch-inv:ContactEmail>
<ch-inv:ContactPhoneNumber></ch-inv:ContactPhoneNumber>
<ch-inv:StreetAddress></ch-inv:StreetAddress>
</ch-inv:SystemInfo>
<ch-inv:CCOID></ch-inv:CCOID>
</ch-inv:CustomerData>
<ch-inv:Device>
<rme:Chassis xmlns:rme="http://www.cisco.com/rme/4.0">
<rme:Model></rme:Model>
<rme:HardwareVersion>2.0</rme:HardwareVersion>
<rme:SerialNumber></rme:SerialNumber>
```

Sample Inventory Alert Notification in XML Format

```
<rme:Card>
<rme:Model>PA-4E=</rme:Model>
<rme:SerialNumber>24508052</rme:SerialNumber>
<rme:LocationWithinContainer>1</rme:LocationWithinContainer>
<rme:PartNumber>73-1556-08</rme:PartNumber>
<rme:HardwareVersion>1.14</rme:HardwareVersion>
<rme:SoftwareIdentity>
<rme:VersionString></rme:VersionString>
</rme:SoftwareIdentity>
</rme:Card>
<rme:Card>
<rme:Model>PA-1GE=</rme:Model>
<rme:SerialNumber>18587776</rme:SerialNumber>
<rme:LocationWithinContainer>2</rme:LocationWithinContainer>
<rme:PartNumber>73-3144-03</rme:PartNumber>
<rme:HardwareVersion>1.0</rme:HardwareVersion>
<rme:SoftwareIdentity>
<rme:VersionString></rme:VersionString>
</rme:SoftwareIdentity>
</rme:Card>
<rme:Card>
<rme:Model>UBR-MC28U</rme:Model>
<rme:SerialNumber>CAT0841006F</rme:SerialNumber>
<rme:LocationWithinContainer>3</rme:LocationWithinContainer>
<rme:PartNumber></rme:PartNumber>
<rme:HardwareVersion>6.5</rme:HardwareVersion>
<rme:SoftwareIdentity>
<rme:VersionString></rme:VersionString>
</rme:SoftwareIdentity>
</rme:Card>
<rme:Card>
<rme:Model>UBR-MC28U</rme:Model>
<rme:SerialNumber>CAT08340U6N</rme:SerialNumber>
<rme:LocationWithinContainer>4</rme:LocationWithinContainer>
<rme:PartNumber></rme:PartNumber>
<rme:HardwareVersion>6.5</rme:HardwareVersion>
<rme:SoftwareIdentity>
<rme:VersionString></rme:VersionString>
</rme:SoftwareIdentity>
</rme:Card>
<rme:AdditionalInformation>
<rme:AD name="PartNumber" value=" 00-0000-00" />
<rme:AD name="SoftwareVersion" value="12.2(20091219:015541) " />
<rme:AD name="SystemObjectId" value="1.3.6.1.4.1.9.1.271" />
<rme:AD name="SystemDescription" value="Cisco IOS Software, 7200
Software (UBR7200-JK9SU2-M), Experimental Version 12.2(20091219:015541)
[sboochir-ubr-latest 269]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Fri 15-Jan-10 15:57 by sboochir" />
</rme:AdditionalInformation>
</rme:Chassis>
</ch-inv:Device>
</ch-inv:CallHome>
</aml-block:Content>
<aml-block:Attachments>
<aml-block:Attachment type="inline">
<aml-block:Name>show diag</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[
Slot 1:
 Ethernet Port adapter, 4 ports
 Port adapter is disabled unsuitable deactivated powered off
 Port adapter insertion time unknown
 EEPROM contents at hardware discovery:
Slot 2:
 Gigabit Ethernet Port adapter, 1 port
 Port adapter is analyzed
 Port adapter insertion time 00:01:04 ago
 EEPROM contents at hardware discovery:
 Hardware revision 1.0          Board revision A1
 Serial number     18587776   Part number    73-3144-03
 FRU Part Number:  PA-1GE=
 Test history      0x0          RMA number     00-00-00
```

```
 EEPROM format version 1
 EEPROM contents (hex):
   0x20: 01 98 01 00 01 1B A0 80 49 0C 48 03 00 00 00 00
   0x30: 51 02 73 00 00 00 00 00 00 01 FF FF FF FF FF FF
Slot 3:
 DOCSIS Modem Card (Universal) 2 Down/8 Up (F-connector) with
Integrated Up-converter Port adapter, 2 ports
 Port adapter is analyzed
 Port adapter insertion time 00:01:04 ago
 EEPROM contents at hardware discovery:
 Controller Type          : 1053
 Hardware Revision        : 6.5
 Version Identifier (VID) : V01
 Top Assy. Part Number    : 800-17733-04
 Board Revision           : A0
 Product Identifier (PID) : UBR-MC28U
 CLEI Code                : IPUIAF2RAB
 Deviation Number         : 0-0
 Fab Version              : 06
 PCB Serial Number        : CAT0841006F
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 EEPROM format version 4
 EEPROM contents (hex):
   0x00: 04 FF 40 04 1D 41 06 05 89 56 30 31 20 C0 46 03
   0x10: 20 00 45 45 04 42 41 30 CB 89 55 42 52 2D 4D 43
   0x20: 32 38 55 C6 8A 49 50 55 49 41 46 32 52 41 42 80
   0x30: 00 00 00 00 02 06 C1 8B 43 41 54 30 38 34 31 30
   0x40: 30 36 46 03 00 81 00 00 00 00 04 00 FF FF FF FF
   0x50: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x60: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x70: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x80: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x90: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xA0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xB0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xC0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xD0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xE0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xF0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF B9 1D
 Calibration Data
       US calibration ID  : 0x5553
       calibration date   : 20041007
       H/W version        : 6.5
       Number of US points: 8
       Number of freqs    : 3

       ------ NA data ------
                          measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0     5000     28.3000    26.4440    24.0820    19.7360
10.3904
        1     5000     28.3000    26.4440    24.0820    19.7360
10.4262
        2     5000     28.3000    26.4440    24.0820    19.4748
10.3700
        3     5000     28.3000    26.4440    24.0820    19.7377
10.4714
        4     5000     28.3000    26.0539    24.0820    19.4693
10.3700
        5     5000     28.3000    26.4440    24.0820    19.7360
10.3956
        6     5000     28.3000    26.4440    24.0820    19.7360
10.3904
        7     5000     28.3000    26.4440    24.0820    19.7360
10.4817
                          measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    24000     28.9440    27.1336    25.1060    20.0496
11.3960
```

Sample Inventory Alert Notification in XML Format

```
        1    24000     28.9440    27.2340    25.1060    20.1656
11.3916
        2    24000     28.9440    26.8480    25.1060    20.0000
11.3640
        3    24000     28.9440    27.2340    25.1060    20.8280
12.2560
        4    24000     28.9440    26.8480    25.1060    20.0165
11.3686
        5    24000     28.9440    27.2340    25.1060    20.8280
11.6802
        6    24000     28.9440    26.8634    25.1060    20.0165
11.3824
        7    24000     28.9440    27.2340    25.1060    20.8280
11.5947
                         measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    42000     28.6017    26.4440    24.6080    20.0000
11.3640
        1    42000     28.6280    26.8480    24.6080    20.0000
11.3640
        2    42000     28.3000    26.4440    24.0820    19.7817
11.3640
        3    42000     28.6280    26.8480    24.6080    20.0000
11.3640
        4    42000     28.3000    26.4440    24.0925    20.0000
11.3640
        5    42000     28.6280    26.8480    24.6080    20.0000
11.3640
        6    42000     28.6214    26.4520    24.6080    20.0000
11.3640
        7    42000     28.6280    26.8480    24.6080    20.0000
11.3640

       ------ EU data ------
                         measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0     5000     28.6280    26.4440    24.0820    19.7377
11.3640
        1     5000     28.6280    26.4440    24.0925    20.0000
11.3640
        2     5000     28.6280    26.4440    24.0820    19.7360
10.4210
        3     5000     28.6280    26.4440    24.0820    20.0000
11.3640
        4     5000     28.3000    26.4440    24.0820    19.7360
10.4108
        5     5000     28.6280    26.4440    24.0820    19.7377
11.3640
        6     5000     28.6280    26.4440    24.0820    19.7377
11.3640
        7     5000     28.6280    26.4440    24.1030    20.0000
11.3640
                         measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    30000     29.2480    27.2340    25.1060    20.8280
12.2560
        1    30000     29.2480    27.6040    25.1060    20.8280
12.2560
        2    30000     28.9440    27.2340    25.1060    20.8280
12.2560
        3    30000     29.2480    27.6040    25.1060    20.8280
12.2560
        4    30000     29.2480    27.2340    25.1060    20.8280
12.2560
        5    30000     29.2480    27.6040    25.1060    20.8280
12.2560
        6    30000     29.2480    27.6040    25.1060    20.8280
12.2560
        7    30000     29.2480    27.6040    25.1530    20.8280
12.2560
```

```
                        measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    65000     28.9440    26.8480    24.6080    20.0000
11.3640
        1    65000     28.9440    26.8480    24.6080    20.0000
11.3640
        2    65000     28.6280    26.4440    24.0820    19.7360
10.3854
        3    65000     28.9440    26.8480    24.6080    20.0000
11.3640
        4    65000     28.9440    26.8480    24.6080    20.0000
11.3640
        5    65000     28.9440    26.8480    24.6080    20.0000
11.3640
        6    65000     28.9440    26.8480    24.1977    19.7483
11.3640
        7    65000     29.2480    26.9406    24.6080    20.0000
11.3640
Slot 4:
 DOCSIS Modem Card (Universal) 2 Down/8 Up (F-connector) with
Integrated Up-converter Port adapter, 2 ports
 Port adapter is analyzed
 Port adapter insertion time 00:01:05 ago
 EEPROM contents at hardware discovery:
 Controller Type          : 1053
 Hardware Revision        : 6.5
 Version Identifier (VID) : V01
 Top Assy. Part Number    : 800-17733-04
 Board Revision           : A0
 Product Identifier (PID) : UBR-MC28U
 CLEI Code                : IPUIAF2RAB
 Deviation Number         : 0-0
 Fab Version              : 06
 PCB Serial Number        : CAT08340U6N
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 EEPROM format version 4
 EEPROM contents (hex):
   0x00: 04 FF 40 04 1D 41 06 05 89 56 30 31 20 C0 46 03
   0x10: 20 00 45 45 04 42 41 30 CB 89 55 42 52 2D 4D 43
   0x20: 32 38 55 C6 8A 49 50 55 49 41 46 32 52 41 42 80
   0x30: 00 00 00 00 02 06 C1 8B 43 41 54 30 38 33 34 30
   0x40: 55 36 4E 03 00 81 00 00 00 00 04 00 FF FF FF FF
   0x50: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x60: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x70: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x80: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x90: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xA0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xB0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xC0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xD0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xE0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0xF0: FF FF FF FF FF FF FF FF FF FF FF FF FF FF E9 1C
 Calibration Data
       US calibration ID  : 0x5553
       calibration date   : 20040824
       H/W version        : 6.5
       Number of US points: 8
       Number of freqs    : 3

       ------ NA data ------
                        measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0     5000     27.9580    26.0200    23.5220    19.3700
10.3700
        1     5000     27.9580    26.0200    24.0820    19.4362
10.3854
        2     5000     27.9580    26.0200    24.0820    19.4178
10.3700
```

```
        3     5000     27.9580    26.0200    23.5220    19.3865
10.3700
        4     5000     27.9580    26.0200    23.5220    19.3920
10.3700
        5     5000     27.9580    26.0200    23.5220    19.3718
10.3700
        6     5000     27.9580    26.0200    23.5220    19.3057
10.3700
        7     5000     28.3000    26.4440    24.0820    19.4436
10.3700
                       measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    24000     28.9440    27.2340    25.1060    20.1656
11.3778
        1    24000     29.2480    27.2340    25.1060    20.8280
12.2560
        2    24000     29.2419    27.2340    25.1060    20.8280
12.2560
        3    24000     28.9440    27.2340    25.1060    20.7783
11.3916
        4    24000     28.9440    27.2340    25.1060    20.0496
11.3732
        5    24000     28.9440    27.2340    25.1060    20.0331
11.3686
        6    24000     28.9440    26.8480    24.6080    20.0000
11.3640
        7    24000     29.2480    27.6040    25.1060    20.8280
12.2560
                       measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    42000     28.9440    27.2340    25.1060    20.8280
12.2560
        1    42000     29.2480    27.6040    25.1060    20.8280
12.2560
        2    42000     29.2480    27.6040    25.1530    20.8280
12.2560
        3    42000     29.2480    27.6040    25.1060    20.8280
12.2560
        4    42000     28.9440    27.2340    25.1060    20.8280
12.0096
        5    42000     28.9440    27.2340    25.1060    20.8280
11.4640
        6    42000     28.9440    27.2340    25.1060    20.1324
11.3732
        7    42000     29.5126    27.6040    25.5760    20.8280
12.2560

       ------ EU data ------
                       measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0     5000     28.9440    26.8480    24.6080    20.0000
11.3640
        1     5000     28.9440    27.2340    25.1060    20.0165
11.4326
        2     5000     28.9440    26.8634    25.1060    20.0000
11.3686
        3     5000     28.9440    26.8480    24.6080    20.0000
11.3640
        4     5000     28.9440    26.8480    24.6080    20.0000
11.3640
        5     5000     28.9440    26.8480    24.6080    20.0000
11.3640
        6     5000     28.9440    26.8480    24.6080    20.0000
11.3640
        7     5000     29.2480    27.2340    25.1060    20.0331
11.3686
                       measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    30000     28.9440    27.2340    25.1060    20.8280
```

```
11.4233
        1    30000     29.2480    27.2340    25.1060    20.8280
12.2560
        2    30000     29.2480    27.2340    25.1060    20.8280
12.2560
        3    30000     28.9440    27.2340    25.1060    20.8280
11.4188
        4    30000     28.9440    27.2340    25.1060    20.3808
11.4006
        5    30000     28.9440    27.2340    25.1060    20.3974
11.3778
        6    30000     28.9440    26.8480    25.1060    20.0000
11.3686
        7    30000     29.2480    27.6040    25.1060    20.8280
12.2560
                       measured gain
       US  freq(kHz)      0db        2db        4db        8db
16db
        0    65000     29.2480    27.2340    25.1060    20.2318
11.3732
        1    65000     29.5420    27.6040    25.1060    20.8280
12.2560
        2    65000     29.2480    27.2340    25.1060    20.0496
11.3732
        3    65000     29.2480    27.2340    25.1060    20.0331
11.3686
        4    65000     29.2419    27.2340    24.6378    20.0000
11.3640
        5    65000     29.2480    26.9406    24.6080    20.0000
11.3640
        6    65000     28.9440    26.8480    24.6080    20.0000
11.3640
        7    65000     29.5420    27.6040    25.1060    20.8280
12.2560
router#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show version</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[Cisco IOS Software, 7200 Software (UBR7200-JK9SU2-M),
Experimental Version 12.2(20091219:015541) [sboochir-ubr-latest 269]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Fri 15-Jan-10 15:57 by uname
ROM: System Bootstrap, Version 12.3(4r)T1, RELEASE SOFTWARE (fc1)
 router uptime is 1 minute
System returned to ROM by reload at 23:55:23 UTC Wed Feb 10 2010
System image file is "disk2:ubr7200-jk9su2-mz"
Last reload type: Normal Reload
Last reload reason: Reload command
This product contains cryptographic features and is subject to United States and local
country laws governing import, export, transfer and use. Delivery of Cisco cryptographic
products does not imply third-party authority to import, export, distribute or use encryption.
Importers, exporters, distributors and users are responsible for compliance with U.S. and
local country laws. By using this product you agree to comply with applicable laws and
regulations. If you are unable to comply with U.S. and local laws, return this product
immediately.
A summary of U.S. laws governing Cisco cryptographic products may be found at:
http://www.cisco.com/wwl/export/crypto/tool/stqrg.html
If you require further assistance please contact us by sending email to export@cisco.com.
cisco uBR7246VXR (UBR7200-NPE-G1) processor (revision A) with 229376K/32768K bytes of memory.
Processor board ID SAB044900Q0
SB-1 CPU at 700Mhz, Implementation 0x401, Rev 0.2, 512KB L2 Cache
6 slot VXR midplane, Version 2.0
Last reset from power-on
PCI bus mb1 has 74 bandwidth points
PCI bus mb2 has 474 bandwidth points
4 Gigabit Ethernet interfaces
4 Cable Modem interfaces
509K bytes of non-volatile configuration memory.
1992816K bytes of ATA PCMCIA card at slot 2 (Sector size 512 bytes).
16384K bytes of Flash internal SIMM (Sector size 256K).
Configuration register is 0x0
router#]]></aml-block:Data>
```

Sample Inventory Alert Notification in XML Format

```
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show inventory oid</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[NAME: "Chassis", DESCR: "uBR7246VXR Universal Broadband Router"
PID: UBR7246VXR        , VID: N/A, SN: SAB044900Q0
OID: 1.3.6.1.4.1.9.12.3.1.3.134
NAME: "UBR7200-NPE-G1 0", DESCR: "Cisco 7200 Series Network Processing
Engine NPE-G1"
PID: UBR7200-NPE-G1    , VID:    , SN: 31689947
OID: 1.3.6.1.4.1.9.12.3.1.9.5.56
NAME: "disk2", DESCR: "Compact Flash Disk for NPE-G1"
PID: Unknown Compact Flash, VID:    , SN:
OID: 1.3.6.1.4.1.9.12.3.1.9.2.120
NAME: "module 2", DESCR: "GigabitEthernet"
PID: PA-1GE=           , VID: N/A, SN: 18587776
OID: 1.3.6.1.4.1.9.12.3.1.9.4.59
NAME: "module 3", DESCR: "MC28U_F_connector"
PID: UBR-MC28U         , VID: V01 , SN: CAT0841006F
OID: 1.3.6.1.4.1.9.12.3.1.9.27.34
NAME: "module 4", DESCR: "MC28U_F_connector"
PID: UBR-MC28U         , VID: V01 , SN: CAT08340U6N
OID: 1.3.6.1.4.1.9.12.3.1.9.27.34
router#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show environment all</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[
Power Supplies:
 Power Supply 1 is unmeasured.
 Power Supply 2 is unmeasured.
Temperature readings:
 NPE Inlet        measured at 34C/93F
 NPE Outlet       measured at 39C/102F
 chassis outlet 3 measured at 29C/84F
 chassis outlet 4 measured at 32C/89F
Voltage readings:
 +3.5 V           measured at +3.43 V
 +5.2 V           is unmeasured
 +12.2 V          is unmeasured
 -12.2 V          is unmeasured
 +16 V            is unmeasured
 -16 V            is unmeasured
Fans:
 Still warming up. Fan deltas not available.
Envm stats saved 0 time(s) since reload
router#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show c7200</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[Network IO Interrupt Throttling:
 throttle count=0, timer count=0
 active=0, configured=1
 netint usec=4000, netint mask usec=400
uBR7200 Midplane EEPROM:
 Controller Type          : 374
 Number of Slots          : 6
 Hardware Revision        : 1.5
 Top Assy. Part Number    : 800-05443-03
 Board Revision           : A0
 Deviation Number         : 0-0
 Fab Version              : 03
 PCB Serial Number        : SDA05020652
 Chassis Serial Number    : SAB044900Q0
 Chassis MAC Address      : 0004.9bef.3400
 MAC Address block size   : 1024
 RMA Test History         : 00
 RMA Number               : 0-0-0-0
 RMA History              : 00
 EEPROM format version 4
 EEPROM contents (hex):
```

```
   0x00: 04 FF 40 01 76 01 06 41 01 05 C0 46 03 20 00 15
   0x10: 43 03 42 41 30 80 00 00 00 00 02 03 C1 8B 53 44
   0x20: 41 30 35 30 32 30 36 35 32 C2 8B 53 41 42 30 34
   0x30: 34 39 30 30 51 30 C3 06 00 04 9B EF 34 00 43 04
   0x40: 00 03 00 81 00 00 00 00 04 00 C7 20 45 53 00 45
   0x50: 00 50 00 40 00 44 00 3A 00 40 00 7F 00 7E 00 7F
   0x60: 00 84 00 88 00 BC A8 21 00 00 B8 9A FF FF FF FF
   0x70: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
uBRuBR7246VXR CPU EEPROM:
 Controller Type          : 859
 Hardware Revision        : 1.4
 Top Assy. Part Number    : 800-22164-05
 CLEI Code                : CNSP30ZAAB
 PCB Part Number          : 73-6988-10
 Board Revision           : A0
 PCB Serial Number        : 31689947
 RMA History              : 00
 Fab Version              : 05
 Fab Part Number          : 28-5082-05
 Product Identifier (PID) : UBR7200-NPE-G1
 Deviation Number         : 0-0
 EEPROM format version 4
 EEPROM contents (hex):
   0x00: 04 FF 40 03 5B 41 01 04 C0 46 03 20 00 56 94 05
   0x10: C6 8A 43 4E 53 50 33 30 5A 41 41 42 82 49 1B 4C
   0x20: 0A 42 41 30 C1 8B 33 31 36 38 39 39 34 37 00 00
   0x30: 00 04 00 02 05 85 1C 13 DA 05 CB 8E 55 42 52 37
   0x40: 32 30 30 2D 4E 50 45 2D 47 31 80 00 00 00 00 FF
   0x50: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x60: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
   0x70: FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF FF
TLB entries (43/64 used):
Virt Address range      Phy Address range         Attributes
0x4B000000:0x4B1FFFFF   0x14B000000:0x14B1FFFFF   CacheMode=2, RW,
Invalid
0x4B200000:0x4B3FFFFF   0x14B200000:0x14B3FFFFF   CacheMode=2, RW,
Invalid
0x10000000:0x10001FFF   0x0FC010000:0x0FC011FFF   CacheMode=2, RW, Valid
0x42000000:0x43FFFFFF   0x062000000:0x063FFFFFF   CacheMode=2, RW, Valid
0x46000000:0x47FFFFFF   0x066000000:0x067FFFFFF   CacheMode=2, RW, Valid
0x3C000000:0x3C7FFFFF   0x068000000:0x0687FFFFF   CacheMode=2, RW,
Invalid
0x04000000:0x05FFFFFF   0x01F000000:0x020FFFFFF   CacheMode=2, RW,
Invalid
0x08000000:0x09FFFFFF   0x076000000:0x077FFFFFF   CacheMode=2, RW, Valid
0x30000000:0x31FFFFFF   0x06C000000:0x06DFFFFFF   CacheMode=2, RW, Valid
0x38000000:0x39FFFFFF   0x078000000:0x079FFFFFF   CacheMode=2, RW, Valid
0x34000000:0x35FFFFFF   0x070000000:0x071FFFFFF   CacheMode=2, RW,
Invalid
0x4C000000:0x4DFFFFFF   0x07C000000:0x07DFFFFFF   CacheMode=2, RW,
Invalid
0x1FC00000:0x1FC7FFFF   0x01FC00000:0x01FC7FFFF   CacheMode=2, RO, Valid
0x1E000000:0x1E7FFFFF   0x01E000000:0x01E7FFFFF   CacheMode=2, RW, Valid
0x1E800000:0x1E9FFFFF   0x01E800000:0x01E9FFFFF   CacheMode=2, RW, Valid
0x32000000:0x33FFFFFF   0x01F000000:0x020FFFFFF   CacheMode=2, RW,
Invalid
0x3A000000:0x3BFFFFFF   0x01F000000:0x020FFFFFF   CacheMode=2, RW,
Invalid
0x36000000:0x37FFFFFF   0x052000000:0x053FFFFFF   CacheMode=2, RW,
Invalid
0x4E000000:0x4FFFFFFF   0x05E000000:0x05FFFFFFF   CacheMode=2, RW,
Invalid
0x60000000:0x61FFFFFF   0x000000000:0x001FFFFFF   CacheMode=5, RO, Valid
0x62000000:0x627FFFFF   0x002000000:0x0027FFFFF   CacheMode=5, RO, Valid
0x62800000:0x62FFFFFF   0x002800000:0x002FFFFFF   CacheMode=5, RO, Valid
0x63000000:0x631FFFFF   0x003000000:0x0031FFFFF   CacheMode=5, RO, Valid
0x63200000:0x6321FFFF   0x003200000:0x00321FFFF   CacheMode=5, RO, Valid
0x63220000:0x63227FFF   0x003220000:0x003227FFF   CacheMode=5, RO, Valid
0x63228000:0x6322FFFF   0x003228000:0x00322FFFF   CacheMode=5, RO, Valid
0x63230000:0x63231FFF   0x003230000:0x003231FFF   CacheMode=5, RO, Valid
0x63232000:0x63233FFF   0x003232000:0x003233FFF   CacheMode=5, RO, Valid
0x63234000:0x63235FFF   0x003234000:0x003235FFF   CacheMode=5, RO, Valid
0x63236000:0x63237FFF   0x003236000:0x003237FFF   CacheMode=5, RW, Valid
```

Sample Inventory Alert Notification in XML Format

```
0x63238000:0x6323FFFF   0x003238000:0x00323FFFF   CacheMode=5, RW, Valid
0x63240000:0x6325FFFF   0x003240000:0x00325FFFF   CacheMode=5, RW, Valid
0x63260000:0x6327FFFF   0x003260000:0x00327FFFF   CacheMode=5, RW, Valid
0x63280000:0x632FFFFF   0x003280000:0x0032FFFFF   CacheMode=5, RW, Valid
0x63300000:0x6337FFFF   0x003300000:0x00337FFFF   CacheMode=5, RW, Valid
0x63380000:0x633FFFFF   0x003380000:0x0033FFFFF   CacheMode=5, RW, Valid
0x63400000:0x635FFFFF   0x003400000:0x0035FFFFF   CacheMode=5, RW, Valid
0x63600000:0x637FFFFF   0x003600000:0x0037FFFFF   CacheMode=5, RW, Valid
0x63800000:0x63FFFFFF   0x003800000:0x003FFFFFF   CacheMode=5, RW, Valid
0x64000000:0x65FFFFFF   0x004000000:0x005FFFFFF   CacheMode=5, RW, Valid
0x66000000:0x67FFFFFF   0x006000000:0x007FFFFFF   CacheMode=5, RW, Valid
0x68000000:0x6FFFFFFF   0x008000000:0x00FFFFFFF   CacheMode=5, RW, Valid
0x0E000000:0x0FFFFFFF   0x00E000000:0x00FFFFFFF   CacheMode=5, RW, Valid
System was restarted by reload at 23:55:23 UTC Wed Feb 10 2010
7200 Software (UBR7200-JK9SU2-M), Experimental Version
12.2(20091219:015541) [sboochir-ubr-latest 269]
Compiled Fri 15-Jan-10 15:57 by sboochir
Image text-base: 0x600092A4, data-base: 0x63243750
Current trace buffer contents:
FP: 0x68213ED0, RA: 0x60D29754
FP: 0x68213ED0, RA: 0x60D0F6EC
FP: 0x68213EE8, RA: 0x60D2F5D8
FP: 0x68213F00, RA: 0x60D33308
FP: 0x68213F48, RA: 0x60B750D0
FP: 0x68214078, RA: 0x60B475EC
FP: 0x68214100, RA: 0x60B731D0
FP: 0x68214198, RA: 0x60CBB68C
0 spurious cache errors detected.
System Controller Network Interrupts
 Wrapper is INSTALLED at address 0x60DF299C
 Interrupt Register is at 0xB0020040 (0x0000000000000000)
Registered Interrupts:
 Level Mask               Count      Data       Interrupt Handler
 0     0x0000000000200000 20         0x69486110 0x6017123C
(GigabitEthernet0/3)
 0     0x0000000000100000 0          0x69470C08 0x6017123C
(GigabitEthernet0/2)
 0     0x0000000000080000 82         0x6945AAC4 0x6017123C
(GigabitEthernet0/1)
 1     0x0000000800000000 2          0x00000000 0x60171888 (SBETH media
interrupt)
 1     0x0000000000001000 6          0x00000000 0x60DF2514 (BCM-1250
PCMCIA)
 2     0x0000000000000020 0          0x6831E720 0x60DF2DD0 (SB1250 Timer
3)
 2     0x0000000000000010 0          0x6831E658 0x60DF2DD0 (SB1250 Timer
2)
 2     0x0000000000000008 0          0x6831E590 0x60DF2DD0 (SB1250 Timer
1)
 2     0x0000000000000004 0          0x6831E4C8 0x60DF2DD0 (SB1250 Timer
0)
 4     0x007C00000000E0C3 0          0x00000000 0x60DFD240 (Spurious
Intr ERROR Handler)
 4     0x0000000000020000 0          0x00000000 0x60DFCD50 (Corrected
ECC Error Handler)
 4     0x0000000000010000 0          0x00000000 0x60DFC98C (Bad ECC
Error Handler)
 4     0x0000003000000000 0          0x00000000 0x60DF2530 (Sturgeon
Error Handler)
 4     0x0003000000000000 0          0x66A227C8 0x60DFCDD8 (BCM1250 Host
LDT Bridge Error Handler)
 4     0x0000000000040000 0          0x00000000 0x60DFD094 (BCM1250
IO-Bus Error Handler)
 4     0x0080000000000000 0          0x00000000 0x60DFCE60 (BCM1250 Host
PCI Bridge Error Handler)
router#]]></aml-block:Data>
</aml-block:Attachment>
</aml-block:Attachments>
</aml-block:Block>
</soap-env:Body>
</soap-env:Envelope>
```

Sample Syslog Alert Notification in XML Format

```
<?xml version="1.0" encoding="UTF-8"?>
<soap-env:Envelope xmlns:soap-env="http://www.w3.org/2003/05/soap-envelope">
<soap-env:Header>
<aml-session:Session xmlns:aml-session="http://www.cisco.com/2004/01/aml-session"
soap-env:mustUnderstand="true"
soap-env:role="http://www.w3.org/2003/05/soap-envelope/role/next">
<aml-session:To>http://tools.cisco.com/neddce/services/DDCEService</aml-session:To>
<aml-session:Path>
<aml-session:Via>http://www.cisco.com/appliance/uri</aml-session:Via>
</aml-session:Path>
<aml-session:From>http://www.cisco.com/appliance/uri</aml-session:From>
<aml-session:MessageId>MDA:SPE100202ZH:D0600862</aml-session:MessageId>
</aml-session:Session>
</soap-env:Header>
<soap-env:Body>
<aml-block:Block xmlns:aml-block="http://www.cisco.com/2004/01/aml-block">
<aml-block:Header>
<aml-block:Type>http://www.cisco.com/2005/05/callhome/syslog</aml-block:Type>
<aml-block:CreationDate>2010-10-13 10:28:50 GMT+00:00</aml-block:CreationDate>
<aml-block:Builder>
<aml-block:Name>uBR10000</aml-block:Name>
<aml-block:Version>2.0</aml-block:Version>
</aml-block:Builder>
<aml-block:BlockGroup>
<aml-block:GroupId>GDB:SPE100202ZH:D0600862</aml-block:GroupId>
<aml-block:Number>0</aml-block:Number>
<aml-block:IsLast>true</aml-block:IsLast>
<aml-block:IsPrimary>true</aml-block:IsPrimary>
<aml-block:WaitForPrimary>false</aml-block:WaitForPrimary>
</aml-block:BlockGroup>
<aml-block:Severity>1</aml-block:Severity>
</aml-block:Header>
<aml-block:Content>
<ch:CallHome xmlns:ch="http://www.cisco.com/2005/05/callhome" version="1.0">
<ch:EventTime>2010-10-13 10:28:37 GMT+00:00</ch:EventTime>
<ch:MessageDescription>SLOT 8/1: Oct 13 10:28:36.658: %LICENSE-6-INSTALL: Feature US_License
 1.0 was installed in this device. UDI=UBR-MC3GX60V:CSJ13302903; StoreIndex=0:Primary License
 Storage</ch:MessageDescription>
<ch:Event>
<ch:Type>syslog</ch:Type>
<ch:SubType></ch:SubType>
<ch:Brand>Cisco Systems</ch:Brand>
<ch:Series>Cisco uBR10K Series Routers</ch:Series>
</ch:Event>
<ch:CustomerData>
<ch:UserData>
<ch:Email>uname@cisco.com</ch:Email>
</ch:UserData>
<ch:ContractData>
<ch:CustomerId></ch:CustomerId>
<ch:SiteId></ch:SiteId>
<ch:ContractId></ch:ContractId>
<ch:DeviceId>UBR10012@C@SPE100202ZH</ch:DeviceId>
</ch:ContractData>
<ch:SystemInfo>
<ch:Name>router</ch:Name>
<ch:Contact></ch:Contact>
<ch:ContactEmail>uname@cisco.com</ch:ContactEmail>
<ch:ContactPhoneNumber></ch:ContactPhoneNumber>
<ch:StreetAddress></ch:StreetAddress>
</ch:SystemInfo>
<ch:CCOID></ch:CCOID>
</ch:CustomerData>
<ch:Device>
<rme:Chassis xmlns:rme="http://www.cisco.com/rme/4.0">
<rme:Model>UBR10012</rme:Model>
<rme:HardwareVersion>257</rme:HardwareVersion>
```

```
<rme:SerialNumber>SPE100202ZH</rme:SerialNumber>
<rme:AdditionalInformation>
<rme:AD name="PartNumber" value="800-09026-03" />
<rme:AD name="SoftwareVersion" value="12.2(20100929:171810)" />
<rme:AD name="SystemObjectId" value="1.3.6.1.4.1.9.1.317" />
<rme:AD name="SystemDescription" value="Cisco IOS Software, 10000 Software (UBR10K4-K9P6U2-M),
 Experimental Version 12.2(20100929:171810) [pauhuang-card 111]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Wed 29-Sep-10 10:18 by pauhuang" />
</rme:AdditionalInformation>
</rme:Chassis>
</ch:Device>
</ch:CallHome>
</aml-block:Content>
<aml-block:Attachments>
<aml-block:Attachment type="inline">
<aml-block:Name>show logging</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[
Syslog logging: enabled (0 messages dropped, 1 messages rate-limited, 15 flushes, 0 overruns,
 xml disabled, filtering disabled)
No Active Message Discriminator.
No Inactive Message Discriminator.
    Console logging: level debugging, 4756 messages logged, xml disabled,
                     filtering disabled
    Monitor logging: level debugging, 0 messages logged, xml disabled,
                     filtering disabled
    Buffer logging:  level debugging, 6755 messages logged, xml disabled,
                    filtering disabled
    Exception Logging: size (4096 bytes)
    Count and timestamp logging messages: disabled
    Persistent logging: disabled
    Trap logging: level informational, 6388 message lines logged
Log Buffer (12800000 bytes):
*Oct 11 03:42:07.367: CM file (ivfs:/ubr10k4-k9p6u2-m_matrix.cm) is not readable, using
internal matrix table
*Oct 11 03:42:08.799: %C10K_TOASTER-6-STARTLOAD: Downloading Microcode:
file=system:pxf/c10k-cr4-ucode.101.0.0.0, version=101.0.0.0, description=Nightly Build
Software created Mon 27-Sep-10 16:12
*Oct 11 03:42:10.447: %LINEPROTO-5-UPDOWN: Line protocol on Interface Ethernet0/0/0, changed
 state to up
*Oct 11 03:42:10.447: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet0/0/0,
 changed state to up
*Oct 11 03:42:10.447: %LINEPROTO-5-UPDOWN: Line protocol on Interface LI-Null0, changed
state to up
*Oct 11 03:42:10.447: %LINK-3-UPDOWN: Interface FastEthernet0/0/0, changed state to up
*Oct 11 03:42:10.691: %RED-5-REDCHANGE: PRE B now Non-participant(0x0 => 0x1421)
*Oct 11 03:42:11.575: %LINEPROTO-5-UPDOWN: Line protocol on Interface FastEthernet0/0/0,
changed state to down
*Oct 11 03:42:11.639: %IPCOIR-5-IVFS_FILE_LOADING: Extracting 5cable-mc520u-d from
ivfs:/ubr10kclc-lck8-mz.card.
*Oct 11 03:42:12.403: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet1/1/0,
 changed state to down
...
...
...
Modular-Cable1/1/0:0, changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Modular-Cable1/1/0:1,
 changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Modular-Cable1/1/0:2,
 changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Modular-Cable1/1/0:3,
 changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Modular-Cable1/1/0:4,
 changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface
...
...
...
GigabitEthernet3/1/0, changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet4/0/0,
 changed state to down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Cable5/0/0, changed
```

```
state to down
*Oct 11 03:42:12.935: %SNMP-5-LINK_DOWN: LinkDown:Interface Cable5/0/0 changed state to
down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Cable5/0/1, changed
state to down
*Oct 11 03:42:12.935: %SNMP-5-LINK_DOWN: LinkDown:Interface Cable5/0/1 changed state to
down
*Oct 11 03:42:12.935: %LINEPROTO-5-UPDOWN: Line protocol on Interface Cable5/0/2, changed
state to down
*Oct 11 03:42:12.935: %SNMP-5-LINK_DOWN: LinkDown:Interface Cable5/0/2 changed state to
down
tate to up
*Oct 11 03:42:22.491: %UBR10000-5-UPDOWN: Interface Cable5/1/3 U0, changed state to down
*Oct 11 03:42:22.495: %UBR10000-5-USFREQCHG: Interface Cable5/1/3 U0, changed to Freq 25.000
 MHz
*Oct 11 03:42:22.503: %UBR10000-5-UPDOWN: Interface Cable5/1/3 U1, changed state to down
*Oct 11 03:42:22.507: %UBR10000-5-USFREQCHG: Interface Cable5/1/3 U1, changed to Freq 26.600
 MHz
*Oct 11 03:42:23.911: %UBR10000-5-USFREQCHG: Interface Cable7/1/2 U0.1, changed to Freq
10.000 MHz
*Oct 11 03:42:23.911: %UBR10000-5-USFREQCHG: Interface Cable7/1/2 U0.1, changed to Freq
10.000 MHz
*Oct 11 03:42:23.911: %UBR10000-5-UPDOWN: Interface Cable7/1/2 U0.1, changed state to down
*Oct 11 03:42:23.923: %UBR10000-5-UPDOWN: Interface Cable7/1/2 U1, changed state to down
*Oct 11 03:42:23.935: %UBR10000-5-UPDOWN: Interface Cable7/1/2 U2, changed state to down
*Oct 11 03:42:23.947: %UBR10000-5-UPDOWN: Interface Cable7/1/2 U3, changed state to down
*Oct 11 03:42:23.951: %UBR10000-5-UPDOWN: Interface Cable7/1/2 U3.1, changed state to down
...
...
...
*Oct 11 03:42:25.795: %LINK-3-UPDOWN: Interface Cable6/1/3, changed state to down
*Oct 11 03:42:25.795: %LINK-3-UPDOWN: Interface Cable6/1/4, changed state to down
*Oct 11 03:42:25.795: %UBR10000-5-UPDOWN: Interface Cable8/0/8 U0, changed state to down
*Oct 11 03:42:25.807: %UBR10000-5-UPDOWN: Interface Cable8/0/8 U1, changed state to down
*Oct 11 03:42:25.819: %UBR10000-5-UPDOWN: Interface Cable8/0/8 U2, changed state to down
*Oct 11 03:42:25.831: %UBR10000-5-UPDOWN: Interface Cable8/0/8 U3, changed state to down
...
...
...
*Oct 11 03:42:30.175: %IPCOIR-3-CARD_UNSUPPORTED: Unsupported card type (0x415) in slot
1/0.
*Oct 11 03:42:30.175: %IPCOIR-5-CARD_DETECTED: Card type 2jacket-1 (0x415) in slot 1/0
*Oct 11 03:42:30.175: %IPCOIR-5-CARD_LOADING: Loading card in slot 4/0 sw version 4.0 code
 MD5 FFE6204BD2DED9385026C375D457564A fpga MD5 E5099933C1DDD6B76260A6085BD1CDDF
*Oct 11 03:42:30.175: %IPCOIR-5-CARD_LOADING: Loading card in slot 1/0 sw version 1.1 code
 MD5 3716BEAEB613954FB02A236E6636B299 fpga MD5 00000000000000000000000000000000
*Oct 11 03:42:30.179: %IPCOIR-5-CARD_DETECTED: Card type 2cable-dtcc (0x5B0) in slot 2/1
*Oct 11 03:42:30.183: %IPCOIR-5-CARD_LOADING: Loading card in slot 2/1 sw version 1.0 code
 MD5 08BB3163BD9E82D61F2A78200397187D fpga MD5 00000000000000000000000000000000
*Oct 11 03:42:30.775: %SYS-5-RESTART: System restarted --
Cisco IOS Software, 10000 Software (UBR10K4-K9P6U2-M), Experimental Version
12.2(20100929:171810) [pauhuang-card 111]
Copyright (c) 1986-2010 by Cisco Systems, Inc.
Compiled Wed 29-Sep-10 10:18 by pauhuang
*Oct 11 03:42:30.791: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-mc2020v (0x641) in slot
 6/0
*Oct 11 03:42:30.795: %IPCOIR-5-CARD_LOADING: Loading card in slot 6/0 sw version 1.0 code
 MD5 3913D37E4C8CD8878EAE1E75669CFA1F fpga MD5 00000000000000000000000000000000
*Oct 11 03:42:31.115: %LINEPROTO-5-UPDOWN: Line protocol on Interface Bundle1, changed state
 to up
*Oct 11 03:42:31.119: %SNMP-5-LINK_UP: LinkUp:Interface Bundle1 changed state to up
*Oct 11 03:42:31.119: %LINEPROTO-5-UPDOWN: Line protocol on Interface Bundle2, changed state
 to up
*Oct 11 03:42:31.123: %SNMP-5-LINK_UP: LinkUp:Interface Bundle2 changed state to up
*Oct 11 03:42:31.127: %LINEPROTO-5-UPDOWN: Line protocol on Interface Bundle3, changed state
 to up
*Oct 11 03:42:31.127: %SNMP-5-LINK_UP: LinkUp:Interface Bundle3 changed state to up
*Oct 11 03:42:31.131: %LINEPROTO-5-UPDOWN: Line protocol on Interface Bundle4, changed state
 to up
*Oct 11 03:42:31.131: %SNMP-5-LINK_UP: LinkUp:Interface Bundle4 changed state to up
*Oct 11 03:42:31.135: %LINEPROTO-5-UPDOWN: Line protocol on Interface FastEthernet0/0/0,
changed state to up
*Oct 11 03:42:31.135: %LINEPROTO-5-UPDOWN: Line protocol on Interface Bundle60, changed
```

```
state to up
*Oct 11 03:42:31.135: %SNMP-5-LINK_UP: LinkUp:Interface Bundle60 changed state to up
*Oct 11 03:42:31.503: %SYS-6-BOOTTIME: Time taken to reboot after reload = 423551 seconds
*Oct 11 03:42:32.523: %LINK-3-UPDOWN: Interface HTDP0/0/1, changed state to up
*Oct 11 03:42:32.783: %C10K-5-LC_NOTICE: Slot[4/0] Line-card Image Downloaded...Booting...
*Oct 11 03:42:33.523: %LINEPROTO-5-UPDOWN: Line protocol on Interface HTDP0/0/1, changed
state to up
*Oct 11 03:42:35.555: %C10K_TOASTER-6-STARTPXF:
!!pxf clients started, forwarding code operational!!
*Oct 11 03:42:35.951: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-5x20s (0x348) in slot
6/1
*Oct 11 03:42:36.007: %IPCOIR-5-CARD_LOADING: Loading card in slot 6/1 sw version 1.0 code
 MD5 33AD44802F7069858C7A18315833494D fpga MD5 00000000000000000000000000000000
*Oct 11 03:42:36.359: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-5x20s (0x348) in slot
5/0
...
...
...
*Oct 11 03:44:09.923: %SNMP-5-LINK_UP: LinkUp:Interface Cable6/1/4 changed state to up
*Oct 11 03:45:40.751: cr10k_clnt_issu_start_nego_session at slot 8/0 clnt 0:rp-lc:rp-lc ses
 131081 nego Yes ISSU/my compat Yes/Yes
*Oct 11 03:45:41.823: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-3g60 (0x65D) in slot
8/0
*Oct 11 03:45:41.823: CR10K DOCSIS C8/0 is up for apps
*Oct 11 03:45:41.823: CR10K HCCP C8/0 is up for apps
*Oct 11 03:45:41.823: CR10K PKTCBL C8/0 is up for apps
*Oct 11 03:45:41.823: CR10K PLFM C8/0 is up for apps
*Oct 11 03:45:41.823: CR10K SNMP C8/0 is up for apps
*Oct 11 03:45:41.831: CR10K GUARDIAN C8/0 is up for apps
*Oct 11 03:45:41.835: %CMTS_LIC-6-CHANNEL_SHUTDOWN: Cable8/0/3 channel 0 has been shutdown
 due to insufficient licenses
*Oct 11 03:45:41.835: %UBR10000-5-UPDOWN: Interface Cable8/0/3 U0, changed state to down
*Oct 11 03:45:41.835: %CMTS_LIC-6-CHANNEL_SHUTDOWN: Cable8/0/3 channel 1 has been shutdown
 due to insufficient licenses
*Oct 11 03:45:41.835: %UBR10000-5-UPDOWN: Interface Cable8/0/3 U1, changed state to down
*Oct 11 03:45:41.835: %CMTS_LIC-6-CHANNEL_SHUTDOWN: Cable8/0/3 channel 2 has been shutdown
 due to insufficient licenses
*Oct 11 03:45:41.835: %UBR10000-5-UPDOWN: Interface Cable8/0/3 U2, changed state to down
*Oct 11 03:45:41.835: %CMTS_LIC-6-CHANNEL_SHUTDOWN: Cable8/0/3 channel 3 has been shutdown
 due to insufficient licenses
...
...
...
*Oct 11 04:08:41.287: %CMTS_LIC-6-CHANNEL_NO_SHUTDOWN: Cable8/0/3 channel 0 has been restored
 to no shut
*Oct 11 04:08:41.287: %CMTS_LIC-6-OUT_OF_RANGE: LC 8/0, Forced Shut US License Count is
already 0
-Traceback= 40ACB68C 401C7694 401C77E4 401C71F8 401AC3CC 40258AA8 401C7A94 401C7FCC 401C8140
 401C9288 401C94D0 401AE5BC 40CEFD3C 40CFD49C 40A50BAC 40150EC8
*Oct 11 04:08:41.291: %UBR10000-5-UPDOWN: Interface Cable8/0/3 U0, changed state to down
*Oct 11 04:08:41.291: %CMTS_LIC-6-CHANNEL_NO_SHUTDOWN: Cable8/0/3 channel 1 has been restored
 to no shut
*Oct 11 04:08:41.291: %CMTS_LIC-6-OUT_OF_RANGE: LC 8/0, Forced Shut US License Count is
already 0
...
...
...
*Oct 11 04:16:14.851: %IPCOIR-5-CARD_LOADING: Loading card in slot 6/0 sw version 1.0 code
 MD5 3913D37E4C8CD8878EAE1E75669CFA1F fpga MD5 00000000000000000000000000000000
*Oct 11 04:18:48.847: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-mc2020v (0x641) in slot
 6/0
*Oct 11 04:18:48.851: %IPCOIR-5-CARD_LOADING: Loading card in slot 6/0 sw version 1.0 code
 MD5 3913D37E4C8CD8878EAE1E75669CFA1F fpga MD5 00000000000000000000000000000000
*Oct 11 04:21:18.859: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-mc2020v (0x641) in slot
 6/0
*Oct 11 04:21:18.859: %IPCOIR-5-CARD_LOADING: Loading card in slot 6/0 sw version 1.0 code
 MD5 3913D37E4C8CD8878EAE1E75669CFA1F fpga MD5 00000000000000000000000000000000
*Oct 11 04:29:09.763: %UBR10K-1-POWCYCLE: Power cycle slot 6/0
*Oct 11 04:29:17.931: %LCINFO-4-LCHUNG: Slot [6/0] down on last 11 checks.  HW RESET # 3
...
...
...
*Oct 11 09:05:26.702: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet8/0/0,
```

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 changed state to down
*Oct 11 09:05:39.382: cr10k_crane_delete_cdb Modular-Cable
*Oct 11 09:05:39.382: in cr10k_crane_delete_cdb Modular-Cable
*Oct 11 09:05:39.382: wbchannel_delete_context Modular-Cable
*Oct 11 09:05:39.582: cr10k_crane_delete_cdb Modular-Cable
*Oct 11 09:05:39.582: in cr10k_crane_delete_cdb Modular-Cable
*Oct 11 09:05:39.582: wbchannel_delete_context Modular-Cable
*Oct 11 09:05:39.782: cr10k_crane_delete_cdb Modular-Cable
*Oct 11 09:05:39.782: in cr10k_crane_delete_cdb Modular-Cable
*Oct 11 09:05:39.782: wbchannel_delete_context Modular-Cable
*Oct 11 09:05:39.986: %C10K-3-DEACTIVATED: card in slot [8/0] disabled.
*Oct 11 09:05:47.670: %UBR10000-5-USFREQCHG: Interface Cable8/0/0 U0, changed to Freq 10.000
 MHz
...
...
...
*Oct 11 16:48:26.188: CR10K DOCSIS C8/1 is up for apps
*Oct 11 16:48:26.188: CR10K HCCP C8/1 is up for apps
*Oct 11 16:48:26.188: CR10K PKTCBL C8/1 is up for apps
*Oct 11 16:48:26.188: CR10K PLFM C8/1 is up for apps
*Oct 11 16:48:26.188: CR10K SNMP C8/1 is up for apps
*Oct 11 16:48:26.704: CR10K GUARDIAN C8/1 is up for apps
*Oct 11 16:48:28.068: cr10k_clnt_issu_start_nego_session at slot 8/0 clnt 0:rp-lc:rp-lc ses
 458761 nego Yes ISSU/my compat Yes/Yes
*Oct 11 16:48:28.084: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-3g60 (0x65D) in slot
8/0
*Oct 11 16:48:28.084: CR10K DOCSIS C8/0 is up for apps
*Oct 11 16:48:28.084: CR10K HCCP C8/0 is up for apps
*Oct 11 16:48:28.084: CR10K PKTCBL C8/0 is up for apps
*Oct 11 16:48:28.084: CR10K PLFM C8/0 is up for apps
*Oct 11 16:48:28.084: CR10K SNMP C8/0 is up for apps
*Oct 11 16:48:28.092: CR10K GUARDIAN C8/0 is up for apps
*Oct 11 16:48:50.456: CR10K DOCSIS C8/0 is down for apps
*Oct 11 16:48:50.456: CR10K HCCP C8/0 is down for apps
*Oct 11 16:48:50.456: CR10K PKTCBL C8/0 is down for apps
*Oct 11 16:48:50.456: CR10K PLFM C8/0 is down for apps
*Oct 11 16:48:50.456: CR10K SNMP C8/0 is down for apps
*Oct 11 16:48:50.456: CR10K GUARDIAN C8/0 is down for apps
*Oct 11 16:48:50.460: %IPCOIR-3-TIMEOUT: Timeout waiting for a response from slot 8/0.
*Oct 11 16:48:50.460: %IPCOIR-2-CARD_UP_DOWN: Card in slot 8/0 is down.  Notifying
ubr10k-clc-3g60 driver.
*Oct 11 16:48:51.456: %C10K-5-SUBSLOT_RESET: Card in slot 8/0 has been reset
*Oct 11 16:49:23.744: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-3g60 (0x65D) in slot
8/0
*Oct 11 16:49:23.744: %IPCOIR-5-CARD_LOADING: Loading card in slot 8/0 sw version 1.0 code
 MD5 15247BBB545BF3FAE97D7E7D34C1177C fpga MD5 00000000000000000000000000000000
*Oct 11 16:49:26.708: %CR10K_CLNT-3-TIMEOUT: Timeout waiting for RP-LIC: card license ready,
 slot 8/1
-Traceback= 40ACB68C 40DCA7FC 401AE8E0 40CEDF00 40CF37CC 40BC79DC 40BC79C8
*Oct 11 16:49:28.092: %CR10K_CLNT-3-TIMEOUT: Timeout waiting for RP-LIC: card license ready,
 slot 8/0
...
...
...
*Oct 13 04:12:04.931: cr10k_clnt_issu_receive_nego_message at slot 8/1 clnt 0:rp-lc:rp-lc
ses 1179700 nego Yes ISSU/my compat Yes/Yes
*Oct 13 04:12:05.143: CR10K HCCP C8/1 is up for apps
*Oct 13 04:12:05.203: CR10K GUARDIAN C8/1 is up for apps
*Oct 13 04:12:05.259: CR10K PLFM C8/1 is up for apps
*Oct 13 04:12:05.271: CR10K PKTCBL C8/1 is up for apps
*Oct 13 04:12:05.299: CR10K SNMP C8/1 is up for apps
*Oct 13 04:12:05.795: CR10K DOCSIS C8/1 is up for apps
*Oct 13 04:12:07.739: %IPCOIR-3-TIMEOUT: Timeout waiting for a response from slot 8/0.
*Oct 13 04:12:07.739: %IPCOIR-2-CARD_UP_DOWN: Card in slot 8/0 is down.  Notifying
ubr10k-clc-3g60 driver.
*Oct 13 04:12:07.739: %C10K-3-EEPROM_ERROR: c10k_load_slot_eeprom_copy failed on subslot
8/0
-Traceback= 40ACB68C 40CDD418 40CCE018 40CCE2F4 40A50BAC 40150EC8 40A7D068 40BC79DC 40BC79C8
*Oct 13 04:12:07.743: %C10K-3-EEPROM_ERROR: c10k_load_slot_eeprom_copy failed on subslot
8/0
-Traceback= 40ACB68C 40CDD274 40CCE05C 40CCE2F4 40A50BAC 40150EC8 40A7D068 40BC79DC 40BC79C8
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/0, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/1, changed state to down
```

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*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/2, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/3, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/4, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/5, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/6, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/7, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/8, changed state to down
*Oct 13 04:12:09.919: %LINK-3-UPDOWN: Interface Cable8/0/9, changed state to down
...
...
...
*Oct 13 05:38:38.083: %LINK-3-UPDOWN: Interface GigabitEthernet8/1/0, changed state to down
*Oct 13 05:38:38.083: %LINK-3-UPDOWN: Interface GigabitEthernet8/1/2, changed state to down
*Oct 13 05:38:38.083: %LINK-3-UPDOWN: Interface GigabitEthernet8/1/4, changed state to down
*Oct 13 05:38:46.815: %IPCOIR-5-CARD_DETECTED: Card type ubr10k-clc-3g60 (0x65D) in slot
8/0
*Oct 13 05:38:46.839: cr10k_clnt_issu_receive_nego_message at slot 8/0 clnt 0:rp-lc:rp-lc
ses 589887 nego Yes ISSU/my compat Yes/Yes
*Oct 13 05:38:48.095: CR10K HCCP C8/0 is up for apps
*Oct 13 05:38:48.159: CR10K GUARDIAN C8/0 is up for apps
*Oct 13 05:38:48.271: CR10K PLFM C8/0 is up for apps
*Oct 13 05:38:48.283: CR10K PKTCBL C8/0 is up for apps
*Oct 13 05:38:48.311: CR10K SNMP C8/0 is up for apps
*Oct 13 05:38:48.679: CR10K DOCSIS C8/0 is up for apps
*Oct 13 05:38:50.735: %IPCOIR-2-CARD_UP_DOWN: Card in slot 8/0 is up.  Notifying
ubr10k-clc-3g60 driver.
*Oct 13 05:38:50.847: %LINK-3-UPDOWN: Interface Cable8/0/0, changed state to up
*Oct 13 05:38:50.851: %LINK-3-UPDOWN: Interface Cable8/0/1, changed state to up
*Oct 13 05:38:50.851: %LINK-3-UPDOWN: Interface Cable8/0/2, changed state to up
...
...
...
*Oct 13 09:39:14.606: %SYS-5-CONFIG_I: Configured from console by console
*Oct 13 09:42:05.710: %SYS-5-CONFIG_I: Configured from console by console
*Oct 13 09:43:31.778: %SYS-5-CONFIG_I: Configured from console by console
*Oct 13 09:46:28.726: %LINK-3-UPDOWN: Interface GigabitEthernet8/0/0, changed state to down
*Oct 13 09:46:29.726: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet8/0/0,
 changed state to down
*Oct 13 09:46:32.730: %LINK-3-UPDOWN: Interface GigabitEthernet8/0/0, changed state to up
*Oct 13 09:46:33.730: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet8/0/0,
 changed state to up
*Oct 13 10:14:39.302: %SYS-5-CONFIG_I: Configured from console by console
*Oct 13 10:27:39.126: %SYS-5-CONFIG_I: Configured from console by console
Oct 13 10:28:35.938: CLC-LIC: cmts_clc_cisl_event_notify_feature_us, 1383: received event
1 notification
Oct 13 10:28:35.938: CLC-LIC: cmts_clc_cisl_event_notify_feature_us, 1404: feature US_License
 license_type 0 notifycount 20 usage_count 0 oldcount 0 newcount 0
Oct 13 10:28:35.938: CLC-LIC:cr10k_clc_cisl_handle_count_change_us: slot 8/1 oldcount 0,
newcount 0
...
...
...
SLOT 8/1: Oct 13 10:28:36.658: %LICENSE-6-INSTALL: Feature US_License 1.0 was installed in
 this device. UDI=UBR-MC3GX60V:CSJ13302903; StoreIndex=0:Primary License Storage
SLOT 8/1: Oct 13 10:28:36.662: %LICENSE-6-INSTALL: Feature DS_License 1.0 was installed in
 this device. UDI=UBR-MC3GX60V:CSJ13302903; StoreIndex=2:Primary License Storage
router#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show inventory</aml-block:Name>
<aml-block:Data encoding="plain">
<![CDATA[NAME: "Chassis" DESCR: "uBR10000 chassis"
PID: UBR10012          , VID:    , SN: SPE100202ZH
NAME: "RP A" DESCR: "Performance Routing Engine"
PID: ESR-PRE4          , VID: V03 , SN: CAT1336F051
NAME: "RP A flash card 0" DESCR: "Flash Card"
PID: ESR-PRE-MEM-FD128 , VID:    , SN:
NAME: "RP A flash card 1" DESCR: "Flash Card"
PID: ESR-PRE-CF-1GB    , VID:    , SN:
NAME: "RP B" DESCR: "Performance Routing Engine"
PID: ESR-PRE4          , VID:    , SN:
NAME: "Jacket-Card-Slot 1/0" DESCR: "2 bays I/O slot SPA Interface Processor"
PID: UBR10-2XDS-SIP    , VID: 1.0, SN: CAT112358KV
```

```
NAME: "SPA bay 1/1" DESCR: "WIDEBAND DOCSIS SPA"
PID: SPA-24XDS-SFP     , VID: V01, SN: CAT1228E21D
NAME: "SFP 1/1/0" DESCR: "Copper GigE SFP"
PID: SP7041-E          , VID: E   , SN: MTC133100GM
NAME: "module 1/1" DESCR: "2 port utility Clock Card"
PID: UBR10-TCC+-T1     , VID:    , SN:
NAME: "module 2/1" DESCR: "2 port DTI UC"
PID: UBR10-DTCC        , VID: 2.0, SN: CAT1213E19M
NAME: "module 3/1" DESCR: "Half-height Gigabit Ethernet MAC Controller"
PID: ESR-HH-1GE        , VID:    , SN:
NAME: "module 4/0" DESCR: "Half-height Gigabit Ethernet MAC Controller"
PID: ESR-HH-1GE        , VID: 1.0, SN: CAT09190TTY
NAME: "module 5/0" DESCR: "MC520U_D_connector"
PID: UBR10-MC5X20U-D   , VID:    , SN: CAT10110AG6
NAME: "module 5/1" DESCR: "MC520U_D_connector"
PID: UBR10-MC5X20S     , VID:    , SN:
NAME: "module 6/0" DESCR: "MC2020H_D_connector"
PID: UBR10-MC20X20H    , VID:    , SN:
NAME: "module 6/1" DESCR: "MC520U_D_connector"
PID: UBR10-MC5X20U-D   , VID:    , SN: CAT100614L7
NAME: "module 7/1" DESCR: "MC3GX60V"
PID: UBR10-MC3GX60V    , VID:    , SN:
NAME: "module 8/0" DESCR: "MC3GX60V"
PID: UBR-MC3GX60V      , VID: V01 , SN: CSJ13422931
NAME: "SFP 8/0/0/0" DESCR: "SFP"
PID: SP7041-E          , VID: E  , SN: MTC1331009J
NAME: "module 8/1" DESCR: "MC3GX60V"
PID: UBR-MC3GX60V      , VID: V01 , SN: CSJ13302903
NAME: "power-supply 0" DESCR: "DC Power Entry Module for UBR10012"
PID: UBR10-PWR-DC      , VID:    , SN:
NAME: "power-supply 1" DESCR: "DC Power Entry Module for UBR10012"
PID: UBR10-PWR-DC      , VID:    , SN:
NAME: "fan-tray" DESCR: "BLOWER ASSEMBLY FOR UBR10012"
PID: UBR10-FAN-ASSY    , VID:    , SN:
router#]]></aml-block:Data>
</aml-block:Attachment>
</aml-block:Attachments>
</aml-block:Block>
</soap-env:Body>
</soap-env:Envelope>
```

Additional References

Related Documents

Related Topic	Document Title
CMTS Command Reference	Cisco Broadband Cable Command Reference Guide, at the following URL: http://www.cisco.com/en/US/docs/ios/cable/command/reference/cbl_book.html
Configuring Call Home for Cisco 7200 Series Routers	http://www.cisco.com/en/US/docs/routers/7200/configuration/feature_guides/callhome_7200.html
Cisco License Call Home	http://www.cisco.com/en/US/docs/ios/csa/configuration/guide/csa_callhome.html

Standards

Standard	Title
None	—

MIBs

MIB	MIBs Link
None	To locate and download MIBs for selected platforms, Cisco software releases, and feature sets, use Cisco MIB Locator found at the following URL: http://www.cisco.com/go/mibs

RFCs

RFC	Title
None	—

Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies. To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds. Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.	http://www.cisco.com/cisco/web/support/index.html

Feature Information for the Call Home Feature for the Cisco CMTS Routers

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which software images support a specific software release,

feature set, or platform. To access Cisco Feature Navigator, go to http://tools.cisco.com/ITDIT/CFN/. An account on http://www.cisco.com/ is not required.

Note The below table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Table 2: Feature Information for Call Home Feature for the Cisco CMTS Routers

Feature Name	Releases	Feature Information
Call Home Feature for the Cisco CMTS Routers	12.2(33)SCE	This feature was introduced on the Cisco universal broadband routers