



# Configuring HX Smart Call Home Data Collection

This chapter provides information on how to configure Smart Call Home data collection for Cisco HyperFlex systems.

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## Configuring Smart Call Home for Data Collection

Data collection is enabled by default but, you can opt-out (disable) during installation. You can also enable data collection post cluster creation. During an upgrade, Smart Call Home enablement is determined by your legacy configuration. For example, if `stcli services asup` show as enabled, Smart Call Home is enabled on upgrade.

Data collection about your HX storage cluster is forwarded to Cisco TAC through `https`. If you have a firewall installed, configuring a proxy server for Smart Call Home is completed after cluster creation.



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**Note** Smart Call Home does not support the use of a proxy server in deployments where outgoing connections from an HX cluster require to go through a proxy server.

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**Note** In HyperFlex Data Platform release 2.5(1.a), Smart Call Home Service Request (SR) generation does not use a proxy server.

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Using Smart Call Home requires the following:

- A Cisco.com ID associated with a corresponding Cisco Unified Computing Support Service or Cisco Unified Computing Mission Critical Support Service contract for your company.
- Cisco Unified Computing Support Service or Cisco Unified Computing Mission Critical Support Service for the device to be registered.

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**Step 1** Log into a storage controller VM in your HX storage cluster.

**Step 2** Register your HX storage cluster with Support.

Registering your HX storage cluster adds identification to the collected data and automatically enables Smart Call Home. To register your HX storage cluster, you need to specify an email address. After registration, this email address receives support notifications whenever there is an issue and a TAC service request is generated.

Syntax:

```
stcli services sch set [-h] --email EMAILADDRESS
```

Example:

```
# stcli services sch set --email name@company.com
```

**Step 3** Verify data flow from your HX storage cluster to Support is operational.

Operational data flow ensures that pertinent information is readily available to help Support troubleshoot any issues that might arise.

**Note** Contact TAC to verify connectivity.

```
# asupcli [--all] ping
```

--all option runs the commands on all the nodes in the HX cluster.

**Step 4** (Optional) Configure a proxy server to enable Smart Call Home access through port 443.

If your HX storage cluster is behind a firewall, after cluster creation, you must configure the Smart Call Home proxy server. Support collects data at the url: `https://diag.hyperflex.io:443` endpoint.

a. Clear any existing registration email and proxy settings.

```
# stcli services sch clear
```

b. Set the proxy and registration email.

Syntax:

```
stcli services sch set [-h] --email EMAILADDRESS [--proxy-url PROXYURL] [--proxy-port PROXYPORT]
[--proxy-user PROXYUSER] [--portal-url PORTALURL] [--enable-proxy ENABLEPROXY]
```

Syntax Description	Option	Required or Optional	Description
	<b>--email EMAILADDRESS</b>	Required.	Add an email address for someone to receive email from Cisco support. Recommendation is to use a distribution list or alias.
	<b>--enable-proxy ENABLEPROXY</b>	Optional.	Explicitly enable or disable use of proxy.
	<b>--portal-url PORTALURL</b>	Optional.	Specify an alternative Smart Call Home portal URL, if applicable.
	<b>--proxy-url PROXYURL</b>	Optional.	Specify the HTTP or HTTPS proxy URL, if applicable.
	<b>--proxy-port PROXYPORT</b>	Optional.	Specify the HTTP or HTTPS proxy port, if applicable.

Option	Required or Optional	Description
<code>--proxy-user PROXYUSER</code>	Optional.	Specify the HTTP or HTTPS proxy user, if applicable. Specify the HTTP or HTTPS proxy password, when prompted.

Example:

```
# stcli services sch set
--email name@company.com
--proxy-url www.company.com
--proxy-port 443
--proxy-user admin
--proxy-password adminpassword
```

- c. Ping to verify the proxy server is working and data can flow from your HX storage cluster to the Support location.

**Note** Contact TAC to verify connectivity.

```
# asupcli [--all] ping
--all option runs the command on all the nodes in the HX cluster.
```

**Step 5** Verify Smart Call Home is enabled.

When Smart Call Home configuration is `set`, it is automatically enabled.

```
# stcli services sch show
```

**Step 6** Enable Auto Support (ASUP) notifications.

Typically, Auto Support (ASUP) is configured during HX storage cluster creation. If it was not, you can enable it post cluster creation using HX Connect or CLI.

If Smart Call Home is disabled, enable it manually.

```
# stcli services sch enable
```

