



# Configuring Call Home

This module describes the configuring of the Call Home feature.

**Table 1: Feature History for Configuring Call Home**

Release	Modification
Release 7.0.11	Call Home was introduced

This model contains the following topics:

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## About Call Home

Call Home provides an email and HTTPS based notification for critical system policies. A range of message formats are available for compatibility with pager services or XML-based automated parsing applications. You can use this feature to page a network support engineer, or email a Network Operations Center. You can also use Cisco Smart Call Home services to generate a case with the Technical Assistance Center. The Call Home feature can deliver alert messages containing information about diagnostics and environmental faults and events.

The Call Home feature can deliver alerts to multiple recipients, referred to as Call Home destination profiles. Each profile includes configurable message formats and content categories. A predefined destination is

provided for sending alerts to the Cisco TAC, however you also can define your own destination profiles. When you configure Call Home to send messages, the appropriate CLI show command is executed and the command output is attached to the message. Call Home messages are delivered in the following formats:

- Short text format which provides a one or two line description of the fault that is suitable for pagers or printed reports.
- Full text format which provides fully formatted message with detailed information that is suitable for human reading.
- XML machine-readable format that uses Extensible Markup Language (XML) and Adaptive Messaging Language (AML) XML schema definition (XSD). The AML XSD is published on the Cisco.com website at <http://www.cisco.com>. The XML format enables communication with the Cisco Systems Technical Assistance Center.

The Call Home feature is enabled by default. The Cisco TAC-1 profile is created after the device starts. The default Call Home settings that includes destination address, transport methods, alert-group subscriptions, and more are saved in the CiscoTAC-1 profile. To check the default settings, use the **show call-home profile CiscoTAC-1** command.

## Benefits of Using Call Home

The Call Home feature offers the following benefits:

- Multiple message-format options:
  - Short Text—Suitable for pagers or printed reports.
  - Plain Text—Full formatted message information suitable for human reading.
  - XML—Matching readable format using Extensible Markup Language (XML) and Adaptive Markup Language (AML) document type definitions (DTDs). The XML format enables communication with the Cisco Smart Call Home server.
- Multiple concurrent message destinations.
- Multiple message categories, including configuration, environmental conditions, inventory, syslog, and crash events.
- Filtering of messages by severity and pattern matching.
- Scheduling of periodic message sending.

## Prerequisites for Call Home

How you configure Call Home depends on how you intend to use the feature. Consider the following requirements before you configure Call Home:

- Obtain e-mail, phone, and street address information for the Call Home contact to be configured so that the receiver can determine the origin of messages received.
- Identify the name or IPv4 address of a primary Simple Mail Transfer Protocol (SMTP) server and any backup servers, if using e-mail message delivery.

- Verify IP connectivity from the router to the e-mail server(s) or the destination HTTP server.
- If Cisco Smart Call Home is used, an active service contract covering the device is required to provide full SCH service.

## How to Configure Call Home

To configure the sending of Call Home messages, do the following:

1. Assign contact information.
2. Configure and enable one or more destination profiles.
3. Associate one or more alert groups to each profile.
4. Configure the email server options, if using e-mail message delivery.
5. Enable Call Home.

The above tasks are described in detail in the below procedures.



**Note** Before enabling Call-Home, you must configure the source interface for HTTPS over IPv6. However, for HTTPS over IPv4, Call-Home works without the source interface.

In case of a dual-stack call-home configuration on the device, the IPv4 address is preferred over the IPv6 address. This may result in IPv6 resolution failure. Due to this limitation, the IPv6 device registration with the licensing server may only be done with a single mode, that is, IPv6 only configuration.

Use the **http client source-interface ipv6** command to configure the source interface.

## Configuring Contact Information

Each router must include a contact e-mail address. You can optionally include other identifying information for your system installation.

**Step 1**     **configure**

**Example:**

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2**     **call-home**

**Example:**

```
RP/0/RP0/CPU0:router(config)# call-home
RP/0/RP0/CPU0:router(config-call-home)#
```

Enters call home configuration mode.

**Step 3** **contact-email-addr** *email-address*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # contact-email-addr
user1@cisco.com
```

Configures the customer email address. Enter up to 200 characters in email address format with no spaces.

**Step 4** (Optional) **contract-id** *contract-id-string*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # contract-id
Contract-identifier
```

Configures the contract ID. Enter up to 64 characters. If you include spaces, you must enclose the entry in quotes ("").

**Step 5** (Optional) **customer-id** *customer-id-string*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # customer-id Customer1
```

Configures the customer ID. Enter up to 64 characters. If you include spaces, you must enclose the entry in quotes ("").

**Step 6** (Optional) **phone-number** *phone-number-string*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # phone-number +405-123-4567
```

Configures the customer phone number. The number must begin with a plus (+) prefix, and may contain only dashes (-) and numbers. Enter up to 16 characters.

**Step 7** (Optional) **street-address** *street-address*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # street-address "300 E. Tasman Dr.
San Jose, CA 95134"
```

Configures the customer street address where RMA equipment can be shipped. Enter up to 200 characters. If you include spaces, you must enclose the entry in quotes ("").

**Step 8** (Optional) **site-id** *site-id-string*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # site-id SJ-RouterRoom1
```

Configures the site ID for the system. Enter up to 200 characters. If you include spaces, you must enclose the entry in quotes ("").

**Step 9** Use the **commit** or **end** command.

**commit** —Saves the configuration changes and remains within the configuration session.

**end** —Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
- **No** —Exits the configuration session without committing the configuration changes.
- **Cancel** —Remains in the configuration session, without committing the configuration changes.

**Step 10**    **show call-home****Example:**

```
RP/0/RP0/CPU0:router# show call-home
```

Displays information about the system contacts.

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## Destination Profiles

A destination profile includes the following information:

- One or more alert groups—The group of alerts that trigger a specific Call Home message if the alert occurs.
- One or more e-mail or HTTPS destinations—The list of recipients for the Call Home messages generated by alert groups assigned to this destination profile.
- Message format—The format for the Call Home message (short text, full text, or XML).
- Message severity level—The Call Home severity level that the alert must meet before a Call Home message is sent to all e-mail and HTTPS URL addresses in the destination profile. An alert is not generated if the Call Home severity level of the alert is lower than the message severity level set for the destination profile. The inventory and configuration alert groups do not have concept of severity level. They are generated directly.

You can also configure a destination profile to allow periodic inventory update messages by using the inventory alert group that will send out periodic messages daily, weekly, or monthly.

The following predefined destination profiles are supported:

- CiscoTAC-1—Supports the Cisco-TAC alert group in XML message format.

## Configuring and Activating Destination Profiles

You must have at least one activated destination profile for Call Home messages to be sent. The CiscoTAC-1 profile exists by default but is not active.

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**Step 1**    **configure****Example:**

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2**      **call-home****Example:**

```
RP/0/RP0/CPU0:router(config)# call-home
RP/0/RP0/CPU0:router(config-call-home)#
```

Enters call home configuration mode.

**Step 3**      **profile** *profile-name***Example:**

```
RP/0/RP0/CPU0:router(config-call-home)# profile my_profile
RP/0/RP0/CPU0:router(config-call-home-profile)#
```

Enters call home profile configuration mode to configure a new or existing profile.

**Step 4**      **destination address email** *email-address***Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# destination
address email support_me@cisco.com
```

Configures an email address to which Call Home messages are sent for this profile.

**Step 5**      **destination message-size-limit** *max-size***Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# destination
message-size-limit 1000
```

Configures the maximum size of Call Home messages for this profile. Values can be between 50 and 3145728 characters.

**Step 6**      **destination preferred-msg-format** {**short-text** | **long-text** | **xml**}**Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# destination
preferred-msg-format xml
```

Configures the message format for this profile. The default is xml.

**Step 7**      **destination transport-method** [ **email** | **hhttp** ]**Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# destination
transport-method email
```

Configures the transport method for this profile.

**Step 8**      **active****Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# active
```

Activates the destination profile.

**Note** At least one destination profile must be active for Call Home messages to be sent.

**Step 9** Use the **commit** or **end** command.

**commit** —Saves the configuration changes and remains within the configuration session.

**end** —Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
- **No** —Exits the configuration session without committing the configuration changes.
- **Cancel** —Remains in the configuration session, without committing the configuration changes.

**Step 10** **show call-home profile** {all | *profile-name*}

**Example:**

```
RP/0/RP0/CPU0:router# show call-home profile all
```

Displays information about the destination profile.

## Call Home Alert Groups

An alert group is a predefined subset of alerts or events that Call Home detects and reports to one or more destinations. Alert groups allow you to select the set of alerts that you want to send to a predefined or custom destination profile. Alerts are sent to e-mail destinations in a destination profile only if that alert belongs to one of the alert groups associated with that destination profile and if the alert has a Call Home message severity at or above the message severity set in the destination profile.

The following table lists supported alert groups and the default CLI command output included in Call Home messages generated for the alert group.

**Table 2: Alert Groups and Executed Commands**

Alert Group	Description	Executed Commands
Environmental	Events related to power, fan, and environment-sensing elements such as temperature alarms.	<ul style="list-style-type: none"> <li>• <b>show environment</b></li> <li>• <b>show logging</b></li> <li>• <b>show inventory</b></li> <li>• <b>show environment trace</b></li> <li>• <b>show diag</b></li> </ul>
Inventory	Inventory status that is provided whenever a unit is cold booted, or when FRUs are inserted or removed. This alert is considered a noncritical event, and the information is used for status and entitlement.	<ul style="list-style-type: none"> <li>• <b>show platform</b></li> <li>• <b>show version</b></li> <li>• <b>show diag</b></li> <li>• <b>show inventory oid</b></li> </ul>

Alert Group	Description	Executed Commands
Syslog	Events generated by specific interesting syslog messages	<ul style="list-style-type: none"> <li>• <b>show version</b></li> <li>• <b>show logging</b></li> <li>• <b>show inventory</b></li> </ul>
Configuration	User-generated request for configuration or configuration change event.	<ul style="list-style-type: none"> <li>• <b>show version</b></li> <li>• <b>show running config all</b></li> <li>• <b>show inventory</b></li> <li>• <b>show configuration history last 30</b></li> <li>• <b>show configuration commit changes last 1</b></li> </ul>
Snapshot	This alert group can be configured for periodic notifications	By default, this alert group has no commands to be run. You can add the required commands that need to be run.

Call Home maps the syslog severity level to the corresponding Call Home severity level for syslog port group messages.

## Call Home Message Levels

Call Home allows you to filter messages based on their level of urgency. You can associate each destination profile (predefined and user-defined) with a Call Home message level threshold. The Call Home message level ranges from 0 (lowest level of urgency) to 9 (highest level of urgency). Call Home messages are generated if they have a severity level equal to or greater than the Call Home message level threshold for the destination profile.

Call Home messages that are sent for syslog alert groups have the syslog severity level mapped to the Call Home message level.



**Note** Call Home does not change the syslog message level in the message text.

The following table lists each Call Home message level keyword and the corresponding syslog level for the syslog port alert group.

**Table 3: Severity and syslog Level Mapping**

Call Home Level	Keyword	syslog Level	Description
9	Catastrophic	Not-Applicable	Network-wide catastrophic failure.
8	Disaster	Not-Applicable	Significant network impact.



Call Home Level	Keyword	syslog Level	Description
7	Fatal	Emergency (0)	System is unusable.
6	Critical	Alert (1)	Critical conditions that indicate that immediate attention is needed.
5	Major	Critical (2)	Major conditions.
4	Minor	Error (3)	Minor conditions.
3	Warning	Warning (4)	Warning conditions.
2	Notification	Notice (5)	Basic notification and informational messages. Possibly independently insignificant.
1	Normal	Information (6)	Normal event signifying return to normal state.
	Debugging	Debug (7)	Debugging messages.

## Associating an Alert Group with a Destination Profile

An alert is sent only to destination profiles that have subscribed to the Call Home alert group.

### Before you begin

Use the **show call-home alert-group** command to view available alert groups.

#### Step 1 **configure**

##### Example:

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

#### Step 2 **call-home**

##### Example:

```
RP/0/RP0/CPU0:router(config)# call-home
RP/0/RP0/CPU0:router(config-call-home)#
```

Enters call home configuration mode.

#### Step 3 **profile *profile-name***

##### Example:

```
RP/0/RP0/CPU0:router(config-call-home)# profile my_profile
RP/0/RP0/CPU0:router(config-call-home-profile)#
```

Enters call home profile configuration mode to configure a new or existing profile.

**Step 4** `subscribe-to-alert-group inventory [periodic {daily | monthly day-of-month | weekly day-of-week} hh:mm`

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group
inventory periodic monthly 1 10:00
```

Configures a destination profile to receive messages for the inventory alert group. Either alerts are sent periodically, or any non-normal event triggers an alert.

**Step 5** `subscribe-to-alert-group syslog severity severity-level pattern string`

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group
syslog severity major pattern
```

Configures a destination profile to receive messages for the syslog alert group. Alerts with a severity the same or greater than the specified severity level are sent.

- **catastrophic**—Includes network-wide catastrophic events in the alert. This is the highest severity.
- **critical**—Includes events requiring immediate attention (system log level 1).
- **disaster**—Includes events with significant network impact.
- **fatal**—Includes events where the system is unusable (system log level 0).
- **major**—Includes events classified as major conditions (system log level 2).
- **minor**—Includes events classified as minor conditions (system log level 3)
- **normal**—Specifies the normal state and includes events classified as informational (system log level 6). This is the default.
- **notification**—Includes events informational message events (system log level 5).
- **warning**—Includes events classified as warning conditions (system log level 4).

You can specify a pattern to be matched in the syslog message. If the pattern contains spaces, you must enclose it in quotes ("").

**Step 6** `subscribe-to-alert-group snapshot severity severity-level pattern string`

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group
snapshot severity major pattern
```

Configures a destination profile to receive messages for the snapshot alert group. Alerts with a severity the same or greater than the specified severity level are sent.

You can specify a pattern to be matched in the syslog message. If the pattern contains spaces, you must enclose it in quotes ("").

**Step 7** `subscribe-to-alert-group configuration severity severity-level pattern string`

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group configuration severity major
pattern
```

Configures a destination profile to receive messages for the configuration alert group. Alerts with a severity the same or greater than the specified severity level are sent.

You can specify a pattern to be matched in the syslog message. If the pattern contains spaces, you must enclose it in quotes ("").

**Step 8** Use the **commit** or **end** command.

**commit** — Saves the configuration changes and remains within the configuration session.

**end** — Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
- **No** — Exits the configuration session without committing the configuration changes.
- **Cancel** — Remains in the configuration session, without committing the configuration changes.

---

#### What to do next

Use the **show call-home profile** command to view the profile configurations.

## Configuring Email

If Call Home messages are sent via email, the you must configure your email server before Call Home messages can be sent.

**Step 1** **configure**

**Example:**

```
RP/0/RP0/CPU0:router# configure
Enters mode.
```

**Step 2** **call-home**

**Example:**

```
RP/0/RP0/CPU0:router(config)# call-home
RP/0/RP0/CPU0:router(config-call-home)#
Enters call home configuration mode.
```

**Step 3** (Optional) **sender from** *email-address*

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home)# sender from
my_email@cisco.com
```

Specifies the email message “from” address.

**Step 4** (Optional) **sender reply-to** *email-address*

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home)# sender reply-to  
my_email@cisco.com
```

Specifies the email message “reply-to” address.

**Step 5** Required: **mail-server address priority** *priority*

**Example:**

```
RP/0/RP0/CPU0:router(config-call-home)# mail-server  
198.61.170.16 priority 1
```

Specifies the mail server to use to send Call Home messages. You can specify an IP address or mail server name. You can specify up to five mail servers to use. The server with the lower priority is tried first.

**Step 6** Use the **commit** or **end** command.

**commit** —Saves the configuration changes and remains within the configuration session.

**end** —Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
- **No** —Exits the configuration session without committing the configuration changes.
- **Cancel** —Remains in the configuration session, without committing the configuration changes.

**Step 7** **show call-home mail-server status**

**Example:**

```
RP/0/RP0/CPU0:router# show call-home mail-server status
```

Displays the status of the specified mail server.

---

## Configuring a HTTPS Proxy Server

This task enables the user to configure a HTTPS Proxy Server.

---

**Step 1** **configure**

**Example:**

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2** **call-home**

**Example:**

```
RP/0/RP0/CPU0:router (config) # call-home
```

Enters Call Home configuration mode.

**Step 3** **http-proxy** *proxy-server-name* **port** *port-number***Example:**

```
RP/0/RP0/CPU0:router (config) # http-proxy pl port 100
```

Configures the port for the specified HTTPS proxy server. Range is 1 to 65535.

## Sending Call-home Data through an Email

This task enables the user to configure sending Call-home data using email as the transport method:

**Step 1** **configure****Example:**

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2** **call-home****Example:**

```
RP/0/RP0/CPU0:router (config) # call-home
```

Enters Call Home configuration mode.

**Step 3** **profile** *name***Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # profile user1
```

Enters call home destination profile configuration mode for the specified destination profile name. If the specified destination profile does not exist, it is created.

**Step 4** **active****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # active
```

Enables the destination profile. By default, a user-defined profile is enabled when it is created.

**Step 5** **destination transport-method** **email****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destination transport-method email
```

Configures the message transport method for email. This is the default

**Step 6** **destination address** **email** *email-address*

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destination address email xyz@cisco.com
```

Configures the destination e-mail address to which Call Home messages are sent.

**Step 7 destination preferred-msg-format {long-text |short-text| xml}****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destinationpreferred-msg-format xml
```

(Optional) Configures a preferred message format. The default is XML.

**Step 8 subscribe-to-alert-group syslog severity severity-level pattern string****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # subscribe-to-alert-group syslog severity normal
pattern COUNT
```

Configures a destination profile to receive messages for the syslog alert group. Alerts with a severity the same or greater than the specified severity level are sent.

- **critical**—Includes events requiring immediate attention (system log level 1).
- **disaster**—Includes events with significant network impact.
- **fatal**—Includes events where the system is unusable (system log level 0).
- **major**—Includes events classified as major conditions (system log level 2).
- **minor**—Includes events classified as minor conditions (system log level 3).
- **normal**—Specifies the normal state and includes events classified as informational (system log level 6).  
This is the default.
- **notification**—Includes events informational message events (system log level 5).
- **warning**—Includes events classified as warning conditions (system log level 4).

You can specify a pattern to be matched in the syslog message. If the pattern contains spaces, you must enclose it in quotes ("").

**Step 9** Use the **commit** or **end** command.

**commit** —Saves the configuration changes and remains within the configuration session.

**end** —Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
- **No** —Exits the configuration session without committing the configuration changes.
- **Cancel** —Remains in the configuration session, without committing the configuration changes.

# Sending Call-home Data through HTTPS

This task enables the user to configure sending Call-home data using HTTPS as the transport method:



**Note** For the HTTPS function to work you should use the **crypto ca trustpoint** command to declare a CA, followed by the **crl option** command. This ensures that the certificates of other peers are accepted without trying to obtain the appropriate CRL. For example:

```
RP/0/RP0/CPU0:ios(config)#crypto ca trustpoint Trustpool
RP/0/RP0/CPU0:ios(config-trustp)#crl optional
```

## Step 1 **configure**

### **Example:**

```
RP/0/RP0/CPU0:router# configure
Enters mode.
```

## Step 2 **call-home**

### **Example:**

```
RP/0/RP0/CPU0:router (config) # call-home
Enters Call Home configuration mode.
```

## Step 3 **profile *name***

### **Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # profile user1
Enters call home destination profile configuration mode for the specified destination profile name. If the specified destination profile does not exist, it is created.
```

## Step 4 **active**

### **Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # active
Enables the destination profile. By default, a user-defined profile is enabled when it is created.
```

## Step 5 **destination transport-method http**

### **Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destination transport-method http
Configures the message transport method for HTTPS.
```

## Step 6 **destination address http *url***

### **Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destination address http https://example.com
Configures the destination URL address to which Call Home messages are sent.
```

**Step 7** `destination preferred-msg-format {long-text |short-text| xml}`

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destinationpreferred-msg-format xml
```

(Optional) Configures a preferred message format. The default is XML.

**Step 8** `subscribe-to-alert-group syslog severity severity-level pattern string`

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # subscribe-to-alert-group syslog severity normal
pattern COUNT
```

Configures a destination profile to receive messages for the syslog alert group. Alerts with a severity the same or greater than the specified severity level are sent.

- **critical**—Includes events requiring immediate attention (system log level 1).
- **disaster**—Includes events with significant network impact.
- **fatal**—Includes events where the system is unusable (system log level 0).
- **major**—Includes events classified as major conditions (system log level 2).
- **minor**—Includes events classified as minor conditions (system log level 3).
- **normal**—Specifies the normal state and includes events classified as informational (system log level 6).  
This is the default.
- **notification**—Includes events informational message events (system log level 5).
- **warning**—Includes events classified as warning conditions (system log level 4).

You can specify a pattern to be matched in the syslog message. If the pattern contains spaces, you must enclose it in quotes ("").

**Step 9** Use the `commit` or `end` command.

**commit** —Saves the configuration changes and remains within the configuration session.

**end** —Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
- **No** —Exits the configuration session without committing the configuration changes.
- **Cancel** —Remains in the configuration session, without committing the configuration changes.

---

## Configuring Call Home to use VRF

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**Step 1** `configure`

**Example:**



```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2** **call-home**

**Example:**

```
RP/0/RP0/CPU0:router (config) # call-home
```

Enters Call Home configuration mode.

**Step 3** **vrf vrf-name**

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # vrf v1
```

Configures call home for the specified VRF. VRF works only for the http transport method. It does not work for the email transport method.

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## Configuring Call Home Data Privacy

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**Step 1** **configure**

**Example:**

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2** **call-home**

**Example:**

```
RP/0/RP0/CPU0:router (config) # call-home
```

Enters the call home configuration submode.

**Step 3** **data-privacy { level { normal | high } | hostname }**

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home) # data-privacy level high
```

Scrubs data from call-home message to protect the privacy of the user. The default data-privacy level is normal.

- **normal** - scrubs all normal level commands , such as , password/ username/ ip/ destination.
- **high** - scrubs all normal level commands plus the IP domain name and IP address commands.
- **hostname** - scrubs all high-level or normal-level commands plus the hostname command. It may cause Smart Call Home processing failure.

**Note** Enabling the data-privacy command can affect CPU utilization when scrubbing a large amount of data.

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# Sending Smart License Data

This task enables the user to configure sending Smart License data through HTTPS transport method in TAC or user-defined profile:

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**Step 1**    **configure****Example:**

```
RP/0/RP0/CPU0:router# configure
```

Enters mode.

**Step 2**    **call-home****Example:**

```
RP/0/RP0/CPU0:router (config) # call-home
```

Enters Call Home configuration mode.

**Step 3**    **profile *name***

Perform either one of the below actions:

- For sending Smart License data in TAC profile:

```
RP/0/RP0/CPU0:router (config-call-home) # profile CiscoTAC-1
```

- For sending Smart License data in user-defined profile:

```
RP/0/RP0/CPU0:router (config-call-home) # profile user1
```

**Step 4**    **active****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # active
```

Enables the destination profile. By default, a user-defined profile is enabled when it is created.

**Step 5**    **reporting smart-licensing-data****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # reporting smart-licensing-data
```

Enables sending Smart Licensing data.

**Step 6**    **destination transport-method http****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destination transport-method http
```

Configures the message transport method for HTTPS.

**Step 7**    **destination address http *url*****Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destination address http https://example.com
```

Configures the destination HTTPS address to which Smart License data is sent.

**Step 8** **destination preferred-msg-format {long-text |short-text| xml}**

**Example:**

```
RP/0/RP0/CPU0:router (config-call-home-profile) # destinationpreferred-msg-format xml
```

(Optional) Configures a preferred message format. The default is XML.

**Step 9** Use the **commit** or **end** command.

**commit** —Saves the configuration changes and remains within the configuration session.

**end** —Prompts user to take one of these actions:

- **Yes** — Saves configuration changes and exits the configuration session.
  - **No** —Exits the configuration session without committing the configuration changes.
  - **Cancel** —Remains in the configuration session, without committing the configuration changes.
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