Configuring Call Home

This module describes the configuring of the Call Home feature.

Table 1: Feature History for Configuring Call Home

Release	Modification
Release 4.1.0	Call Home was introduced

This model contains the following topics:

About Call Home

Call Home provides an email and http/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, email a Network Operations Center, or 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, but 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.

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 http 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 http 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.

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.

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.	**show environment** **show logging** **show inventory** **show environment trace** **show diag**
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.	**admin show platform** **admin show version** **admin show diag** **admin show inventory oid**
Syslog	Events generated by specific interesting syslog messages	**admin show version** **admin show logging** **admin show inventory**
Configuration	User-generated request for configuration or configuration change event.	• **show version** • **show running config all** • **show inventory** • **show configuration history last 30** • **show configuration commit changes last 1**
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	N/A	Network-wide catastrophic failure.
8	Disaster	N/A	Significant network impact.
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.
0	Debugging	Debug (7)	Debugging messages.

Obtaining Smart Call Home

If you have a service contract directly with Cisco Systems, you can register your devices for the Smart Call Home service. Smart Call Home provides fast resolution of system problems by analyzing Call Home messages sent from your devices and providing background information and recommendations. For issues that can be identified as known, particularly GOLD diagnostics failures, Automatic Service Requests will be generated with the Cisco-TAC.

Smart Call Home offers the following features:

- Continuous device health monitoring and real-time diagnostic alerts.
- Analysis of Call Home messages from your device and, where appropriate, Automatic Service Request generation, routed to the appropriate TAC team, including detailed diagnostic information to speed problem resolution.

- Secure message transport directly from your device or through a downloadable Transport Gateway (TG) aggregation point. You can use a TG aggregation point in cases that require support for multiple devices or in cases where security requirements mandate that your devices may not be connected directly to the Internet.
- Web-based access to Call Home messages and recommendations, inventory and configuration information for all Call Home devices. Provides access to associated field notices, security advisories and end-of-life information.

You need the following items to register:

- The SMARTnet contract number for your device
- Your e-mail address
- Your Cisco.com ID

For more information about Smart Call Home, see the Smart Call Home page at this URL: https://supportforums.cisco.com/community/netpro/solutions/smart_services/smartcallhome

Anonymous Reporting

Smart Call Home is a service capability included with many Cisco service contracts and is designed to assist customers resolve problems more quickly. If you decide not to use Smart Call Home, you can still enable Anonymous Reporting to allow Cisco to securely receive minimal error and health information from the device. If you enable Anonymous Reporting, your customer identity will remain anonymous, and no identifying information is sent.

When Call Home is configured for anonymous reporting, only , inventory, and test messages are sent to Cisco. No identifying information is sent.

Note When you enable Anonymous Reporting, you acknowledge your consent to transfer the specified data to Cisco or to vendors operating on behalf of Cisco (including countries outside the United States). Cisco maintains the privacy of all customers. For information about how Cisco treats personal information, see the Cisco Privacy Statement

Configuring Call Home

The tasks in this module describe how to configure the sending of Call Home messages. The following steps are involved:

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.
5. Enable Call Home.

Note Before enabling Call-Home, you must configure the source interface for http over IPv6. However, for http 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.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **contact-email-addr** *email-address*
4. (Optional) **contract-id** *contract-id-string*
5. (Optional) **customer-id** *customer-id-string*
6. (Optional) **phone-number** *phone-number-string*
7. (Optional) **street-address** *street-address*
8. (Optional) **site-id** *site-id-string*
9. **commit**
10. **show call-home**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	

Step 2	**call-home**
	Example:
	`RP/0/RSP0/CPU0:router(config)# call-home`
	`RP/0/RSP0/CPU0:router(config-call-home)#`
		Enters call home configuration mode.

Step 3	**contact-email-addr** *email-address* **Example:** `RP/0/RSP0/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.

	Command or Action	Purpose
Step 4	(Optional) **contract-id** *contract-id-string* **Example:** `RP/0/RSP0/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/RSP0/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/RSP0/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/RSP0/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/RSP0/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	**commit**	
Step 10	**show call-home** **Example:** `RP/0/RSP0/CPU0:router# show call-home`	Displays information about the system contacts.

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.

SUMMARY STEPS

1. **configure**
2. **call-home**

3. **profile** *profile-name*
4. **destination address email** *email-address*
5. **destination message-size-limit** *max-size*
6. **destination preferred-msg-format** {**short-text** | **long-text** | **xml**}
7. **destination transport-method** [**email** | **hhtp**]
8. **active**
9. **commit**
10. **show call-home profile** {**all** | *profile-name*}

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	

Step 2	**call-home**
	Example:
	`RP/0/RSP0/CPU0:router(config)# call-home`
	`RP/0/RSP0/CPU0:router(config-call-home)#`
		Enters call home configuration mode.

Step 3	**profile** *profile-name*
	Example:
	`RP/0/RSP0/CPU0:router(config-call-home)# profile my_profile`
	`RP/0/RSP0/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/RSP0/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/RSP0/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/RSP0/CPU0:router(config-call-home-profile)# destination`
	`preferred-msg-format xml`
		Configures the message format for this profile. The default is xml.

	Command or Action	Purpose
Step 7	**destination transport-method** [**email** | **hhtp**] **Example:** `RP/0/RSP0/CPU0:router(config-call-home-profile)# destination transport-method email`	Configures the transport method for this profile.
Step 8	**active** **Example:** `RP/0/RSP0/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	**commit**	
Step 10	**show call-home profile** {**all** | *profile-name*} **Example:** `RP/0/RSP0/CPU0:router# show call-home profile all`	Displays information about the destination profile.

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.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **profile** *profile-name*
4. **subscribe-to-alert-group environment** [**severity** *severity-level*
5. **subscribe-to-alert-group inventory** [**periodic** {**daily** | **monthly** *day-of-month* | **weekly** *day-of-week*} *hh:mm*
6. **subscribe-to-alert-group syslog severity** *severity-level* **pattern** *string*
7. **subscribe-to-alert-group snapshot severity** *severity-level* **pattern** *string*
8. **subscribe-to-alert-group configuration severity** *severity-level* **pattern** *string*
9. **commit**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	

	Command or Action	Purpose

Step 2	**call-home**
	Example:
	`RP/0/RSP0/CPU0:router(config)# call-home`
	`RP/0/RSP0/CPU0:router(config-call-home)#`
		Enters call home configuration mode.

Step 3	**profile** *profile-name*
	Example:
	`RP/0/RSP0/CPU0:router(config-call-home)# profile my_profile`
	`RP/0/RSP0/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 environment** [**severity** *severity-level* **Example:** `RP/0/RSP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group environment severity major`	Configures a destination profile to receive messages for the environment 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).
Step 5	**subscribe-to-alert-group inventory** [**periodic** {**daily** | **monthly** *day-of-month* | **weekly** *day-of-week*} *hh:mm* **Example:** `RP/0/RSP0/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.

	Command or Action	Purpose
Step 6	**subscribe-to-alert-group syslog severity** *severity-level* **pattern** *string* **Example:** `RP/0/RSP0/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 7	**subscribe-to-alert-group snapshot severity** *severity-level* **pattern** *string* **Example:** `RP/0/RSP0/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 8	**subscribe-to-alert-group configuration severity** *severity-level* **pattern** *string* **Example:** `RP/0/RSP0/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 9	**commit**	

What to do next

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

Configuring Email

Call Home messages are sent via email. You must configure your email server before Call Home messages can be sent.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. (Optional) **sender from** *email-address*
4. (Optional) **sender reply-to** *email-address*
5. **mail-server** *address* **priority** *priority*
6. **rate-limit** *events-count*
7. **commit**
8. **show call-home mail-server status**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	

Step 2	**call-home**
	Example:
	`RP/0/RSP0/CPU0:router(config)# call-home`
	`RP/0/RSP0/CPU0:router(config-call-home)#`
		Enters call home configuration mode.

Step 3	(Optional) **sender from** *email-address*
	Example:
	`RP/0/RSP0/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/RSP0/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/RSP0/CPU0:router(config-call-home)#`	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.

	Command or Action	Purpose
	`mail-server 198.51.100.10 priority 1`	
Step 6	Required: **rate-limit** *events-count* **Example:** `RP/0/RSP0/CPU0:router(config-call-home)# rate-limit 4`	Specifies the maximum trigger rate per minute. The default is five events per minute and the maximum is also five.
Step 7	**commit**	
Step 8	**show call-home mail-server status** **Example:** `RP/0/RSP0/CPU0:router# show call-home mail-server status`	Displays the status of the specified mail server.

Enabling Call Home

By default the sending of Call Home messages is disabled. You must perform this task to enable the sending of Call Home messages.

Before you begin

Before enabling the sending of Call Home messages, you should complete the configuration tasks described in this module. Specifically, you must have enabled a destination profile for any Call Home messages to be sent.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **service active**
4. **commit**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	

Step 2	**call-home**
	Example:
	`RP/0/RSP0/CPU0:router(config)# call-home`
	`RP/0/RSP0/CPU0:router(config-call-home)#`
		Enters call home configuration mode.

Step 3	**service active** **Example:**	Enables the sending of Call Home messages.

	Command or Action	Purpose
	`RP/0/RSP0/CPU0:router(config-call-home)# service active`	
Step 4	**commit**	

Configuring Smart Call Home (single command)

SUMMARY STEPS

1. **configure**
2. **call-home reporting** { **anonymous** | **contact-email** *email-address* } [**http-proxy** { *address* } **port** *port-number*]

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home reporting** { **anonymous**	**contact-email** *email-address* } [**http-proxy** { *address* } **port** *port-number*] **Example:** `RP/0/RSP0/CPU0:router (config) # call-home reporting contact-email email@company.com`	Enables all call home basic configurations using a single command.

Configuring Call Home Data Privacy

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **data-privacy** { **level** { **normal** | **high** } | **hostname** }

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router(config) # call-home`	Enters the call home configuration submode.

	Command or Action	Purpose
Step 3	**data-privacy** { **level** { **normal** | **high** } | **hostname** } **Example:** `RP/0/RSP0/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** - scrubbing the hostname from call-home messages may cause Smart Call Home processing failure. **Note** Enabling the data-privacy command can affect CPU utilization when scrubbing a large amount of data.

Configuring Syslog Throttling

This task is used to enable or disable Call Home syslog message throttling and avoid sending repetitive Call Home syslog messages.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **syslog-throttling**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters call home configuration submode.
Step 3	**syslog-throttling** **Example:** `RP/0/RSP0/CPU0:router (config-call-home) # syslog-throttling`	Enables or disables Call Home syslog message throttling and avoids sending repetitive Call Home syslog messages. By default, syslog message throttling is enabled.

Enabling AAA Authorization

This task is used to enable AAA authorization for Call Home messages.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **aaa-authorization** [**username** *username*]

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters Call Home configuration mode.
Step 3	**aaa-authorization** [**username** *username*] **Example:** `RP/0/RSP0/CPU0:router (config-call-home) # aaa-authorization username u1`	Enables AAA authorization. Specifies the username for authorization.

Sending Call Home Alert group Messages Manually

This task is used to manually trigger Call Home alert group messages.

You can use the **call-home send** command to manually send a specific alert group message. Guidelines for the CLI options of the command:

- Only the snapshot, configuration, and inventory alert groups can be sent manually. Syslog alert groups cannot be sent manually.
- When you manually trigger a snapshot, configuration, or inventory alert group message and you specify a destination profile name, a message is sent to the destination profile regardless of the profile's active status, subscription status, or severity setting.
- When you manually trigger a snapshot, configuration, or inventory alert group message and do not specify a destination profile name, a message is sent to all active profiles that have either a normal or periodic subscription to the specified alert group.

SUMMARY STEPS

1. **call-home send alert-group snapshot** [**profile** *name*]
2. **call-home send alert-group configuration** [**profile** *name*]
3. **call-home send alert-group inventory** [**profile** *name*]

DETAILED STEPS

	Command or Action	Purpose
Step 1	**call-home send alert-group snapshot** [**profile** *name*] **Example:** `RP/0/RSP0/CPU0:router # call-home send alert-group snapshot profile p1`	Sends a snapshot alert group message to one destination profile if specified or to all subscribed destination profiles.
Step 2	**call-home send alert-group configuration** [**profile** *name*] **Example:** `RP/0/RSP0/CPU0:router # call-home send alert-group configuration profile p1`	Sends a configuration alert group message to one destination profile if specified or to all subscribed destination profiles.
Step 3	**call-home send alert-group inventory** [**profile** *name*] **Example:** `RP/0/RSP0/CPU0:router # call-home send alert-group inventory profile p1`	Sends an inventory alert group message to one destination profile if specified or to all subscribed destination profiles.

Manually sending command output message for a Command List

You can use the **call-home send** command to execute a command or a list of commands and send the command output through HTTP or email protocol.

Guidelines when sending the output of a command:

- The specified command or list of commands can be any run command, including commands for all modules. The command must be contained in quotes (“”).
- If the email option is selected using the “email” keyword and an email address is specified, the command output is sent to that address.
- If neither the email nor the HTTP option is specified, the output is sent in long-text format with the specified service request number to the Cisco TAC (attach@cisco.com).
- If neither the “email” nor the “http” keyword is specified, the service request number is required for both long-text and XML message formats and is provided in the subject line of the email.
- If the HTTP option is specified, the CiscoTAC-1 profile destination HTTP or HTTPS URL is used as the destination. The destination email address can be specified so that Smart Call Home can forward the message to the email address. The user must specify either the destination email address or an SR number but they can also specify both.

This task enables you to execute command and send the command output.

SUMMARY STEPS

1. **call-home send** { *cli command* | *cli list* } [**email** *email* **msg-format** { **long-text** | **xml** } | **http** { **destination-email-address** *email* }] [**tac-request** *SR#*]

DETAILED STEPS

	Command or Action	Purpose
Step 1	**call-home send** { *cli command* | *cli list* } [**email** *email* **msg-format** { **long-text** | **xml** } | **http** { **destination-email-address** *email* }] [**tac-request** *SR#*] **Example:** `RP/0/RSP0/CPU0:router # call-home send "show version;show running-config;show inventory" email support@example.com msg-format xml`	Executes the CLI or CLI list and sends output via email or HTTP. • { cli command | cli list }—Specifies the command or list of commands (separated by ';'). It can be any run command, including commands for all modules. The commands must be contained in quotes (""). • **email** email **msg-format { long-text | xml }**—If the email option is selected, the command output will be sent to the specified email address in long-text or XML format with the service request number in the subject. The email address, the service request number, or both must be specified. The service request number is required if the email address is not specified (default is attach@cisco.com for long-text format and callhome@cisco.com for XML format). • **http { destination-email-address** email }—If the http option is selected, the command output will be sent to Smart Call Home backend server (URL specified in the CiscoTAC-1 profile) in XML format. destination-email-address email can be specified so that the backend server can forward the message to the email address. The email address, the service request number, or both must be specified. • **tac-service-request** SR# —Specifies the service request number. The service request number is required if the email address is not specified.

Configuring a HTTP Proxy Server

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

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **http-proxy** *proxy-server-name* **port** *port-number*

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters Call Home configuration mode.
Step 3	**http-proxy** *proxy-server-name* **port** *port-number* **Example:** `RP/0/RSP0/CPU0:router (config) # http-proxy p1 port 100`	Configures the port for the specified HTTP proxy server. Range is 1 to 65535.

Configuring Snapshot alert group

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **alert-group-configuration snapshot**
4. **add-command** *"command string"*

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters Call Home configuration mode.
Step 3	**alert-group-configuration snapshot** **Example:** `RP/0/RSP0/CPU0:router (config-call-home) # alert-group-configuration snapshot`	Enters snapshot configuration mode.
Step 4	**add-command** *"command string"* **Example:** `RP/0/RSP0/CPU0:router (config-call-home-snapshot) # add-command "show ver"`	Adds the command to the snapshot alert group.

Configuring Anonymous Reporting

This task enables the user to configure an anonymous mode profile.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **profile** *name*
4. **anonymous-reporting-only**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters Call Home configuration mode.
Step 3	**profile** *name* **Example:** `RP/0/RSP0/CPU0:router (config-call-home) # profile ciscotac`	Enters the profile configuration mode.
Step 4	**anonymous-reporting-only** **Example:** `RP/0/RSP0/CPU0:router (config-call-home-profile) # anonymous-reporting-only`	Enters anonymous mode. When **anonymous-reporting-only** is set, only inventory and test messages are sent.

What to do next

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Configuring Call Home to use VRF

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **vrf** *vrf-name*

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters Call Home configuration mode.
Step 3	**vrf** *vrf-name* **Example:** `RP/0/RSP0/CPU0:router (config) # 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.

Configuring Source Interface

This task enables the user to configure a source interface.

SUMMARY STEPS

1. **configure**
2. **call-home**
3. **source-interface** *type interface-path-id*

DETAILED STEPS

	Command or Action	Purpose
Step 1	**configure**	
Step 2	**call-home** **Example:** `RP/0/RSP0/CPU0:router (config) # call-home`	Enters Call Home configuration mode.
Step 3	**source-interface** *type interface-path-id* **Example:** `RP/0/RSP0/CPU0:router (config) # source-interface tengige 10.1.1.1`	Configures the source interface. **Note** Source-interface supports email and HTTP messages.