



Call Home Commands

This module describes the Cisco IOS XR software commands for configuring and sending Call Home messages.

For detailed information about Call Home concepts, configuration tasks, and examples, see the *Configuring Call Home on Cisco IOS XR Software* module in *System Management Configuration Guide for Cisco ASR 9000 Series Routers*.

- [active](#), on page 3
- [alert-group disable](#), on page 4
- [call-home](#), on page 5
- [call-home request](#), on page 6
- [call-home send](#), on page 8
- [call-home send alert-group inventory](#), on page 10
- [call-home test](#), on page 11
- [contact smart-licensing](#), on page 12
- [contact-email-addr](#), on page 13
- [contract-id](#), on page 14
- [customer-id](#), on page 15
- [destination address](#), on page 16
- [destination message-size-limit](#), on page 17
- [destination preferred-msg-format](#), on page 18
- [destination transport-method](#), on page 19
- [mail-server](#), on page 20
- [phone-number](#), on page 22
- [profile \(call home\)](#), on page 23
- [rate-limit](#), on page 24
- [sender](#), on page 25
- [service active](#), on page 26
- [show call-home](#), on page 27
- [show call-home alert-group](#), on page 29
- [show call-home mail-server status](#), on page 30
- [show call-home profile](#), on page 31
- [show call-home statistics](#), on page 33
- [show call-home trace](#), on page 35
- [site-id](#), on page 37
- [street-address](#), on page 38

- [subscribe-to-alert-group environment](#), on page 39
- [subscribe-to-alert-group inventory](#), on page 41
- [subscribe-to-alert-group syslog](#), on page 43

active

To enable a Call Home profile, use the **active** command in call home profile configuration mode. To disable a profile, use the **no** form of this command.

active
no active

Syntax Description This command has no keywords or arguments.

Command Default A profile is disabled by default.

Command Modes Call home configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

You must enable a profile using the **active** command so that call home messages can be triggered.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to activate a profile:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile) # active
```

Related Topics

[call-home](#), on page 5

[profile \(call home\)](#), on page 23

alert-group disable

To disable an individual Call Home alert-group, use the **alert group disable** command in call home configuration mode. To enable an individual Call Home alert-group, use the **no** form of this command.

alert-group *alert-group-name* **disable**
no alert-group *alert-group-name* **disable**

Syntax Description	<i>alert-group-name</i> A keyword that identifies an alert group. Valid values are: <ul style="list-style-type: none"> • syslog • environment • inventory
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Command Default	Alert groups are enabled by default.
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Command Modes	Call home configuration
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Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.
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By default, alert groups are enabled. Use the **alert-group disable** command to disable alert groups.

Task ID	Task ID	Operation
	call-home	read, write

Example

The following example shows how to disable the inventory alert group:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # alert-group inventory disable
```

Related Commands	Command	Description
	call-home, on page 5	Enters call home configuration mode to configure the call home feature.

call-home

To enter call home configuration mode to configure Call Home, use the **call-home** command in global configuration mode. To remove all Call Home settings and set the technical assistance center (TAC) profile as the default, use the **no** form of this command.

call-home
no call-home

Syntax Description This command has no keywords or arguments.

Command Default None

Command Modes Global configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to enter call home configuration mode:

```
RP/0/RSP0/CPU0:router(config)# call-home
RP/0/RSP0/CPU0:router(config-call-home)#
```

Related Commands	Command	Description
	show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home request

To send a customer request to Cisco, use the **call-home request** command in EXEC mode.

```
call-home request {bugs-list | command-reference | config-sanity | output-analysis "show-command"
| product-advisory} {ccoid ccoid | profile profile-name}
```

Syntax Description					
bugs-list	Sends output of the following commands: <ul style="list-style-type: none"> • show running-config sanitized • show version • show diag 				
command-reference	Sends output of the following commands: <ul style="list-style-type: none"> • show running-config sanitized • show version • show diag 				
config-sanity	Sends output of the following commands: <ul style="list-style-type: none"> • show running-config sanitized • show version 				
output-analysis <i>show-command</i>	Sends output from the specified show command. The <i>show-command</i> argument should be enclosed in quotes ("").				
product-advisory	Sends output of all commands included in the inventory message in addition to the output from the show running-config sanitized command.				
ccoid <i>ccoid</i>	Specifies the Smart Call Home user registered ID.				
profile <i>profile-name</i>	Specifies the profile to which to send the message.				
Command Default	None				
Command Modes	EXEC				
Command History	<table border="1"> <thead> <tr> <th>Release</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Release 4.1.0</td> <td>This command was introduced.</td> </tr> </tbody> </table>	Release	Modification	Release 4.1.0	This command was introduced.
Release	Modification				
Release 4.1.0	This command was introduced.				

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The message uses the specified profile or the CiscoTAC-1 profile if no profile name is specified to send out the request the the Cisco backend. This ensures that users who use a transport gateway can use a different profile than the CiscoTAC-1 profile to send the request to their email server first before forwarding to the Cisco backend. CiscoTAC-1 or any profile specified needs to be enabled before you can send out the request.

If the CCO ID is not specified, the contact email address of the device is used.

Each message sent includes the CLI command output specified for each subcommand. After the message is sent, a syslog message is displayed indicating whether the request was sent successfully or not.

Task ID**Task ID Operation**

call-home read,
write

The following example shows how to send a message with output from the **show version** command to engineer@cisco.com:

```
RP/0/RSP0/CPU0:router(config)# call-home request config-sanity ccoid
xyz
RP/0/RSP0/CPU0:router(config)# call-home request bugs-list
RP/0/RSP0/CPU0:router(config)# call-home request output-analysis "show log"
profile TG
RP/0/RSP0/CPU0:router(config)# call-home request output-analysis "show
running-config"
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.
show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home send

To send the output from a specific command as a Call Home message, use the **call-home send** command in EXEC mode.

```
call-home send "cli-command" {email email-address | tac-service-request service-number}
```

Syntax Description		
cli-command	<i>cli-command</i>	Any CLI command that can be run at the prompt.
email	<i>email-address</i>	Specifies the email address to which to send the call home message.
tac-service-request	<i>service-number</i>	Specifies the Technical Assistance Center (TAC) service request number.

Command Default If no email address is specified, `attach@cisco.com` is used.

Command Modes EXEC

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The specified CLI command is generally a show command with output that is required by the TAC to analyze a specific issue. The CLI command must be enclosed in quotes. The CLI command output is sent to the specified email address in long text format with the service request number in the subject of the email. If no email address is specified, the TAC service request number must be specified. By default, messages are sent to `attach@cisco.com`. If no TAC service request number is specified, TAC email is rejected.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to send a message with output from the **show version** command to `engineer@cisco.com`:

```
RP/0/RSP0/CPU0:router (config) # call-home send "show version" engineer@cisco.com
```

Related Commands	Command	Description
	call-home , on page 5	Enters call home configuration mode to configure the call home feature.

Command	Description
show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home send alert-group inventory

To send an inventory Call Home message to all subscribed profiles or the specified profile, use the **call-home send alert-group inventory** command in EXEC mode.

call-home send alert-group inventory [**profile** *profile-name*]

Syntax Description	profile <i>profile-name</i>	Specifies the profile to which to send the inventory Call Home message.
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Command Default If no profile is specified, the message is sent to all subscribed profiles.

Command Modes EXEC

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The profile specified by the *profile-name* argument does not need to be subscribed to the inventory alert-group.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to send an inventory message to the myprofile profile:

```
RP/0/RSP0/CPU0:router(config)# call-home send alert-group inventory profile myprofile
```

Related Commands	Command	Description
	call-home, on page 5	Enters call home configuration mode to configure the call home feature.
	show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home test

To send a test Call Home message to the specified profile, use the **call-home test** command in EXEC mode.

call-home test [*test-message-text*] **profile** *profile-name*

Syntax Description

test-message-text

Text to be sent in the test message. If the message text is not specified, a default message is sent.

profile *profile-name*

Specifies the profile to which to send the test call home message.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to send a test Call Home message:

```
RP/0/RSP0/CPU0:router(config)# call-home test "this is a test message" profile myprofile
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.
show call-home, on page 27	Displays information regarding the Call Home configuration.

contact smart-licensing

To send notification emails to your Smart Licensing account, use **contact smart-licensing** command in the **call-home** configuration mode. To disable the contact, use the **no** form of this command.

contact smart-licensing
no contact smart-licensing

Syntax Description This command has no keywords or arguments.

Command Default **contact smart-licensing** is not configured.

Command Modes **call-home** configuration mode.

Command History	Release	Modification
	Release 6.1.2	This command was introduced.

Usage Guidelines The Smart Call Home back-end service uses the email address configured in your Smart Licensing account as the destination address for the notification mails. Enabling Smart Licensing also enables call-home which changes several mandatory configurations in call-home. **contact smart-licensing** is one of the configurations that is automatically added when you enable smart-licensing.



Note The **contact-email-addr** command and the **contact smart-licensing** command cannot be configured simultaneously.

Task ID	Task ID	Operation
	call-home	Read, Write

Example

This example shows how to configure the contact email address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config)# call-home
RP/0/RSP0/CPU0:router(config-call-home)# contact smart-licensing
```

contact-email-addr

To specify a contact email address for the system, use the **contact-email-addr** command in call home configuration mode. To disable the contact email address, use the **no** form of this command.

contact-email-addr *email-addr*
no contact-email-addr *email-addr*

Syntax Description

email-addr The email address of the system contact.

Command Default

No contact email address is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The contact email address is a mandatory user-configurable field that must be configured before Call Home messages are triggered.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the contact email address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# contact-email-addr contact@cisco.com
```

contract-id

To specify a contract identifier for the system, use the **contract-id** command in call home configuration mode. To disable the contract identifier, use the **no** form of this command.

contract-id *contract-id-string*
no contract-id *contract-id-string*

Syntax Description *contract-id-string* A string that identifies a service contract.

Command Default No contract ID is defined.

Command Modes Call home configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The contract ID is an optional user-configurable field that can be used for contract information or any other identification information for the support service.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the contract ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router (config) call-home
RP/0/RSP0/CPU0:router (config-call-home) # contract-id contract
```

customer-id

To specify a customer identifier for the system, use the **customer-id** command in call home configuration mode. To disable the customer identifier, use the **no** form of this command.

customer-id *contract-id-string*
no customer-id *contract-id-string*

Syntax Description

customer-id-string A string that identifies the customer.

Command Default

No customer ID is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The customer ID is an optional user-configurable field that can be used for contract information or any other identification information of a support service.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the customer ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# customer-id cisco
```

destination address

To specify an email address to which Call Home messages are sent, use the **destination address** command in call home profile configuration mode. To disable the contract identifier, use the **no** form of this command.

destination address *email-address*
no destination address *email-address*

Syntax Description	<i>email-address</i> Email address to which short-text and long-text Call Home messages and XML-based Call Home messages are to be sent.
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Command Default	No destination email address is defined.
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Command Modes	Call home profile configuration
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Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.
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You must define a destination email address to send out Call Home messages.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the destination email address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination address user@cisco.com
```

Related Commands	Command	Description
	profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

destination message-size-limit

To specify the message size limit for call home messages for a specific profile, use the **destination message-size-limit** command in Call Home profile configuration mode. To disable the message size limit, use the **no** form of this command.

destination message-size-limit *maximum-size*
no destination message-size-limit *maximum-size*

Syntax Description	<i>maximum-size</i> Maximum message size in bytes.
---------------------------	--

Command Default	The default maximum message size is 3 Mbytes.
------------------------	---

Command Modes	Call home profile configuration
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Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.
-------------------------	---

The destination maximum message size can be optionally set to limit the size of Call Home messages.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the contract ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination maximum-message-size 2000
```

Related Commands	Command	Description
	profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

destination preferred-msg-format

To specify the message format for a profile, use the **destination preferred-msg-format** command in call home profile configuration mode. To revert to the default message format, use the **no** form of this command.

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

no destination preferred-msg-format {**long-text** | **short-text** | **xml**}

Syntax Description

long-text	Specifies to send clear text long Call Home messages, that contain formatting to enable easy readability.
short-text	Specifies to send clear text short Call Home messages, that are designed for use with text pagers.
xml	Specifies to send the same text as the long text messages, with the addition of XML tagging and Adaptive Messaging Language (AML) specific transport information to allow machine-readable parsing and correct routing of the message.

Command Default

The default message format is xml.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the message format to short text:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile) # destination preferred-msg-format short-text
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

destination transport-method

To specify the transport method for Call Home messages for a specific profile, use the **destination transport-method** command in call home profile configuration mode. To disable the transport method, use the **no** form of this command.

destination transport-method email
no destination transport-method email

Syntax Description	email Email is used to send call home messages.
---------------------------	--

Command Default	The default transport method is email.
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Command Modes	Call home profile configuration
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Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.
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The only transport method supported in this release is email.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the transport method to be email:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination transport-method email
```

Related Commands	Command	Description
	profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

mail-server

To specify and configure the various mail servers for sending Call Home messages, use the **mail-server** command in call home configuration mode. To remove the mail server configuration, use the **no** form of this command.

mail-server *{ip-addressname}* **priority** *priority*
no mail-server *{ip-addressname}* **priority** *priority*

Syntax Description		
	<i>ip-address</i>	An IPv4 address to use as the mail server.
	<i>name</i>	Name of server to use as the mail server.
	priority <i>priority</i>	Priority to be used to determine which of multiple configured servers to use as the mail server. Values can be from 1 to 100. A server with a lower priority is tried first.

Command Default No mail server is defined.

Command Modes Call home configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

You must configure a mail server if the user profile is configured to send email messages only. Only IPv4 addresses are supported.

Up to five mail servers can be configured. Specify a priority for each mail server so the system knows which to try first.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure a mail server:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # email-server 209.165.200.225
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

phone-number

To specify a phone number to contact regarding the system, use the **phone-number** command in call home configuration mode. To remove the configured phone number, use the **no** form of this command.

phone-number *phone-number-string*
no phone-number *phone-number-string*

Syntax Description	<i>phone-number-string</i> Phone number of the contact for the system. The number should always begin with a plus sign (+).
---------------------------	---

Command Default	No phone number is defined.
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Command Modes	Call home configuration
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Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.
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The phone number is an optional user-configurable field.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the phone number of the system contact:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router (config) call-home
RP/0/RSP0/CPU0:router (config-call-home) # phone-number +15435432101
```

profile (call home)

To enter call home profile configuration mode to create a user-defined profile or configure an existing Call Home profile, use the **profile** command in call home configuration mode. To delete a user-defined profile, use the **no profile** form of this command.

profile *profile-name*
no profile *profile-name*

Syntax Description

profile-name A string that identifies the name of profile to create or configure.

Command Default

The tac profile exists by default.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Use the profile command to create a new profile or modify an existing profile. When you use the **no profile** command, the user-defined profile is deleted and the CiscoTAC-1 profile is set to default. A warning message is displayed when the CiscoTAC-1 profile is set to default.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to create a profile called new-profile:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile new-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)#
```

Related Commands

Command	Description
active, on page 3	Enables a Call Home profile.
destination address, on page 16	Specifies an email address to which Call Home messages are sent.

rate-limit

To specify a Call Home event trigger rate limit, use the **rate-limit** command in call home configuration mode. To disable the configured rate limit, use the **no** form of this command.

rate-limit *events-count*
no rate-limit *events-count*

Syntax Description	<i>events-count</i> Number of events that can be triggered per minute. The default is five events. The maximum is five events.
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Command Default	5 events per minute
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Command Modes	Call home configuration
----------------------	-------------------------

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.
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Task ID	Task ID	Operation
	call-home	read, write

Example

The following example shows how to configure the rate limit to be 3 events per minute:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # rate-limit 3
```


sender

To specify the from and reply-to email addresses for Call Home email messages, use the **sender** command in call-home configuration mode. To remove these email addresses from the configuration, use the **no** form of this command.

```
sender {from | reply-to} email-address
no sender {from | reply-to} email-address
```

Syntax Description	from	Specifies the email address to be used as the from field in Call Home email messages.
	reply-to	Specifies the email address to be used as the reply-to field in Call Home email messages.
	email-address	A string that identifies a valid email address.

Command Default No sender email is configured.

Command Modes Call-home configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the from and reply-to email addresses:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # sender from user1@cisco.com
RP/0/RSP0/CPU0:router(config-call-home) # sender reply-to user1@cisco.com
```

service active

To enable the Call Home capability, use the **service active** command in call home configuration mode. To disable the Call Home capability, use the **no** form of this command.

service active
no service active

Syntax Description This command has no keywords or arguments.

Command Default Call Home is disabled by default.

Command Modes Call home configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

It is mandatory to enable the Call Home capability using the **service active** command to allow events to get triggered and send out Call Home messages.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to enable the Call Home capability:

```
RP/0/RSP0/CPU0:router (config-call-home) # service active
```

show call-home

To display information regarding the Call Home configuration, use the **show call-home** command in EXEC mode.

show call-home [detail]

Syntax Description	detail	Displays Call Home general settings, alert group settings, and all available profiles.				
Command Default	None					
Command Modes	EXEC					
Command History	<table border="1"> <thead> <tr> <th>Release</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Release 4.1.0</td> <td>This command was introduced.</td> </tr> </tbody> </table>	Release	Modification	Release 4.1.0	This command was introduced.	
Release	Modification					
Release 4.1.0	This command was introduced.					
Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.					
Task ID	<table border="1"> <thead> <tr> <th>Task ID</th> <th>Operation</th> </tr> </thead> <tbody> <tr> <td>call-home</td> <td>read</td> </tr> </tbody> </table>	Task ID	Operation	call-home	read	
Task ID	Operation					
call-home	read					

The following example shows how to display detailed call home configuration information:

```
RP/0/RSP0/CPU0:router# show call-home detail

Wed Apr  6 02:00:27.789 DST

Current call home settings:
  call home feature : disable
  call home message's from address: Not yet set up
  call home message's reply-to address: Not yet set up

  contact person's email address: Not yet set up

  contact person's phone number: Not yet set up
  street address: Not yet set up
  customer ID: Not yet set up
  contract ID: Not yet set up
  site ID: Not yet set up

Mail-server: Not yet set up
Rate-limit: 5 event(s) per minute

Available alert groups:
  Keyword                State  Description
  -----
  environment            Enable environmental info
```

```

inventory          Enable  inventory info
syslog             Enable  syslog info

```

Profiles:

```

Profile Name: CiscoTAC-1
Profile status: INACTIVE
Preferred Message Format: xml
Message Size Limit: 3145728 Bytes
Transport Method: email
Email address(es): callhome@cisco.com

```

Periodic inventory info message is scheduled every 24 day of the month at 16:35

```

Alert-group          Severity
-----
environment          minor
inventory            normal

Syslog-Pattern      Severity
-----
.*                   major

```

Related Commands	Command	Description
	call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home alert-group

To display available Call Home alert groups, use the **show call-home alert-group** command in EXEC mode.

show call-home alert-group

Syntax Description This command has no keywords or arguments.

Command Default None

Command Modes EXEC

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to display Call Home alert group information:

```
RP/0/RSP0/CPU0:router# show call-home alert-group
```

```
Tue Apr 5 06:51:02.860 DST
```

```
Available alert groups:
```

Keyword	State	Description
environment	Enable	environmental info
inventory	Enable	inventory info
syslog	Enable	syslog info

show call-home mail-server status

To displays the status of the configured mail servers, use the **show call-home mail-server status** command in EXEC mode.

show call-home mail-server status

Syntax Description This command has no keywords or arguments.

Command Default None

Command Modes EXEC

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID	Task ID	Operation
	call-home	read

The following example shows sample output from the **show call-home mail-server status** command:

```
RP/0/RSP0/CPU0:router# show call-home mail-server status
Please wait. Checking for mail server status ...
Mail-server[1]: Address: 64.102.124.15 Priority: 50 [Available]
```

Related Commands	Command	Description
	call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home profile

To display the Call Home profiles, use the **show call-home profile** command in EXEC mode.

show call-home profile {*all**profile-name*}

Syntax Description	all	Displays information for all profiles.
	<i>profile-name</i>	Name of the profile for which to display information.
Command Default	None	
Command Modes	EXEC	
Command History	Release	Modification
	Release 4.1.0	This command was introduced.
Usage Guidelines	To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.	
Task ID	Task ID	Operation
	call-home	read

The following example shows sample output from the **show call-home profile** command:

```
RP/0/RSP0/CPU0:router# show call-home profile CiscoTAC-1

Profile Name: CiscoTAC-1
Profile status: INACTIVE
Preferred Message Format: xml
Message Size Limit: 3145728 Bytes
Transport Method: email
Email address(es): callhome@cisco.com

Periodic inventory info message is scheduled every 4 day of the month at 12:19

Alert-group          Severity
-----
environment          minor

Syslog-Pattern       Severity
-----
.*                   major
```

Related Commands	Command	Description
	call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home statistics

To display Call Home statistics, use the **show call-home statistics** command in EXEC mode.

show call-home statistics

Syntax Description This command has no keywords or arguments.

Command Default None

Command Modes EXEC

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID	Task ID	Operation
	call-home	read

The following example shows sample output from the **show call-home statistics** command:

```
RP/0/RSP0/CPU0:router# show call-home statistics
```

```

Message Types      Total      Email
-----
Total Success     2          2
  Environment     0          0
  Inventory       2          2
  SysLog          0          0
  Test           0          0
  Request        0          0
  Send-CLI       0          0

Total In-Queue    0          0
  Environment     0          0
  Inventory       0          0
  SysLog          0          0
  Test           0          0
  Request        0          0
  Send-CLI       0          0

Total Failed      0          0
  Environment     0          0
  Inventory       0          0
  SysLog          0          0
  Test           0          0
  Request        0          0
  Send-CLI       0          0

```

show call-home statistics

```
Total Ratelimit
  -dropped 0          0
Environment 0          0
Inventory   0          0
SysLog     0          0
Test       0          0
Request    0          0
Send-CLI   0          0
```

Last call-home message sent time: 2010-04-21 01:06:44 GMT+00:00

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home trace

To display Call Home trace information, use the **show call-home trace** command in EXEC mode.

```
show call-home trace {all | error | event} {file filename original location node-id | hexdump | last
n | location {node-id | all} | reverse | stats | tailf | unique | verbose | wrapping}
```

Syntax Description	
all	(Optional) Displays both error and event traces.
error	(Optional) Displays error trace entries.
event	(Optional) Displays event trace entries.
file filename original location node-id	(Optional) Specifies a filename and original location of the file to display.
hexdump	(Optional) Displays traces in hexadecimal format.
last n	(Optional) Displays the last <i>n</i> number of traces only.
location {node-id all}	Specifies the RP node for which to display the execution path monitoring information. The <i>node-id</i> argument is expressed in the <i>rack / slot / module</i> notation. The all keyword specifies all RP nodes.
reverse	(Optional) Displays the most recent traces first.
stats	(Optional) Displays execution path statistics.
tailf	(Optional) Displays new traces as they are added.
unique	(Optional) Displays unique entries only, along with the count of the number of times this entry appears.
verbose	(Optional) Displays additional internal debugging information.
wrapping	(Optional) Displays wrapping entries.

Command Default None

Command Modes EXEC

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID	Task ID	Operation
	call-home	read

The following example shows how to display Call Home trace information:

```
RP/0/RSP0/CPU0:router# show call-home trace event last 15 stats

Wed Apr  6 05:11:59.984 DST
/dev/shmem/ltrace/call_home/trace wrapping: 28.672 Mbytes/sec for 512 entries
59 wrapping entries (512 possible, 0 filtered, 59 total)
Mar  3 13:26:20.281 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:26:20.281 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:27:20.283 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
Mar  3 13:27:20.283 call_home/trace 0/RSP0/CPU0 t14 processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:28:20.285 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:28:20.285 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:29:20.287 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
Mar  3 13:29:20.287 call_home/trace 0/RSP0/CPU0 t14 processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:30:20.289 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:30:20.289 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:31:20.290 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
Mar  3 13:31:20.290 call_home/trace 0/RSP0/CPU0 t14 processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:32:21.067 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:32:21.067 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
event: data1 0x5005784c, str1
Mar  3 13:33:21.069 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
```

Related Commands	Command	Description
	call-home, on page 5	Enters call home configuration mode to configure the call home feature.

site-id

To specify a site identifier for the system, use the **site-id** command in call-home configuration mode. To disable the site identifier, use the **no** form of this command.

site-id *site-id-string*
no site-id *site-id-string*

Syntax Description	<i>site-id-string</i> A string that identifies the site.				
Command Default	No site ID is defined.				
Command Modes	Call-home configuration				
Command History	<table border="1"> <thead> <tr> <th>Release</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Release 4.1.0</td> <td>This command was introduced.</td> </tr> </tbody> </table>	Release	Modification	Release 4.1.0	This command was introduced.
Release	Modification				
Release 4.1.0	This command was introduced.				

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The site ID is an optional user-configurable field that can be used to specify a Cisco-supplied site ID or other data meaningful to the support service.

Task ID	Task ID	Operation
	call-home	read, write

This example shows how to configure the site ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # site-id Cisco-site
```

street-address

To specify the street address of the system, use the **street-address** command in call home configuration mode. To remove the street address configuration, use the **no** form of this command.

street-address *street-address*
no street-address *street-address*

Syntax Description

street address A string that identifies the street address of the system.

Command Default

No street address is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The street address is an optional user-configurable field that can be used to provide the address of the system to the support service.

Task ID

Task ID	Operation
call-home	read, write

This example shows how to configure the street address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router (config) call-home
RP/0/RSP0/CPU0:router (config-call-home) # street-address 170 West Tasman Dr.
San Jose, CA 95134 USA
```

subscribe-to-alert-group environment

To configure a destination profile to receive messages for the environment alert group, use the **subscribe-to-alert-group environment** command in call home profile configuration mode. To disable the subscription, use the **no** form of this command.

subscribe-to-alert-group environment severity severity-level
no subscribe-to-alert-group environment severity severity-level

Syntax Description	<p>severity Specifies the the lowest level of severity events to include in an environment alert.</p> <p><i>severity-level</i></p> <ul style="list-style-type: none"> • catastrophic—Includes network-wide catastrophic events in the alert. This is the highest severity. • critical—Includes events requiring immediate attention (system log level 1). • debugging—Includes debug events (system log level 7). This is the lowest severity. • 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). 				
Command Default	The environment alert group is disabled by default. The default severity for the environment alert group is debugging.				
Command Modes	Call home profile configuration				
Command History	<table border="1"> <thead> <tr> <th>Release</th> <th>Modification</th> </tr> </thead> <tbody> <tr> <td>Release 4.1.0</td> <td>This command was introduced.</td> </tr> </tbody> </table>	Release	Modification	Release 4.1.0	This command was introduced.
Release	Modification				
Release 4.1.0	This command was introduced.				
Usage Guidelines	<p>To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.</p> <p>At least one alert group subscription is mandatory for a profile so that a valid event can be triggered.</p>				

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the environment alert group to include severity major:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile) # subscribe-to-alert-group environment major
```

Related Commands	Command	Description
	profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.
	subscribe-to-alert-group syslog, on page 43	Configures a destination profile to receive messages for the syslog alert group.
	subscribe-to-alert-group inventory, on page 41	Configures a destination profile to receive messages for the inventory alert group.

subscribe-to-alert-group inventory

To configure a destination profile to receive messages for the inventory alert group, use the **subscribe-to-alert-group inventory** command in call home profile configuration mode. To disable the subscription, use the **no** form of this command.

```
subscribe-to-alert-group inventory [periodic {daily | monthly day-of-month | weekly day-of-week} time]
```

```
no subscribe-to-alert-group inventory [periodic {daily | monthly day-of-month | weekly day-of-week} time]
```

Syntax Description		
periodic		Specifies to send an inventory message periodically.
daily		Sends daily inventory messages.
monthly <i>day-of-month</i>		Sends monthly inventory messages on the day of the month specified.
weekly <i>day-of-week</i>		Sends weekly inventory messages on the day of the week specified.
<i>time</i>		Time to send the inventory message, in the format <i>hour:minutes</i> .

Command Default The inventory alert group is disabled by default. The default severity for the inventory alert group is normal.

Command Modes Call home profile configuration

Command History	Release	Modification
	Release 4.1.0	This command was introduced.

Usage Guidelines To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

At least one alert group subscription is mandatory for a profile so that a valid event can be triggered.

There are two types of subscription for an inventory alert group. One is normal subscription, meaning that the severity is set to normal, and any (online insertion and removal) OIR event triggers the event. The second is periodic subscription, using the **periodic** keyword, meaning that an event is triggered only when the specified time arrives.

Task ID	Task ID	Operation
	call-home	read, write

This example shows how to configure the sending of inventory messages every Monday:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
```

```

RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group inventory periodic
weekly monday

```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.
subscribe-to-alert-group environment, on page 39	Configures a destination profile to receive messages for the environment alert group.
subscribe-to-alert-group syslog, on page 43	Configures a destination profile to receive messages for the syslog alert group.

subscribe-to-alert-group syslog

To configure a destination profile to receive messages for the syslog alert group, use the **subscribe-to-alert-group syslog** command in call home profile configuration mode. To disable the subscription, use the **no** form of this command.

subscribe-to-alert-group syslog severity severity-level pattern match
no subscribe-to-alert-group syslog severity severity-level pattern match

Syntax Description

severity	Specifies the the lowest level of severity events to include in a syslog alert.
<i>severity-level</i>	<ul style="list-style-type: none"> • catastrophic—Includes network-wide catastrophic events in the alert. This is the highest severity. • critical—Includes events requiring immediate attention (system log level 1). • debugging—Includes debug events (system log level 7). This is the lowest severity. • 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).
pattern	Specifies a syslog string pattern to match.
<i>match</i>	A string that when matched in the syslog message, is included in the alert notification. If the pattern contains spaces, you must enclose it in quotes (" ").

Command Default

The syslog alert group is disabled by default. The default severity for the syslog alert group is debugging.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

At least one alert group subscription is mandatory for a profile so that a valid event can be triggered.

Task ID	Task ID	Operation
	call-home	read, write

The following example shows how to configure the syslog alert group to include severity notification:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home) # profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile) # subscribe-to-alert-group syslog severity
notification pattern "UPDOWN"
```

Related Commands	Command	Description
	profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.
	subscribe-to-alert-group environment, on page 39	Configures a destination profile to receive messages for the environment alert group.