CHAPTER 3

Smart Call Home Web Application

This chapter discusses the following areas:

- Overview of the Smart Call Home Web Application.
- Launch Smart Call Home.
- Smart Call Home Overview page.
- Registration Management Processes.
- Report Generation.

Overview of the Smart Call Home Web Application

This section discusses the following areas:

- Accessing the Smart Call Home Web Application.
- Navigational Aids and Sorting Table Information.

The Smart Call Home web application provides access to:

- An Overview page – provides a summary of key Smart Call Home functions.
- Registration Management functions – provides links for registering the following items:
  - Registered Devices
  - Devices Pending Registration

  - Transport Gateways
  - Registered Users
- Reports – Reports about Call Home hardware and the messages they send.

Accessing the Smart Call Home Web Application

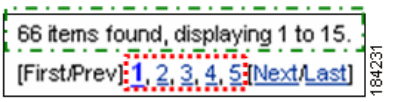
To access the Smart Call Home web application go to the following URL: https://tools.cisco.com/sch/

Navigational Aids and Sorting Table Information

Some pages on Smart Call Home have tables that contain a variety of information; the content depends on what page is being viewed. Sometimes there is so much data being represented in the table that it cannot be viewed on one page, so navigational aids are provided to do the following tasks:

- Change the page that is being currently viewed.
- Change what table entries are being displayed on the current page, by sorting the table columns.

There are several different ways to change what page, and therefore what entries in a table, you are viewing by using the navigational aids on the page. To view data that is on another page, use one of the following options:



- The first part of the navigational aid provides a summary that indicates the following information:
  - How many total items were found (i.e. 66).
  - Which items are currently being displayed on the current page (i.e. 1 to 15); as you change pages, the information updates accordingly.
- Click the **< First/Prev >** option to go either to the first or previous page, respectively.
- Click the **< Next/Last >** option to go either the next or last page, respectively.

- Click one of the page numbers that are displayed in the navigation list, to go directly to that page.

You can also change what table entries are displayed on the current page, by using the table headers to sort the table columns. Sorting columns lets you organize the entries so that they are easier to locate in the table.

Note An underlined column header indicates that the table column is sortable.

Serial Number	Host Name	Product ID	Contract	Company	Registration Status Date Stamp	Entitlement Status End Date
SMG1042N1QP Info	AST-6509-01	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 29-May-2008 10:39:23 AM	SR Capable 04-Jun-2010 04:59:59 PM
SMG1042N1QP Info	AST-6509-01	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 29-May-2008 10:39:49 AM	SR Capable 04-Jun-2010 04:59:59 PM
MMX1 Info	GS_SEVT-6503-03	WS-C6503	1273104 Direct	CISCO SYSTEMS, INC.	Complete 19-Feb-2008 11:59:17 AM	SR Capable 04-Jun-2010 04:59:59 PM
IMAFAKE022708 Info	Host-IMAFAKE022708	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 28-Feb-2008 10:07:23 PM	SR Capable 04-Jun-2010 04:59:59 PM
FAB0434V0Z1 Info	Host-FAB0434V0Z1	WS-C6509-E	Registered using contract: 1273104 Direct	CISCO SYSTEMS, INC.	Complete 28-Feb-2008 09:59:29 PM	SR Trial Capable 28-May-2008 09:59:29 PM
SAL10392GQQ Info	Host-SAL10392GQQ	WS-C6509-E	1273104 Direct	CISCO SYSTEMS, INC.	Complete 28-Mar-2008 10:24:25 AM	SR Capable 04-Jun-2010 04:59:59 PM

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All the table columns can be sorted by a specific column, by clicking the column header. All the table data in the table is sorted by that column, including data that may be displayed in the table on other pages. You toggle between ascending and descending order each time you click a particular column header.

Device Support and Display Properties

You will see different relationships between the device hostname and serial number, depending upon the type device that is displayed on the Smart Call Home application.

- 1 SN - 1 hostname

- 1 SN - n hostnames (VDC – Nexus 7000 devices)
- N SNs - 1 hostname (VSS – Catalyst 6500 devices)

Smart Call Home will illustrate these different serial name / host name relationships on the following web pages:

- Devices Pending Registration
- Device Reports Results
- Registered Devices search results
- Call Home History Report search results

Virtual Device Context (**VDC**) – each configured VDC presents itself as a unique Nexus 7000 device to connected users within the framework of one physical switch; the VDC runs as a separate logical entity within the switch.

Because one Nexus 7000 device appears to be multiple devices to the user, there is only one serial number for the device but multiple hostnames to the user.

Virtual Switching System (**VSS**) – allows for the merging of two physical Catalyst 6500 switches together into a single logically-managed entity.

Because there are multiple physical Catalyst 6500 devices appearing as one logical device, there is only one host name but several different serial numbers to the user.

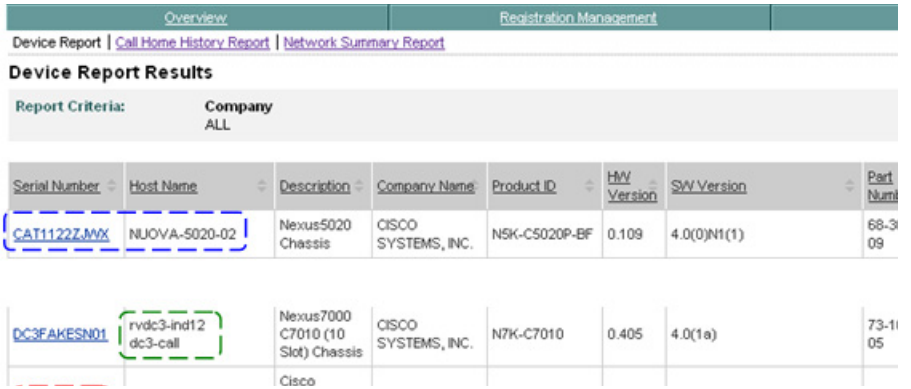
An example of these three different types of serial name / host name relationships is shown in a portion of the Device Report Results page, in the following graphic:

- 1 SN - 1 hostname
- 1 SN - n hostnames (VDC – Nexus 7000 devices)
- N SNs - 1 hostname (VSS – Catalyst 6500 devices)

Note Not all VDC and VSS devices are shown in the same format as is shown in the following graphic of the Device Report Results page. Other pages will show the following type format:

- For VDC, there will be one registration and the displayed hostname will be the one of the default VDC only.

- For VSS, two different SN's will be displayed as two separate registrations with the same hostname.The VSS configuration with Catalyst6500 currently supports only two chassis.



Launch Smart Call Home

Topics covered in this section are:

- Login Prompt
- Accept the Legal agreement

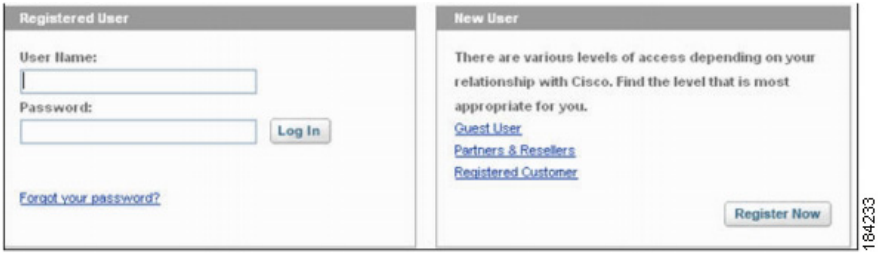
To launch the Smart Call Home function, perform the following steps:

Login Prompt

Step 1 Go to the Smart Call Home application at URL: https://tools.cisco.com/sch/ the login prompt window opens. One of two options will occur:

- If this is your first time logging on to Smart Call Home and have not yet accepted the Legal Agreement, the Legal Agreement window will open.

- If you have previously accepted the Legal Agreement the Smart Call Home web application will open to the overview page.



Step 2 Enter your Cisco.com ID and password in the Registered User area; this Registered User is a user with a Cisco.com ID, this reference to a registered user is independent from the Smart Call Home user registration.

Accept the Legal agreement

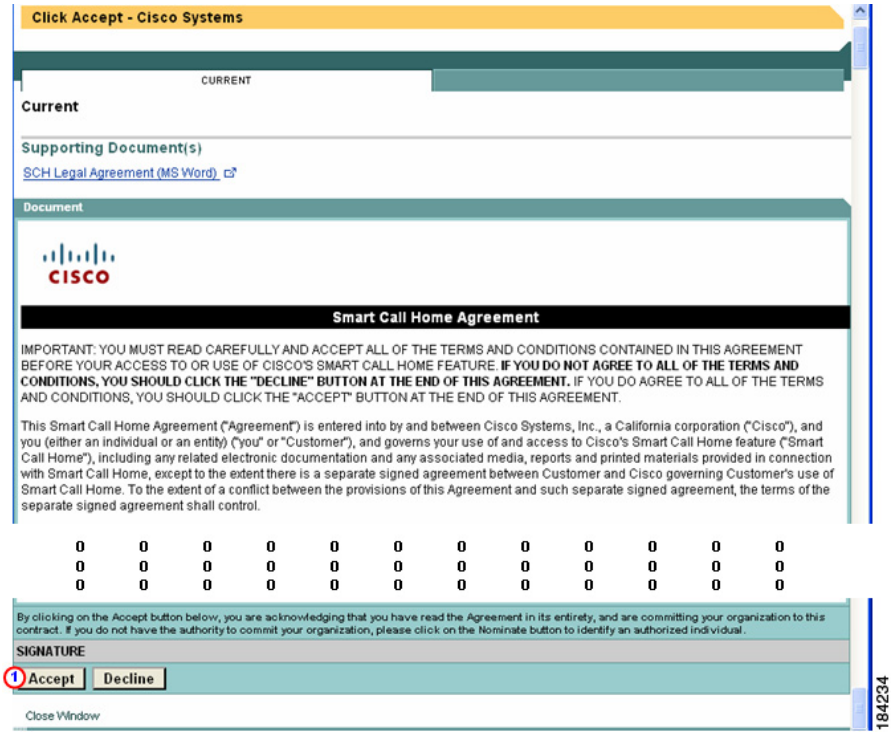
Every customer needs to accept the Legal Agreement before they can use the Smart Call Home application.

Once the customer has accepted the Legal Agreement, the User Registrations that have a status of 'Pending Legal Agreement' will be changed to 'Completed'. All new User Registrations for the customer will automatically get a 'Completed' status.

After the customer has accepted the Legal Agreement they will have access to the Smart Call Home web application. The Legal Agreement also includes the Transport Gateway.

In the case where all the customer's user registrations have a status of 'Unregistered' (i.e. all the user registrations have been deleted), the customer needs to re-accept the Legal Agreement when logging back into Smart Call Home.

Step 3 Enter your Cisco.com and password. If you have not accepted the Legal agreement, the Legal agreement window appears.

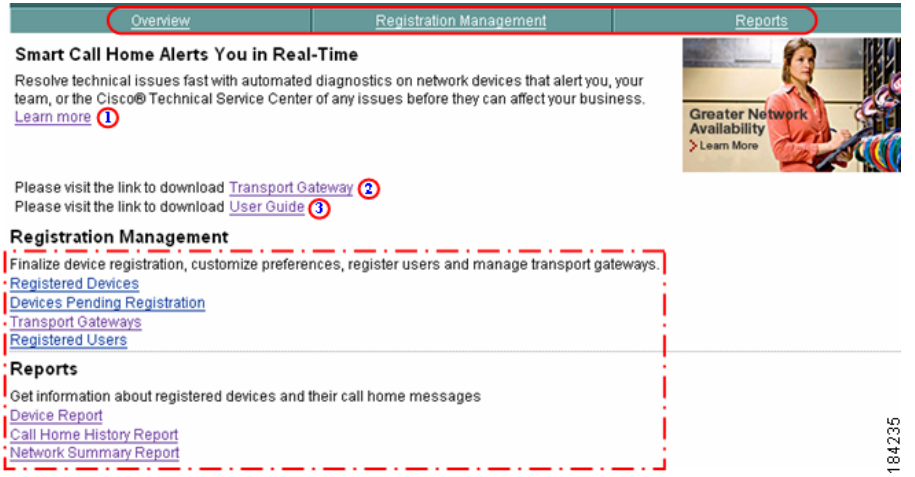


At the bottom click **Accept**; (1) the Smart Call Home Overview page appears.

Note The system does not let the customer go to any other page in the Web Application until the Legal Agreement has been accepted.

Smart Call Home Overview Page

This page provides links to important information about Smart Call Home and access to the different functions provided by the Smart Call Home service, which are noted below.



The Overview page provides the following access and information:

- Has a tabbed bar that provides access to the following areas of Smart Call Home:
  - **Overview page** – provides access to the current page.
  - **Registration Management page** – provides access to all the registration related functions for devices, users, and Transport Gateways.
  - **Reports page** – gives you access to pages that let you generate reports about devices and all the Call Home messages processed by the Cisco Backend.
- Gives a summary of the Smart Call Home service with a link to obtain additional information. 1
- Provides download links to the:
  - Transport Gateway 2 – Go to http://www.cisco.com/kobayashi/sw-center/sw-netmgmt.shtml and click **Cisco Transport Gateway**.

  - Smart Call Home User Guide.
- Provides an overview of, and links to, the following functions:
  - **Registration Management** – Provides access to the same links that are provided on the Registration Management tab.
  - **Reports** – Provides quick access to the two different types of reports.

Registration Management Processes

On the Smart Call Home web application all registration related activities are consolidated under one tab, the Registration Management tab. This tab provides access to registration for devices, users and Transport Gateways.

This section describes the various registration functions for the following areas:

- Overview of Registration Processes.
- Device Registration.
- User Registration.
- Transport Gateway Registration.

Overview of Registration Processes

In order for customer Cisco devices to communicate in the Smart Call Home environment there are several types of registrations that must occur first; there are three basic types of registrations:

- **Device Registration** – Devices are associated with a Cicso.com user id, valid contract or warranty, and Company. This registration is required for Call Home messages sent by the device to be processed.
- **User Registration** – Users get registered to a company and gets automatically created when the customer confirms the device registration. The user registration is needed so the customer can get access to the reports in the web application. A customer can register additional users.
- **Transport Gateway Registration** – Transport Gateways get associated to a company. The Transport Gateway registration is needed only when the customer wants to use a Transport Gateway to send Call Home messages to the backend.

All of the previous registration options are available on the Smart Call Home web application under the Registration Management tab.

This tab provides access to the following registration functions for:

- **Registered Devices** – Lets you manage device registrations for registered devices.
- **Devices Pending Registration** – Lets you confirm device registrations in order for the device to become registered in Smart Call Home.
- **Transport Gateways** – Lets you manage Transport Gateway registrations.
- **Registered Users** – Lets you manage user registrations and add users.

Device Registration

This section provides an overview of the device registration process and describes how the Smart Call Home web application lets you perform the following tasks:

- Confirm Device Registration for Devices with "Pending Registration" to associate the device to a contract and company.
- View, Edit, or Delete Registered Devices.

Device Registration Overview

When a device sends its first supported message and it is received by the Cisco Backend, Smart Call Home initiates a device registration that needs to be confirmed by the customer. On the Smart Call Home web application the customer confirms the device registration for a device that has a "Pending Registration" status. Once the device's "Pending Registration" is confirmed, all supported incoming Call Home messages from the device can then be processed on the Cisco backend.

A "Pending Registration" status is created when the device sends its first supported Call Home message to the Cisco Backend. The user confirms the device registration using one of the following methods:

- Manually go to the Device Registration page on the Smart Call Home web application.
- Click on the link in the email, which takes you directly to the confirmation page for the device on the Smart Call Home web application.

When the device is covered by a service contract, the system will register the device using this contract. When the device is not covered by a service contract, the system will allow the user to register the device for a trial period.

When a user registers a device using a valid service contract in Smart Call Home, the device can have a registration status of:

- **Pending Registration** – Status occurs when a device sends its first Call Home message to the backend.
- **Complete** – When a customer uses the web application to confirm the device registration for a device that has pending registration.
- **Unregistered** – Is for devices that have had the registrations deleted.
- **Expired** – Indicates that the contract, warranty or trial period for the associated device has expired and is no longer valid.

Once a device has the pending registration confirmed, the supported Call Home messages sent by the device will be processed and the results will be made available via the Smart Call Home web application. When a Service Request is created during the Call Home message processing, the contract or warranty associated with the device registration will be used to create the Service Request.

There are two types of processes for device registration:

- Confirm Device Registration process, for those devices that have a “Pending Registration” status; once the registration has been confirmed you can manage the registration.
- Administer Device Registration process, for those devices that have a “Complete” status.

Note For customers migrating from AutoNotify, device registration migration and device preferences will be perfomed in the following manner:

- MDS 9000 devices that are currently registered in AutoNotify will be manually registered on the Cisco backend.
- Any new MDS 9000 devices that are added will be automatically registered by Smart Call Home.

- Existing device profiles in AutoNotify will not be migrated; instead the default device preferences set in Smart Call Home will be used.
- New MDS 9000 devices that are added will have default device preferences created by Smart Call Home at the time of device registration.

  For both the existing and new device preferences, the customer chan use the Edit Device Preferences option if they want to change the default preferences or add other persons to be notified about Call Home messages.

For more details about the migration see MDS 9000 Migration from AutoNotify to Smart Call Home.

Confirm Device Registration for Devices with "Pending Registration"

This process involves a customer confirming a device registration via the Smart Call Home web application. The system associates the device registration with a valid contract or warranty, and an associated company.

When a customer configures a device for call-home they become the administrator for that device registration by default. During the device configuration the customer must enter their contact email address; this email address is used to send the following information:

- A notification about the pending device registration.
- A security token for that device registration.
- A link to the Smart Call Home web application; the link takes the customer to the device registration confirmation page.

The customer uses the Smart Call Home web application to confirm the device registration using the specified security token, or can select other devices in the list. Devices in the list are populated there when the device is covered by a valid contract or warranty and the user is already registered to the Company that is associated with those devices; these devices do not require a security token.

Note Security tokens expire within 90 days of creation, which means that they must be installed on a Transport Gateway within 90 days. Once the security token is used, the certificate that gets created will expire in 3 years.

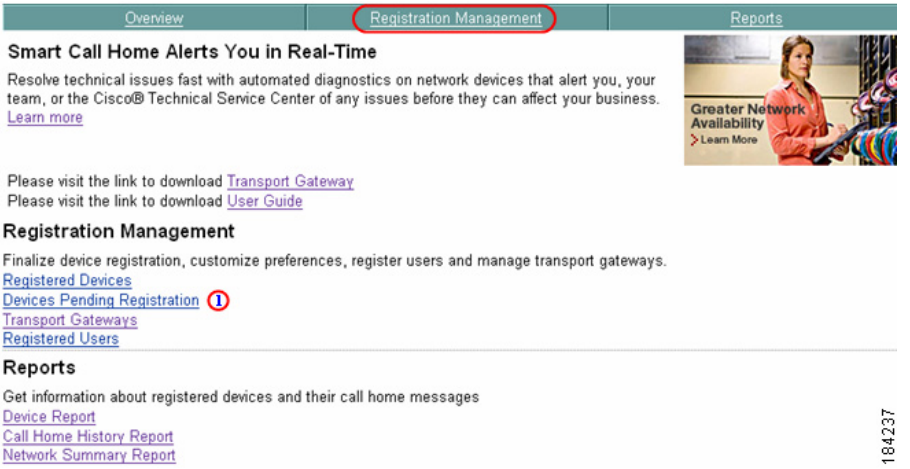
When a customer confirms a device that has a "Pending Registration" the confirmation associates the device with a valid contract or warranty, and company. For a user to confirm a device registration, the user must have the following items:

- A contract in their Cisco.com profile that covers the device, or at least one suitable contract for registering the device to Smart Call Home (unless the device is covered by a warranty).
- Permissions to query update and create Service Requests, since the user will be the default contact person for Service Requests created for the device.

To confirm a device registration use one of the following methods:

- Click on the link in the email, which takes you directly to the confirmation page for the device.
- Launch the Smart Call Home web application, and go to the Devices Pending Registration page (see following steps).

Step 1 Launch Smart Call Home; the Smart Call Home Overview page appears.



To complete the registration for a device that has a "Pending Registration" status, perform the following steps:

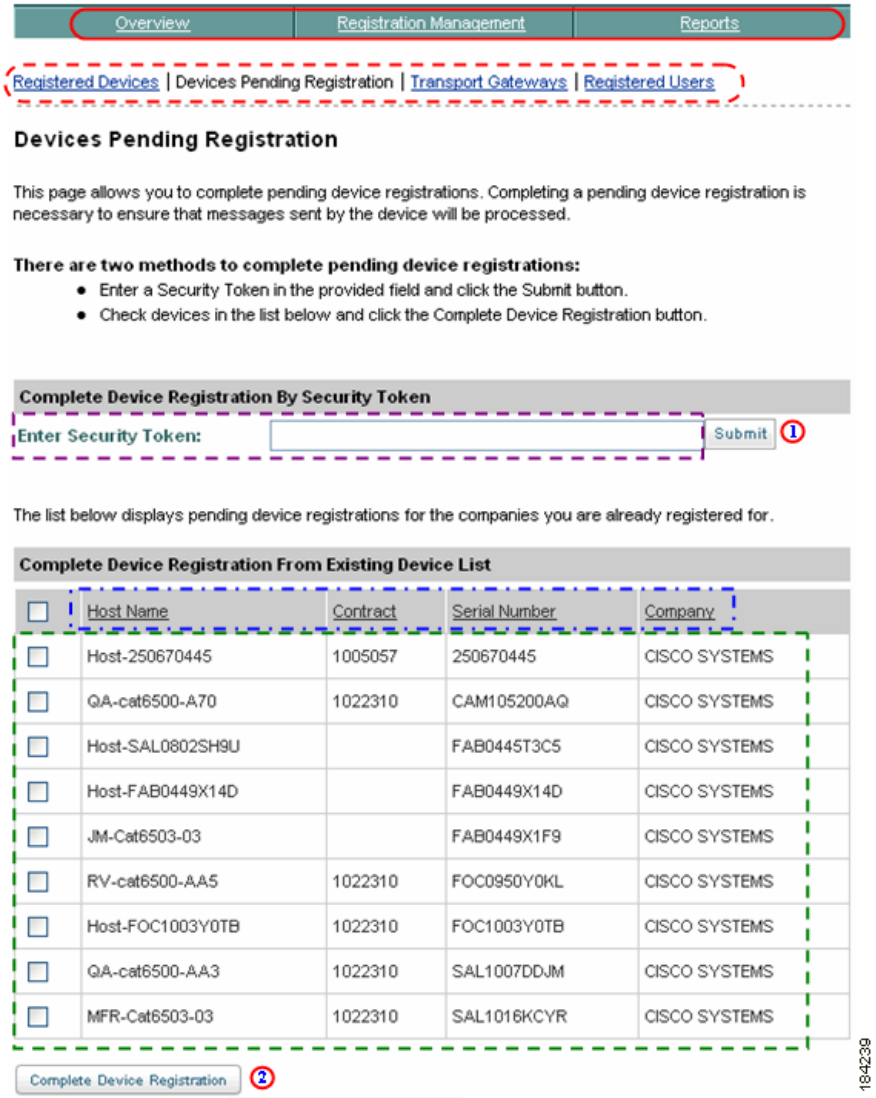
Step 2 There are two ways to get to the Devices Pending Registration page:

- If you are on the Overview page, click **Devices Pending Registration**. (1)

- If you are not on the Overview page, do the following:
  - Click the **Registration Management** tab; the Registration Management page appears.

  - From the Registration Management page, click **Devices Pending Registration**.

In both cases the Devices Pending Registration page appears.



Step 3 You can select one of the following navigational options or change the content on the Devices Pending Registration page:

- Click one of the tabs to go to that respective section of Smart Call Home.

- Click one of the registration functional areas to go to the page for that respective function.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

Step 4 Use one of the following options to perform the associated functions on the Devices Pending Registration page

a. Enter a security token:

Note If the device being registered belongs to a company that the user is not registered to yet then the user must enter the Security Token.

The security token will have been sent in an email to the person who registered the device.

If 10 invalid security tokens have been entered, the system displays a message indicating that the maximum number of invalid security tokens had been entered. No new security token can be entered until a support engineer resets the security token counter.

- Enter a security token in the Enter Security Token field then click **Submit**; (1) the system displays an overview of the device registration and asks the customer to confirm that the displayed company information is correct.
- Confirm that the displayed company information is correct; if the info is not correct, the customer should cancel.

b. Select a device from the list:

- If there is a list of devices, check the check box for each device you want to register.
- Click **Complete Device Registration**. (2)

Note If the device being registered belongs to the same company that the user is already registered to and the device is covered by a valid contract or warranty then the device is placed in the device list.

Check the check box adjacent to the Host Name column header, to select all the devices listed on the current page.

Step 5 After performing one of the previous options, a confirmation message appears that indicates the following information:

- The selected device is being processed for registration.
- The customer is notified via email when the device registration is completed.
- The customer can continue using other Smart Call Home functions.
- In the message, the customer can click “here” to register another device.

Note In the confirmation message if you click “here” to register another device, you could see the device that you just registered still in the Devices Pending Registration list. It may take a moment for the processing to be completed before a refresh of the Devices Pending Registration web page no longer shows the previously unregistered device.

After Smart Call Home completes the registration process it will move the device from the Devices Pending Registration list to the Registered Devices page.

If the device registration confirmation was not completed successfully, go to Device Registration Troubleshooting for more information.

Once the device registration is confirmed, all supported incoming Call Home messages from the device can be processed by Smart Call Home on the backend.

For information on how to navigate on this page, go to Navigational Aids and Sorting Table Information.

View, Edit, or Delete Registered Devices

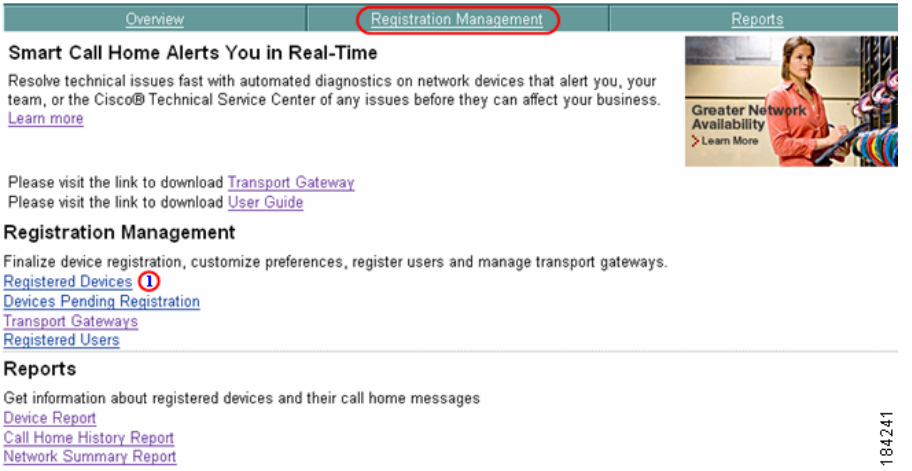
A registered device is one that has been previously registered successfully by a customer and has a status of “Complete”. A customer can view device registrations associated with a Company that matches the Company the customer has a completed user registration for. After registering a device a user can perform the following tasks:

- View Registered Devices.
- Edit Device Preferences.
- Edit Device Contract.
- Delete a Device Registration.

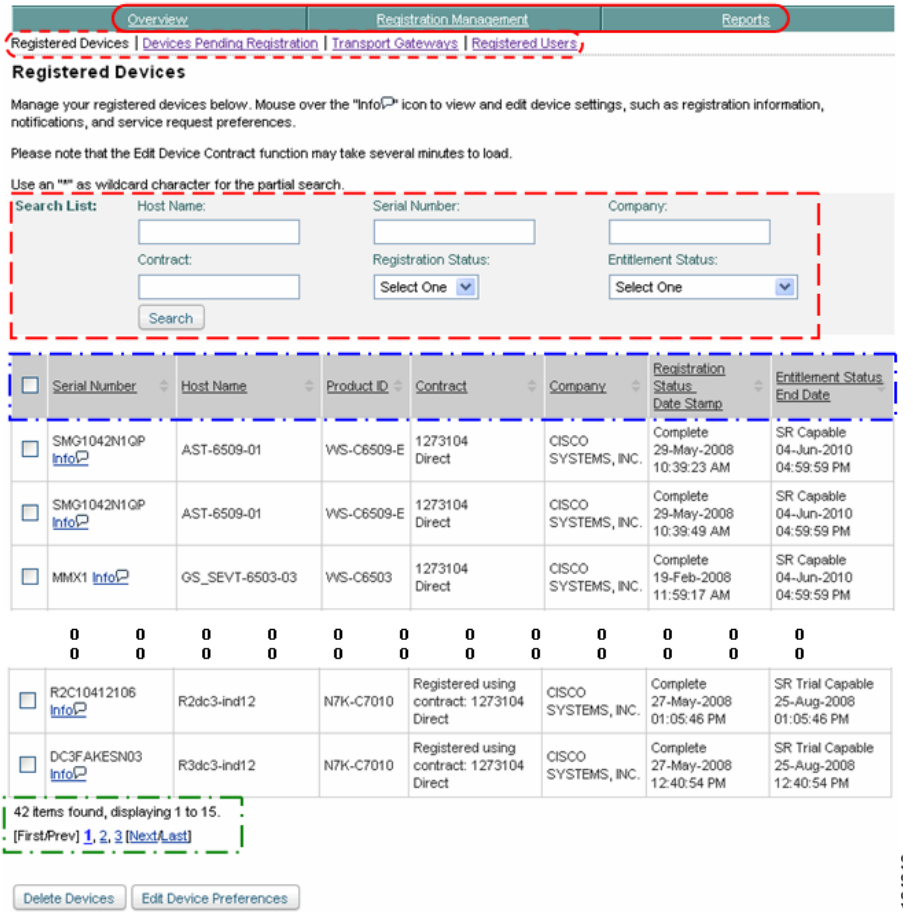
View Registered Devices

A customer can view device registrations for those devices that have the same companies the customer has a completed user registration for.

To the view the device registrations, perform the following steps:



Step 1 Click either **Registered Devices** 1 or the **Registration Management** tab; the Registered Devices page appears.



Step 2 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

Step 3 There are several ways that you can change the view of the registered devices that are listed on the page. Use the following steps to perform the associated functions that let you change the view on the Registered Devices page:

- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.
- The current view can be filtered to reduce the number of entries displayed in the table (see following section).

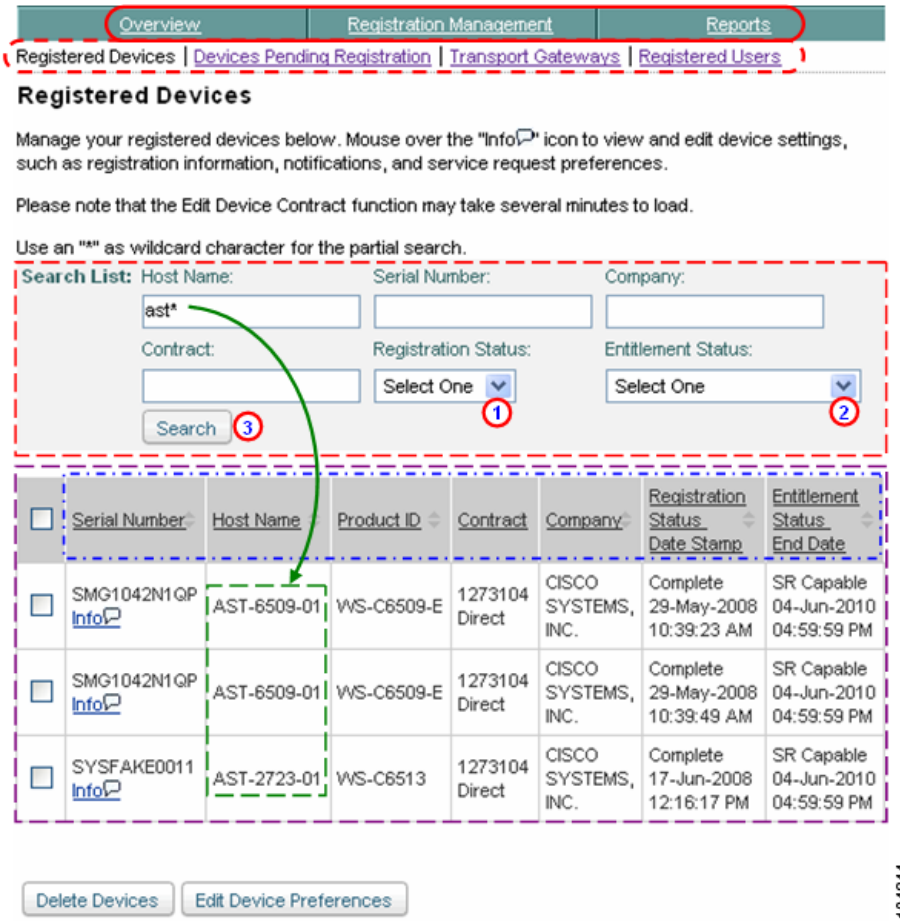
Filter the Display of Registered Devices

The registered device data in the table represents one of the following items:

- If no search parameters are specified then the table displays all the devices that have registrations that are associated to a Company, for which the customer is registered.

Note Deleted device registrations that have status “unregistered” are not displayed.

- If search parameters are specified in any of the fields then the table displays those device registrations that match those specified search parameters.



Step 4 You can select one of the following navigational options or change the content on the Registered Devices page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.

Do the following steps to perform the associated functions on the Registered Devices page:

Step 5 You can change the data that is being displayed on the Registered Devices page by specifying different criteria in the Search List parameter fields. You can specify data in any one or more of the search-list data fields:

- For the Host Name, Serial Number, Company and Contract fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.

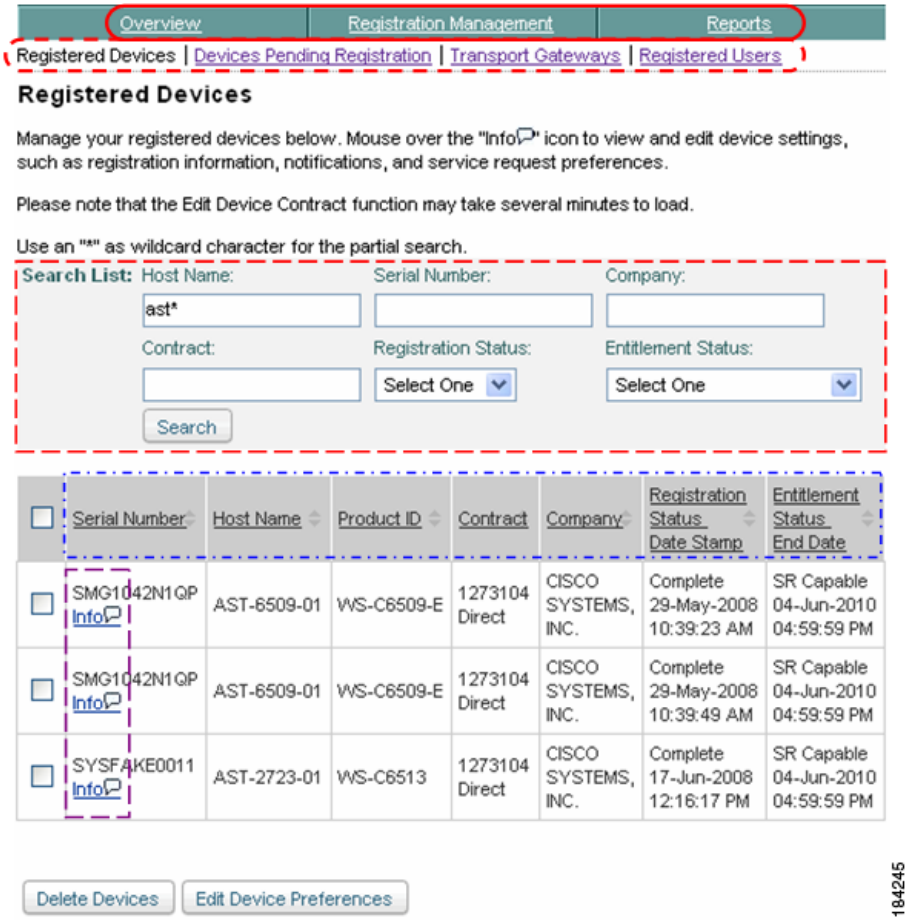
Note The search parameters are not case sensitive; the following example uses ast* for Host Names starting with "AST".

You can select an item from the drop-down list in the **Registration Status** field (1) and/or the **Entitlement Status** field; (2) only one item can be chosen from each drop-down list.

Step 6 When you are done entering the search list criteria, click **Search**; (3) Smart Call Home displays a table that contains those devices that match the specified search parameters (i.e. those devices that have Host Names that start with AST).

Edit Device Preferences and Contracts

The info icon lets you edit a single device preference and device contract for a registered device by performing the following steps:



Step 1 You can select one of the following navigational options or change the content on the Registered Devices page:

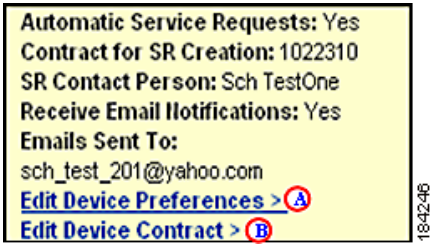
- Click one of the tabs to go to that respective section of Smart Call Home.

- Click one of the registration functional areas to go to the page for that respective function.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Do the following steps to perform the associated functions on the Registered Devices page:

Step 2 You can use the Search List fields change what devices are displayed in the table.

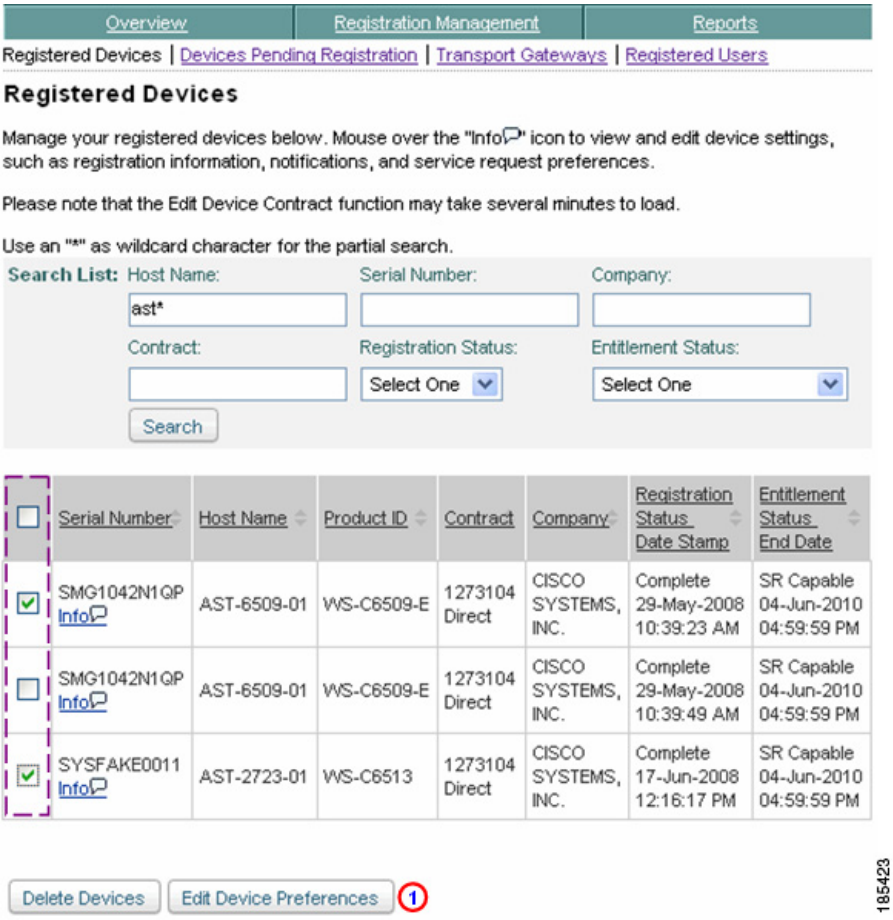
Step 3 To edit a single device preference, or edit a device contract and change the contract associated with the device registration (this contract will be used by the application to create Service Requests) move your mouse over the corresponding info icon; a popup window appears (see following figure).



Note There are two edit options on the popup window:

- Edit Device Preferences. (A)
- Edit Device Contract. (B)

To edit device preferences for multiple devices, perform the following steps:.



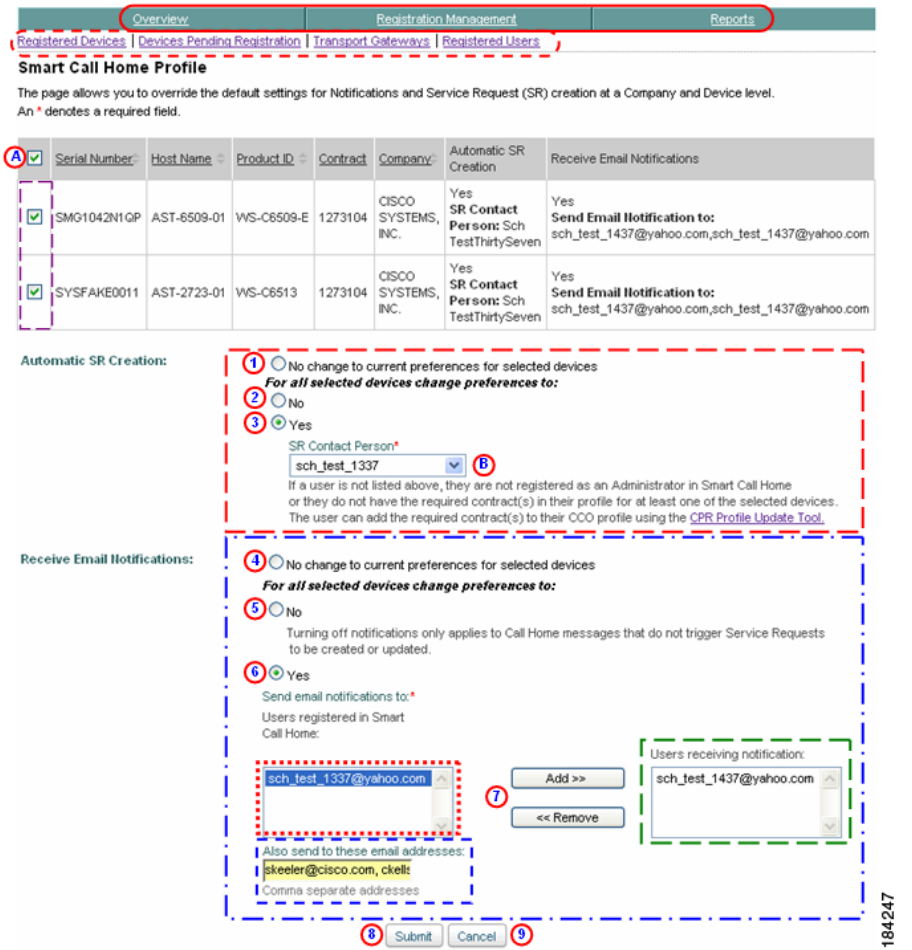
Step 1 Select the check boxes for those devices you want to edit their device preferences.

Step 2 Click **Edit Device Preferences;** (1)

Edit Device Preferences

Edit Device Preferences allows you to set the preferences for Service Request creation and email notifications for Call Home messages that have been received and processed by Smart Call Home. To edit device preferences perform the following tasks:

Selecting either the **Edit Device Preferences**; A from the pop-up window or by selecting the **Edit Device Preferences** button 1 the Smart Call Home Profile page appears



Step 3 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

Do the following steps to perform the associated functions on the Smart call Home Profile page; the edit device preferences window lets you perform the following tasks:

Step 4 Specify which device(s) you want this preference assigned to, by performing one of the following tasks:

a. Select the header check box to select all the devices listed in the table. (A)

b. Specify a specific device or devices by selecting one or more of the individual check boxes.

Note If the pop-up option was used for selecting the Edit Device Preference function then only one device will be displayed in the device table.

Automatic SR Creation

Step 5 Specify whether to maintain or change the automatic Service Request (SR) creation settings for the selected device(s) by selecting one of the following options:

- To maintain the current Automatic SR creation settings for the selected device(s) click the **No change to current preferences for selected devices** radio button. (1)
- For all the selected devices that are displayed in the table, select one of the following options:
  - Click **No** (2) if no automatic SR creation is wanted.
  - Click **Yes** (3) if automatic SR creation is wanted for the selected devices.

Note When clicking **Yes** then also choose the designated SR contact person from the drop-down list; (B) only one entry can be chosen.

Note Activating the Automatic Service Request Creation automatically generates service requests when events of interest occur that are flagged for SR action in the profile.

By default, automatic Service Request creation is activated when a device registration has been confirmed. The person confirming a device registration will be, by default, the Service Request Contact Person for the device.

Receive Email Notifications

Step 6 Specify whether to maintain or change the email notification settings for the selected device(s) by selecting one of the following options:

- To maintain the current email notification preferences for the selected device(s) click the **No change to current preferences for selected devices** radio button. (4)
- For all the selected devices that are displayed in the table, click one of the following options:
  - Click **No** (5) to turn off email notifications to the selected devices.

Note Turning off email notifications applies to only Call Home messages that do not trigger Service Requests that need to be created or updated; SR notifications will still be received even though email notifications have been turned off.

  - Click **Yes** (6) to enable email notification for the selected devices.

Note When clicking **Yes** then also choose the user(s) that will receive the email notifications by using one of the following options in the next step.

Step 7 To change what person(s) receive an email notification, use one of the following options:

- To add a person to the email notification list select the person(s) from the available list then click **Add;** (7) the person(s) are moved from the available list to the "Users receiving notification" list

Note The email addresses in both list boxes represent the email addresses of people who are registered to the entitled company. The email address(es) need to be selected in order for Smart Call Home to send an email notification to the specified person(s).

Multiple persons can be selected by pressing the Ctrl key and choosing additional entries in the list box with the mouse. To select contiguous entries, select the first email address in the list box then press the Shift key and select the last contiguous email address, all items from the first to the last selected entry are selected.

- To stop a person from receiving further email notifications select the person(s) in the "Users receiving notification" list then click **Remove;** 8 the person(s) are moved from the "Users receiving notification" list to the available list.
- To add users that are not listed in the available list you can enter their names in the "Also send to these email addresses:" field.

Note To add more than one email address in the "Also send to these email addresses:" field., separate the email addresses with a comma and a space (i.e. skeeler@cisco.com, ckells@cisco.com).

Step 8 Click **Submit** 8 to have all the selections sent to Smart Call Home for processing; clicking **Cancel** 9 returns you to the previous page with no action performed.

If you are having trouble editing device preferences then see Troubleshooting for Edit Device Preferences for more information.

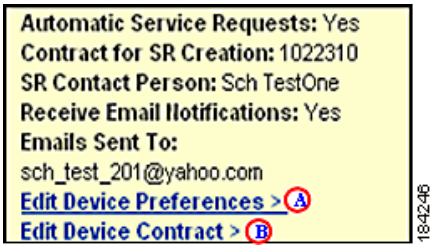
Note When a SR has been opened via Smart Call Home, the Smart Call Home application will update the SR a maximum of 30 times, based on new Call Home messages that have been received for the device. The customers specified in the email address list box and additional email address field will receive email notifications related to these updates. After the SR has been updated 30 times, Smart Call Home will send an email notification to the designated customers indicating that the maximum threshold for the SR has been reached.

Edit Device Contract

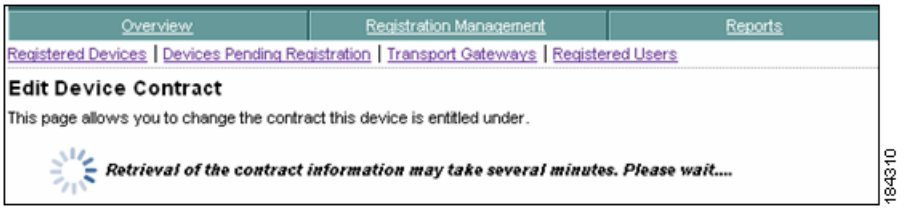
Edit Device Contract allows you to associate a different service contract to the device registration. When a device is covered by a service contract the application will not allow you to change the contract used to register the device.

To edit a device contract perform the following tasks:

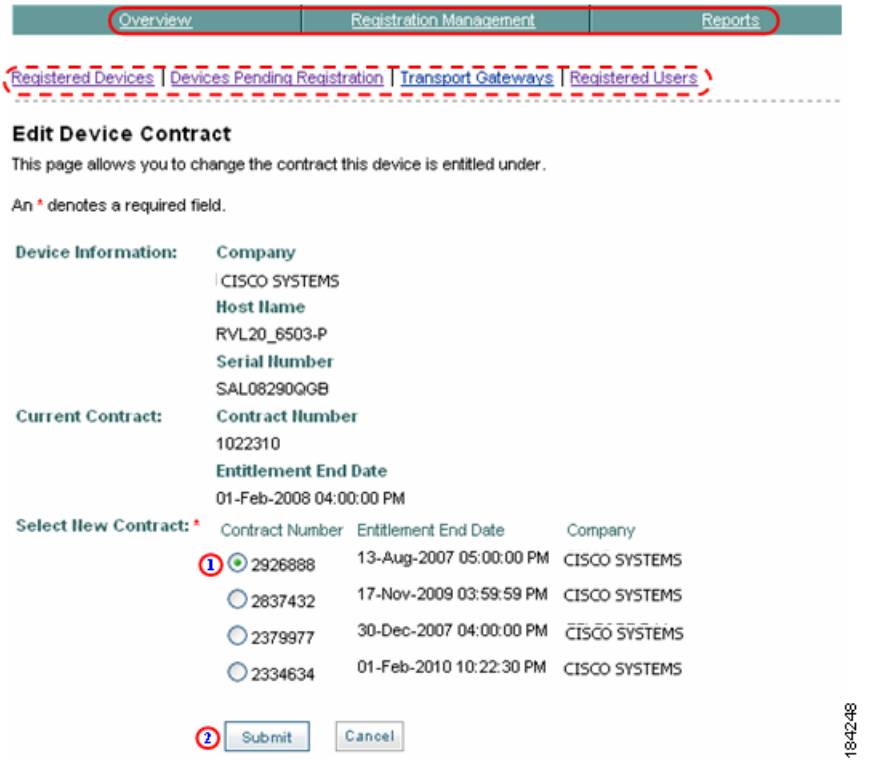
Step 1 On the Registered Devices page (see Edit Device Preferences and Contracts) move your mouse over the corresponding info icon; a popup window appears (see following figure).



Step 2 On the Info popup window click **Edit Device Contract**; (B) Smart Call Home displays a message indicating that it may take a few minutes to retrieve the contract information.



After the retrieval of the contract is completed, the Edit Device Preferences page appears.



Step 3 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

Do the following steps to perform the associated functions on the Edit Device Contract page:

Step 4 If a contract is available, click the radio button for the new contract (1) you want associated with the selected registered device.

Note If no contracts are available you will see a message stating “No additional contract found for this Device”; see Device Registration Overview for more information about contracts and registering devices.

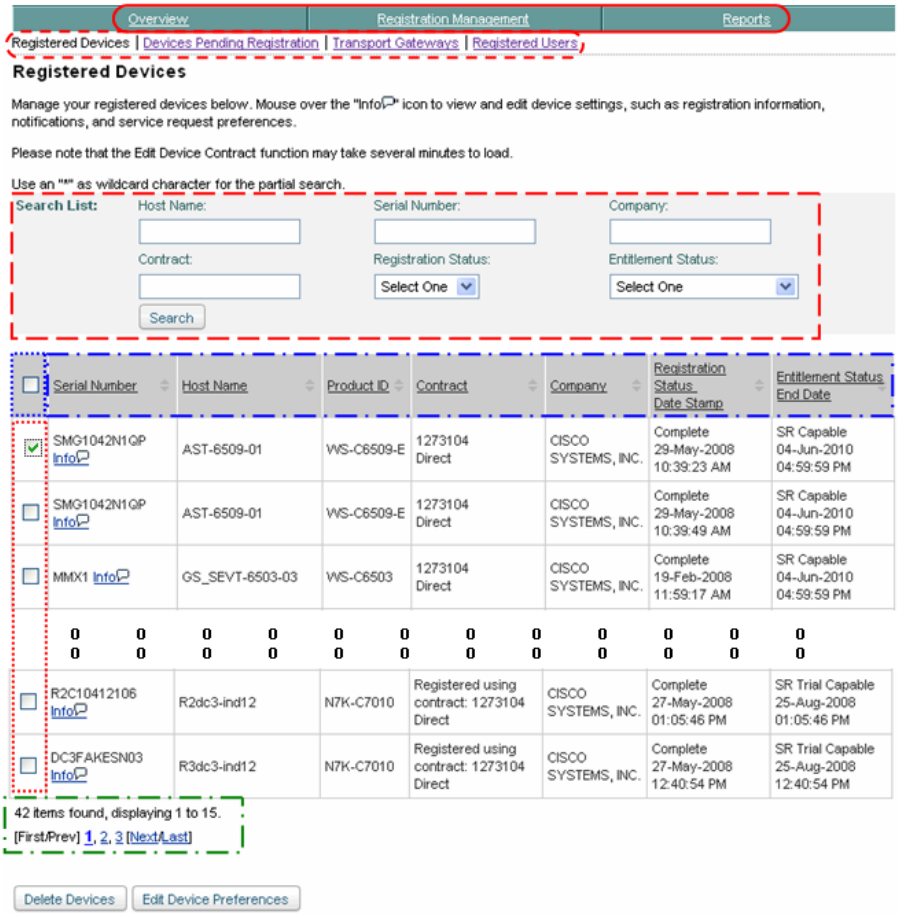
Step 5 After selecting the new contract click **Submit**, (2) the Registered Devices page appears with a successful edit message; clicking **Cancel** returns you to the previous page with no action performed.

If you are having trouble editing device contracts then see New User Registration Troubleshooting for more information.

Delete a Device Registration

A customer can delete device completed registrations for those devices they have a completed user registration; the customer needs to be registered as an Admin for the company.

To delete a device registration that is associated to a device, perform the following steps:



Step 1 You can select one of the following navigational options or change the content on the Registered Devices page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- Use the Search List fields to change what devices are displayed in the table.

- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Do the following steps to perform the associated functions on the Registered Devices page:

Step 2 Check one or more individual check boxes to the left of each device Serial Number, or select all the devices by checking the check box to the left of the Serial Number column header.

Step 3 After checking the check box(es), click **Delete Devices**; Smart Call Home displays a message prompt ensuring you really want to delete the registration for the selected device(s), if you click **OK** then a message confirming a successful deletion of the registration for the selected device(s).

Note When the device registration is deleted the Call Home messages sent by the device will not be processed anymore. The system sets the device registration status of the selected registration(s) to 'Unregistered'.

User Registration

User registration is required for the following tasks:

- Viewing reports.
- Maintaining registered devices.
- Being specified as a contact for service requests.

This section provides an overview of the User registration process and describes how the Smart Call Home web application lets you perform the following tasks:

- View Users.
- Add Users.
- Delete a User Registration.

User Registration Overview

A user gets registered to Smart Call Home and gets associated to a company. A user registration is required for the following tasks:

- Viewing reports.
- Maintaining registered devices.
- Being specified as a contact for the service requests.

Note User registration occurs automatically during device registration confirmation, for the user registering the device; the user becomes the administrator for the device registration, by default.

For customers migrating from AutoNotify, users that are currently registered in AutoNotify will not be migrated over to Smart Call Home. For more details about the migration see MDS 9000 Migration from AutoNotify to Smart Call Home.

This section discusses the following topics:

- Registration Processes for Users.
- User Registration Requirements.
- User and Administrator Functions.
- User Registration Task Pre-Reqs.

Registration Processes for Users

A user gets registered to a company. There are two ways that a customer can get registered to a company:

- A user registers them self, by confirming a pending device registration.
- A user registers others:
  - A customer, registered as an Administrator, can register additional customers using the web application.
  - The to-be registered customer must have a contract in their Cisco.com profile for that Company in case the person needs Administrator privileges. A registration as ‘User’ does not require a contract in the Cisco.com profile.

Note When adding Smart Call Home users, customers should consider which individual(s) they want to be informed if a problem occurs; these individuals can be either within their company or within their external support organization (reseller or support personnel).

User Registration Requirements

A customer needs to be registered for a company in order to have access to the device info for that company. There are 2 registration levels; administrator, which gives the user administrator privileges for registrations and user.

User and Administrator Functions

A customer needs to be registered to a company to have access to the device info for that company; there are two registration levels: administrator (which gives the user admin privileges for registrations) and user.

A person registered as "Administrator" for a Company will be able to perform the following tasks:

- Delete any device or user registrations for the Company.
- Edit device contracts/registrations for the Company.
- Edit device preferences for the Company.
- Be a Service Request contact person for any device registrations for the Company; the Service Request contact person must have a contract in their Cisco.com profile that can be used to register the device.

Note A "User" cannot perform any of these previous functions.

User Registration Task Pre-Reqs

The following requirements must be performed before user registration can occur in Smart Call Home. The Cisco.com ID and contract requirements are:

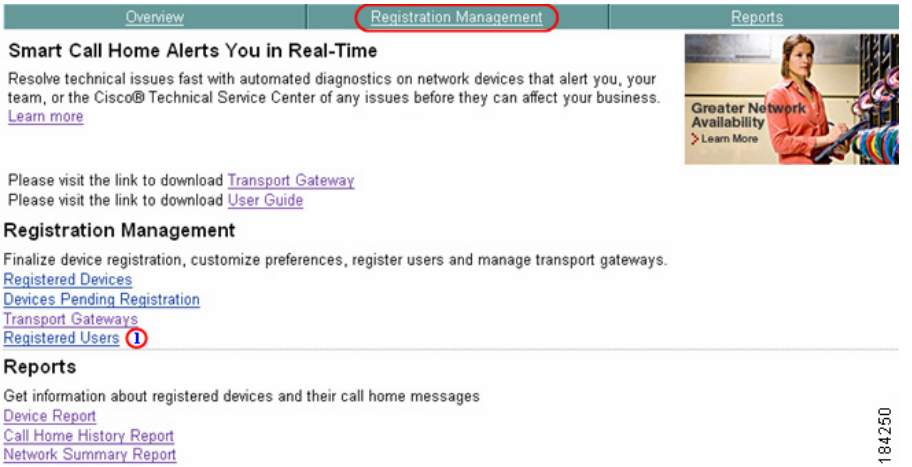
- The new user must have a valid Cisco.com ID.
- To get registered as an "Administrator", the customer needs to have a contract for that company in their Cisco.com profile.

- To get registered as "User", customer is not required to have a contract for this company in their profile.

View Users

To perform any of the user registration processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.

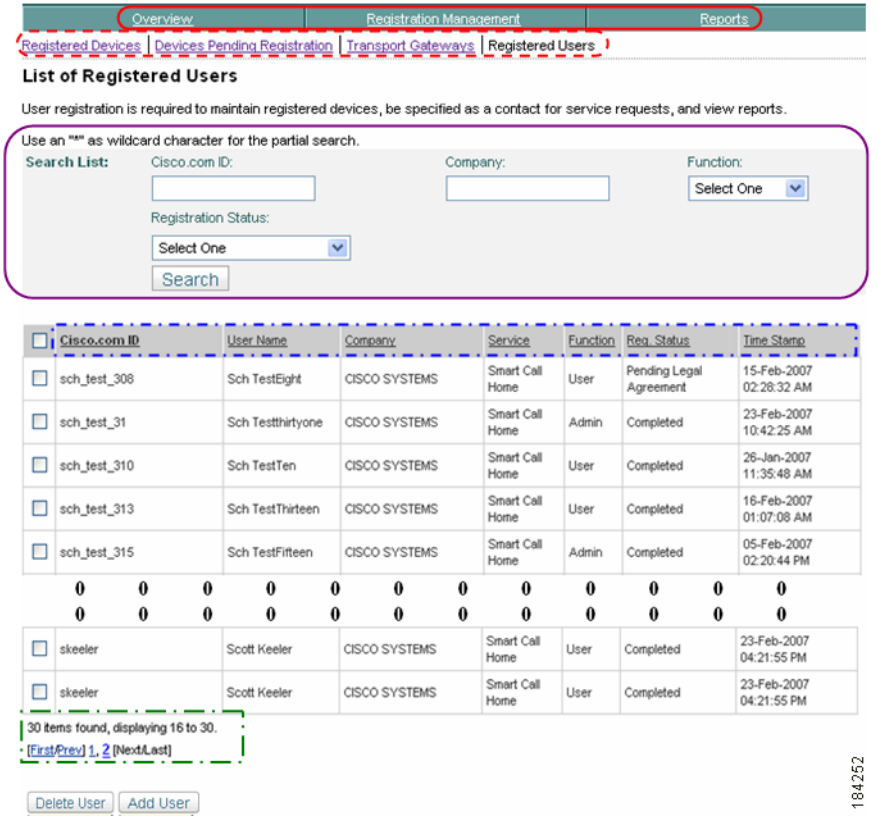


A customer can view those user registrations that are associated to the same Company as the customer. To view all the registered users, perform the following steps:

Step 2 There are two ways to get to the Registered Users page, so that you can view the list of registered users:

- If you are on the Overview page click **Registered Users**. (1)
- If not on the Overview page, click the Registration Management tab then click **Registered Users**.

In both cases the List of Registered Users page appears where you can add and delete users.



Step 3 You can select one of the following navigational options and go to another page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

Do the following steps to perform the associated functions on the List of Registered Users page:

Step 4 There are several ways that you can change the view of the registered users that are listed on the page:

- You can enter data into any or all of the search parameter fields; in the Cisco.com ID and Company fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.
- All the columns can be sorted by a specific column by clicking the column header. You toggle between ascending and descending order each time you click the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

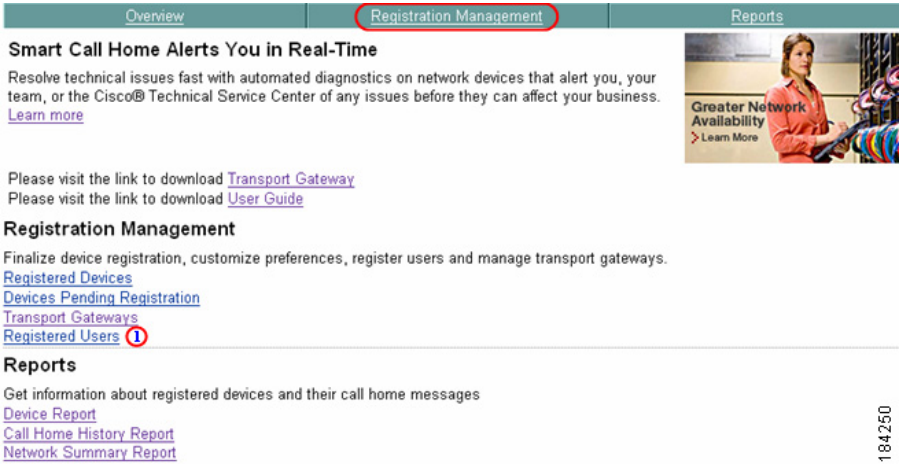
Add Users

There are two scenarios in which a user registration can be submitted to Smart Call Home:

- The Smart Call Home system can create a Customer Registration for a customer who confirmed a device registration that is linked to a Company they are not yet registered to.
- A customer can register additional persons to one or more Companies, which the logged-in customer is registered to.

Note If the user needs to be registered as an administrator or is going to confirm a device registration then the to-be registered person must have at least one suitable contract that allows registration in Smart Call Home. The Company in this contract must be a company that the logged-in customer is registered with.

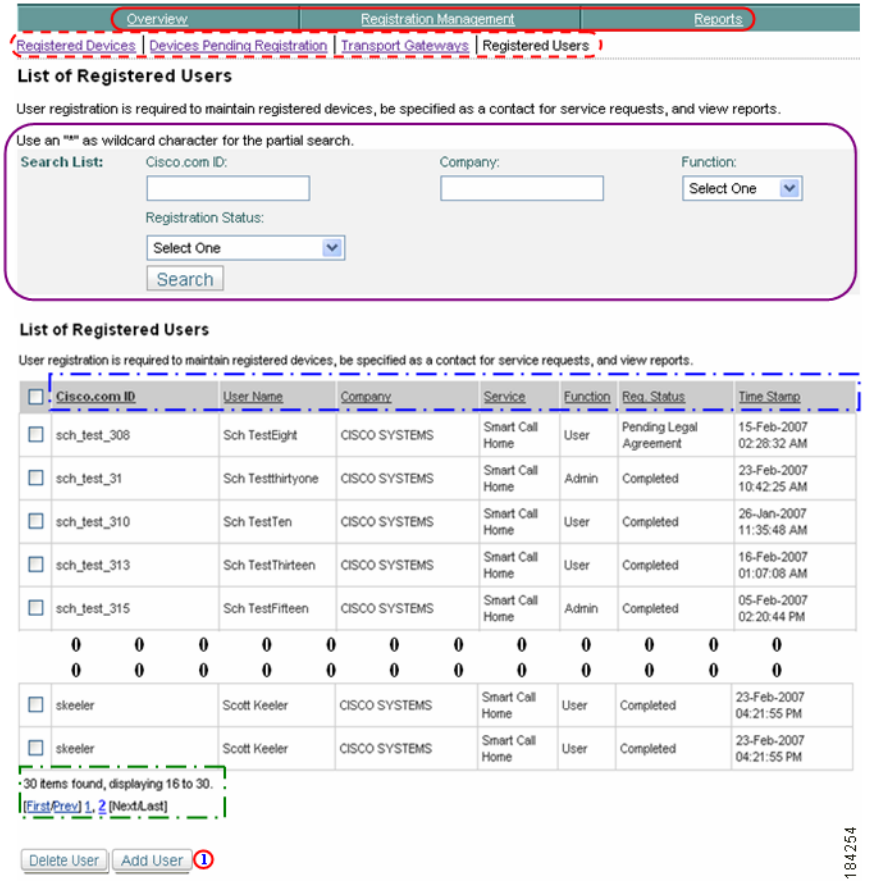
The first scenario is covered in more detail in the Device Registration section. This following section will discuss the second scenario. To add a user, perform the following steps:



Step 5 Go to the List of Registered Users page; there are two different ways to get to the Registered Users page:

- From the Overview page click **Registered Users**, (1) OR
- If not on the Overview page, perform the following tasks:
  - Click the **Registration Management** tab (if not already there); the Registration Management page appears.
  - On the Registration Management page, click **Registered Users**. (2)

Both of the previous options display the List of Registered Users page.



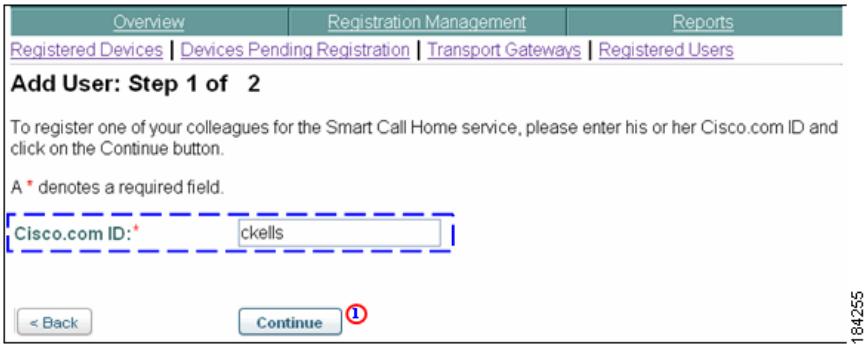
Step 1 You can select one of the following navigational options or change the content on the List of Registered Users page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.

- You can enter data into any or all of the search parameter fields; in the Cisco.com ID and Company fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

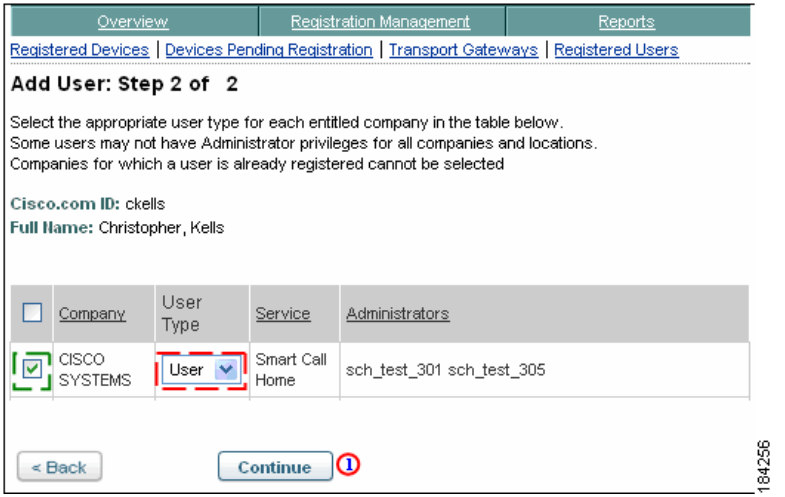
Do the following steps to perform the associated functions on the List of Registered Users page:

Step 2 At the bottom of the List of Registered Users page, click **Add User**; (1) The Add User: Step 1 of 2 page appears.



Step 3 Enter the Cisco.com ID (i.e. ckells) of the user you want to add, into the Cisco.com ID: field.

Step 4 Click **Continue**; (1) the Add User: Step 2 of 2 page appears.



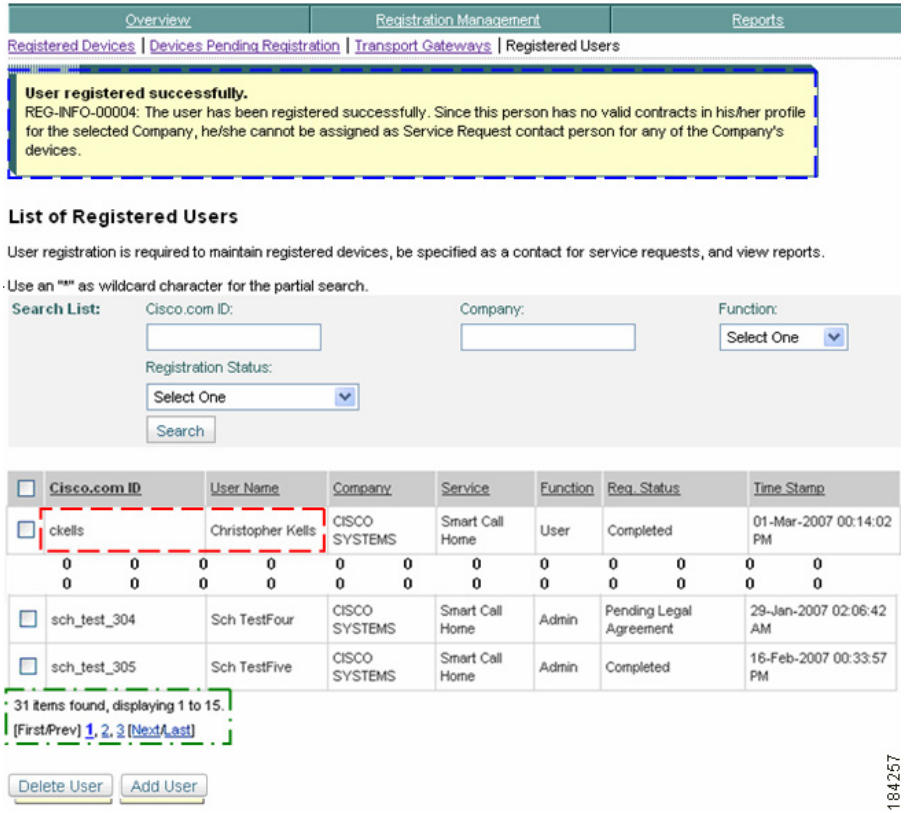
Step 5 Check the check box that is adjacent to the Company.

Note Checking the check box of the Company activates the drop-down list for the User Type field.

Step 6 If more than one user type is available in the drop-down list, choose the user type you want assigned to the new user.

Note Default is **User**; the Administrator option is available only when the to-be registered person has contracts in their profile for the Company.

Step 7 Click **Continue**; the List of Registered Users page appears.



Note Smart Call Home updated the following info on the previous List of Registered Users page.

- The top of the page has a user added confirmation message displayed.
- The user (i.e. ckells) has been added to the list of registered users.

The navigational list has been updated by two items (from 30 items to 31), to reflect the new user entry.

The table entry contains the following user information:

- Which company the user is registered.

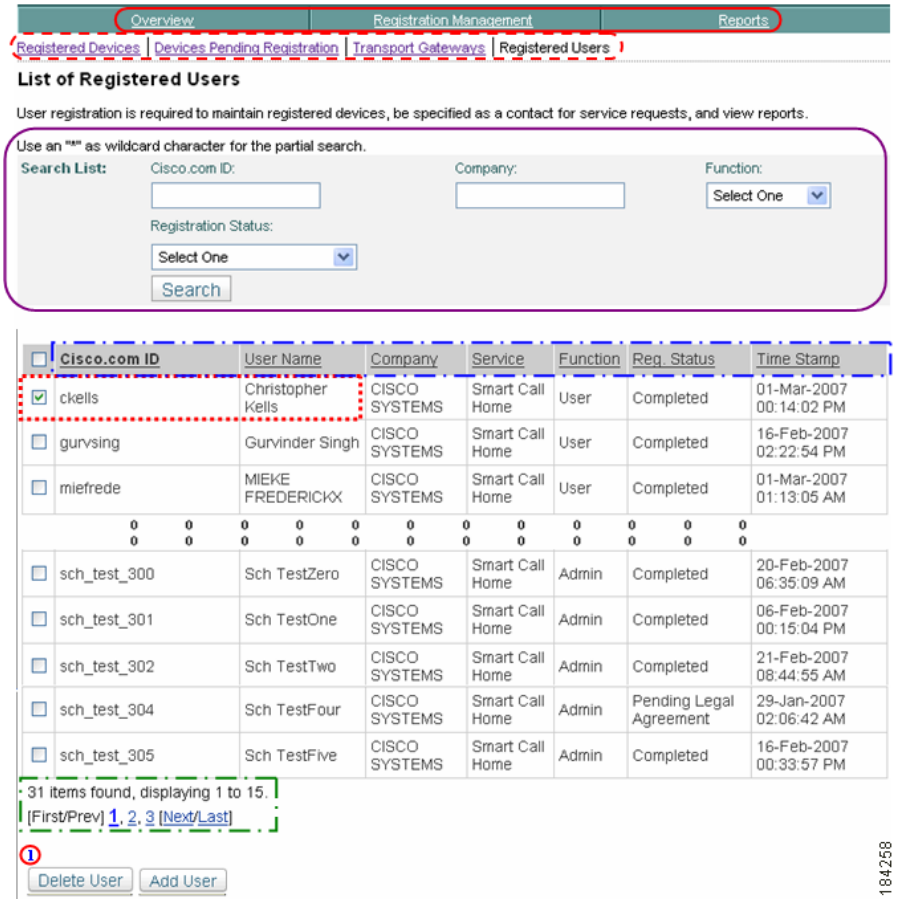
- Name of the service that performed the registration.
- The associated function the user has with the company (user or administrator).
- The status of the user registration (Completed or Pending Legal Agreement).
- Date and time the registration occurred.

If you are not able to add a user, see User Registration Troubleshooting for more information.

Delete a User Registration

A customer administrator can delete only those user registrations that have the same Company as the one that the customer has a completed user registration for. When you delete a user's registration to a particular Company; the deletion does not affect the registrations for the same service with other companies.

To delete a user registration to a Company combination, complete the following steps:



Step 1 You can select one of the following navigational options or change the content on the List of Registered Users:

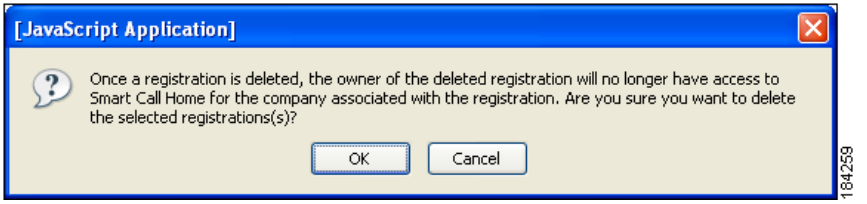
- Click one of the tabs to go to that respective section of Smart Call Home.
- Click one of the registration functional areas to go to the page for that respective function.
- You can enter data into any or all of the search parameter fields; in the Cisco.com ID and Company fields you can enter the whole name or use a portion of the name with a wildcard, an * (asterisk), as part of the name.

- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

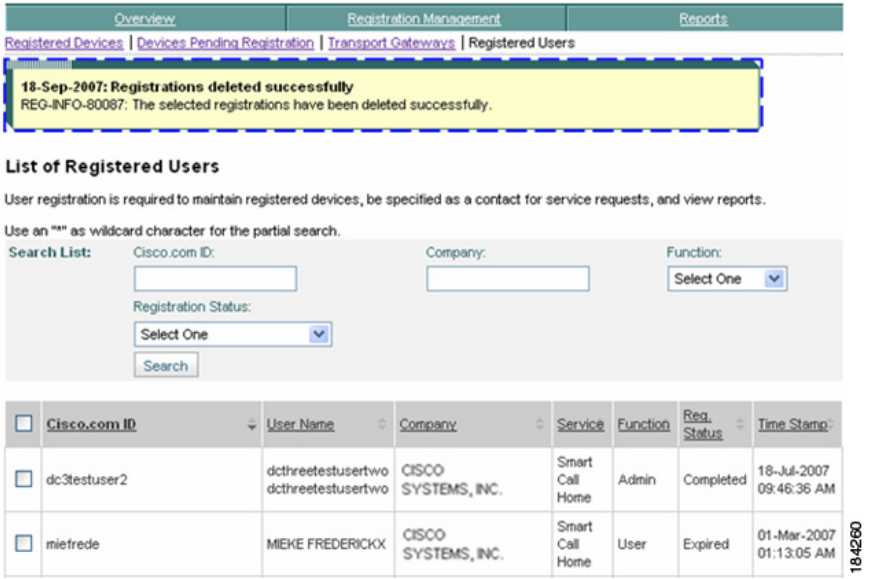
Do the following steps to perform the associated functions on the List of Registered Users page:

Step 2 In the previous table of users, check the check box adjacent to each user you want to delete (i.e. ckells).

Step 3 At the bottom of the List of Registered Users page, click **Delete User**; a prompt appears, telling you the result of the delete action and asking if you are sure you want continue with the delete.



Step 4 Click **OK** to delete the previously selected user(s); the List of Registered Users page appears with the following successful delete information.



Note The following information has been updated on the page:

- The top of the page has a user deleted confirmation message displayed.
- The user (i.e. ckells) has been removed from the list of registered users, for this company.

Transport Gateway Registration

A customer uses the Smart Call Home web application to maintain existing Transport Gateway registrations for which they are an administrator. A customer has administrator privileges for a Transport Gateway registration when the customer:

- Is registered as the administrator for a company that is associated with the Transport Gateway.
- Installed / registered the Transport Gateway.

By default, the person registering the Transport Gateway (the person who installed the Transport Gateway) will be assigned the role of administrator for that Transport Gateway registration. Each Transport Gateway registration requires at least one administrator.

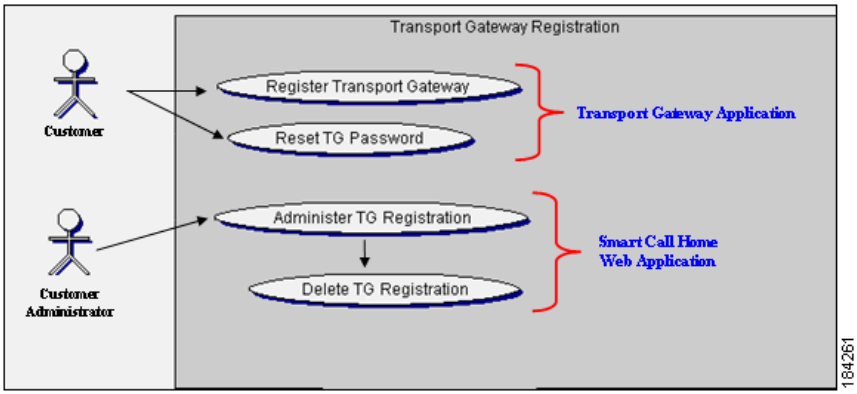
When the customer views the Transport Gateways on the Smart Call Home web application, they view Transport Gateway Registrations for which they are administrators.

This section provides the following information and also describes how the Smart Call Home web application lets you perform the following tasks:

- Transport Gateway Registration Overview.
- View Transport Gateway Registrations (when logged in as an administrator).
- Search for Transport Gateway Registrations.
- Use the Mouse over function to view additional registration data.
- Delete Transport Gateway Registrations.

Transport Gateway Registration Overview

A Transport Gateway gets registered to Smart Call Home; the registration associates the Transport Gateway to a company. The association occurs when the Call Home messages start getting sent to the backend via the registered Transport Gateway.



A customer (not registered or registered for Smart Call Home) can register a Transport Gateway. The Transport Gateway registration process occurs at the end of the Transport Gateway installation. To register the Transport Gateway the customer enters the following information:

- Their Cisco.com id and password.
- Transport gateway name.
- Optionally, a transport gateway description.

Entering this information generates a password and ID for the Transport Gateway, which is stored in the Transport Gateway and will be used to authenticate the transport gateway when sending messages to the backend.

Smart Call Home users get administrator privileges for a Transport Gateway registration based on their user registrations to a company for which they are assigned the Administrator role. Only customers that are registered as an administrator for a company will have access to the Transport Gateway registrations, for that company. Customers registered as User will not have access to the Transport Gateway overview.

Administrator Registration to a Transport Gateway

In order for a customer to view the Transport Gateway registrations on the Smart Call Home web application they need to have the following items:

- A valid Cisco.com ID.
- Be an administrator of the Transport Gateway.

There are two ways that a customer can become an administrator of a Transport Gateway:

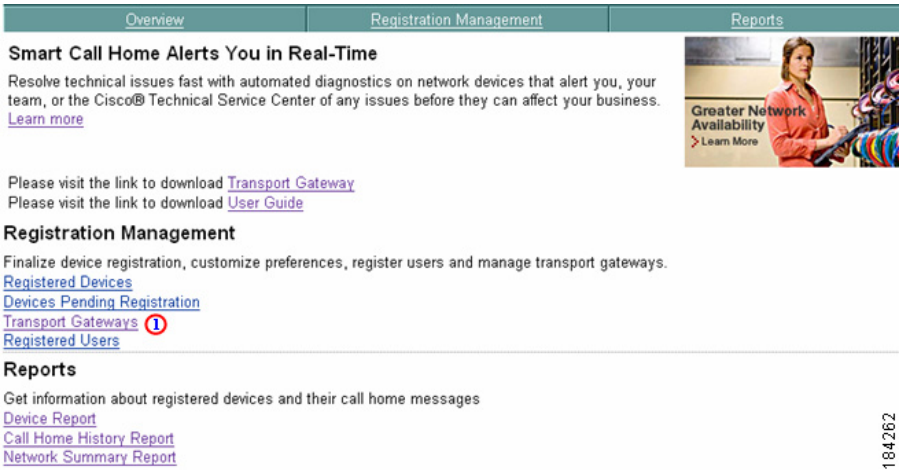
- They are registered as an administrator for the Company that the Transport Gateway is associated.
- They are the user who installed and registered the Transport Gateway; by default they become the administrator.

A customer Administrator can use the Smart Call Home web application to view or delete Transport Gateway registrations.

Viewing Transport Gateway Registrations

Anyone can register a Transport Gateway, as long as the person has a valid Cisco.com ID and password; however, to view the Transport Gateway registrations you must be an administrator. To perform any Transport Gateway registration processes, you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



To complete the registration for a device that has a "Pending Registration" status, perform the following steps:

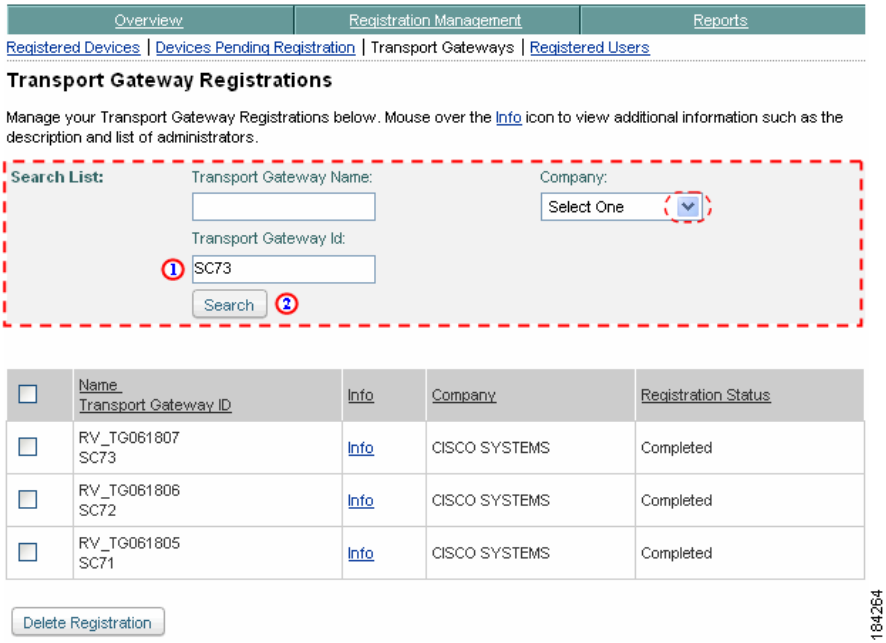
Step 2 There are two ways to get to the Transport Gateways page:

- If you are on the Overview page click **Transport Gateways**. (1)
- If you are not on the Overview page click **Transport Gateways**.

In both cases the Transport Gateways page appears.

Search for Transport Gateway Registrations

The default view is to display all the Transport Gateway registrations of which you are an administrator. To find then see a more selective view of the Transport Gateway Registrations use the Search List function and perform the following steps:



Step 3 In the Search List fields specify information in one or more of the following fields:

- In the Transport Gateway Id field (1) enter a portion of the id you want to see a view of (i.e.SC73).

Note The text you enter in either of the previous search fields are not text sensitive; and wildcards (an asterisk *) can be used with entered text.

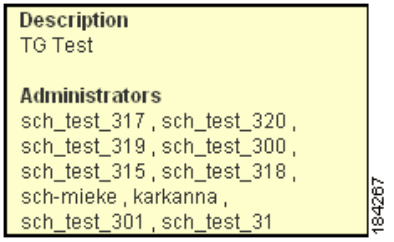
- If there is more than one company displayed, press the Company field drop-down arrow and choose the company you want to use.

Step 4 Click **Search**; (2) the Transport Gateway Registrations page is refreshed and shows those Transport Gateway Registrations that match the search criteria you specified; the page shows only those ids that start with SC73. (3).

Using the Mouse-Over Function

To view additional data about a Transport Gateway registration use the Mouse over function on the icon.

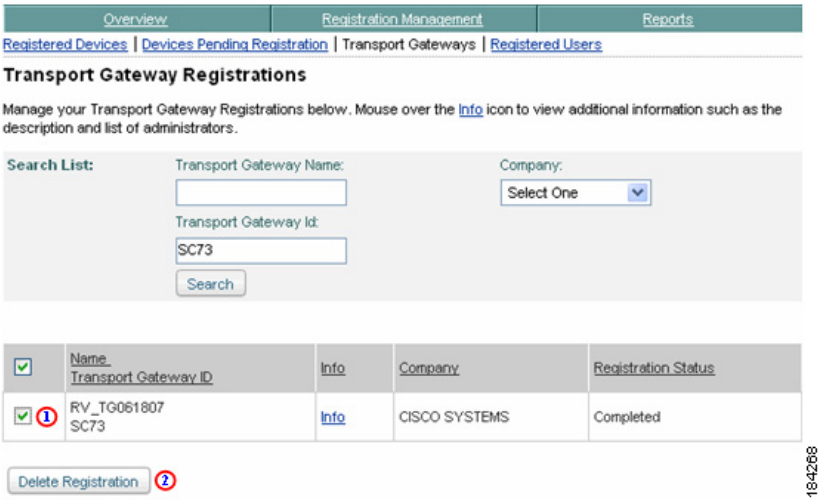
Step 5 Move and hold your mouse over the info icon of the Transport Gateway you want more information about; a popup window appears with the following information:



- A description of the Transport Gateway.
- A list of userids that are administrators of the selected Transport Gateway.

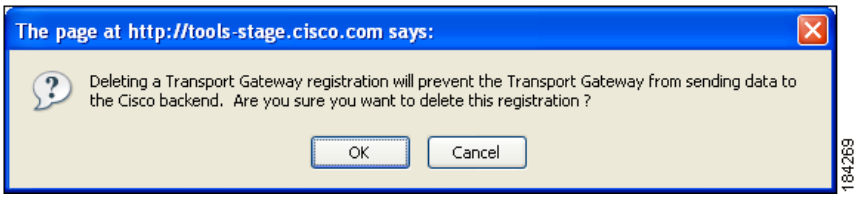
Deleting a Transport Gateway Registration

A customer can delete a Transport Gateway registration for which they are an administrator. To delete a Transport Gateway Registration perform the following steps:



Step 1 Check the check box (1) that is adjacent to the Transport Gateway Registration you want to delete.

Step 2 Click **Delete Registration**; (2) a pop-up message indicates that the selected Transport Gateway registration will be deleted.



Step 3 The selected Transport Gateway(s) are removed from the list.

Step 4 The system displays a UI message indicating that the selected Transport Gateway registration has been deleted successfully and if there were other administrators assigned to the registration, they have also been notified.

Step 5 Click **OK** to continue processing the Transport Gateway registration deletion; the Transport Gateway will be removed from the Transport Gateway registration list.

Report Generation

Reports are only available for registered devices and when a customer is registered to one or more companies, they can view the reports for the devices registered to those same companies.

This section explains how to perform the following tasks:

- Access the two different types of Reports:
  - **Device Reports** – contains detailed inventory information on the customer's registered device(s), provides information about the device's registration contact and the device's latest Inventory and Configuration details.
  - **Call Home History Report** – provides access to the different Call Home messages, and the processed results on those messages, sent within the last three months.
  - **Network Summary Report** – Identifies and summarizes all the different types of devices that make up the customers network.
- Specify Report Criteria to generate reports for specific devices.
- Obtain information about View Device Details, contacts, and different types of messages.

Device Reports

The Device Report lets you search for, and get access to, all the inventory and configuration data for a device. The data for this report is retrieved from the Inventory and Configuration Call Home messages.

Note The customer must be registered to at least one Company, and a customer can view the Call Home History report for only their registered devices.

If a device is not registered anymore, because of one of the following reasons, then the report is not accessible for this device:

- The device registration was deleted (status 'Unregistered').
- The device has a pending device registration.

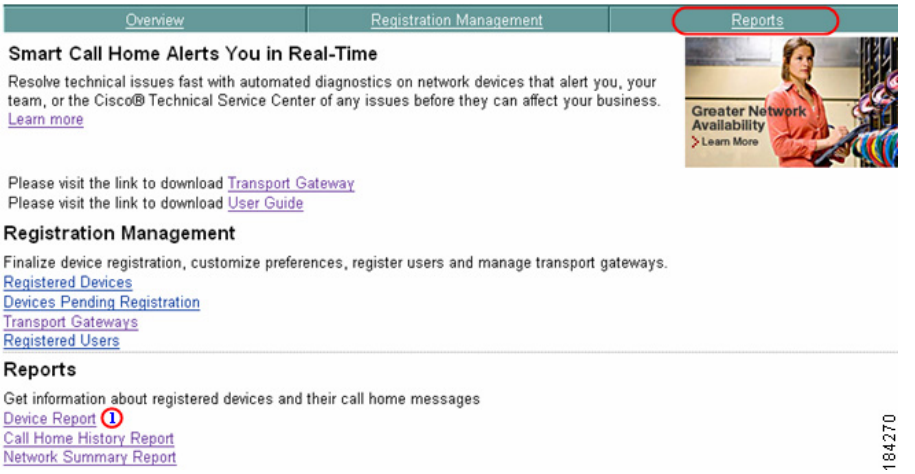
When the device is successfully registered then the report will be accessible again.

This section describes how to perform different Device Report processes on the Smart Call Home web application and explains how to perform the following tasks:

- Generate Device Reports and obtain information about the device.
- Specify Report Criteria and filter the list of devices you want a report on.
- View Device Report Results.
- View Device Details.

To perform any of the report processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



There are two ways to get to the Device Report page:

- If you are on the Overview page click **Device Report**. 1

- If you are not on the Overview page, click the **Reports tab**; the Device Report page appears where you can specify your report criteria.

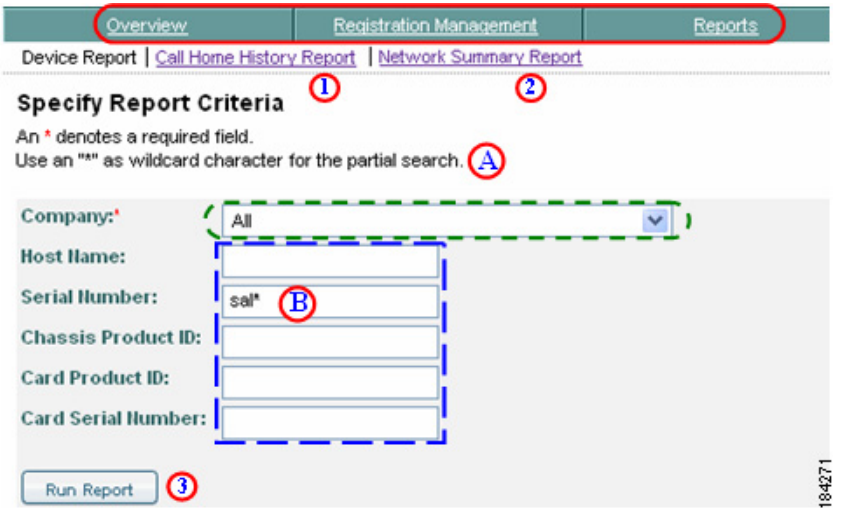
Generate Device Reports

Call Home messages are sent periodically, these messages include inventory and configuration information:

- Inventory messages from a device are used by the Smart Call Home web application to display device detail information and for generating device reports.
- Configuration messages are used by the Smart Call Home web application to generate configuration data on Device Reports.

Specify Report Criteria

This page lets you specify search criteria to generate a Device Report.



Step 2 You can perform one of the following navigational options on this page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.

- Click **Network Summary Report** (2) to go to that page.

Do the following steps to perform the associated functions on the Specify Report Criteria page:

Step 3 Choose a company from the Company drop-down list for which the customer has a completed user registration, or choose **All** to see device reports for all the Companies the customer has registrations.

Note The All option is available only when the user is registered to more than one company.

Step 4 Optionally enter one or more of the following search criteria:

- **Host Name** – full or partial host name (case insensitive).
- **Serial Number** – full or partial serial number (serial number of a chassis) (case insensitive).
- **Chassis Model Name** – full or partial name can be used to register the device.
- **Card Model Name** – full or partial name.
- **Card Serial Number** – full or partial serial number.

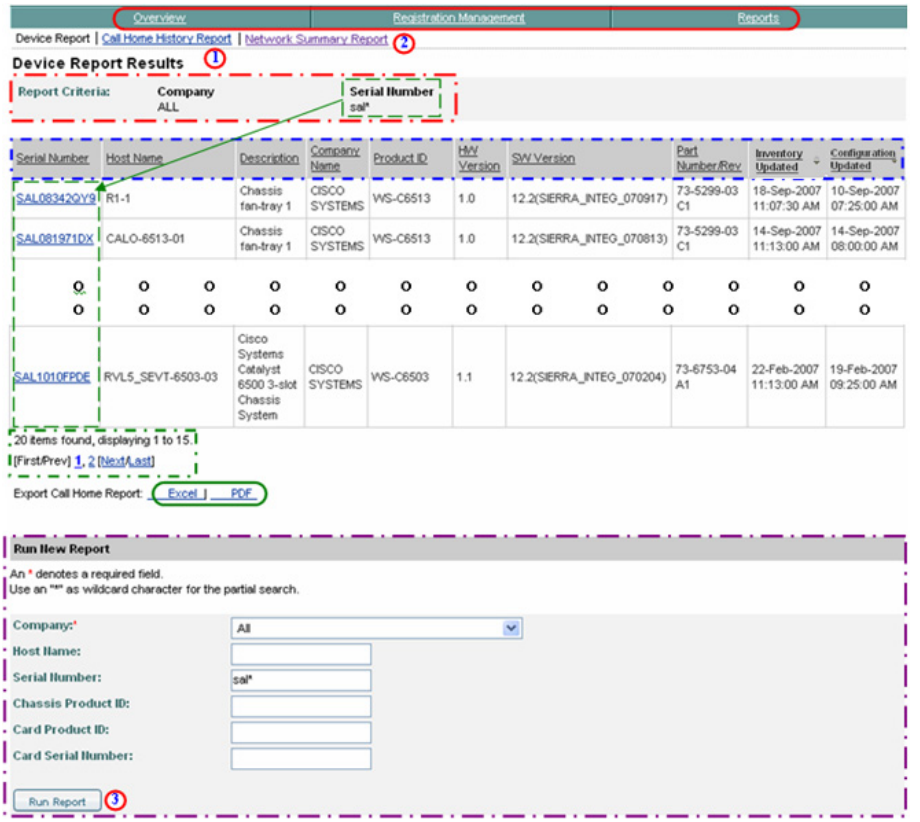
Note Use wildcards (A) to refine your search (i.e. sal*); (B) the results on the next Smart Call Home page display only those devices that have a serial number that starts with “sal”.

Step 5 Click **Run Report**, (3) the Device Report Results page appears.

When the web application indicates that no data could be found, see Device Report Troubleshooting for more information.

View Device Report Results

This page displays those entries that match the search criteria specified on the Specify Report Criteria page.



The Selection Criteria area of this page indicates what selection criteria were used to obtain the displayed results (i.e. Serial Number - sal*).

Note Notice that the search parameter "sal*" did not need to match the case (upper or lower case) to be successful in the search; however, an * (wildcard) needed to be used, since the whole parameter name was not spelled out.

Step 1 You can perform one of the following navigational options or change the content on the Device Report Results page:

- Click one of the tabs to go to that respective section of Smart Call Home.

- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.
- Click **Network Summary Report** (2) to go to that page.
- All the columns can be sorted by specific column, by clicking the column header. All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the navigational aids to see entries on other pages.

Do the following steps to perform the associated functions on the Device Report Results page:

Step 2 See the device details on a specific device by clicking a device in the Serial Number column; this displays the Device Details page for the selected device.

Step 3 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 4 You can specify different report criteria at the bottom of the page, this area contains the current criteria (serial number = SAL*).

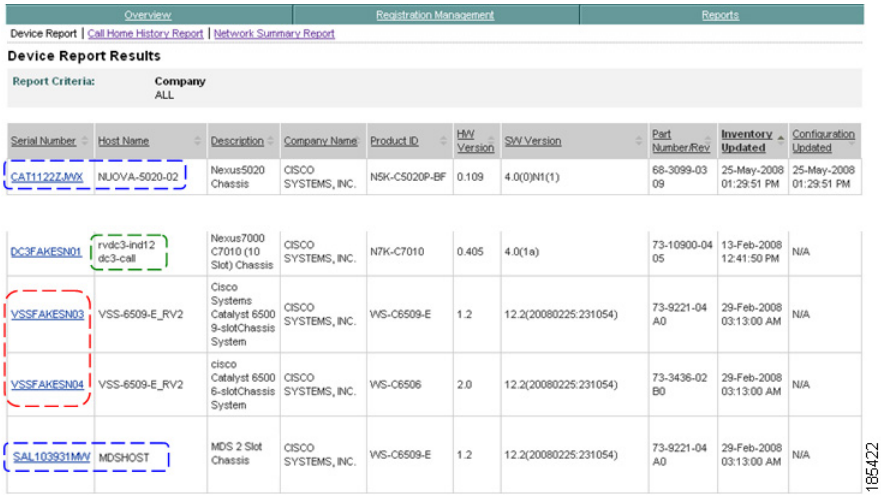
Step 5 Click **Run Report**, (3) the Device Report Results page appears that match the new specified parameters, if entered in the previous step.

Device Report Results for Different Types of Devices

You will see different relationships between the device hostname and serial number, depending upon the type device that is displayed on the Smart Call Home application.

An example of these three different types of serial name / host name relationships is shown in a portion of the Device Report Results page, in the following graphic:

- 1 SN - 1 hostname
- 1 SN - n hostnames (VDC – Nexus 7000 devices)
- N SNs - 1 hostname (VSS – Catalyst 6500 devices)

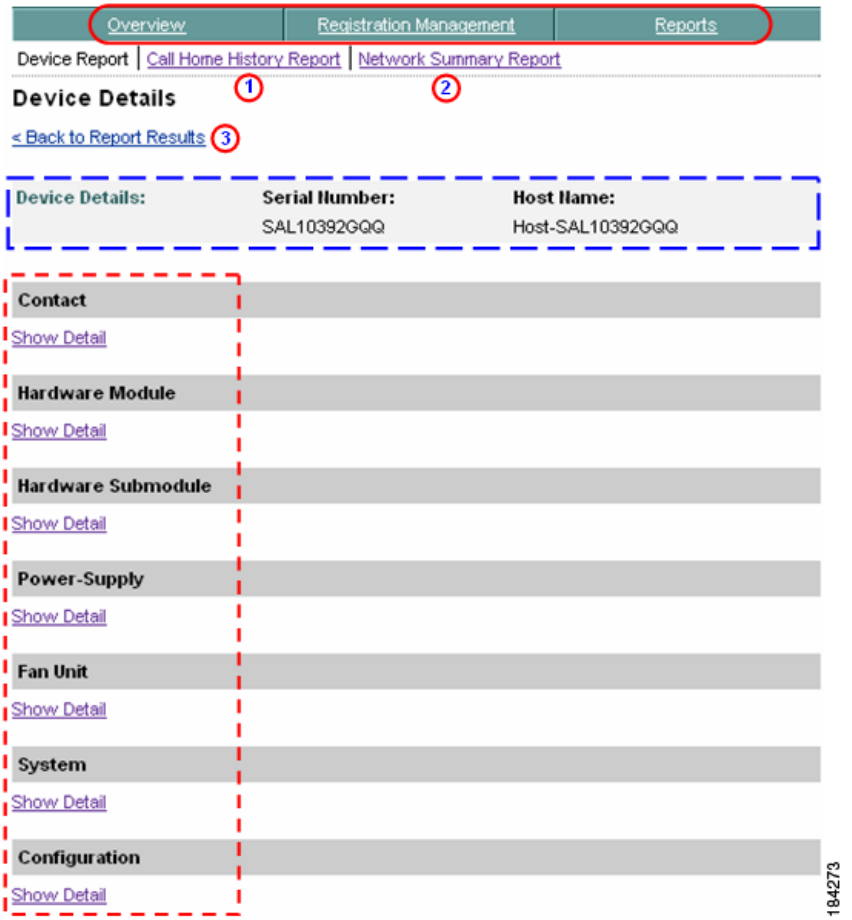


View Device Details

To view the details of a specific device in Smart Call Home, perform the following steps:

Step 1 On the Device Report Results page, click a device in the serial number column; this displays the Device Details page.

Note The sections you see in the Device Details list will vary depending upon the type product the page is displaying.



This page has Device Details summary info, which contains the Device serial number and Host Name of the selected device.

Step 2 You can perform one of the following navigational options on the Device Details page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.
- Click **Network Summary Report** (2) to go to that page.

- Click **Back to Report Results**, (3) which returns you to the Device Report Results page where you can click a different device to see their details.

Do the following steps to perform the associated functions on the Device Details page:

Step 3 Click **Show Detail** under one of the device detail options to obtain more information about the detail areas noted below:

- Contact Details
- Hardware Module
- Hardware Submodule
- Power-Supply Details
- Fan Unit Details
- System Details
- Configuration Message

Contact Details

The Contact Details table contains information about the contact that performed the device registration.

Step 4 Click the **Show/Hide Detail** toggle (1) under the Contact section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

The Contact Detail table contains the following information about the registered device and the Service Representative, who registered the device:

- **Contract Number** — Contract Number used to register the device.
- **Contact Name** — SR Contact person first and last name.
- **Contact Email** — Contact Email address of the SR Contact person.
- **Contact Phone Number** — Contact Phone number of the SR Contact person.

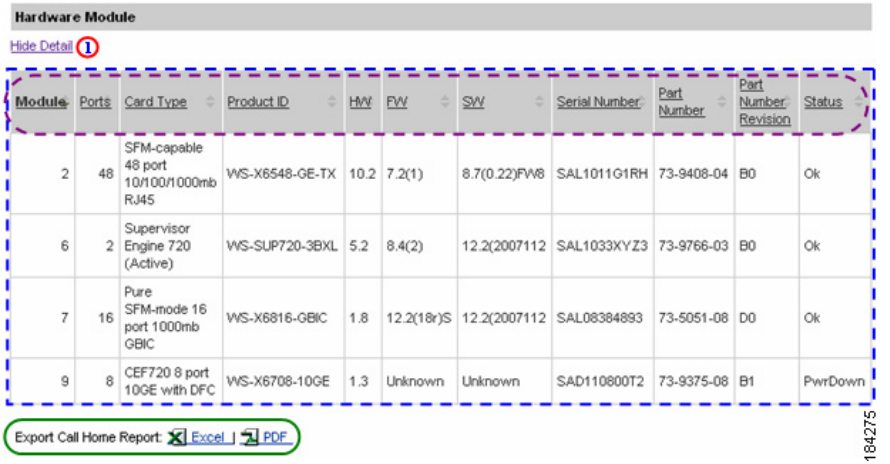
Do the following steps to perform the associated functions on the Contact page:

Step 5 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 6 Click **Hide Detail** to close the details section and toggles the option back to Show Detail.

Hardware Module

The Hardware Module Details table contains information about the hardware modules of the selected device, if present.


Hardware Module

Hide Detail

Module	Ports	Card Type	Product ID	HW	FW	SW	Serial Number	Part Number	Part Number Revision	Status
2	48	SFM-capable 48 port 10/100/1000mb RJ45	WS-X6548-GE-TX	10.2	7.2(1)	8.7(0.22)FW8	SAL1011G1RH	73-9408-04	B0	Ok
6	2	Supervisor Engine 720 (Active)	WS-SUP720-3BXL	5.2	8.4(2)	12.2(2007112	SAL1033XYZ3	73-9766-03	B0	Ok
7	16	Pure SFM-mode 16 port 1000mb GBIC	WS-X6816-GBIC	1.8	12.2(18r)S	12.2(2007112	SAL08384893	73-5051-08	D0	Ok
9	8	CEF720 8 port 10GE with DFC	WS-X6708-10GE	1.3	Unknown	Unknown	SAD110800T2	73-9375-08	B1	PwrDown

Export Call Home Report: Excel | PDF

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Step 7 Click the **Show/Hide Detail** toggle under the Hardware Module section name; this toggles the option to Hide Detail and shows the associated detail information.

The Hardware Module Details table contains the following information about the modules plugged in this device:

- **Module** – Slot Number of module.
- **Ports** – Number of ports the module has.
- **Card Type** – Description of the type card.
- **Product ID** – Product ID of the device.
- **HW** – Hardware Version.
- **FW** – Firmware Version.

- **SW** – Software Version.
- **Serial Number** – Serial Number of the module.
- **Part Number** – Part Number of the module.
- **Part Number Revision** – Revision Part Number of the module.
- **Status** – Current operating status of the module.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

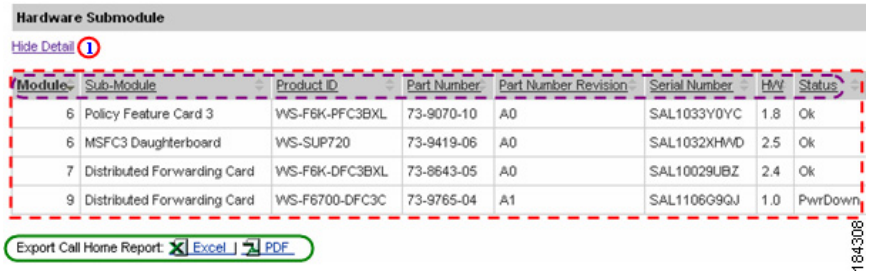
Do the following steps to perform the associated functions on the Hardware Module page:

Step 8 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 9 Click **Hide Detail** to close the details section and toggles the option back to Show Detail.

Hardware Submodule

The Hardware Submodule table contains information about the hardware submodules, if present, on the selected device.


Hardware Submodule

Hide Detail

Module	Sub-Module	Product ID	Part Number	Part Number Revision	Serial Number	HW	Status
6	Policy Feature Card 3	WS-F6K-PFC3BXL	73-9070-10	A0	SAL1033Y0YC	1.8	Ok
6	MSFC3 Daughterboard	WS-SUP720	73-9419-06	A0	SAL1032XHWD	2.5	Ok
7	Distributed Forwarding Card	WS-F6K-DFC3BXL	73-8643-05	A0	SAL10029UBZ	2.4	Ok
9	Distributed Forwarding Card	WS-F6700-DFC3C	73-9765-04	A1	SAL1106G9QJ	1.0	PwrDown

Export Call Home Report: Excel | PDF

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Step 10 Click the **Show/Hide Detail** toggle under the Hardware Submodule section name; this toggles the option to **Hide Detail** and shows the associated detail information.

Hardware Details (Sub-module) Details table contains the following information about the sub-modules plugged in this device:

- **Module** – Slot Number of the module containing the sub-module.

- **Sub-Module** – Name of the sub-module feature.
- **Product ID** – Product id of the sub-module.
- **Part Number** – Part number of the sub-module.
- **Part Number Revision** – Part Number Revision for the sub-module.
- **Serial Number** – Serial number of the device that contains the sub-module.
- **HW** – Hardware version of the sub-module.
- **Status** – Operational status of the sub-module.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

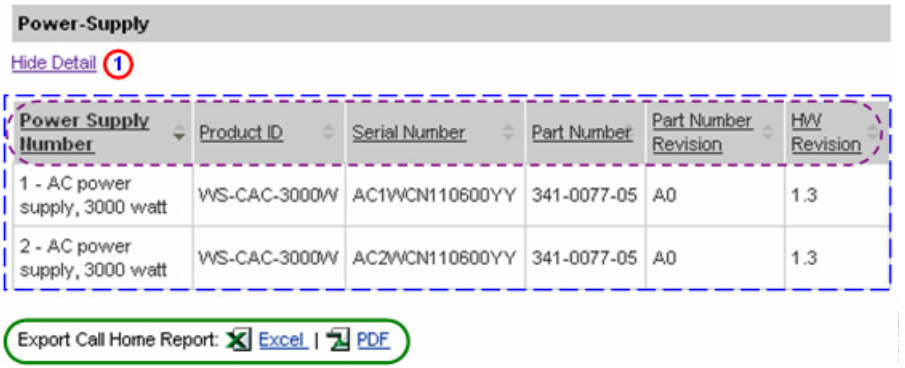
Do the following steps to perform the associated functions on the Hardware Submodule page:

Step 11 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 12 Click **Hide Detail** (1) to close the details section and toggles the option back to **Show Detail**.

Power-Supply Details

The Power-Supply Details table contains information about the power supplies on the selected device:



Step 13 Click the **Show/Hide Detail** toggle under the Power-Supply section name; this toggles the option to Hide Detail and shows the associated detail information.

The Power-Supply Details table contains the following information about the power supplies plugged in this device:

- **Power Supply Number** – Slot the Power-Supply is plugged into and the power supply description.
- **Product ID** – Product ID of the Power-Supply.
- **Serial Number** – Serial Number of the Power-Supply.
- **Part Number** – Part Number of the Power-Supply.
- **Part Number Revision** – Revision Part Number of the Power-Supply.
- **HW Revision** – Hardware Revision of the Power-Supply.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

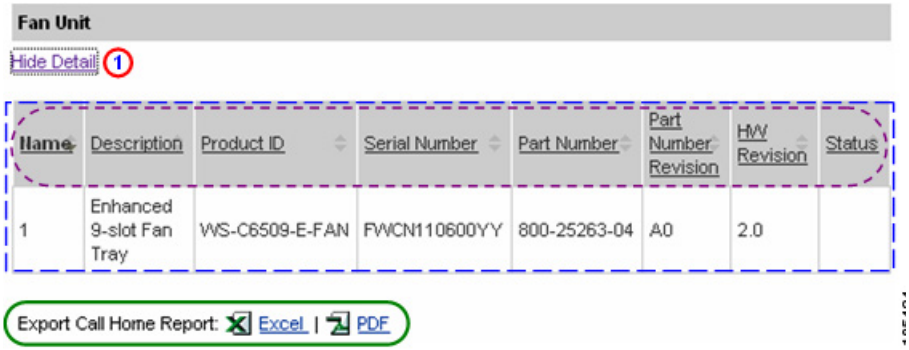
Do the following steps to perform the associated functions on the Power-Supply page:

Step 14 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 15 Click **Hide Detail**, under the Power-Supply section name, to close the details section

Fan Unit Details

The Fan Unit table contains information about the fan units on the selected device:



Step 16 Click the **Show/Hide Detail** toggle (1) under the Fan Unit section name; this toggles the option to Hide Detail (1) and shows the associated detail information.

The Fan Unit Details table contains the following information about the fan Unit(s) plugged in this device:

- **Name** – The number the fan is referred to in the device(i.e. fan number 1).
- **Description** – A brief description of the type fan installed in the device.
- **Product ID** – Product ID of the Power-Supply.
- **Serial Number** – Serial Number of the Power-Supply.
- **Part Number** – Part Number of the Power-Supply.
- **Part Number Revision** – Revision Part Number of the Power-Supply.
- **HW Revision** – Hardware Revision of the Power-Supply.
- **Status** – Current operating status of the fan.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the Fan Unit page:

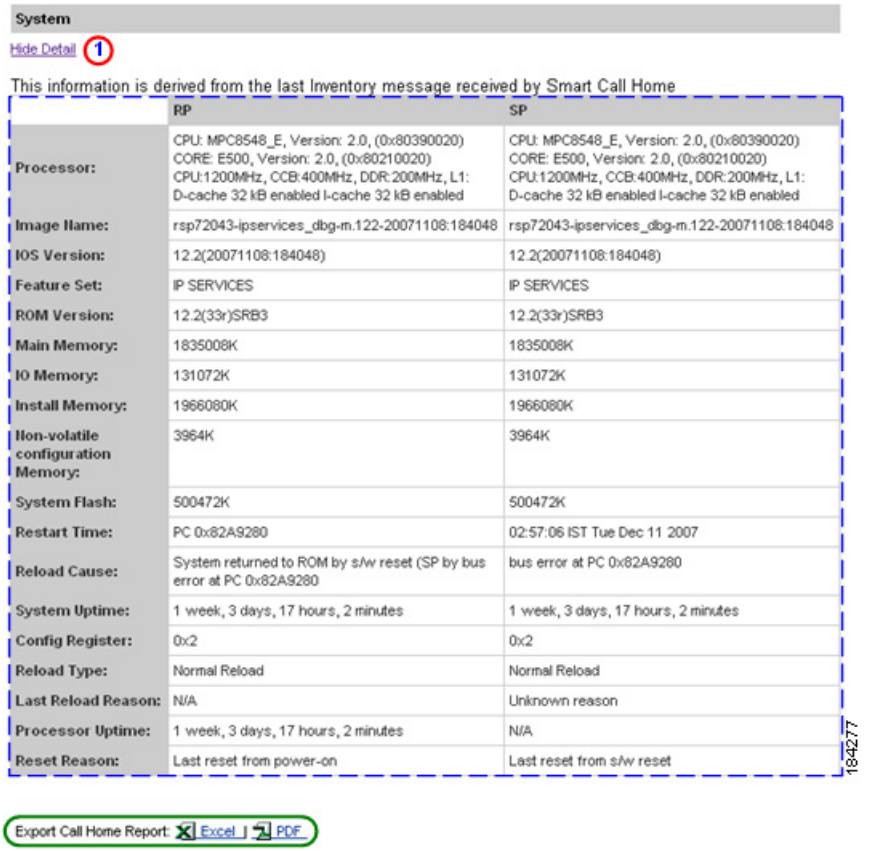
Step 17 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 18 Click **Hide Detail**, under the Power-Supply section name, to close the details section

System Details

The System Details table contains information about the system and software installed on the selected device.

Note The System Details shown below are for a Catalyst 6500; the exact content details for other devices will differ depending on what product type is selected.



System

Hide Detail 1

This information is derived from the last Inventory message received by Smart Call Home

	RP	SP
Processor:	CPU: MPC8548_E, Version: 2.0, (0x80390020) CORE: E500, Version: 2.0, (0x80210020) CPU:1200MHz, CCB:400MHz, DDR:200MHz, L1: D-cache 32 kB enabled I-cache 32 kB enabled	CPU: MPC8548_E, Version: 2.0, (0x80390020) CORE: E500, Version: 2.0, (0x80210020) CPU:1200MHz, CCB:400MHz, DDR:200MHz, L1: D-cache 32 kB enabled I-cache 32 kB enabled
Image Name:	rsp72043-ipservices_dbg-m.122-20071108:184048	rsp72043-ipservices_dbg-m.122-20071108:184048
IOS Version:	12.2(20071108:184048)	12.2(20071108:184048)
Feature Set:	IP SERVICES	IP SERVICES
ROM Version:	12.2(33r)SRB3	12.2(33r)SRB3
Main Memory:	1835008K	1835008K
IO Memory:	131072K	131072K
Install Memory:	1966080K	1966080K
Non-volatile configuration Memory:	3964K	3964K
System Flash:	500472K	500472K
Restart Time:	PC 0x82A9280	02:57:06 IST Tue Dec 11 2007
Reload Cause:	System returned to ROM by s/w reset (SP by bus error at PC 0x82A9280	bus error at PC 0x82A9280
System Uptime:	1 week, 3 days, 17 hours, 2 minutes	1 week, 3 days, 17 hours, 2 minutes
Config Register:	0x2	0x2
Reload Type:	Normal Reload	Normal Reload
Last Reload Reason:	N/A	Unknown reason
Processor Uptime:	1 week, 3 days, 17 hours, 2 minutes	N/A
Reset Reason:	Last reset from power-on	Last reset from s/w reset

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Export Call Home Report: Excel | PDF

Step 19 Click the **Show/Hide Detail** toggle 1 under the System section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

The System Details page contains the following information:

- Device summary info contains the Serial Number and the Host Name of the selected device.

The System Details table contains the following information about the software used in this device:

- **Processor** – Type of processor.
- **Image Name** – Image name of the IOS.

- **IOS Version** – Version of the IOS being used.
- **Feature Set** – Name of the Feature Set.
- **ROM Version** – Version of the ROM being used.
- Amount of memory being used (in Kilobytes) for the following storage areas:
  - Main Memory
  - I0 Memory
  - Install Memory
  - Non-volatile Configuration Memory
  - System Flash
- **Restart Time**– When the last restart of the device occurred.
- **Reload Cause**– Indicates what event caused the last reload that occurred.
- **System Uptime** – Amount of time the device has been operational.
- **Config Register** – Config Register number.
- **Reload Type** – The type of reload that occurred last.
- **Last Reload Reason** – Reason for the last reload that occurred.
- **Processor Uptime** – Indicates the duration of time that the processor has been up since the last bootup.
- **Reset Reason** – Identifies the reason for the last reset.

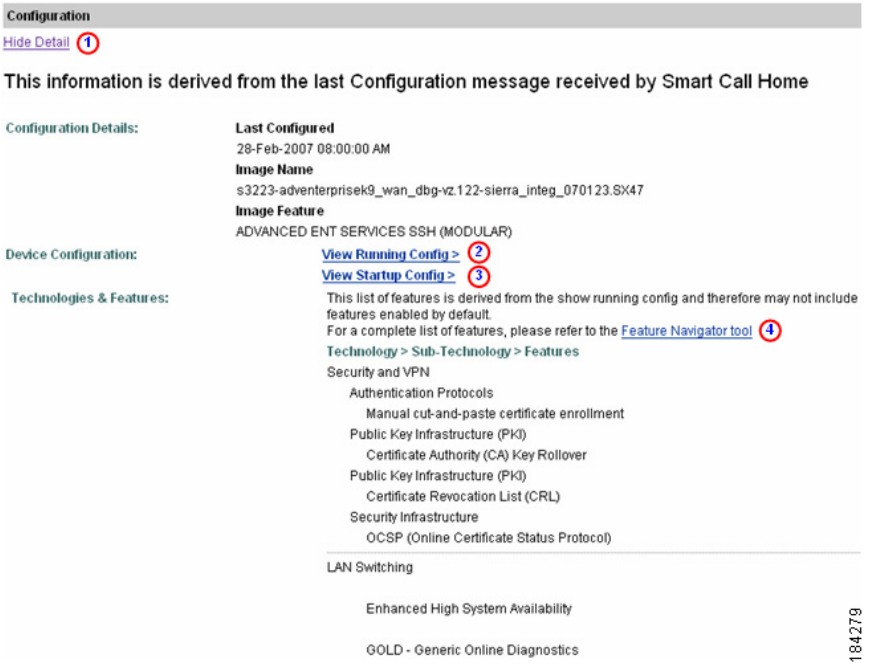
Do the following steps to perform the associated functions on the System Details page:

Step 20 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 21 Click **Hide Detail** to close the details section and toggles the option back to Show Detail.

Configuration

The Configuration Details section contains information about the configurations on the selected device; the configuration details will only be available when the device has already sent at least one configuration message.



Step 22 Click the **Show/Hide Detail** toggle 1 under the Configuration section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

The configuration details section contains the following information about the configuration used in this device:

- Indicate when the last time the device was configured.
- Image name and feature.

- Provides hyperlink access to view the running config (2) and startup config. (3)
- Provides information about the technologies and features running on the selected device.

Note This list doesn't include those features that are enabled in the device by default.

- Provides a link to the Feature Navigator tool, (4) which provides a complete list of features for this IOS.

Do the following steps to perform the associated functions on the Configuration page:

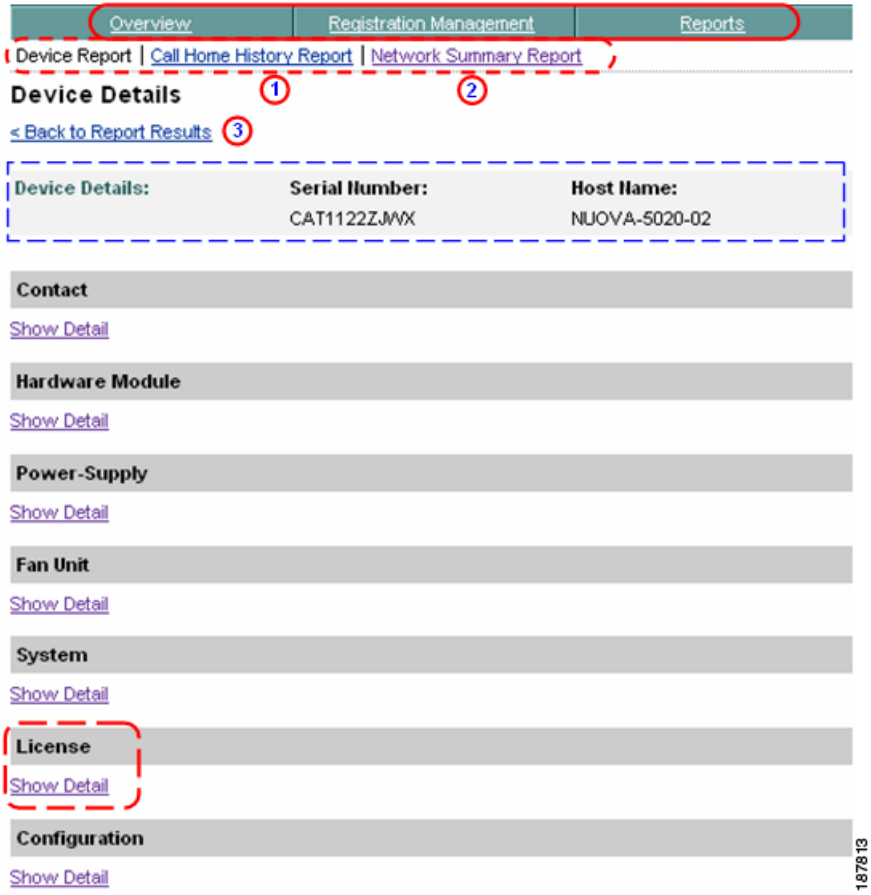
Step 23 Click **Hide Detail** (1) to close the details section and toggles the option back to Show Detail.

View Additional Details for Nexus 5000 Devices

Along with the device details covered in the previous device details section, Nexus 5000 devices have additional device detail information. The additional device details are shown in the following section.

To view the additional details of a specific Nexus 5000 device in Smart Call Home, perform the following steps:

Step 1 On the Device Report Results page, click a device in the serial number column; this displays the Device Details page for the Nexus 5000 device.



This page has Device Details summary info for the Nexus 5000 device, which contains the Device serial number and Host Name of the selected device.

Step 2 You can perform one of the following navigational options on the Device Details page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.
- Click **Network Summary Report** (2) to go to that page.

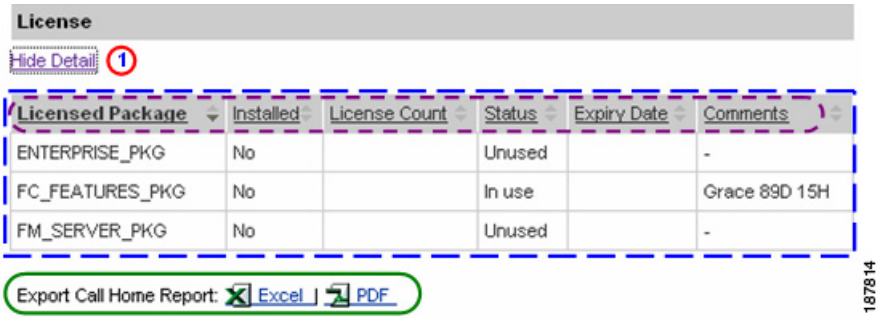
- Click **Back to Report Results**, (3) which returns you to the Device Report Results page where you can click a different device to see their details.

Do the following steps to perform the associated functions on the Device Details page:

Step 3 Click **Show Detail** under the additional Nexus 5000 device detail option to obtain more information about the Nexus 5000 License area noted below:

License

The License table contains information about the license associated to the selected device.



Step 4 Click the **Show/Hide Detail** toggle (1) under the License section name; this toggles the option to **Hide Detail** (1) and shows the associated detail information.

License details table contains the following information about the license associated to this device:

- **Licensed Package** – Name of the license package associated to the device.
- **Installed** – Indicates if the package is installed.
- **License Count** – Indicates the number of licenses installed on the switch.
- **Status** – Operational status of the license.
- **Expiry Date** – The date that license will expire and no longer be valid.
- **Comments** – Any comments associated to the device.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the License page:

Step 5 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 6 Click **Hide Detail** to close the details section and toggles the option back to **Show Detail**.

View Additional Details for VDC / Nexus 7000 Devices

Along with the device details covered in the previous device details section, VDC devices also have additional Nexus 7000 device detail information. The additional device details are shown in the following section.

To view the additional details of a specific (VDC device in Smart Call Home, perform the following steps:

Step 1 On the Device Report Results page, click a VDC device in the serial number column; this displays the Device Details page for the Nexus 7000 device.

This additional information is actually specific to the Product family Nexus7000 and this type of product is associated with VDC concept.

- Fabric Module
- License Information
- VDC Membership

This page has Device Details summary info for the (VDC device, which contains the Device serial number and Host Name of the selected Nexus 7000 device.

Step 2 You can perform one of the following navigational options on the Device Details page:

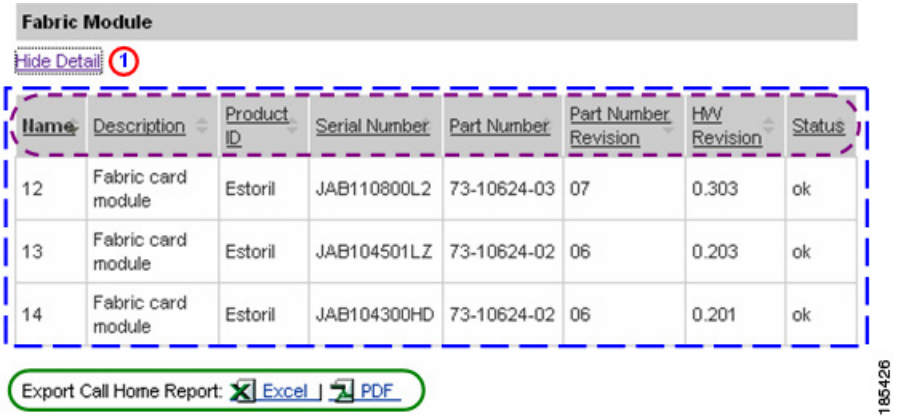
- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.
- Click **Network Summary Report** (2) to go to that page.
- Click **Back to Report Results**, (3) which returns you to the Device Report Results page where you can click a different device to see their details.

Do the following steps to perform the associated functions on the Device Details page:

Step 3 Click **Show Detail** under one of the additional (VDC device detail options to obtain more information about the Nexus 7000 detail areas noted below:

Fabric Module

The Fabric Module table contains information about the hardware submodules, if present, on the selected device.



Step 4 Click the **Show/Hide Detail** toggle (1) under the Fabric Module section name; this toggles the option to **Hide Detail** (1) and shows the associated detail information.

Fabric Module Details table contains the following information about the fabric card modules in this device:

- **Name** – Slot Number of the module containing the fabric card module.

- **Product ID** – Product id of the fabric card module.
- **Serial Number** – Serial number of the device that contains the fabric card module.
- **Part Number** – Part number of the fabric card module.
- **Part Number Revision** – Part Number Revision for the fabric card module.
- **HW Revision**– Hardware version of the fabric card module.
- **Status** – Operational status of the fabric card module.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

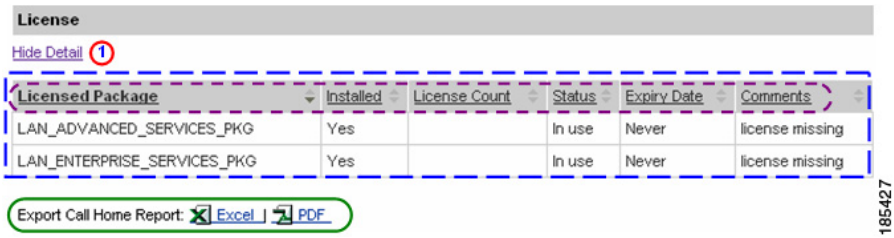
Do the following steps to perform the associated functions on the Fabric Module page:

Step 5 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 6 Click **Hide Detail** to close the details section and toggles the option back to **Show Detail**.

License

The License table contains information about the license associated to the selected device.



Step 7 Click the **Show/Hide Detail** toggle under the License section name; this toggles the option to **Hide Detail** and shows the associated detail information.

License details table contains the following information about the license associated to this device:

- **Licensed Package** – Name of the license package associated to the device.

- **Installed** – Indicates if the package is installed.
- **License Count** – Indicates the number of licenses installed on the switch.
- **Status** – Operational status of the license.
- **Expiry Date** – The date that license will expire and no longer be valid.
- **Comments** – Any comments associated to the device.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

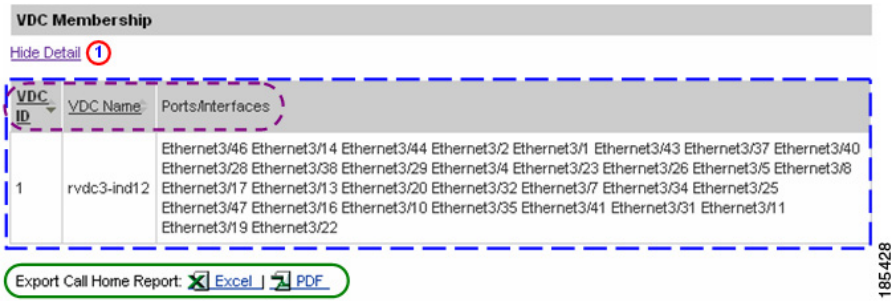
Do the following steps to perform the associated functions on the License page:

Step 8 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 9 Click **Hide Detail** to close the details section and toggles the option back to **Show Detail**.

VDC Membership

VDC Membership table contains information on the ports and interfaces that are allocated per VDC and the name assigned to the VDC..



Step 10 Click the **Show/Hide Detail** toggle under the License section name; this toggles the option to **Hide Detail** and shows the associated detail information.

License details table contains the following information about the license associated to this device:

- **VDC ID** – Id number of the specified VDC.

- **VDC Name** – Name of the VDC.
- **Ports/Interfaces** – Identifies all the interfaces and ports that are associated to this specific VDC.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the VDC Membership page:

Step 11 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 12 Click **Hide Detail** to close the details section and toggles the option back to **Show Detail**.

View Additional Details for MDS 9000 Devices

Along with the device details covered in the previous device details section, MDS 9000 devices have additional device detail information. The additional device details are shown in the following section.

To view the additional details of a specific MDS 9000 device in Smart Call Home, perform the following steps:

Step 1 On the Device Report Results page, click a device in the serial number column; this displays the Device Details page for the MDS 9000 device.

This page has Device Details summary info for the MDS 9000 device, which contains the Device serial number and Host Name of the selected device.

Step 2 You can perform one of the following navigational options on the Device Details page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Call Home History Report** (1) to go the Call Home History Report – Specify Report Criteria page.

- Click **Network Summary Report** (2) to go to that page.
- Click **Back to Report Results**, (3) which returns you to the Device Report Results page where you can click a different device to see their details.

Do the following steps to perform the functions on the Device Details page:

Step 3 Click **Show Detail** under the additional MDS 9000 device detail option to obtain more information about the MDS 9000 License area noted below:

License

The License table contains information about the license associated to the selected device.

License

Hide Detail (1)

Licensed Package	Installed	License Count	Status	Expiry Date	Comments
10G_PORT_ACTIVATION_PKG	No	0	Unused		-
DMM_FOR_SSM_PKG	Yes	6	In use	never	-
DMM_PKG	No	0	Unused		Grace 120D 0H
ENTERPRISE_PKG	Yes		In use	never	-
FM_SERVER_PKG	No		Unused		Grace expired
MAINFRAME_PKG	Yes		Unused	never	-
PORT_ACTIVATION_PKG	No	0	Unused		-
SAN_EXTN_OVER_IP	Yes	4	Unused	never	-
SAN_EXTN_OVER_IP_18_4	No	0	Unused		Grace 120D 0H
SAN_EXTN_OVER_IP_IPS2	Yes	6	Unused	never	-
SAN_EXTN_OVER_IP_IPS4	Yes	6	Unused	never	-
SME_FOR_IPS_184_PKG	No	0	Unused		Grace 120D 0H
STORAGE_SERVICES_184	No	0	Unused		Grace 120D 0H
STORAGE_SERVICES_ENABLER_PKG	Yes	4	Unused	never	-
STORAGE_SERVICES_SSN16	No	0	Unused		Grace 120D 0H

Step 4 Click the **Show/Hide Detail** toggle under the License section name; this toggles the option to **Hide Detail** and shows the associated detail information.

License details table contains the following information about the license associated to this device:

- **Licensed Package** – Name of the license package associated to the device.
- **Installed** – Indicates if the package is installed.
- **License Count** – Indicates the number of licenses installed on the switch.
- **Status** – Operational status of the license.
- **Expiry Date** – The date that license will expire and no longer be valid.
- **Comments** – Any comments associated to the device.

Note The table columns can be sorted when you click a column header; the selected column toggles between ascending and descending order.

Do the following steps to perform the associated functions on the License page:

Step 5 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Step 6 Click **Hide Detail** to close the details section and toggles the option back to **Show Detail**.

Call Home History Report

The Call Home History Report lets you search for and get access to all the Call Home messages that were sent from the Call Home device to the Smart Call Home backend, within the last 3 months.

Note The customer must be registered to at least one Company, and a customer can view the Call Home History report for only their registered devices.

If a device is not registered anymore, because of one of the following reasons, then the report is not accessible for this device:

- The device registration was deleted (status 'Unregistered').
- The device has a pending device registration.

- The contract used to register the device has expired and hence the device registration has expired.

When the device is successfully registered then the report will be accessible again.

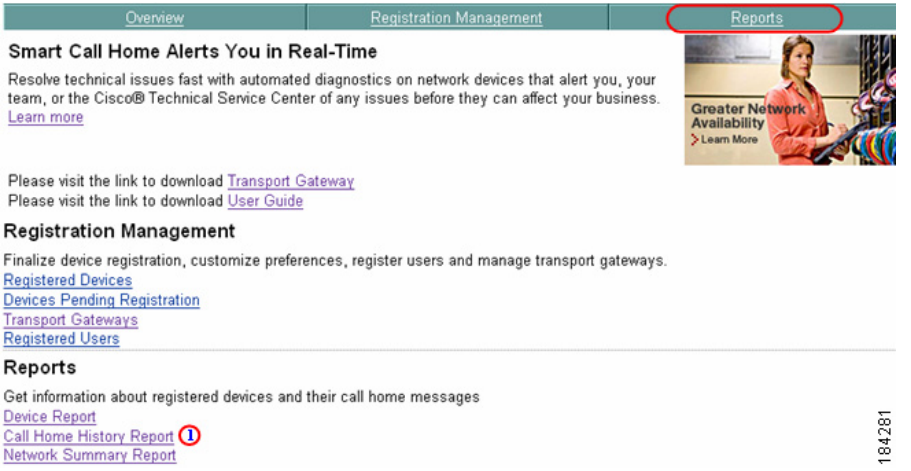
This section describes how to perform Call Home History Report processes on the Smart Call Home web application and explains how to perform the following tasks:

- Generate a Call Home History Report and view the Call Home messages and message processing results.
- Specify Report Criteria and filter the list of devices you want a report on.
- View Device Details and message processing results.
- Export the Call Home Report to an Excel or a PDF format.

Generate a Call Home History Report

To perform any of the report processes you must first launch the Smart Call Home web application...

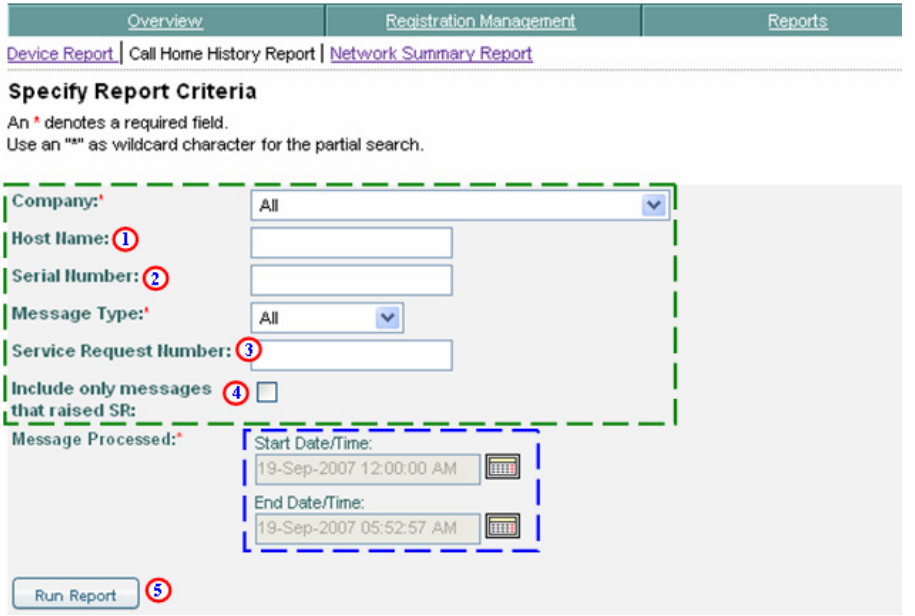
Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.



There are two ways to get to the Call Home History Report page:

- If you are on the Overview page click **Call Home History Report**. (1)
- If not on the Overview page then perform the following tasks:
  - Click the **Reports** tab; (if not already there); the Reports page appears.
  - On the Reports page, click **Call Home History Report**.

In both cases the Specify Report Criteria page for the Call Home History Report appears.



The Specify Report Criteria page has several search criteria options available to generate a Call Home History Report. There are two main areas where you can specify search criteria to generate a Report:

- Selection Criteria
- Messages Processed time frames

Step 2 In the selection criteria area, you can perform the following options:

- Keep the default settings of All for the Company and Message Type fields.
- Choose a company name from the drop-down list.
- Enter a Host Name (1) and / or Serial Number; (2) wildcards (an *) can be used in both fields.
- Choose a message type from the drop-down list. The message type drop-down list options are:
  - Configuration
  - Diagnostic

  - Environmental
  - Inventory
  - Test
- Can specify a service request number, (3) the number can be a full or partial SR number.
- To see only those messages that raised a service request then check the Include only messages that raised SR: check box. (4)

Step 3 In the Messages Processed time frames area you must specify a time frame that is within 3 months of the current date.

The time zone that the time is displayed is US PST.

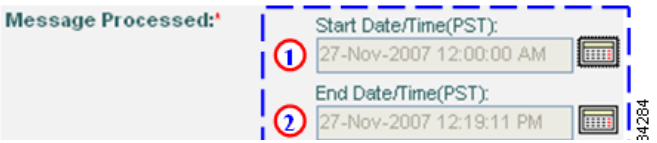
See Specify Messages Processed Time Frames for more information about how to specify required time ranges to refine the search results for a Call Home History Report.

Step 4 Click **Run Report**; (5) the Reports Results page displays entries that match the search criteria.

See Call Home History Report Troubleshooting for information about problems with this report.

Specify Messages Processed Time Frames

The Messages Processed area lets you specify a time frame of when the messages were processed by the Cisco Backend these time frame fields are a mandatory area. The time frame dates must be within 3 months of the current date and only those entries that are within the specified time frame will be displayed on the results page. The time zone that the time is displayed in is, US PST.

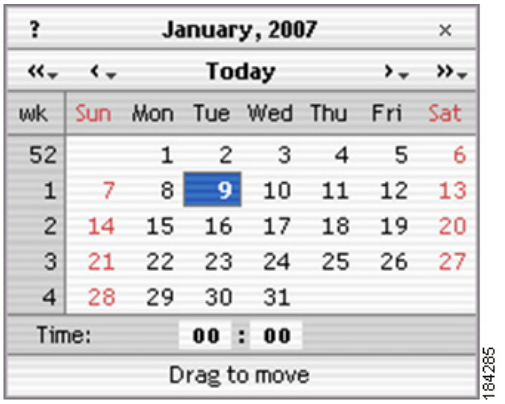


The starting and ending dates and times are changed using a calendar tool that is described below.

Display the Time Frame Calendar

Step 5 Click the calendar button, ... next to either the Start Date/Time field (1) or the End Date/Time field; (2) this displays a calendar where you can specify a new date and time for the associated field.

The day displayed in the respective starting or ending date field is highlighted on the calendar in a blue square; initially this will be the current day, until you change the day.



Changing the Date

You have the following options to change the currently displayed date:

Step 6 Click a different day within the currently displayed month.

Step 7 Change the current month by doing one of the following items:

- Click < to go back one month or > go ahead one month.
- Click and hold the mouse button on < or, > this displays a drop-down list where you can choose a previous month or future month, respectively.

Step 8 Change the current month by doing one of the following items:

- Change the current year; click << to go back one year or >> to go ahead one year.
- Click and hold the mouse button on << or, >> this displays a drop-down list where you can choose a previous year or future year, respectively.

Note The time frames specified must be within 3 months of the current date.

Changing the Time

The time, that is US PST time zone, appears in the following format:

- The hours display area (1) has time frames that are between 00 and 23 hours (11 PM).
- The minutes display area (2) has time frames that are between 00 and 59 minutes.

Note The time frames specified must be within 3 months of the current date.

You have the following options to change the currently displayed hours or minutes. The following information applies to both the hours and minutes display areas, unless otherwise noted:

Step 9 To increment the time use one of the following options; these directions apply to both the hours and minutes display areas:

- Click directly in the display area, each click increments the time by 1 until the respective maximum time (23 hours or 59 minutes) is reached.
- Click directly in the display area then press and hold down the left mouse button. Slide the mouse to the right; this increments the current value until the respective maximum time (23 hours or 59 minutes) is reached.

Note When the maximum value is reached, the time starts incrementing again from the minimum value of 00 up to the maximum again.

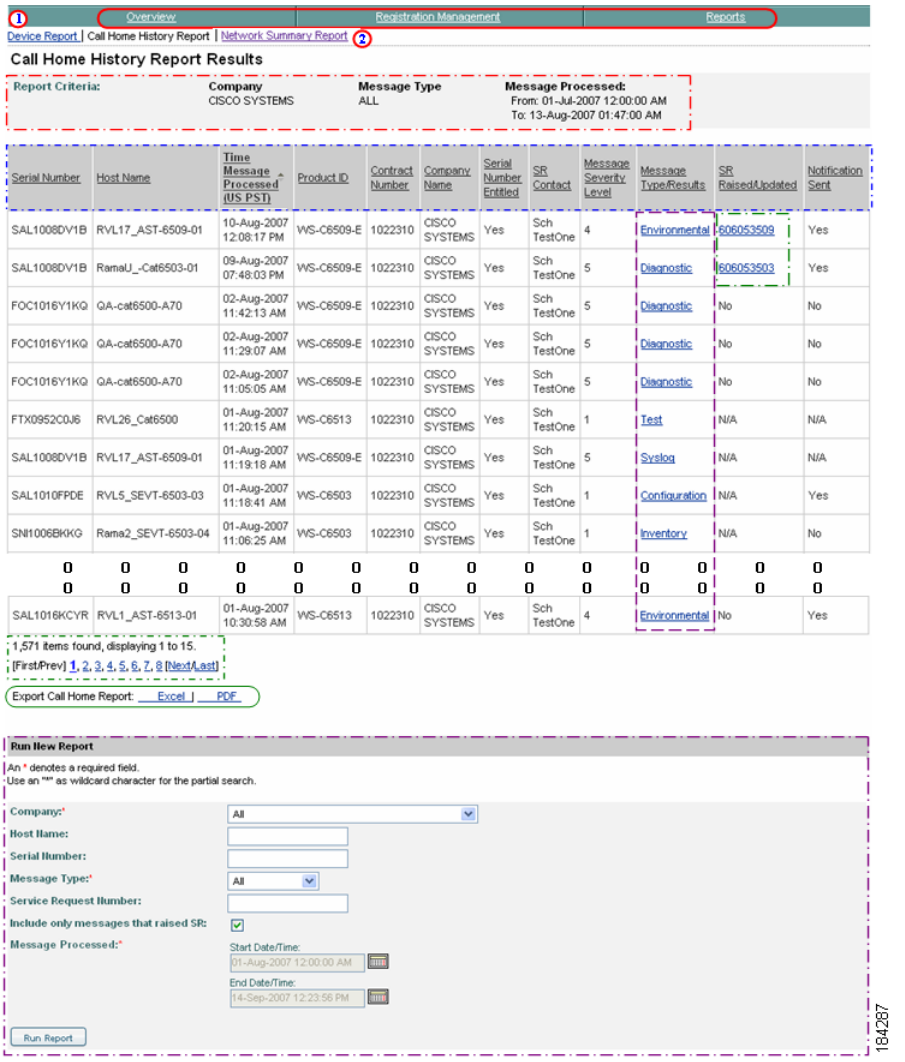
Step 10 To decrement the time use one of the following options:

- Press and hold down the Shift button and click directly in the display area, each click decrements the time by 1 down to the minimum value of 00. From the minimum value the time starts decrementing from the respective maximum time (23 hours or 59 minutes).
- Click directly in the display area then press and hold down the left mouse button. Slide the mouse to the mouse to the left; this decrements the current value until reaching the respective maximum time (23 hours or 59 minutes) is reached.

Note When the minimum value is reached the time starts decrementing again from the respective maximum time (23 hours or 59 minutes).

Call Home History Report Results

This page lists all the Call Home messages that met the specified search criteria from the previous Selection Criteria page.



The Call Home History Report Results page indicates what selection criteria were used to obtain the displayed results (i.e. the company, selected message type and time frames).

Note The table columns can be sorted when you click a column header; the selected column header toggles the data in the table between ascending and descending order. All the data in the report is sorted by that column, including data that may be displayed on other pages.

Step 1 You can perform one of the following navigational options on the Call Home History Report Results page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Device Report** (1) to go to that page.
- Click **Network Summary Report** (2) to go to that page.

Do the following steps to perform the associated functions on the Call Home History Report Results page:

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option.

Step 3 See the details of a specific message by clicking a message in the Type/Results column; this displays the Device Message Processing Details page for the selected message type. You can view the details of the following types of messages:

Table 3-1

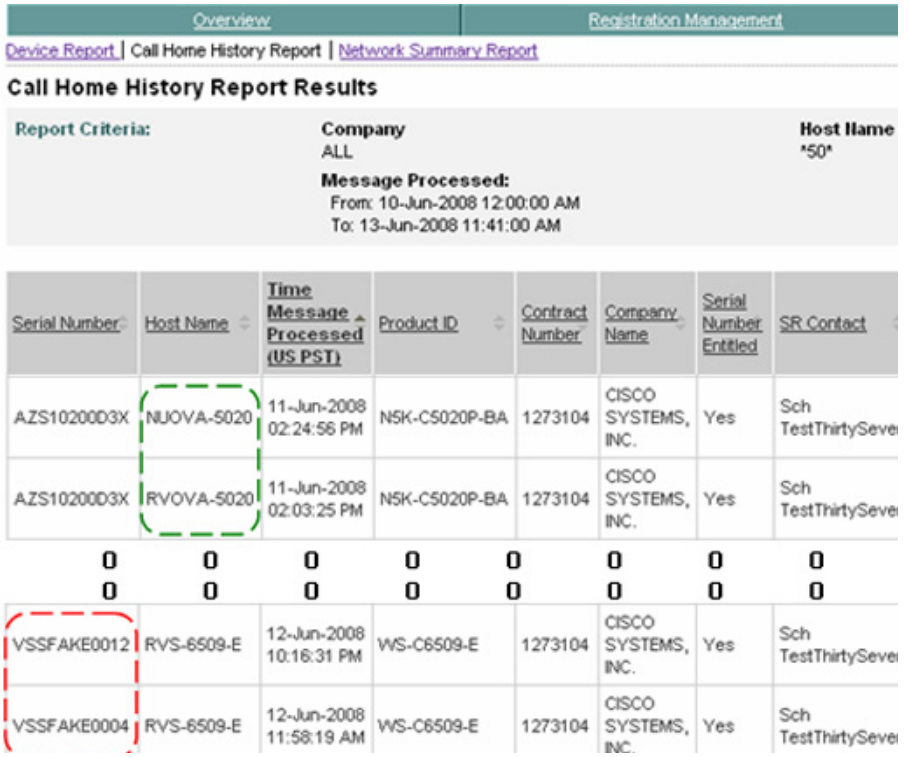
Configuration Message	Inventory Message
Diagnostic Message	Syslog Message
Environmental Message	Test Message

Step 4 When an SR case is created, or updated, the SR Raised/Updated column displays the SR number, which provides a hyperlink to detailed information about the selected service request. A logon prompt for the TAC Service Request Tool is displayed when you click the hyperlinked SR number.

Step 5 You can specify different report criteria at the bottom of the page, this area contains previously used criteria that were used to generate the current report results (i.e. Start Date/Time 03/09/07 12:00 AM).

Results for VDC and VSS Devices

The (VDC and (VSS devices have a different relationship between their host names and serial numbers compared to other devices that have one serial number for one host name.



Overview | Registration Management

Device Report | Call Home History Report | Network Summary Report

Call Home History Report Results

Report Criteria:

Company
ALL

Message Processed:
From: 10-Jun-2008 12:00:00 AM
To: 13-Jun-2008 11:41:00 AM

Host Name
50

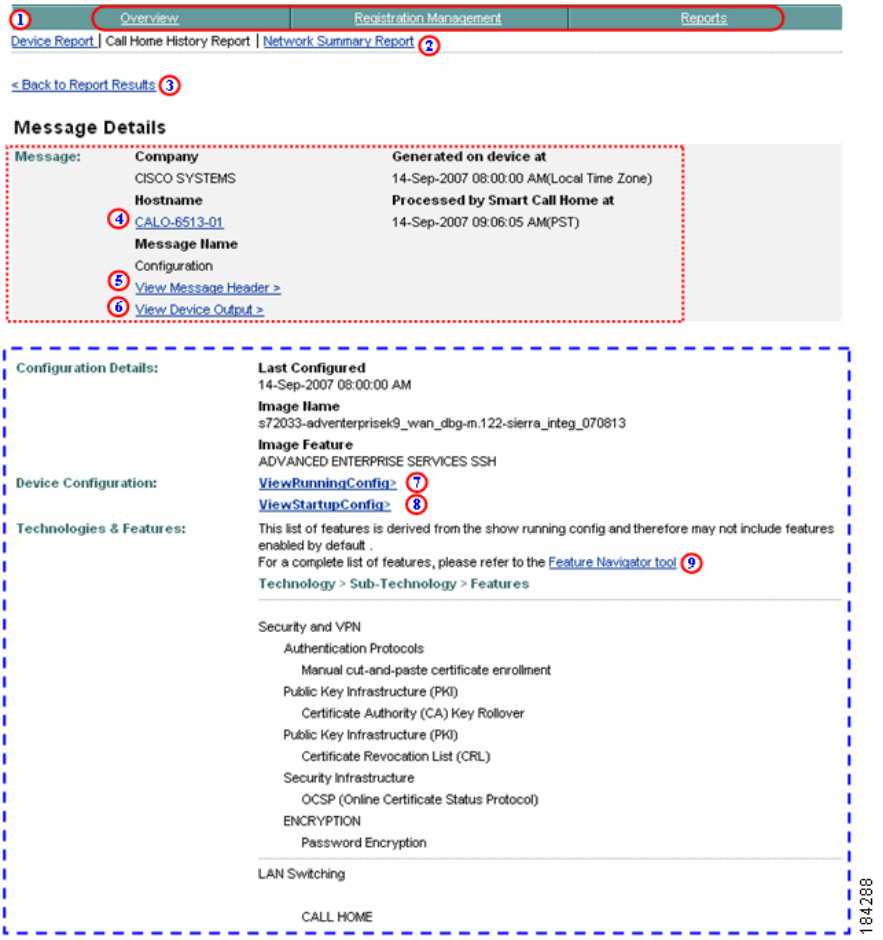
Serial Number	Host Name	Time Message Processed (US PST)	Product ID	Contract Number	Company Name	Serial Number Entitled	SR Contact
AZS10200D3X	NUOVA-5020	11-Jun-2008 02:24:56 PM	N5K-C5020P-BA	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeve
AZS10200D3X	RVOVA-5020	11-Jun-2008 02:03:25 PM	N5K-C5020P-BA	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeve
0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
VSSFAKE0012	RVS-6509-E	12-Jun-2008 10:16:31 PM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeve
VSSFAKE0004	RVS-6509-E	12-Jun-2008 11:58:19 AM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeve

You will see the following host name and serial number relationships with the following devices:

- For (VDC / Nexus 7000 devices you see different Host Names associated to the same serial number.
- For (VSS / Catalyst 6500 devices you will see different serial numbers associated to the same Host Name.

Configuration Message

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.



The details of the selected configuration message contains the following information:

- The Message Details area contains a summary of the following information:

- Company name, device message generation and Smart Call Home processing times.
- **Hostname** ④ – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. CALO-6513-01). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
  - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
  - **Host Name** - Contains the specified host name (i.e. CALO-6513-01).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

- **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
- **View Message Header** ⑤ – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.

- **View Device Output** ⑥ – Provides a hyperlink to the Device Output (attachments) in the CH message.
- The Detail area contains the following information about the configuration used in this device:
  - Indicates when the last time the device was configured.
  - Image name and feature.
  - Provides hyperlink access to view the running config ⑦ and startup config. ⑧
  - Provides information about the technologies and features running on the selected device.
  - Provides a link to the Feature Navigator tool, ⑨ which provides a complete list of features for this IOS.

Step 1 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different configuration message and get the corresponding details or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, here you can specify different device report criteria for a new search.
- **View Message Header** (5) to view the message content for the Configuration information.
- **View Device Output** (6) to view the Device Output (attachments) in the CH message.
- View the **Running config** (7) or **Startup Config**. (8)
- **Feature Navigator tool**, (9) to see a complete list of the IOS features.

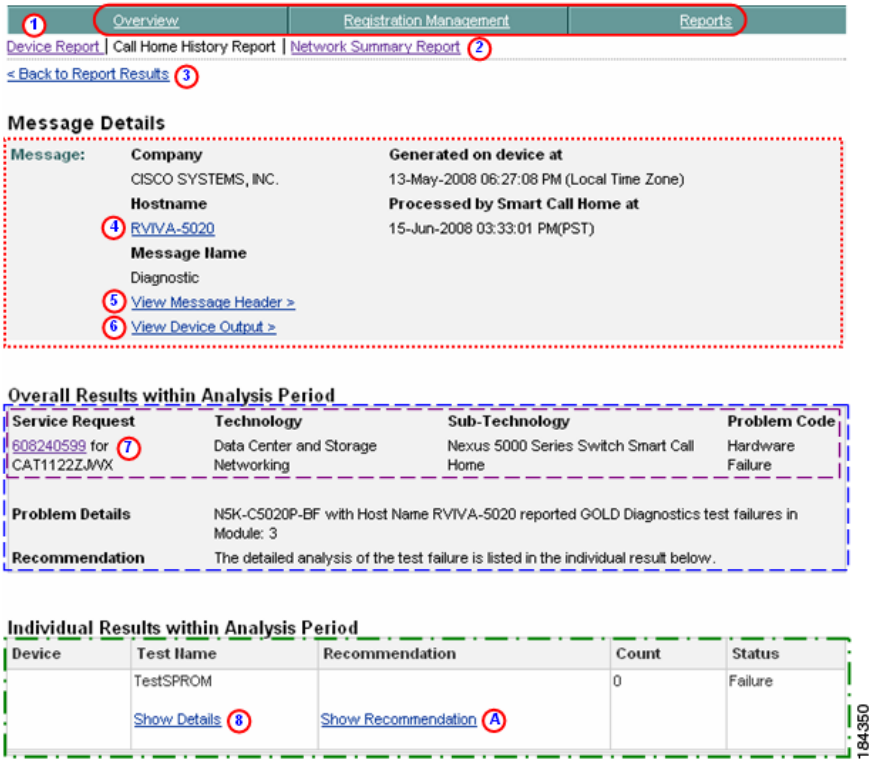
Diagnostic Message

The Results for diagnostic messages are based on the analysis done by the system on Call Home messages that are processed within a certain time period, called the "aggregation period". The default value of this aggregation period is five minutes, and the Cisco admin may change this timer period.

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Diagnostic Message – Report Results

This page provides information about the details of the selected diagnostic message with no service request.



The details of the selected diagnostic message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** (4) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. RVIVA-5020). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.

- **Host Name** - Contains the specified host name (i.e. RVIVA-5020).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

  - **Message Name** – Indicates the type history report message being displayed (i.e Diagnostic).
  - **View Message Header** (5) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
  - **View Device Output** (6) – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The Overall Results within the Analysis Period area contains an overview of the diagnostic failure and contains the following information:
  - **Service Request** – Identifies the Service Request (SR) number (7) that was successfully raised for the specified device. This number contains a hyperlink, which provides detailed information about the actual SR.
  - **Technology** – Indicates the technology that experienced the error (i.e. LAN Switching).
  - **Sub-technology** – Identifies what sub-technology, in the technology area, experienced the error (i.e. Nexus 5000).

Note For the Technology and Sub-technology sections, there will be different values for the different types of devices.

  - **Problem Code** – Provided by the diagnostic results.

Note The Service Request (SR) parameters, listed above, appear in the report only if an SR was successfully raised. The Service Request parameter information is available only for diagnostic and environmental messages.

  - **Problem Details**– Is a brief statement that indicates what caused the diagnostic error.

  - **Recommendation** – Contains possible causes and solutions for the error.

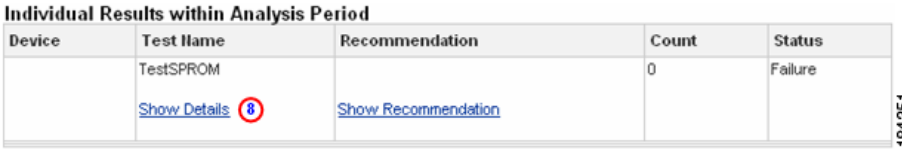
- The Individual Results within Analysis Period Area provides details on individual tests and contains the following information:
  - **Test Name** – The name of the diagnostic test that found the error and a toggle for Show/Hide details, (8) which displays more detailed diagnostic information; a test description of the diagnostic and details about the impact the test failure has on the device.
  - **Recommendation** – Has a Show/Hide Recommendation toggle, (A) which provides the following information:
    - How to recover from the problem identified by the diagnostic test
    - Details on what further testing can be performed to further isolate the problem.
  - **Count** – The total number of failures that were encountered when running the diagnostic
  - **Status** – The ending status of the diagnostic.

Step 1 Click one of the following options available on the Message Details page:

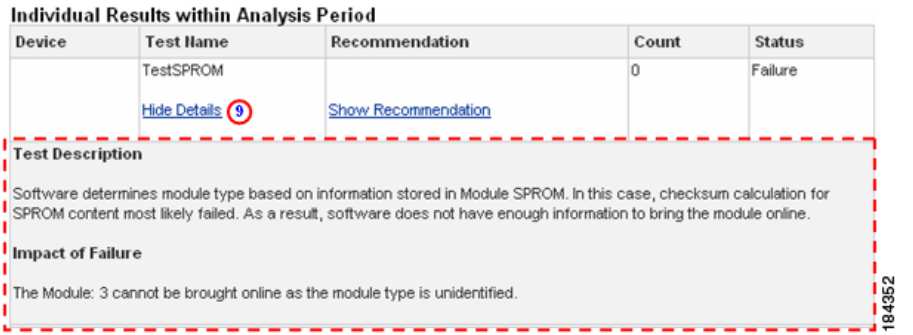
- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different Diagnostic message and get the corresponding details, or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** (5) to see the AML Header part of the CH message.
- **View Device Output** (6) to see the Device Output (attachments) in the CH message.
- **Service Request number** (7) to see detailed information about the actual SR.
- **Show / Hide Details** (8) to see the results data of the message text, sent in the diagnostic message.
- **Show / Hide Recommendations** (A) provides detailed recommendation steps to be executed by the customer.

Show / Hide Details of a Diagnostic Message

On the Diagnostic Message page, the Result Details of a diagnostic message can be seen by clicking a toggle that alternates between **Show Details** (8) and **Hide Details.** (9)



Step 2 Click **Show Details** (8) to expand the window and see the information in the Test Description and Impact of Failure areas.



Note If there is more than one Individual Result, you can expand all or any combination of Show Details without having to collapse any previously expanded areas.

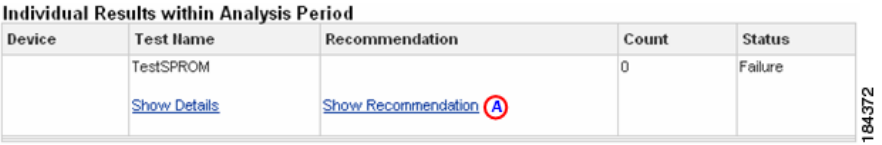
The Show Details toggle (8) displays the following information:

- **Test Description** – A description of the diagnostic test.
- **Impact of Failure** – Indicates the impact that the test failure has on the device; this includes the error text, error code and module information.

Step 3 Click **Hide Details** (9) to collapse the area directly below the toggle to remove the Test Description and Impact of Failure information from view.

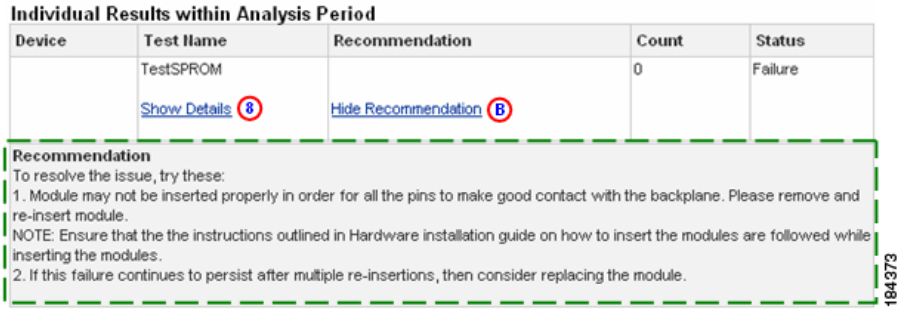
Show / Hide Recommendation of a Diagnostic Message

On the Diagnostic Message page, the Recommendation Details of a diagnostic message can be seen by clicking a toggle that alternates between Show Recommendation (A) and Hide Recommendation. (B)



Step 4 Click **Show Recommendation** (A) to expand the window and see the information in the Recommendation area, shown in the next figure.

On the Diagnostic Message page, the Recommendation Details of a diagnostic message can be seen by clicking a toggle that alternates between **Show Recommendation** (A) and **Hide Recommendation**. (B)



Step 5 Read the information in the Recommendation area, which provides the following information:

- How to recover from the problem identified by the diagnostic test.
- Provides details on further testing that can be performed to further isolate the problem.

If **Show Details** (S) was previously clicked then the Recommendation section will appear below the Show Details (Test Description / Impact of Failure) area.

Step 6 Click **Hide Recommendation** (B) to collapse the Recommendation area below the toggle to remove the Recommendation information from view.

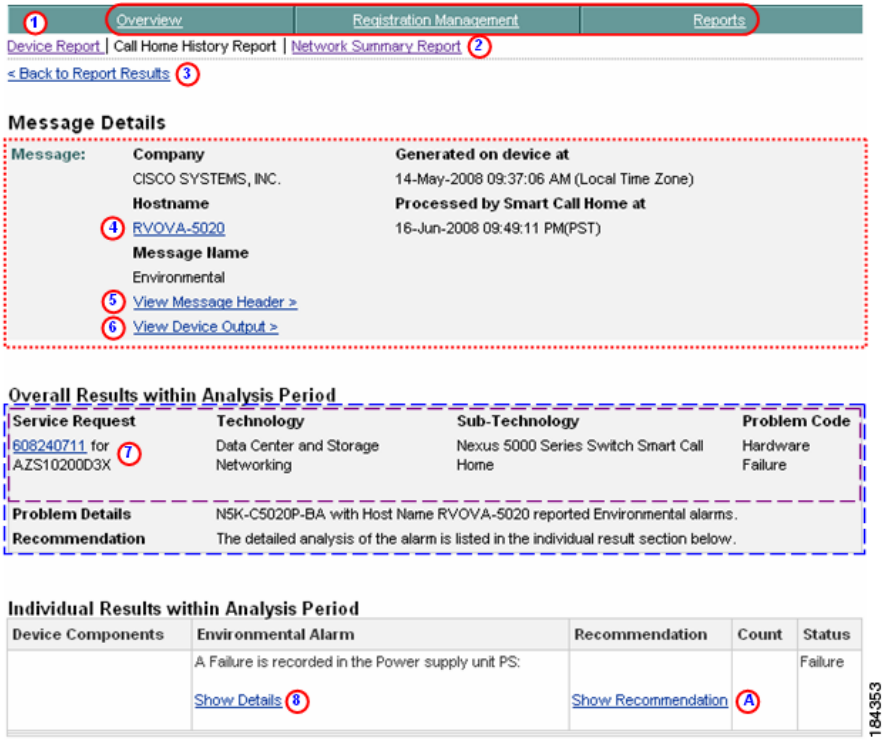
Environmental Message

The Results for the Environmental messages are based on the analysis done by the system on Call Home messages that are processed within a certain time period, called the “aggregation period”. The default value of this time period is five minutes, and the Cisco admin may change this timer period.

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Environmental Message – Report Results

This page provides information about the details of the selected environmental message.



The details of the selected environmental message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** (4) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. RVOVA-5020). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. RVOVA-5020).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

  - **Message Name** – Indicates the type history report message being displayed (i.e Environmental).
  - **View Message Header** (5) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
  - **View Device Output** (6) – Provides a hyperlink to the Device Output (attachments) in the CH message.
- The Overall Results within Analysis Period area contains an overview of the environmental alarm and contains the following information:
  - **Service Request** – Identifies the Service Request (SR) number (7) that was successfully raised for the specified device. This number contains a hyperlink, which provides a link to detailed information about the actual SR.
  - **Technology** – Type of technology that experienced the error (i.e. LAN Switching).
  - **Sub-technology** – What sub-technology, in the technology area, experienced the error (i.e. Nexus 5000).

Note For the Technology and Sub-technology sections, there will be different values for the different types of devices.

- **Problem Code** – Provided by diagnostic results.

Note The Service Request (SR) parameters, listed above, appear in the report only if an SR was successfully raised. The Service Request parameter information is available only for diagnostic and environmental messages.

- **Problem Details**– Brief statement that indicates what caused the environmental error.
- **Recommendation** – Contains possible causes and solutions for the error.

- The Individual Results within Analysis Period Area contains an overview of the following key error information:
  - **Device Components** – The name of the components that initiated the device alarm.
  - **Environmental Alarm** – Identifies which environmental alarm was turned on by the component.Contains a toggle for hiding or viewing the Detailed information about the environmental alarm.
  - **Recommendation** – Has a Show/Hide Recommendation toggle, which provides the following information:
    - How to recover from the problem identified by the diagnostic test
    - Details on what further testing can be performed to further isolate the problem.
  - **Count** – This count is the number of times this failure was reported within the time frame of the aggregation timer. The default value of this aggregation period is five minutes, and the Cisco admin may change this timer period.
  - **Status** – Will indicate if this is a failure or if the failure is recovered.

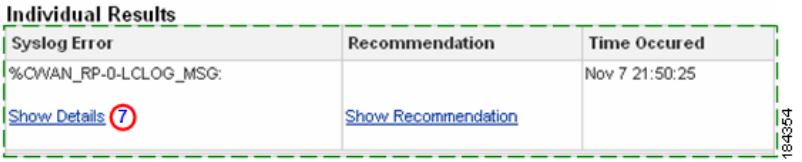
Step 1 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.

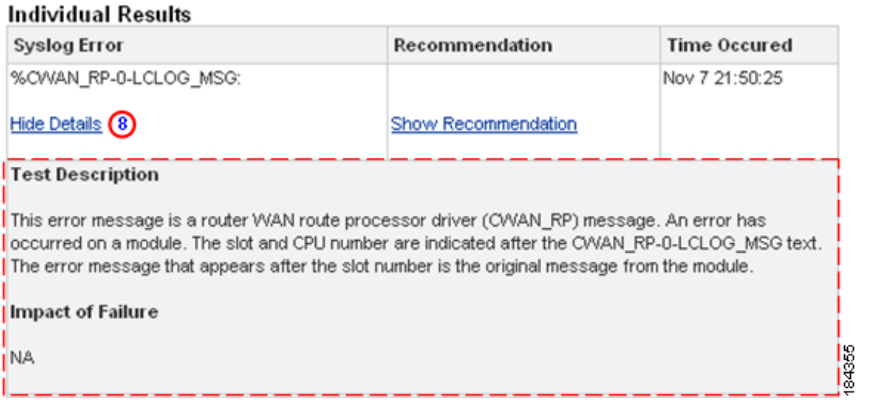
- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different Diagnostic message and get the corresponding details, or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** (5) to see the AML Header part of the CH message.
- **View Device Output** (6) to see the Device Output (attachments) in the CH message.
- **Service Request number** (7) to see detailed information about the actual SR.
- **Show / Hide Details** (8) to see the results data of the message text, sent in the diagnostic message.
- **Show / Hide Recommendations** (A) provides detailed recommendation steps to be executed by the customer.

Show / Hide Details of Environmental Message

On the Environmental Details page, the Result Details of an environmental message can be seen by clicking a toggle that alternates between Show Details (8) and Hide Details. (9)



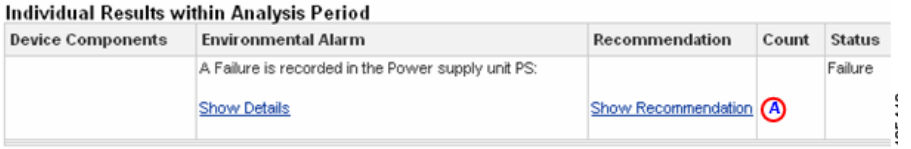
Step 2 Click **Show Details** (8) to expand the area directly below the toggle to display the Alarm description information.



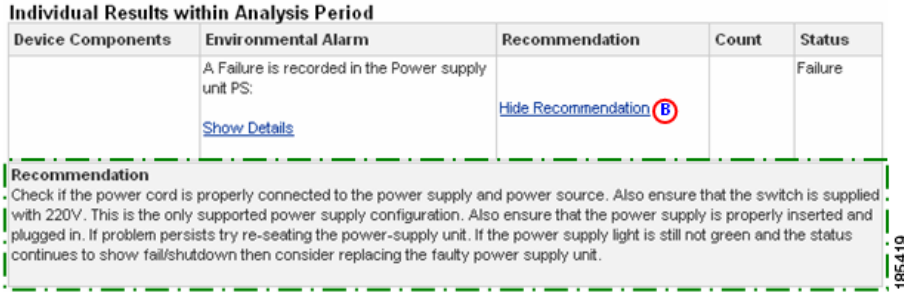
Note If there is more than one Environmental Result, you can expand all or any combination of, Show Details recommendation information without having to collapse any previously expanded ones.

Show / Hide Recommendation of Environmental Message

On the Environmental Message page, the Recommendation Details of an environmental message can be seen by clicking a toggle that alternates between Show Recommendation (A) and Hide Recommendation. (B)



Step 3 Click **Show Recommendation** (A) to expand the window and see the information in the Recommendation area, shown in the next figure.



Step 4 Read the information in the Recommendation area, which provides the following information:

- How to recover from the problem identified by the diagnostic test, or
- Provides details on further testing that can be performed to further isolate the problem.

Note If Show Details (8) was previously clicked then the Recommendation section will appear below the Show Details (Test Description / Impact of Failure) area.

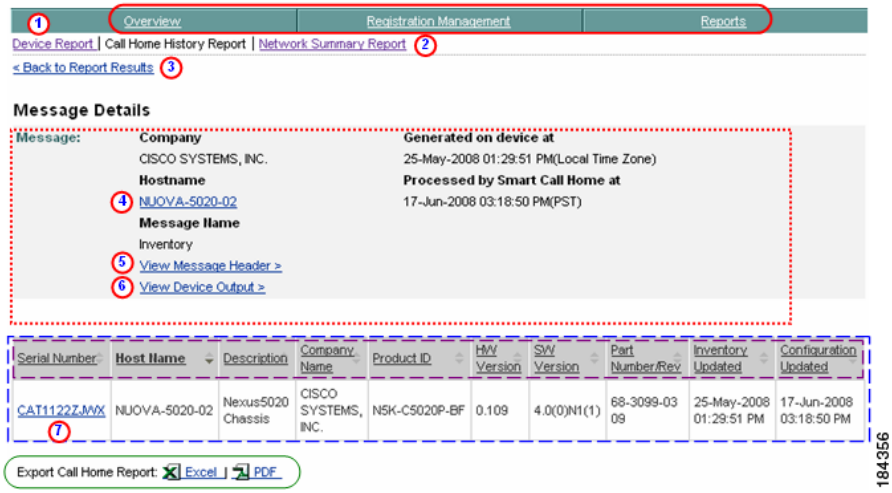
Step 5 Click **Hide Recommendation** (B) to collapse the Recommendation area below the toggle to remove the Recommendation information from view.

Inventory Message

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Inventory Message – Details

This page provides information about the details of the selected inventory message.



The details of the selected inventory message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** 4 – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. NUOVA-5020-02). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. NUOVA-5020-02).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

  - **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
  - **View Message Header** (5) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
  - **View Device Output** (6) – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The Detail area contains an overview of the inventory and contains the following information:
  - Contains the same information as the top half of the View Device Report Results page except that only one device is displayed in the Detail area; the device associated to the inventory message selected on the previous Report Results page.
  - The **Serial Number** (7) (i.e.CAT11227JWX) has a hyperlink to the View Device Details page that lets you view the details for that device.

Step 6 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different Diagnostic message and get the corresponding details, or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** (5) to see the AML Header part of the CH message.
- **View Device Output** (6) to see the Device Output (attachments) in the CH message.
- Click the **Serial Number** (7) (i.e.CAT11227JWX) to view the Device Details (see View Device Details for more information)

- Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Inventory Details for VDC and VSS Devices

In Inventory details there will be a different representation of the hostname and serial number data for (VDC and (VSS devices.

You will see the following host name and serial number relationships with the following devices:

- For (VDC / Nexus 7000 devices you see different Host Names associated to the same serial number.

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
DC3FAKESN01	rvdc3-ind12 dc3-aaa dc3-rbac dc3-call	Nexus7000 C7010 (10 Slot) Chassis	CISCO SYSTEMS, INC.	N7K-C7010	0.405	4.0(1a)	73-10900-04 05	13-Feb-2008 12:41:50 PM	17-Jun-2008 11:35:49 AM

185490

- For (VSS / Catalyst 6500 devices you will see different serial numbers associated to the same Host Name.

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
VSSFAKESN08	VSS-6509-E_RV2	Cisco Systems Catalyst 6500 9-slotChassis System	CISCO SYSTEMS, INC.	WS-C6509-E	1.2	12.2(20080225:231054)	73-9221-04 A0	29-Feb-2008 03:13:00 AM	17-Jun-2008 01:56:07 PM
VSSFAKESN09	VSS-6509-E_RV2	cisco Catalyst 6500 6-slotChassis System	CISCO SYSTEMS, INC.	WS-C6506	2.0	12.2(20080225:231054)	73-3436-02 B0	29-Feb-2008 03:13:00 AM	17-Jun-2008 01:56:07 PM

187808

Call Home Request Message

On the Catalyst 6500 a command is available for Call Home (CH) that allows the user to interface directly with the TS Web applications like Output Interpreter and Bug Toolkit.

The user runs a command from the command line which triggers a CH message of type Request to be sent to the Smart Call Home backend. Smart Call Home passes the required data to the appropriate TS Web application for that application to process the request and then send the processing results back to Smart Call Home to display on the web application.

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Call Home Request Message – Details

This page provides information about the details of the Call Home Request message.

The details of the selected Call Home Request message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** 4 – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. RVL46_AST-6509-01).
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. RVL46_AST-6509-01).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

  - **Message Name** – Indicates the type history report message being displayed (i.e. Request).
  - **View Message Header** 5 – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Call Home Message information.
  - **View Device Output** 6 – Provides a hyperlink to the Device Output (attachments) in the CH message.
- The Call Home Request Result area contains information that are the result of the Call Home Request issued by the user, and contains the following information:
  - Contains detailed information returned from the requested TS Web application.
  - Click **Back to top** 7 to return the display back to the top of the page.
  - Click hyperlinks in the Jump to Section to go directly to that associated area.

Step 7 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.

- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different Diagnostic message and get the corresponding details, or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** (5) to see the AML Header part of the CH message.
- **View Device Output** (6) to see the Device Output (attachments) in the CH message.
- Click the **Back to Top** (7) to return the display back to the top of the page.

Syslog Message

Incoming syslog messages are stored in the message log with each syslog message reporting a distinct problem that is contained in the AML Message description (text, code, time). Only one problem is reported per syslog message, and the details of this message are displayed by selecting this syslog message in the Type/Results column of the Call Home History Report Results page.

During analysis of syslog messages, rules will determine if the syslog message is either supported or unsupported. Unsupported messages will not have any additional rules processing performed and will display only the syslog message information and indicate that this is an unsupported syslog message.

Supported syslog entries have additional rules processing performed, which will include details that are displayed, in most cases, in the Recommendation and Impact of Failure areas.

Rules, on the Cisco backend, perform an analysis of each incoming syslog message. Rules will report those syslog entries in the message log, which are associated with the primary syslog error, in the Overall Recommendation and Individual Results areas.

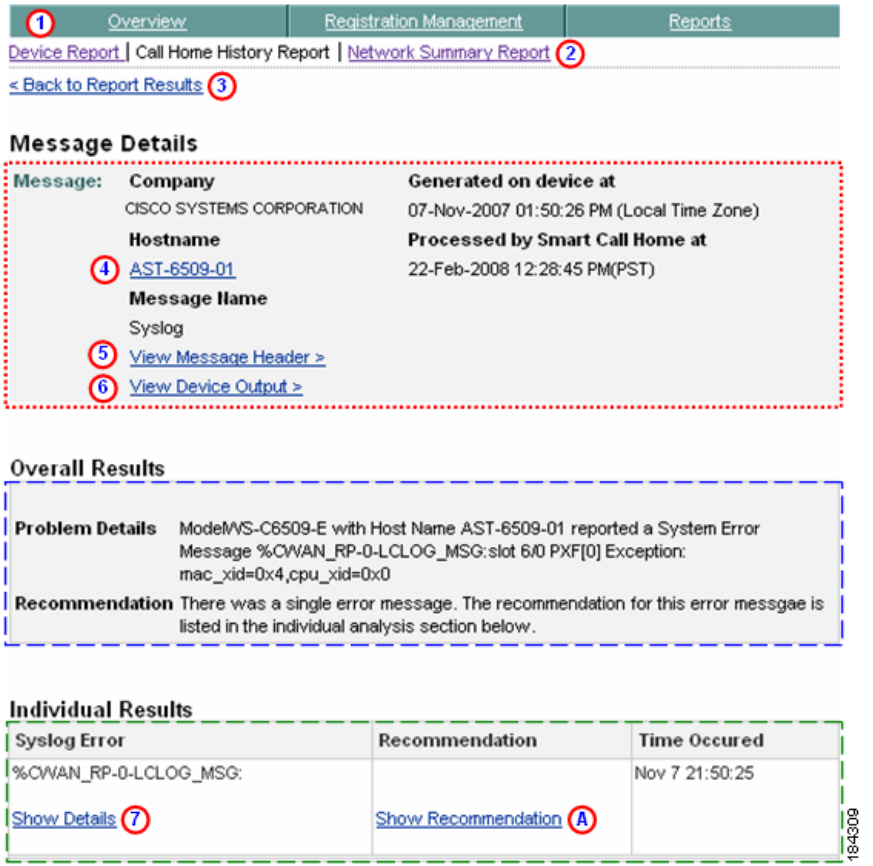
Rules analyze the message log to see if the same syslog error is reported multiple times, if this is the case then rules will communicate this repetitive nature in the Recommendation and Individual Results areas.

Recommendations for the customer:

- Buffer logging should be enabled since the rules will not have any additional information on the syslog error.
- The time format should be kept as the regular DateTimeStamp format.

Supported Syslog Message - Details

This page provides information about the details of the selected supported syslog message.



The details of the supported syslog message contains the following information:

- The Message Details area contains a summary of the following information:

- Company name, device message generation and Smart Call Home processing times.
- **Hostname** (4) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AST-6509-01). The bottom of the linked Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
  - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
  - **Host Name** - Contains the specified host name (i.e. AST-6509-01).
- **Message Name** – Indicates the type history report message being displayed (i.e Syslog).
- **View Message Header** (5) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the syslog information.
- **View Device Output** (6) – Provides a hyperlink to the Device Output (attachments) in the CH message.

• The Overall Results area, contains an overview of the problem and contains the following information:

- **Problem Details** – reports the error specific to this particular syslog message. The message contains the syslog error/code, from the AML's message description, along with the reporting device's PID and hostname.

Note The problem reported by the Syslog is specific to one message and not based on problems reported by multiple messages that are received within an aggregation period, like Diagnostic and Environmental messages.

- **Recommendation** – points to the Recommendation area in the Individual Results analysis section below for further details.

Note You will see information in the Recommendations section only when the message is a supported syslog message; otherwise, you will see 'None' specified.

- The Individual Results area has detailed Syslog message information in the following areas:
  - **Syslog Error** – Indicates the name of the syslog message being displayed. Also provides a toggle (7) that shows the test description details for the current syslog message and impact of the test failure, if applicable.
  - **Recommendation** – Identifies the steps that need to be taken next to either resolve the problem or obtain more information about the problem. This section also provides a toggle (A) that shows the recommendation details for the current syslog message, which identifies recommended steps that should be performed.

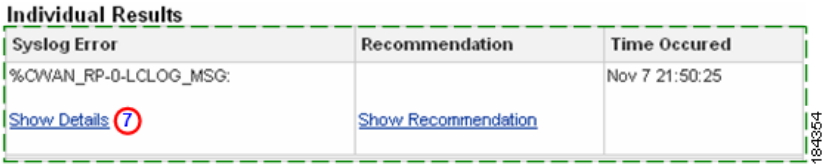
Note You will see information in the Impact of Test Failure and Recommendation sections only when the message is a supported syslog message.

Step 1 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different message and get the corresponding details, or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** (5) to see the AML Header part of the CH message.
- **View Device Output** (6) to see the Device Output (attachments) in the CH message.
- **Show / Hide Details** (7) to see the results data of the message text, sent in the syslog message.
- **Show / Hide Recommendations** (A) provides detailed recommendation steps to be executed by the customer. These steps will either assist in resolving the error identified in the syslog message or provide additional information regarding its cause.

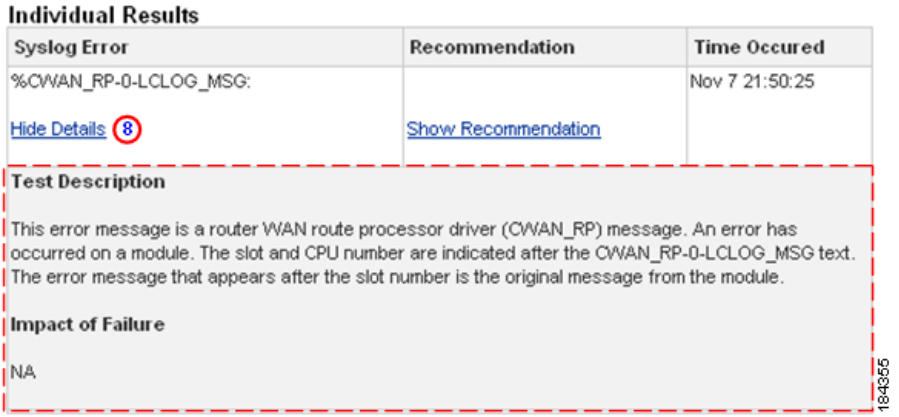
Show / Hide Details of Supported Syslog Message

On the Syslog Message page, the Result Details of one syslog message can be seen by clicking a toggle that alternates between **Show Details** (7) and **Hide Details**. (8)



Step 2 Click **Show Details** (7) to expand the area directly below the toggle to display the syslog message Test Description and Impact of Failure information; the toggle changes to **Hide Details**. (8)

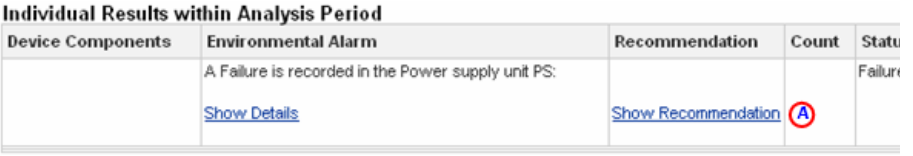
Note The Impact of Failure information is shown only when applicable for supported syslog messages; otherwise, NA (Not Applicable) will be displayed. For unsupported syslog messages this section will instead state "Unsupported System Error Message ".



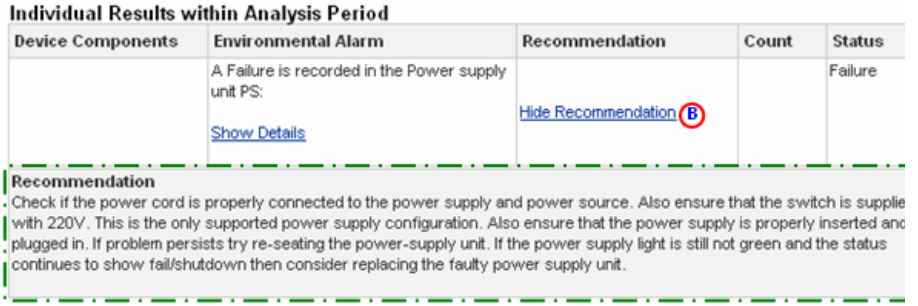
Note For any unsupported message or when rules fail to provide any results, the report will display the reported error and indicate that analysis results are not available.

Show / Hide Recommendation of Supported Syslog Message

On the Syslog Message page, the Recommendation Details of a syslog message contain information only for supported syslog messages. The Recommendation Details can be seen by clicking a toggle that alternates between **Show Recommendation** (A) and **Hide Recommendation**. (B)



Step 3 Click **Show Recommendation** (A) to expand the window and see the information in the Recommendation area, shown in the next figure. The toggle changes to Hide recommendation. (B)



Step 4 Read the information in the Recommendation area, which provides the following information:

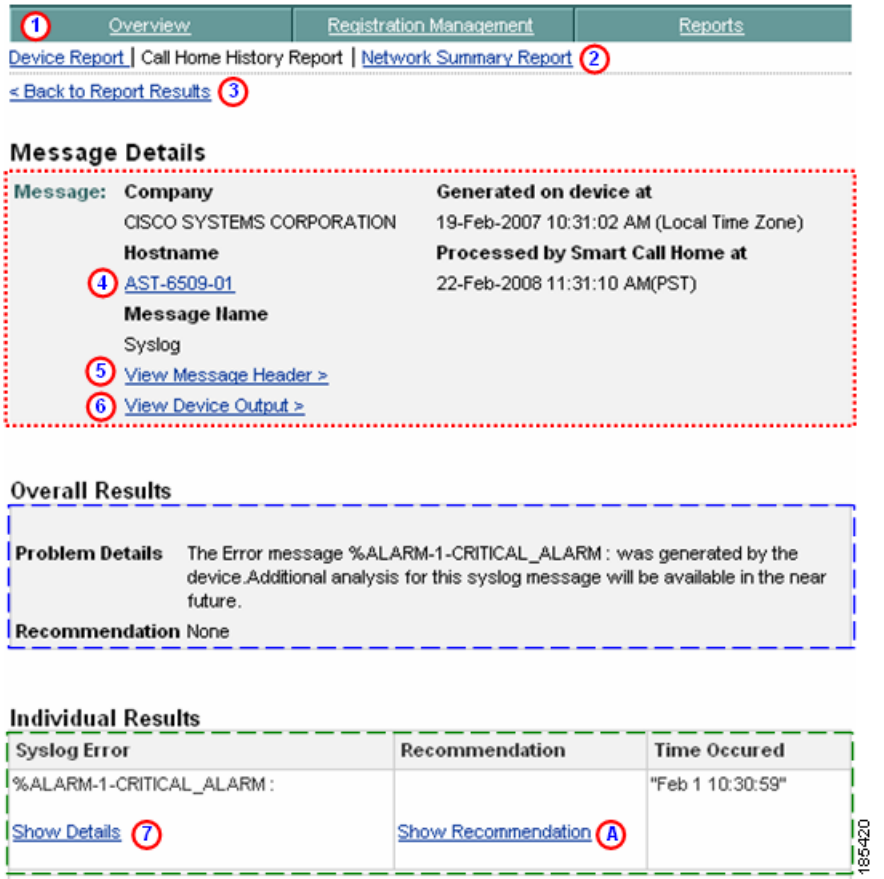
- How to recover from the problem identified by the syslog message, or
- Provides details on further testing that can be performed to further isolate the problem.

Note If Show Details (7) was previously clicked, then the Recommendation section will appear below the Show Details (Test Description / Impact of Failure) area.

Step 5 Click **Hide Recommendation** (B) to collapse the Recommendation area below the toggle to remove the Recommendation information from view.

Unsupported Syslog Message - Details

This page provides information about the details of the selected unsupported syslog message.



The details of the unsupported syslog message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.
  - **Hostname** (4) – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AST-6509-01). The bottom of the linked Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
    - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
    - **Host Name** - Contains the specified host name (i.e. AST-6509-01).
  - **Message Name** – Indicates the type history report message being displayed (i.e Syslog).
  - **View Message Header** (5) – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the syslog information.
  - **View Device Output** (6) – Provides a hyperlink to the Device Output (attachments) in the CH message.
- The Overall Results area, contains an overview of the problem and contains the following information:
  - **Problem Details** – reports the error specific to this particular syslog message and indicates what device has the problem, the type problem and location, if appropriate for the type error.

Note The problem reported for Syslog is specific to one message and not based on problems reported by multiple messages that are received within an aggregation period, like the Diagnostic and Environmental messages.

  - **Recommendation** – You will see only "None" in the Recommendations section when the message is a unsupported syslog message.
- The Individual Results area has detailed syslog message information in the following areas:

- **Syslog Error** – Indicates the name of the syslog message being displayed. Also provides a toggle (7) that shows test description details for the current syslog message and impact of the test failure, if applicable.
- **Recommendation** – Identifies the steps that need to be taken next to either resolve the problem or obtain more information about the problem. This section also provides a toggle (A) that shows the recommendation details for the current syslog message, which identifies recommended steps that should be performed.

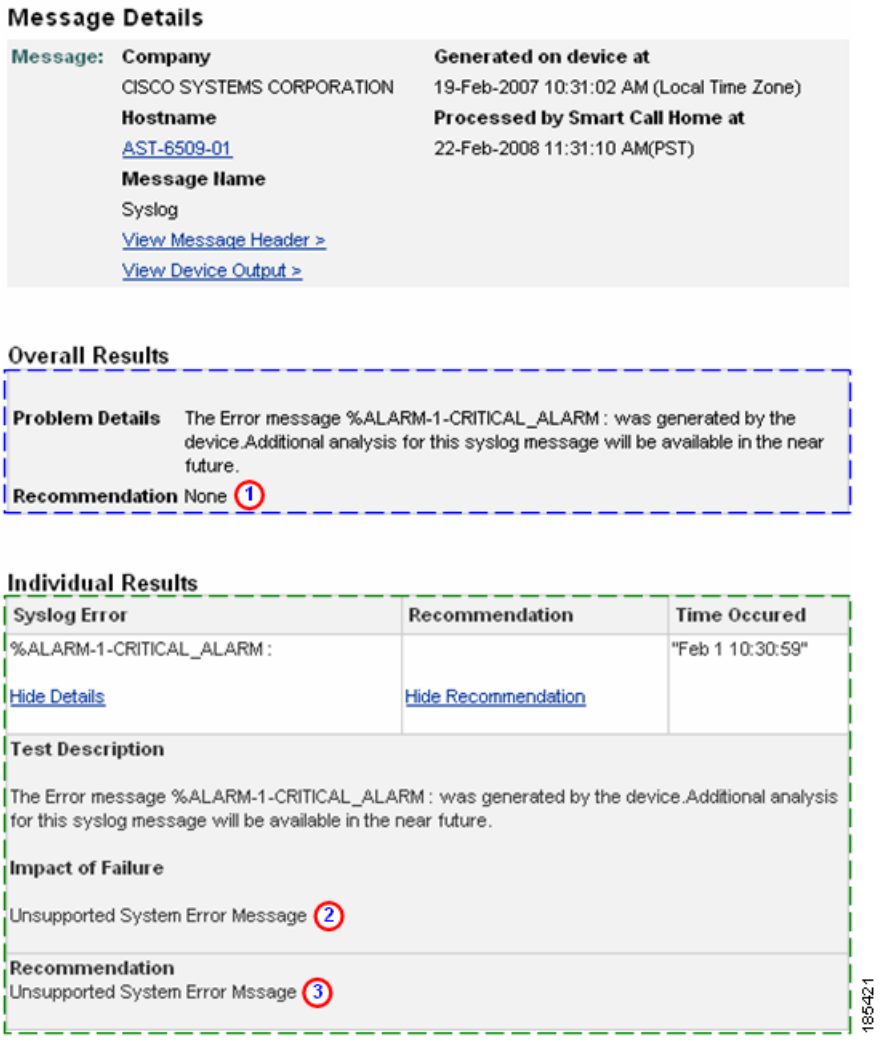
Note You will not see information in the Recommendations section when the message is a unsupported syslog message.

Step 6 Click one of the following options available on the Message Details page:

- One of the tabs ▭ to go to that respective section of Smart Call Home.
- **Device Report** (1) to go to that page.
- **Network Summary Report** (2) to go to that page.
- **Back to Report Results**, (3) which returns you to the previous web page where you can click on a different message and get the corresponding details, or perform a different search.
- **Hostname** (4) to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** (5) to see the AML Header part of the CH message.
- **View Device Output** (6) to see the Device Output (attachments) in the CH message.
- **Show / Hide Details** (7) to see the message text sent in the syslog message; no additional impact of failure information is available, indicates only that this is an unsupported system error message.
- **Show / Hide Recommendations** (A) indicates only that this is an unsupported system error message.

Difference in Results Areas for Unsupported Syslog Messages

There are three key differences in what is displayed when the Syslog Message is unsupported; those differences are illustrated in the next graphic.



- In the Overall Results area, Recommendation will only indicate "None". (1)
- The Individual Results area has two sections that state "Unsupported System Error Message ":

– Impact of Failure, (2) displayed by clicking the Show / Hide Details toggle.

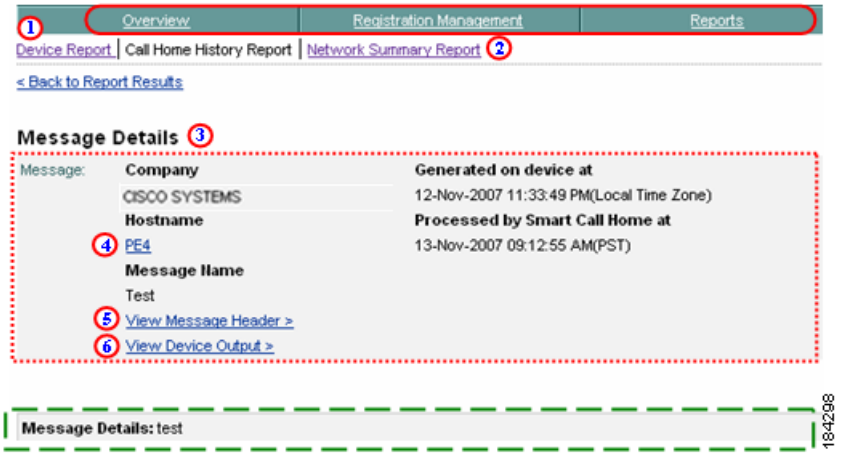
– Show Recommendation, (3) displayed by clicking the Show / Hide Recommendation toggle.

Test Message

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.

Test Message – Details

The details of this message are displayed as a result of selecting this message type in the Type/Results column of the Call Home History Report Results page.



The details of the selected test message contains the following information:

- The Message Details area contains a summary of the following information:
  - Company name, device message generation and Smart Call Home processing times.

- **Hostname** 4 – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. R1-2). The bottom of the Device Report Results page has search parameter fields that you can use to run a new report; the fields have the following information pre-filled:
  - **Company Name** - Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
  - **Host Name** - Contains the specified host name (i.e. R1-2).

Note From the linked Device Report Results page you can run the report with the existing pre-filled data, or enter data in any of the other fields.

- **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
- **View Message Header** 5 – Provides a hyperlink to the AML Header part of the CH message, lets you view the message content for the Configuration information.
- **View Device Output** 6 – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The lower Message Details area contains the test text, which is information contained in the <ch:MessageDescription> tag of the AML Header.

Step 7 Click one of the following options available on the Message Details page:

- One of the tabs to go to that respective section of Smart Call Home.
- **Device Report** 1 to go to that page.
- **Network Summary Report** 2 to go to that page.
- **Back to Report Results**, 3 which returns you to the previous web page where you can click on a different Diagnostic message and get the corresponding details, or perform a different search.
- **Hostname** 4 to link back to the Device Report Results page for this device, where you can specify different device report criteria for a new search.
- **View Message Header** 5 to see the AML Header part of the CH message.
- **View Device Output** 6 to see the Device Output (attachments) in the CH message.

Network Summary Report

This report presents a summarized report on devices registered with Smart Call Home for the selected company. The numbers and percentages are computed on the data that is collected via Inventory and Configuration CH messages from registered devices in customer's network.

The device data in the Network Summary Report is based on devices to which the logged-in Customer has access via the Smart Call Home web application. This Report is available for Registered Customers and contains a summarized view on the following items:

- Company selected and total number of devices registered in Smart Call Home
- Number of different product IDs for devices registered in Smart Call Home
- Number of different modules in devices registered in Smart Call Home
- Number of different sub-modules in devices registered in Smart Call Home
- Number of different power supplies for devices registered in Smart Call Home
- Number of different software versions registered in Smart Call Home
- List of technologies and features supported by devices registered in Smart Call Home

This section describes how to perform the following Network Summary Report processes on the Smart Call Home web application:

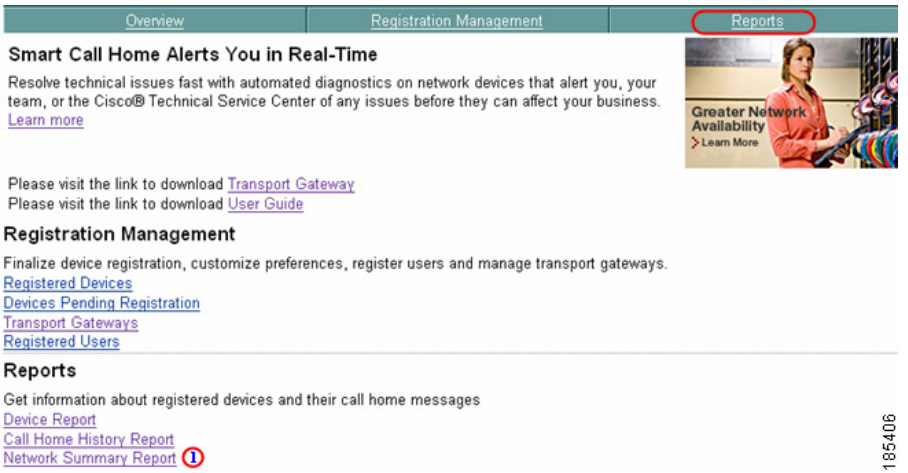
- Generate Network Summary Report and view the Call Home messages and message processing results.
- Specify Report Criteria and filter the list of devices you want a report.
- View Device Details and message processing results.
- Export Report Results to an Excel or a PDF format.

Generate a Network Summary Report

When Smart Call Home generates a Network Summary Report it retrieves the data for all Cisco devices for which the application has received and processed Inventory and Configuration CH messages.

To perform any of the report processes you must first launch the Smart Call Home web application.

Step 1 Launch the Smart Call Home web application; the Smart Call Home Overview page appears.

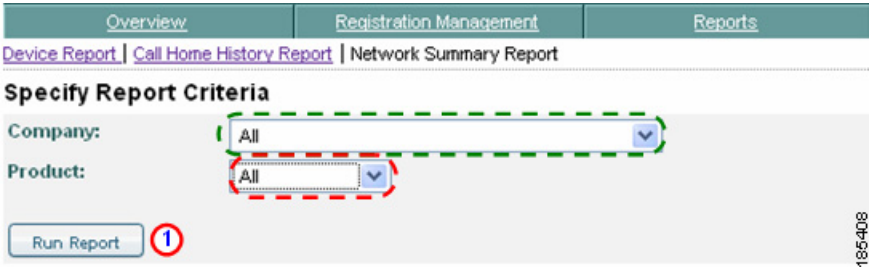


There are two ways to get to the Network Summary Report page:

- If you are on the Overview page click **Network Summary Report**. (1)
- If not on the Overview page then perform the following tasks:
  - Click the **Reports** tab; (if not already there); the Reports page appears.
  - On the Reports page, click **Network Summary Report**.

In both cases the Specify Report Criteria page for the Network Summary Report appears.

Specify Report Criteria



Do the following steps to perform the associated functions on the Specify Report Criteria page:

Step 2 Choose a company from the Company drop-down list for which the customer has a completed user registration, or choose All to see reports for all the Companies the customer has registrations.

Note The All option is available only when the user is registered to more then one company.

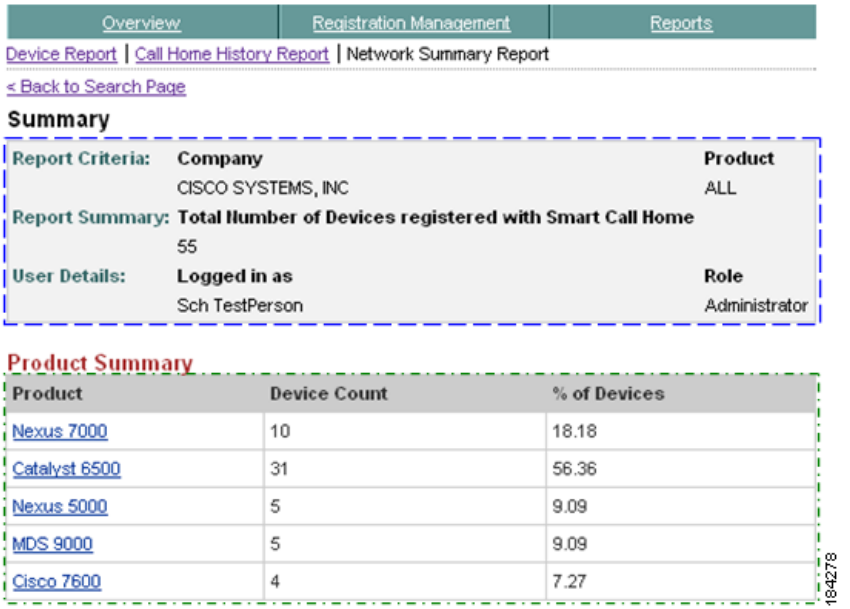
Step 3 Choose a product from the Product drop-down list, the options are:

- All
- Catalyst 6500
- Cisco 7600
- Nexus 5000
- Nexus 7000

Step 4 Click one of the device types in the product column, then click **Run Report**; the summary page.

Network Summary Report Results for ALL Products

If the **All** option is selected in the Product drop-down list, then the following page displayed



This page contains two different summary sections:

- The Summary section identifies the following information:
  - **Report Criteria** – Which company was selected and which Product was selected (i.e. both are "All")
  - **Report Summary** – The number of devices registered with Smart Call Home, for the specified company or companies.

Note This is the total number of registered devices in customer's network/selected company for which Smart Call Home has received and processed Configuration or Inventory messages.

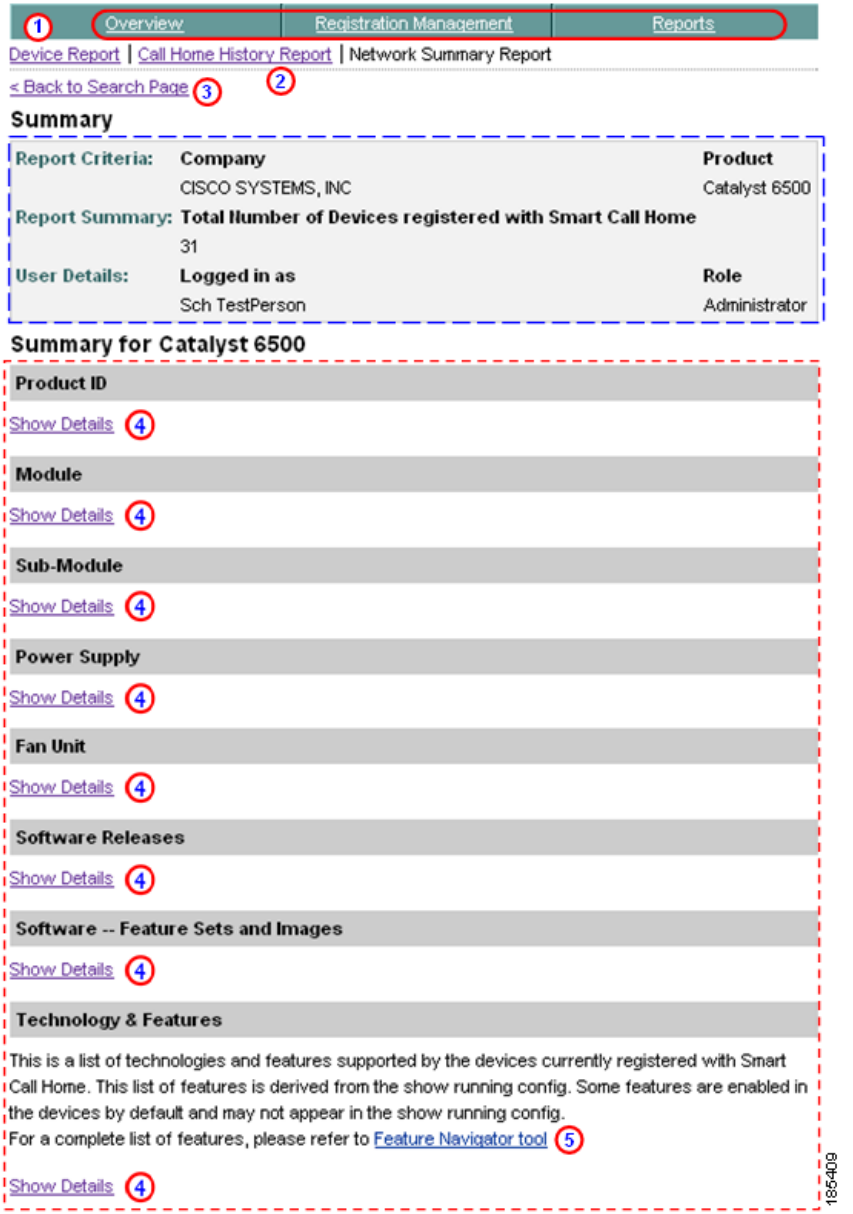
  - **User Details –** The id of the person that logged in and requested the report, and their role in the customer network

- A Product Summary section that identifies the following information:
  - **Product** – the product types that are in the customer network
  - **Device Count** – represents the number of each product type in the customer network.
  - **% of Devices** – from the device count a percentage of devices number is derived, identifying what percentage this product type represents in the customer's network.

Note If the **All** option was not specified then the above interim page will not be displayed, you will instead go directly to the summary page for the specified product (next section).

Network Summary Report Results for a Specific Product (Catalyst 6500)

This page displays those entries that match the search criteria specified on the Specify Report Criteria page. These next set of examples represent the Network Summary Report results for a Catalyst 6500 product.


1
Overview
Registration Management
Reports
Device Report | Call Home History Report | Network Summary Report
2
< Back to Search Page
3
Summary
Report Criteria:
Company
Product
CISCO SYSTEMS, INC
Catalyst 6500
Report Summary:
Total Number of Devices registered with Smart Call Home
31
User Details:
Logged in as
Role
Sch TestPerson
Administrator
Summary for Catalyst 6500
Product ID
Show Details
4
Module
Show Details
4
Sub-Module
Show Details
4
Power Supply
Show Details
4
Fan Unit
Show Details
4
Software Releases
Show Details
4
Software -- Feature Sets and Images
Show Details
4
Technology & Features
This is a list of technologies and features supported by the devices currently registered with Smart Call Home. This list of features is derived from the show running config. Some features are enabled in the devices by default and may not appear in the show running config.
For a complete list of features, please refer to Feature Navigator tool
5
Show Details
4
185409

This Results page contains two different summary sections:

- The Summary section identifies the following information:
  - **Report Criteria** – Which company was selected and which Product was selected (i.e. both are "All")
  - **Report Summary** – The number of devices registered with Smart Call Home, for the specified company or companies.

Note This is the total number of registered devices in customer's network/selected company for which Smart Call Home has received and processed Configuration or Inventory messages.

  - **User Details –** The id of the person that logged in and requested the report, and their role in the customer network

Step 1 You can perform one of the following navigational options on the Summary page:

- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Device Report** (1) to go to that page.
- Click **Call Home History Report** (2) to go to that page.
- Click **Back to Search Page** (3) to specify different search criteria for a Network Summary Report.
- Click **Show Details** (4) on one of the summary sections to get more details on the selected area.
- Click **Feature Navigator tool**, (5) which provides a complete list of features for this IOS.

Do the following steps to perform the associated functions on the Summary page:

Step 2 Click **Show Detail** (4) under one of the device detail options to obtain more information about the detail areas noted below:

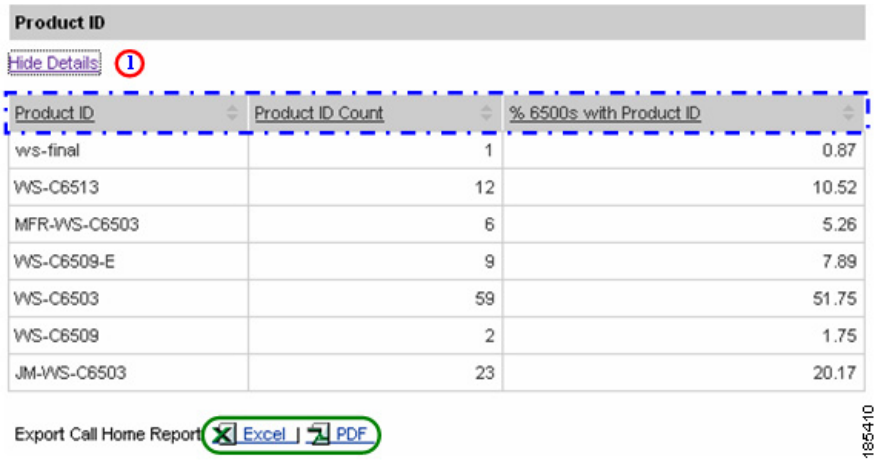
- Product ID
- Module
- Sub-Module
- Power Supply
- Fan Unit

- Software Releases
- Software - Feature Sets and Images
- Technology & Features

Note All the previously listed areas have column headers in their respective sections (see next graphic); these columns can be sorted by specific column, by clicking the column header.

Product ID

The Product ID (PID) area contains the following information:



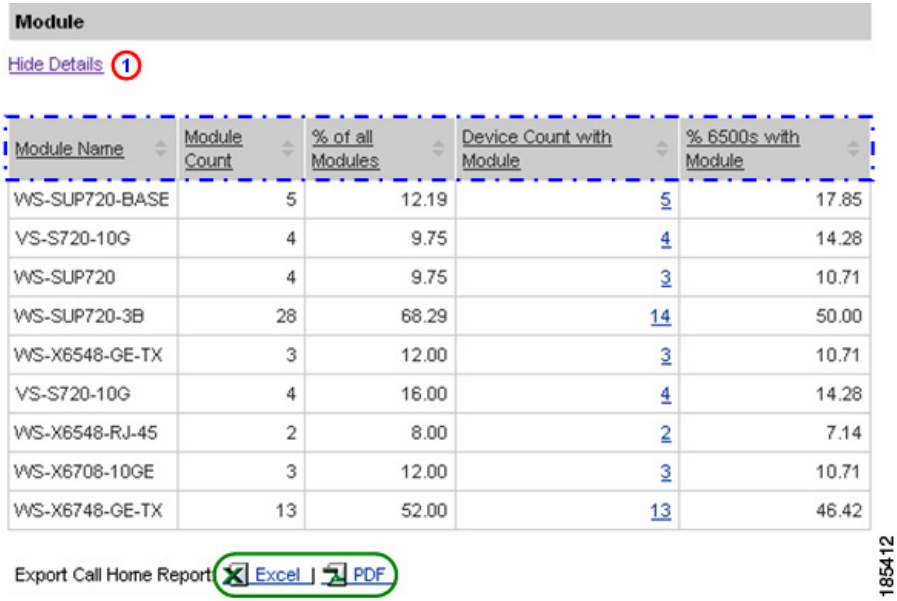
Step 1 Click **Show Detail** under the Product ID area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- PID Name
- PID Count
- % 6500s with PID

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Module

The Module area contains the following information:



Module

Hide Details 1

Module Name	Module Count	% of all Modules	Device Count with Module	% 6500s with Module
WS-SUP720-BASE	5	12.19	5	17.85
VS-S720-10G	4	9.75	4	14.28
WS-SUP720	4	9.75	3	10.71
WS-SUP720-3B	28	68.29	14	50.00
WS-X6548-GE-TX	3	12.00	3	10.71
VS-S720-10G	4	16.00	4	14.28
WS-X6548-RJ-45	2	8.00	2	7.14
WS-X6708-10GE	3	12.00	3	10.71
WS-X6748-GE-TX	13	52.00	13	46.42

Export Call Home Report Excel PDF

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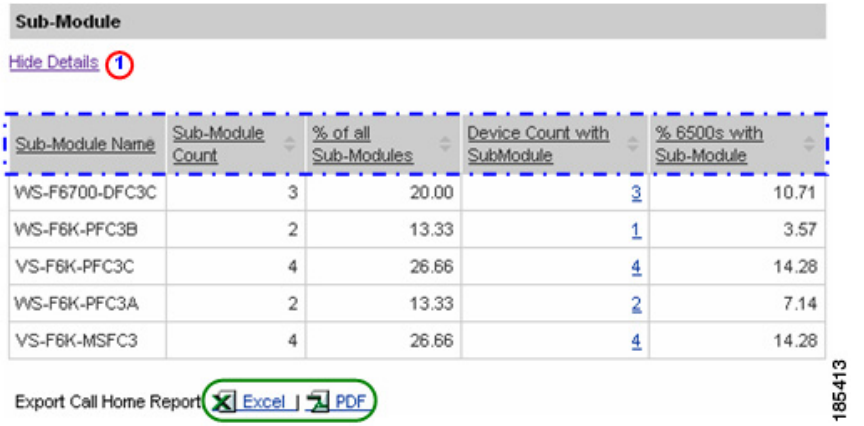
Step 1 Click **Show Detail** under the Module area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Module Name
- Module Count
- % of all Modules
- Device Count with Module
- % 6500s with Module

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Submodule

The Submodule area contains the following information:



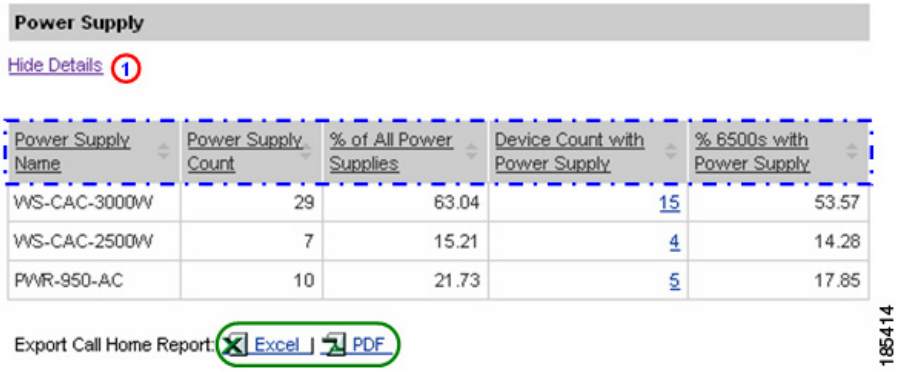
Step 1 Click **Show Detail** under the Submodule area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Sub-Module Name
- Sub-Module Count
- % of all Sub-Modules
- Device Count with Sub-Module
- % 6500s with Sub-Module

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Power-Supply

The Power-Supply area contains the following information:



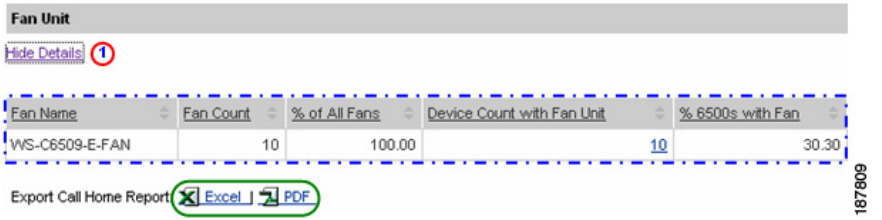
Step 1 Click **Show Detail** under the Power-Supply area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Power Supply Name
- Power Supply Count
- % of all Power Supplies
- Device Count with Power Supply
- % 6500s with Power Supply

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Fan Unit

The Fan Unit area contains the following information:



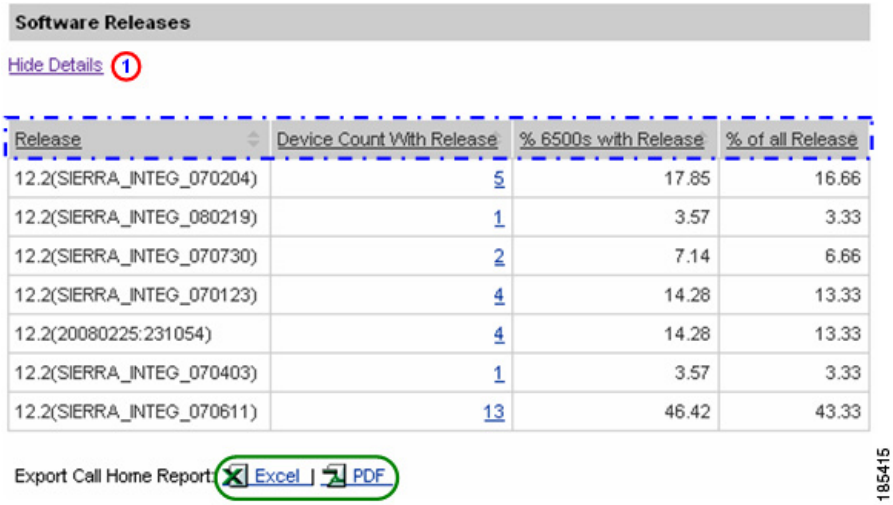
Step 1 Click **Show Detail** under the Power-Supply area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Power Supply Name
- Power Supply Count
- % of all Power Supplies
- Device Count with Power Supply
- % 6500s with Power Supply

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Software Releases

The Software Releases area contains the following information:



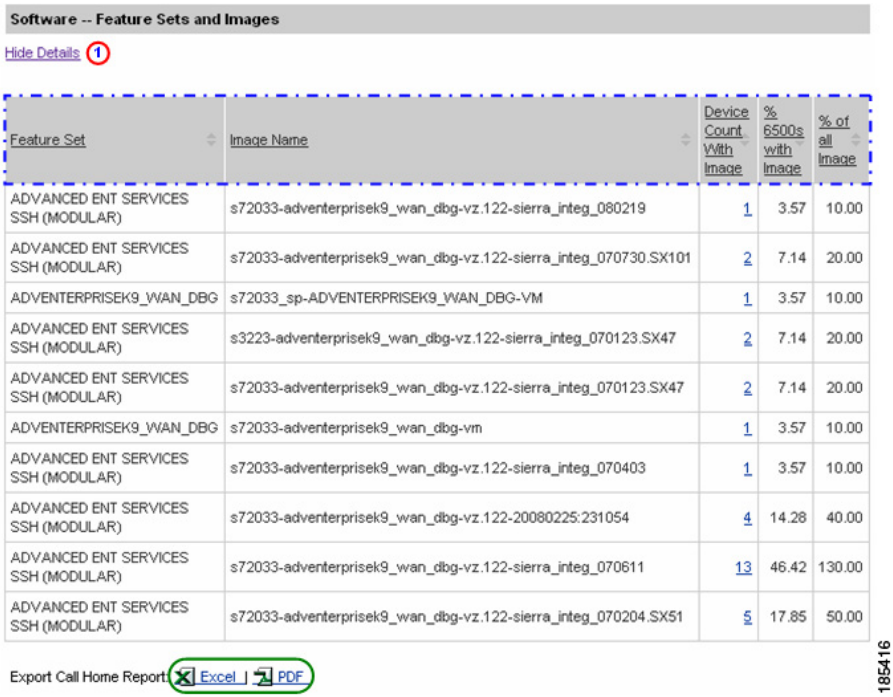
Step 1 Click **Show Detail** under the Software Releases area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Release
- Device Count with Release
- % 6500s with Release
- % of all Release

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Software - Sets and Images

The Software - Sets and Images area contains the following information:



Software -- Feature Sets and Images

Hide Details (1)

Feature Set	Image Name	Device Count With Image	% 6500s with Image	% of all Image
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_080219	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070730.SX101	2	7.14	20.00
ADVENTERPRISEK9_WAN_DBG	s72033_sp-ADVENTERPRISEK9_WAN_DBG-VM	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s3223-adventerprisek9_wan_dbg-vz.122-sierra_integ_070123.SX47	2	7.14	20.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070123.SX47	2	7.14	20.00
ADVENTERPRISEK9_WAN_DBG	s72033-adventerprisek9_wan_dbg-vm	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070403	1	3.57	10.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-20080225:231054	4	14.28	40.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070611	13	46.42	130.00
ADVANCED ENT SERVICES SSH (MODULAR)	s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070204.SX51	5	17.85	50.00

Export Call Home Report: Excel | PDF

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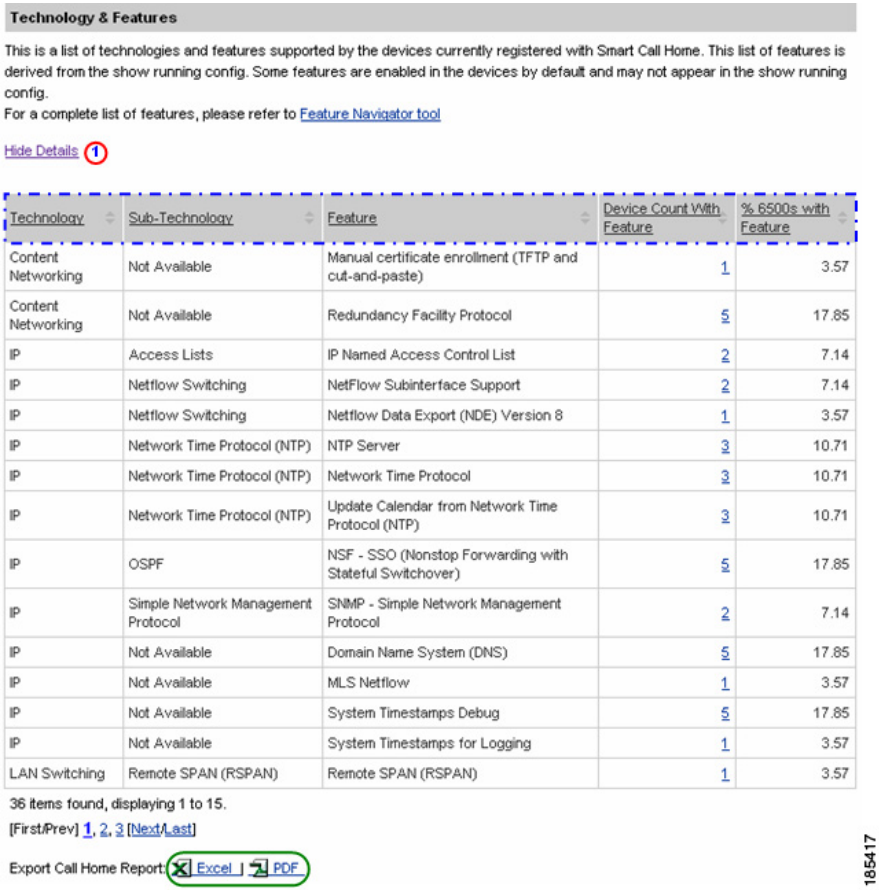
Step 1 Click **Show Detail** under the Software - Sets and Images area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Feature Set
- Image Name
- Device Count with Image
- % 6500s with Image
- % of all Image

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Technology & Features

The Technology & Features area contains the following information:



Technology & Features

This is a list of technologies and features supported by the devices currently registered with Smart Call Home. This list of features is derived from the show running config. Some features are enabled in the devices by default and may not appear in the show running config.

For a complete list of features, please refer to Feature Navigator tool

Hide Details 1

Technology	Sub-Technology	Feature	Device Count With Feature	% 6500s with Feature
Content Networking	Not Available	Manual certificate enrollment (TFTP and cut-and-paste)	1	3.57
Content Networking	Not Available	Redundancy Facility Protocol	5	17.85
IP	Access Lists	IP Named Access Control List	2	7.14
IP	Netflow Switching	NetFlow Subinterface Support	2	7.14
IP	Netflow Switching	Netflow Data Export (NDE) Version 8	1	3.57
IP	Network Time Protocol (NTP)	NTP Server	3	10.71
IP	Network Time Protocol (NTP)	Network Time Protocol	3	10.71
IP	Network Time Protocol (NTP)	Update Calendar from Network Time Protocol (NTP)	3	10.71
IP	OSPF	NSF - SSO (Nonstop Forwarding with Stateful Switchover)	5	17.85
IP	Simple Network Management Protocol	SNMP - Simple Network Management Protocol	2	7.14
IP	Not Available	Domain Name System (DNS)	5	17.85
IP	Not Available	MLS Netflow	1	3.57
IP	Not Available	System Timestamps Debug	5	17.85
IP	Not Available	System Timestamps for Logging	1	3.57
LAN Switching	Remote SPAN (RSPAN)	Remote SPAN (RSPAN)	1	3.57

36 items found, displaying 1 to 15.

[First/Prev] 1, 2, 3 [Next/Last]

Export Call Home Report: Excel | PDF

185417

Step 1 Click **Show Detail** under the Technology & Features area name; this toggles the option to Hide Detail 1 and shows the associated detail information:

- Feature Names (associated with each Technology / Sub-Technology, on a row-by-row basis)
- Device Count with Feature

- % 6500s with Feature

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Network Summary Report Results for a Cisco 7600

The Network Summary Report results for the Cisco 7600 contains the same informational areas as the Catalyst 6500.

Note The only difference between the data formats is that you see references to the Cisco 7600 instead of the Catalyst 6500.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Submodule
- Power-Supply
- Fan Unit
- Software Releases
- Software - Sets and Images
- Technology & Features

Network Summary Report Results for a Nexus 5000

The Network Summary Report results for the Nexus 5000 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the Nexus 5000 instead of the Catalyst 6500 and there is no Submodule section.

Choose one of the following areas to see more information about the selected data:

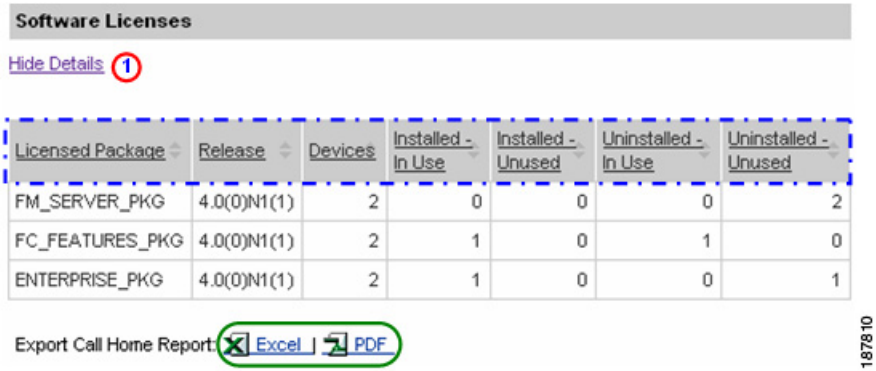
- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases
- Software - Sets and Images
- Technology & Features

The next section contains those Nexus 5000 informational areas that are not covered in the Catalyst 6500 examples

Additional Nexus 5000 Informational Area:

Software Licenses

The Software License area contains the following information:



Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Licensed Package
- Release

- Devices
- Installed - In Use
- Installed - Unused
- Uninstalled - In Use
- Uninstalled - Unused

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Network Summary Report Results for a Nexus 7000

The Network Summary Report results for the Nexus 7000 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the Nexus 7000 instead of the Catalyst 6500 and there is no Sub Module section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases
- Software - Sets and Images
- Technology & Features

The next section contains those Nexus 7000 informational areas that are not covered in the Catalyst 6500 examples.

Additional Nexus 7000 Informational Areas:

Fabric Unit

The Fabric Unit area contains the following information:

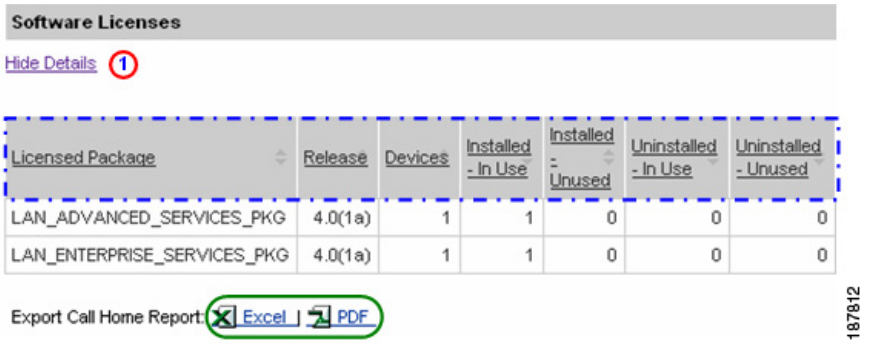
Step 1 Click **Show Detail** under the Fabric Unit area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Fabric Name
- Fabric Count
- % of All Fabrics
- Device Count with Fabric Module
- % 7000s with Fabric

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Software Licenses

The Software License area contains the following information:



Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Licensed Package
- Release
- Devices
- Installed - In Use
- Installed - Unused
- Uninstalled - In Use
- Uninstalled - Unused

Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Network Summary Report Results for a MDS 9000

The Network Summary Report results for the MDS 9000 contains many of the same informational areas as the Catalyst 6500. Those areas that contain the same type information are listed below.

Note The only difference between the data formats is that you see references to the MDS 9000 instead of the Catalyst 6500 and there is no Sub Module section.

Choose one of the following areas to see more information about the selected data:

- Product ID
- Module
- Power-Supply
- Fan Unit
- Software Releases

The next section contains those MDS 9000 informational areas that are not covered in the Catalyst 6500 examples

Note The only difference between the data formats is that you see references to the MDS 9000 instead of the Catalyst 6500 and there is no Sub Module section. Informational Area:

Additional MDS 9000 Informational Areas:

Software Licenses

The Software License area contains the following information:

Software Licenses

Hide Details (1)

Licensed Package	Release	Devices	Installed - In Use	Installed - Unused	Uninstalled - In Use	Uninstalled - Unused
STORAGE_SERVICES_SSN16	4.1(1)	1	0	0	0	1
DMM_FOR_SSM_PKG	4.1(1)	1	1	0	0	0
PORT_ACTIVATION_PKG	4.1(1)	1	0	0	0	1
STORAGE_SERVICES_184	4.1(1)	1	0	0	0	1
10G_PORT_ACTIVATION_PKG	4.1(1)	1	0	0	0	1
SAN_EXTN_OVER_IP	4.1(1)	1	0	1	0	0
STORAGE_SERVICES_ENABLER_PKG	4.1(1)	1	0	1	0	0
SAN_EXTN_OVER_IP_18_4	4.1(1)	1	0	0	0	1
SAN_EXTN_OVER_IP_IPS4	4.1(1)	1	0	1	0	0
FM_SERVER_PKG	4.1(1)	1	0	0	0	1
MAINFRAME_PKG	4.1(1)	1	0	1	0	0
SAN_EXTN_OVER_IP_IPS2	4.1(1)	1	0	1	0	0
ENTERPRISE_PKG	4.1(1)	1	1	0	0	0
SME_FOR_IPS_184_PKG	4.1(1)	1	0	0	0	1
DMM_PKG	4.1(1)	1	0	0	0	1

Export Call Home Report: Excel | PDF

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Step 1 Click **Show Detail** under the Software License area name; this toggles the option to Hide Detail (1) and shows the associated detail information:

- Licensed Package
- Release
- Devices
- Installed - In Use
- Installed - Unused
- Uninstalled - In Use
- Uninstalled - Unused

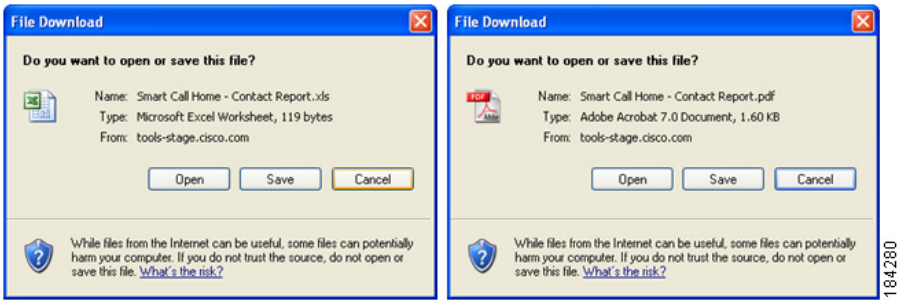
Step 2 Export the Call Home Report to either an Excel or a PDF format, by clicking the corresponding option at the bottom of the report page.

Export the Call Home Report

Numerous pages on both Device Reports and Call Home History Reports have an Export Call Home Report function, which lets you export the report information on the current page to either an Excel or a PDF format.

Perform the following steps to export a report to either an Excel or PDF format:

Step 1 Click the export option you want to use, Excel or PDF; the respective Excel or PDF option window appears.



Step 2 Click the option you want to use (**Open**, **Save** or **Cancel**), then click **OK**.

One of three actions will occur:

- If you click **Open**, then the export is opened by the respective application.
- If you click **Save**, then the export file is downloaded to the default download directory location of your web browser.
- If you click **Cancel**, then the export action is cancelled.