

## CHAPTER 3

# Smart Call Home Web Application

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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 enabled devices 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:

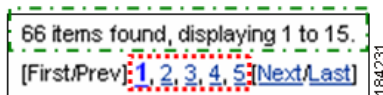
<https://tools.cisco.com/sch/>


## 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.

<input type="checkbox"/>	<u>Serial Number</u>	<u>Host Name</u>	<u>Product ID</u>	<u>Contract</u>	<u>Company</u>	<u>Registration Status</u> <u>Date Stamp</u>	<u>Entitlement Status</u> <u>End Date</u>
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	MMX1 <a href="#">Info</a>	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
<input type="checkbox"/>	IMAFAKE022708 <a href="#">Info</a>	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
<input type="checkbox"/>	FAB0434V0Z1 <a href="#">Info</a>	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
<input type="checkbox"/>	SAL10392GQQ <a href="#">Info</a>	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 (SN), 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 number / 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.

Overview

Registration Management

Reports

Device Report

[Call Home History Report](#)
[Registration Summary Report](#)
[Network Summary Report](#)

Device Report Results

Report Criteria:

Company ALL

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
CAT1122ZMMX	NUOVA-5020-02	Nexus5020 Chassis	CISCO SYSTEMS, INC.	NSK-C5020P-BF	0.109	4.0(0)N1(1)	68-3099-03 09	25-May-2008 01:29:51 PM	25-May-2008 01:29:51 PM
DC3FAKESN01	rvc3-ind12 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	N/A
VSSFAKESN03	VSS-6509-E_RV2	Cisco Systems Catalyst 6500 9-slot Chassis System	CISCO SYSTEMS, INC.	WS-C6509-E	1.2	12.2(20080225:231054)	73-9221-04 A0	29-Feb-2008 03:13:00 AM	N/A
VSSFAKESN04	VSS-6509-E_RV2	cisco Catalyst 6500 6-slot Chassis System	CISCO SYSTEMS, INC.	WS-C6506	2.0	12.2(20080225:231054)	73-3436-02 B0	29-Feb-2008 03:13:00 AM	N/A
SAL103931MMV	MDSHOST	MDS 2 Slot Chassis	CISCO SYSTEMS, INC.	WS-C6509-E	1.2	12.2(20080225:231054)	73-9221-04 A0	29-Feb-2008 03:13:00 AM	N/A

## Launch Smart Call Home

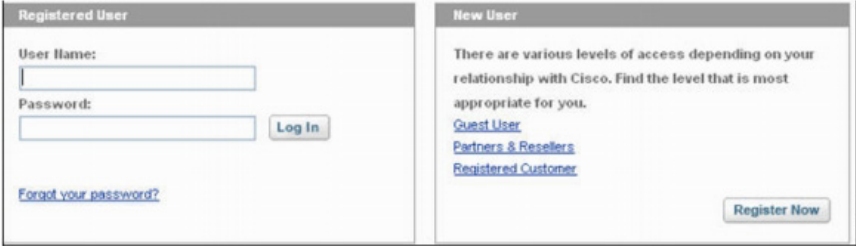
Topics covered in this section are:

- 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](#).



The screenshot shows a login prompt window with two main sections: 'Registered User' and 'New User'. The 'Registered User' section on the left contains input fields for 'User Name:' and 'Password:', a 'Log In' button, and a link for 'Forgot your password?'. The 'New User' section on the right contains a message about access levels, links for 'Guest User', 'Partners & Resellers', and 'Registered Customer', and a 'Register Now' button. A vertical label '184233' is visible on the right side of the image.

- 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.

**Click Accept - Cisco Systems**

CURRENT

**Current**

Supporting Document(s)  
[SCH Legal Agreement \(MS Word\)](#)

Document

**Smart Call Home Agreement**

IMPORTANT: YOU MUST READ CAREFULLY AND ACCEPT ALL OF THE TERMS AND CONDITIONS CONTAINED IN THIS AGREEMENT BEFORE YOUR ACCESS TO OR USE OF CISCO'S SMART CALL HOME FEATURE. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS, YOU SHOULD CLICK THE "DECLINE" BUTTON AT THE END OF THIS AGREEMENT. IF YOU DO AGREE TO ALL OF THE TERMS AND CONDITIONS, YOU SHOULD CLICK THE "ACCEPT" BUTTON AT THE END OF THIS AGREEMENT.

This Smart Call Home Agreement ("Agreement") is entered into by and between Cisco Systems, Inc., a California corporation ("Cisco"), and you (either an individual or an entity) ("you" or "Customer"), and governs your use of and access to Cisco's Smart Call Home feature ("Smart Call Home"), including any related electronic documentation and any associated media, reports and printed materials provided in connection with Smart Call Home, except to the extent there is a separate signed agreement between Customer and Cisco governing Customer's use of Smart Call Home. To the extent of a conflict between the provisions of this Agreement and such separate signed agreement, the terms of the separate signed agreement shall control.

0 0 0 0 0 0 0 0 0 0 0 0  
 0 0 0 0 0 0 0 0 0 0 0 0  
 0 0 0 0 0 0 0 0 0 0 0 0

By clicking on the Accept button below, you are acknowledging that you have read the Agreement in its entirety, and are committing your organization to this contract. If you do not have the authority to commit your organization, please click on the Nominate button to identify an authorized individual.

**SIGNATURE**

**1 Accept Decline**

Close Window

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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.

**Overview**   **Registration Management**   **Reports**

## Smart Call Home Alerts You in Real-Time

Resolve technical issues fast with automated diagnostics on network devices that alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.

[Learn more](#) (1)

Please visit the link to download [Transport Gateway](#) (2)

Please visit the link to download [User Guide](#) (3)

### Devices Available to Register

You have 44 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#) (4)

## Registration Management

Finalize device registration, customize preferences, register users and manage transport gateways.

- [Registered Devices](#)
- [Devices Pending Registration](#)
- [Transport Gateways](#)
- [Registered Users](#)

## Reports

- Get information about registered devices and their call home messages
- [Device Report](#)
- [Call Home History Report](#)
- [Network Summary Report](#)
- [Registration Summary Report](#)

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The Overview page provides the following access and information:

- Has a tabbed bar (1) 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. ❶
- Provides download links to the:
  - Transport Gateway ❷ – Go to <http://www.cisco.com/cgi-bin/tablebuild.pl/cisco-transport-gateway>
  - Smart Call Home User Guide. ❸
- If there are devices that are not registered yet, that information will be displayed in the Devices Available to Register area. ❹ Click **Devices Pending Registration** ❺ to view those devices that need registration and to complete any remaining device registrations.

**Note**

In order to see pending devices in the Devices Available to Register area, ❹ the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- Provides an overview of, and links to, the following functions: ❻
  - **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 occur first; there are three basic types of registrations:

- **Device Registration** – Devices are associated with a Cisco.com user id, or valid contract, 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.

Overview	Registration Management	Reports
<a href="#">Registered Devices</a>   <a href="#">Devices Pending Registration</a>   <a href="#">Transport Gateways</a>   <a href="#">Registered Users</a>		

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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, 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, or the contract 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 performed 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 can 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](#).

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## SN/PID Validation and Device Registration

Smart Call Home validates the input serial numbers and product ids reported in the Call Home message against Cisco databases, if the validation is not successful the registration of the device could fail.

SN/PID validation is performed in the following scenarios:

- Before registering a device when the Call Home message is:
  - Scenario-1: directly from a device belonging to Cisco 7200/7300 Product Family
  - Scenario-2: directly from a device belonging to MDS 9000 Product Family

Smart Call Home registers devices that belong to certain product families (7200, or MDS) after the validating the SN and PID. Once the SN and PID are validated, Smart Call Home registers the device using the SN that meets Smart Call Home's registration and entitlement requirements.

When the input and recommended values of SN and/or PID are found to be different after validation, then the following occurs:

- Both values of the SN and PID will appear in the Smart Call Home web application.
- Both values will be mentioned in the email notifications.

If Smart Call Home does not obtain validated results, then device cannot be registered. Smart Call Home will send a notification to the user so the support team can help customer resolve the issue.

## 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, 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 enters 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 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 used for registering the device 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, 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.
- 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.

Overview **Registration Management** Reports

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[Learn more](#)

Please visit the link to download [Transport Gateway](#)  
Please visit the link to download [User Guide](#)

**Devices Available to Register**  
You have 51 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)

**Registration Management**  
Finalize device registration, customize preferences, register users and manage transport gateways.  
[Registered Devices](#)  
[Devices Pending Registration](#) ①  
[Transport Gateways](#)  
[Registered Users](#)

**Reports**  
Get information about registered devices and their call home messages  
[Device Report](#)  
[Call Home History Report](#)  
[Network Summary Report](#)  
[Registration Summary Report](#)

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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




#### Note


In order to see pending devices in the Devices Available to Register area, the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- 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.

**Overview** | **Registration Management** | **Reports**

[Registered Devices](#) | [Devices Pending Registration](#) | [Transport Gateways](#) | [Registered Users](#)

### Devices Pending Registration

This page allows you to complete pending device registrations. Completing a pending device registration is necessary to ensure that messages sent by the device will be processed.

**There are two methods to complete pending device registrations:**

- Enter a Security Token in the provided field and click the Submit button.
- Check devices in the list below and click the Complete Device Registration button.

**Complete Device Registration By Security Token**

Enter Security Token:   ①

The list below displays pending device registrations for the companies you are already registered for.

**Complete Device Registration From Existing Device List**

<input type="checkbox"/>	Host Name	Contract	Serial Number	Company
<input type="checkbox"/>	GP router	1273104	LATEST	CISCO SYSTEMS INC
<input type="checkbox"/>	Prod_-Cat6503-01	1273104	PRODGOLDTST	CISCO SYSTEMS INC
<input type="checkbox"/>	Prod_AST-6513-01	1273104	PRODINVTST	CISCO SYSTEMS INC
<input type="checkbox"/>	Prod_-Cat6503-01	1273104	PRODGOLDTST	CISCO SYSTEMS INC
<input type="checkbox"/>	Prod_-Cat6503-01	1273104	PRODGOLDTST	CISCO SYSTEMS INC
<input type="checkbox"/>	Prod_-Cat6503-01	1273104	PRODGOLDTST	CISCO SYSTEMS INC




51 items found, displaying 1 to 15.  
 [First/Prev] 1, 2, 3, 4 [Next/Last]

②

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**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.
- The navigation/summary section,  at the bottom of the page, indicates the total number of items found, which items are currently being displayed and a navigational path for other entries in the list that are not 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**;  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.




**Note** The o o o o o o o in the device list indicates that all the entries in the list are not shown in the graphic.

- Click **Complete Device Registration**. 



**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 then the device is placed in the device list.

Check the check box adjacent to the Host Name column header,  [Host Name](#) 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:

[Overview](#) **Registration Management** [Reports](#)

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**Registration Management**  
 Finalize device registration, customize preferences, register users and manage transport gateways.  
[Registered Devices](#) **1**  
[Devices Pending Registration](#)  
[Transport Gateways](#)  
[Registered Users](#)

**Reports**  
 Get information about registered devices and their call home messages  
[Device Report](#)  
[Call Home History Report](#)  
[Network Summary Report](#)  
[Registration Summary Report](#)

- Step 1** Click either **Registered Devices** **1** or the **Registration Management** tab; **1** the Registered Devices page appears.
- If you are on the Overview page, click **Devices Pending Registration**. **1**



**Note**

In order to see pending devices in the Devices Available to Register area, **1** the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

## Registration Management Processes

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

**Registered Devices**

Manage your registered devices below. Mouse over the "Info" icon to view and edit device settings, such as registration information, notifications, and service request preferences.

Please note that the Edit Device Contract function may take several minutes to load.

Use an "\*" as wildcard character for the partial search.

**Search List:**

Host Name:

Serial Number:

Company:

Contract:

Registration Status:

Entitlement Status:

<input type="checkbox"/>	Serial Number	Host Name	Product ID	Contract	Company	Registration Status Date Stamp	Entitlement Status End Date
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	MMX1 <a href="#">Info</a>	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
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
<input type="checkbox"/>	R2C10412106 <a href="#">Info</a>	R2dc3-ind12	N7K-C7010	Registered using contract: 1273104 Direct	CISCO SYSTEMS, INC.	Complete 27-May-2008 01:05:46 PM	SR Trial Capable 25-Aug-2008 01:05:46 PM
<input type="checkbox"/>	DC3FAKESN03 <a href="#">Info</a>	R3dc3-ind12	N7K-C7010	Registered using contract: 1273104 Direct	CISCO SYSTEMS, INC.	Complete 27-May-2008 12:40:54 PM	SR Trial Capable 25-Aug-2008 12:40:54 PM


42 items found, displaying 1 to 15.

[First/Prev] [1](#) [2](#) [3](#) [Next/Last]


**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.



**Note** The  in the device list indicates that all the entries in the list are not shown in the graphic.

- 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.

**Registered Devices**

Manage your registered devices below. Mouse over the "Info" icon to view and edit device settings, such as registration information, notifications, and service request preferences.

Please note that the Edit Device Contract function may take several minutes to load.

Use an "\*" as wildcard character for the partial search.

**Search List:** Host Name:  Serial Number:  Company:


Contract:  Registration Status:  Entitlement Status:

<input type="checkbox"/>	Serial Number	Host Name	Product ID	Contract	Company	Registration Status Date Stamp	Entitlement Status End Date
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SYSFAKE0011 <a href="#">Info</a>	AST-2723-01	WS-C6513	1273104 Direct	CISCO SYSTEMS, INC.	Complete 17-Jun-2008 12:16:17 PM	SR Capable 04-Jun-2010 04:59:59 PM


**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.




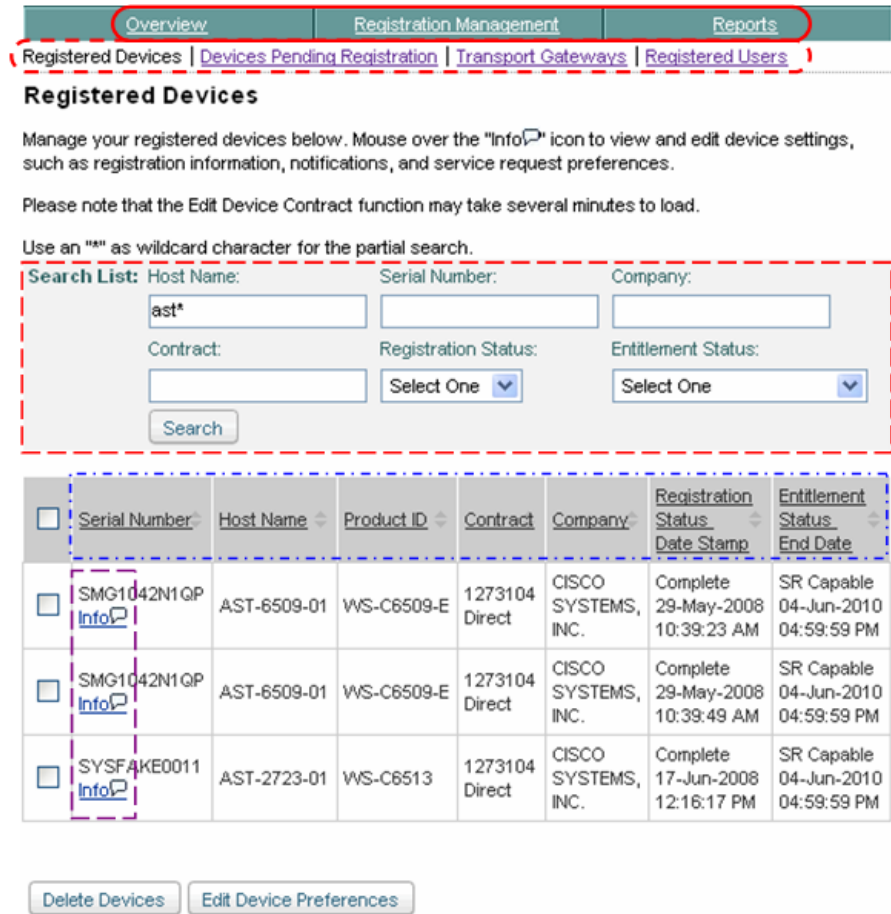
**Note** The search parameters are not case sensitive; the following example uses ast\* for Host Names starting with “AST”. 

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

- Step 6** When you are done entering the search list criteria, click **Search**;  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:



**Registered Devices**

Manage your registered devices below. Mouse over the "Info" icon to view and edit device settings, such as registration information, notifications, and service request preferences.

Please note that the Edit Device Contract function may take several minutes to load.

Use an "\*" as wildcard character for the partial search.

**Search List:**


Host Name:  Serial Number:  Company:




Contract:  Registration Status:  Entitlement Status:

<input type="checkbox"/>	Serial Number	Host Name	Product ID	Contract	Company	Registration Status Date Stamp	Entitlement Status End Date
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SYSFAKE0011 <a href="#">Info</a>	AST-2723-01	WS-C6513	1273104 Direct	CISCO SYSTEMS, INC.	Complete 17-Jun-2008 12:16:17 PM	SR Capable 04-Jun-2010 04:59:59 PM



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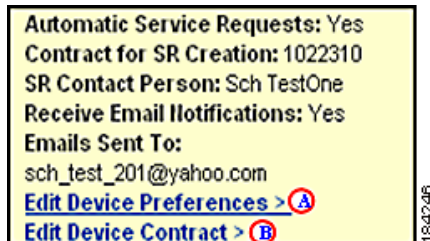
**Step 1** You can select one of the following navigational options or change the content on the Registered Devices page:

- 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 list.
- 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. 
- Edit Device Contract. 

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

[Overview](#)
[Registration Management](#)
[Reports](#)

[Registered Devices](#)
[Devices Pending Registration](#)
[Transport Gateways](#)
[Registered Users](#)

### Registered Devices

Manage your registered devices below. Mouse over the "Info" icon to view and edit device settings, such as registration information, notifications, and service request preferences.

Please note that the Edit Device Contract function may take several minutes to load.

Use an "\*" as wildcard character for the partial search.

**Search List:** Host Name:  Serial Number:  Company:

Contract:  Registration Status:  Entitlement Status:

<input type="checkbox"/>	<a href="#">Serial Number</a>	<a href="#">Host Name</a>	<a href="#">Product ID</a>	<a href="#">Contract</a>	<a href="#">Company</a>	<a href="#">Registration Status</a> <a href="#">Date Stamp</a>	<a href="#">Entitlement Status</a> <a href="#">End Date</a>
<input checked="" type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input checked="" type="checkbox"/>	SYSFAKE0011 <a href="#">Info</a>	AST-2723-01	WS-C6513	1273104 Direct	CISCO SYSTEMS, INC.	Complete 17-Jun-2008 12:16:17 PM	SR Capable 04-Jun-2010 04:59:59 PM

1



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

## Registration Management Processes



## Smart Call Home Profile

The page allows you to override the default settings for Notifications and Service Request (SR) creation at a Company and Device level. To update preferences select one or more devices to which the preferences should apply and select the appropriate preferences.

An \* denotes a required field.

## Current Device Preferences

<input checked="" type="checkbox"/>	Serial Number	Host Name	Product ID	Contract	Company	Automatic SR Creation	Receive Email Notifications
<input checked="" type="checkbox"/>	SMO1042N1GP	AST-6509-01	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	Yes SR Contact Person: Sch TestThirtySeven	Yes Send Email Notification to: sch_test_1437@yahoo.com,sch_test_1437@yahoo.com
<input checked="" type="checkbox"/>	SYSFAKE0011	AST-2723-01	WS-C6513	1273104	CISCO SYSTEMS, INC.	Yes SR Contact Person: Sch TestThirtySeven	Yes Send Email Notification to: sch_test_1437@yahoo.com,sch_test_1437@yahoo.com

## Edit Device Preferences

## Automatic SR Creation:

☐ No change to current preferences for selected devices

**For all selected devices change preferences to:**

☐ No

☒ Yes

SR Contact Person\*

sch\_test\_1337

If a user is not listed above, they are not registered as an Administrator in Smart Call Home or they do not have the required contract(s) in their profile for at least one of the selected devices. The user can add the required contract(s) to their COO profile using the [CPR Profile Update Tool](#).

## Receive Email Notifications:

☐ No change to current preferences for selected devices

**For all selected devices change preferences to:**

☐ No

Turning off notifications only applies to Call Home messages that do not trigger Service Requests to be created or updated.

☒ Yes

Send email notifications to:\*

Users registered in Smart Call Home:

sch\_test\_1337@yahoo.com

Add >>

<< Remove

Also send to these email addresses:

jskeeler@cisco.com, ckelli

Comma separate addresses



Users receiving notification:

sch\_test\_1437@yahoo.com

Submit



Cancel

**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.

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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:
- Select the header check box to select all the devices listed in the table. 
  - 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. 
  - For all the selected devices that are displayed in the table, select one of the following options:
    - Click **No**  if no automatic SR creation is wanted.
    - Click **Yes**  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;  only one entry can be chosen.

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. 
  - For all the selected devices that are displayed in the table, click one of the following options:
    - Click **No**  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**  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**;  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;**  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**  to have all the selections sent to Smart Call Home for processing; clicking **Cancel**  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**

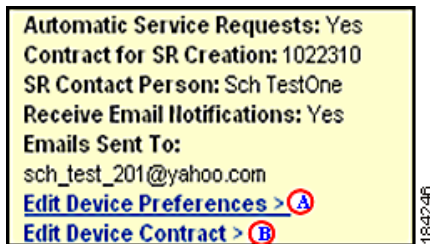
When a SR has been opened via Smart Call Home, the Smart Call Home application will update the SR a maximum of 30 times, based on new Call Home messages that have been received for the device. The customers specified in the Email address list box  and additional Email address field will receive Email 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

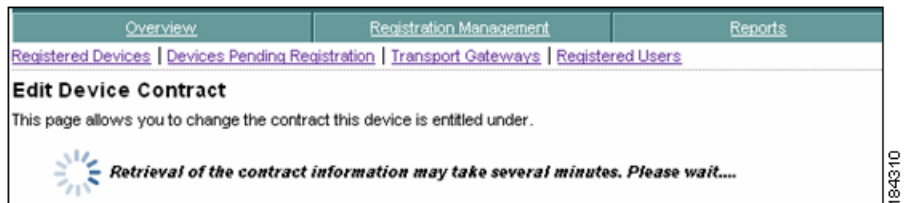
Edit Device Contract allows you to associate a different service contract to the device registration. When a device is covered by a service contract the application will not allow you to change the contract used to register the device.

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**;  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.

**Edit Device Contract**

This page allows you to change the contract this device is entitled under.

An \* denotes a required field.

**Device Information:**

**Company**  
CISCO SYSTEMS

**Host Name**  
RVL20\_6503-P

**Serial Number**  
SAL08290QGB

**Current Contract:**

**Contract Number**  
1022310

**Entitlement End Date**  
01-Feb-2008 04:00:00 PM

**Select New Contract: \***

Contract Number	Entitlement End Date	Company
<input checked="" type="radio"/> 2926888	13-Aug-2007 05:00:00 PM	CISCO SYSTEMS
<input type="radio"/> 2837432	17-Nov-2009 03:59:59 PM	CISCO SYSTEMS
<input type="radio"/> 2379977	30-Dec-2007 04:00:00 PM	CISCO SYSTEMS
<input type="radio"/> 2334634	01-Feb-2010 10:22:30 PM	CISCO SYSTEMS

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- 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:

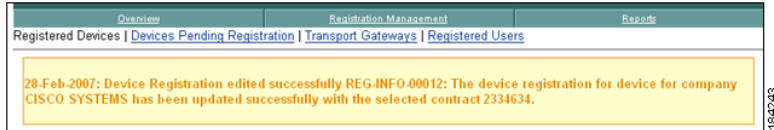
- Step 4** If a contract is available, click the radio button for the new contract you want associated with the selected registered device.



**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**,  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:



Registered Devices | **Devices Pending Registration** | Transport Gateways | Registered Users | Reports

### Registered Devices

Manage your registered devices below. Mouse over the "Info" icon to view and edit device settings, such as registration information, notifications, and service request preferences.

Please note that the Edit Device Contract function may take several minutes to load.

Use an "\*" as wildcard character for the partial search.

**Search List:**

Host Name:  Serial Number:  Company:




Contract:  Registration Status:  Entitlement Status:



<input type="checkbox"/>	Serial Number	Host Name	Product ID	Contract	Company	Registration Status Date Stamp	Entitlement Status End Date
<input checked="" type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	SMG1042N1QP <a href="#">Info</a>	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
<input type="checkbox"/>	MMX1 <a href="#">Info</a>	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
	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						
<input type="checkbox"/>	R2C10412106 <a href="#">Info</a>	R2dc3-ind12	N7K-C7010	Registered using contract: 1273104 Direct	CISCO SYSTEMS, INC.	Complete 27-May-2008 01:05:46 PM	SR Trial Capable 25-Aug-2008 01:05:46 PM
<input type="checkbox"/>	DC3FAKESN03 <a href="#">Info</a>	R3dc3-ind12	N7K-C7010	Registered using contract: 1273104 Direct	CISCO SYSTEMS, INC.	Complete 27-May-2008 12:40:54 PM	SR Trial Capable 25-Aug-2008 12:40:54 PM

42 items found, displaying 1 to 15.


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


**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.



**Note** The  in the device list indicates that all the entries in the list are not shown in the graphic.

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

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) is displayed.



**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**


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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).

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## 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

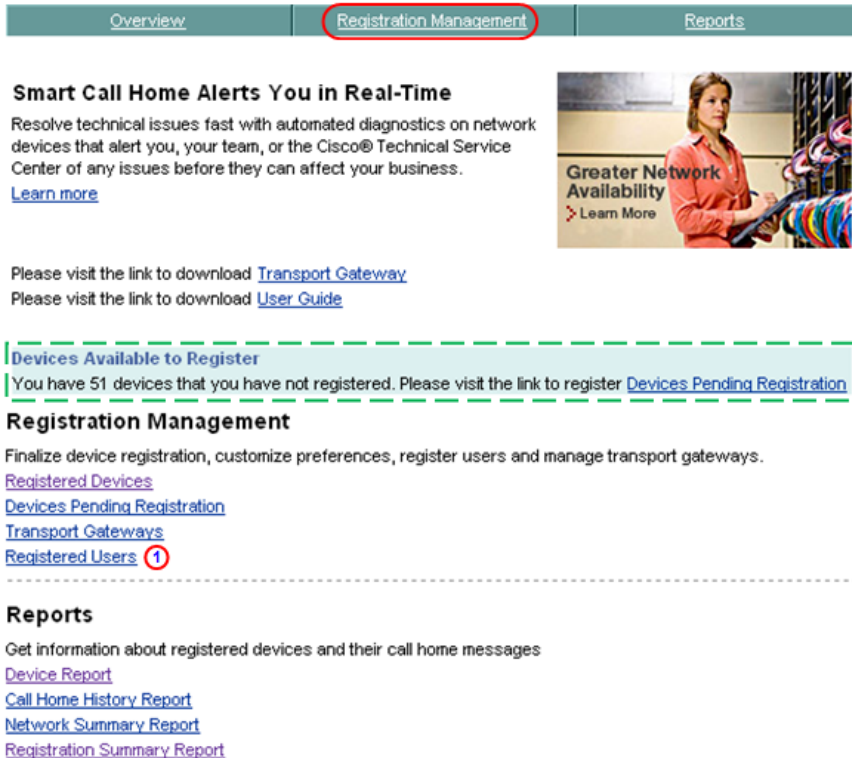
The following requirements must be performed before user registration can occur in Smart Call Home. The Cisco.com ID and contract requirements are:

- 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.




The screenshot shows the Smart Call Home Overview page. At the top, there are three tabs: [Overview](#), [Registration Management](#) (highlighted with a red circle), and [Reports](#). Below the tabs, the main content area is divided into several sections:

- Smart Call Home Alerts You in Real-Time**: A section with text about resolving technical issues and a [Learn more](#) link.
- Greater Network Availability**: A section with a woman holding a tablet and a [Learn More](#) link.
- Devices Available to Register**: A section with a green dashed border containing the text "You have 51 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)".
- Registration Management**: A section with the text "Finalize device registration, customize preferences, register users and manage transport gateways." and links for [Registered Devices](#), [Devices Pending Registration](#), [Transport Gateways](#), and [Registered Users](#) (which has a red circle with the number 1 next to it).
- Reports**: A section with the text "Get information about registered devices and their call home messages" and links for [Device Report](#), [Call Home History Report](#), [Network Summary Report](#), and [Registration Summary Report](#).


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**. 




**Note**

In order to see pending devices in the Devices Available to Register area.  the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration, and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- 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.

**List of Registered Users**

User registration is required to maintain registered devices, be specified as a contact for service requests, and view reports.

Use an "\*" as wildcard character for the partial search.

**Search List:** Cisco.com ID:  Company:  Function:

Registration Status:

<input type="checkbox"/>	Cisco.com ID	User Name	Company	Service	Function	Reg. Status	Time Stamp
<input type="checkbox"/>	sch_test_308	Sch TestEight	CISCO SYSTEMS	Smart Call Home	User	Pending Legal Agreement	15-Feb-2007 02:28:32 AM
<input type="checkbox"/>	sch_test_31	Sch Testthirtyone	CISCO SYSTEMS	Smart Call Home	Admin	Completed	23-Feb-2007 10:42:25 AM
<input type="checkbox"/>	sch_test_310	Sch TestTen	CISCO SYSTEMS	Smart Call Home	User	Completed	26-Jan-2007 11:35:48 AM
<input type="checkbox"/>	sch_test_313	Sch TestThirteen	CISCO SYSTEMS	Smart Call Home	User	Completed	16-Feb-2007 01:07:08 AM
<input type="checkbox"/>	sch_test_315	Sch TestFifteen	CISCO SYSTEMS	Smart Call Home	Admin	Completed	05-Feb-2007 02:20:44 PM
<input type="checkbox"/>	0	0	0	0	0	0	0
<input type="checkbox"/>	0	0	0	0	0	0	0
<input type="checkbox"/>	skeeler	Scott Keeler	CISCO SYSTEMS	Smart Call Home	User	Completed	23-Feb-2007 04:21:55 PM
<input type="checkbox"/>	skeeler	Scott Keeler	CISCO SYSTEMS	Smart Call Home	User	Completed	23-Feb-2007 04:21:55 PM

30 items found, displaying 16 to 30.  
[First/Prev](#) 1, 2 [Next/Last](#)




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**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.

**Note**

The o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

## Add Users

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

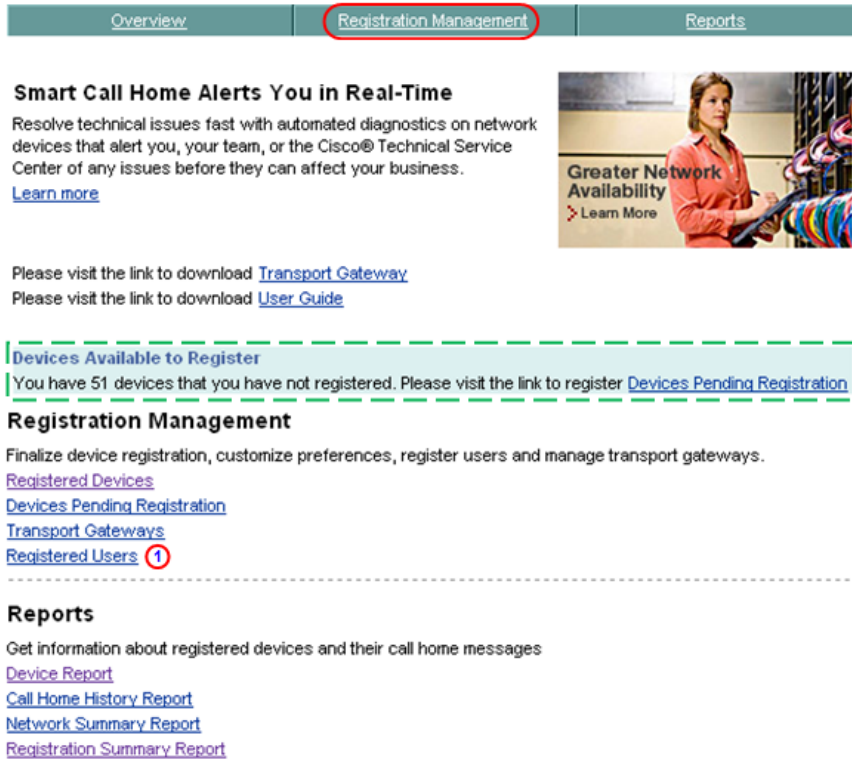
- The Smart Call Home system can create a Customer Registration for a customer who confirmed a device registration that is linked to a Company they are not yet registered to.
- A customer can register additional persons to one or more Companies, which the logged-in customer is registered to.

**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 valid 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:



Overview Registration Management Reports

### Smart Call Home Alerts You in Real-Time

Resolve technical issues fast with automated diagnostics on network devices that alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.

[Learn more](#)

Greater Network Availability  
Learn More

Please visit the link to download [Transport Gateway](#)  
Please visit the link to download [User Guide](#)

#### Devices Available to Register

You have 51 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)

### Registration Management

Finalize device registration, customize preferences, register users and manage transport gateways.


[Registered Devices](#)  
[Devices Pending Registration](#)  
[Transport Gateways](#)  
[Registered Users](#) 1

### Reports

Get information about registered devices and their call home messages

[Device Report](#)  
[Call Home History Report](#)  
[Network Summary Report](#)  
[Registration Summary Report](#)

**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**,  OR




#### Note

In order to see pending devices in the Devices Available to Register area,  the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

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If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- 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**. 



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

Overview
Registration Management
Reports

Registered Devices
Devices Pending Registration
Transport Gateways
Registered Users

### List of Registered Users

User registration is required to maintain registered devices, be specified as a contact for service requests, and view reports.

Use an "\*" as wildcard character for the partial search.

Search List: Cisco.com ID:  Company:  Function:

Registration Status:

### List of Registered Users

User registration is required to maintain registered devices, be specified as a contact for service requests, and view reports.

<input type="checkbox"/>	Cisco.com ID	User Name	Company	Service	Function	Reg. Status	Time Stamp
<input type="checkbox"/>	sch_test_308	Sch TestEight	CISCO SYSTEMS	Smart Call Home	User	Pending Legal Agreement	15-Feb-2007 02:28:32 AM
<input type="checkbox"/>	sch_test_31	Sch Testthirtyone	CISCO SYSTEMS	Smart Call Home	Admin	Completed	23-Feb-2007 10:42:25 AM
<input type="checkbox"/>	sch_test_310	Sch TestTen	CISCO SYSTEMS	Smart Call Home	User	Completed	26-Jan-2007 11:35:48 AM
<input type="checkbox"/>	sch_test_313	Sch TestThirteen	CISCO SYSTEMS	Smart Call Home	User	Completed	16-Feb-2007 01:07:08 AM
<input type="checkbox"/>	sch_test_315	Sch TestFifteen	CISCO SYSTEMS	Smart Call Home	Admin	Completed	05-Feb-2007 02:20:44 PM
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
<input type="checkbox"/>	skeeler	Scott Keeler	CISCO SYSTEMS	Smart Call Home	User	Completed	23-Feb-2007 04:21:55 PM
<input type="checkbox"/>	skeeler	Scott Keeler	CISCO SYSTEMS	Smart Call Home	User	Completed	23-Feb-2007 04:21:55 PM



30 items found, displaying 16 to 30.




[First](#) [Prev](#) [1](#) [2](#) [Next](#) [Last](#)

①

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**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.




**Note** The o o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

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**;  The Add User: Step 1 of 2 page appears.

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- 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.

Overview | Registration Management | Reports

[Registered Devices](#) | [Devices Pending Registration](#) | [Transport Gateways](#) | [Registered Users](#)

### Add User: Step 2 of 2

Select the appropriate user type for each entitled company in the table below.  
Some users may not have Administrator privileges for all companies and locations.  
Companies for which a user is already registered cannot be selected

**Cisco.com ID:** ckells  
**Full Name:** Christopher, Kells

<input type="checkbox"/>	Company	User Type	Service	Administrators
<input checked="" type="checkbox"/>	CISCO SYSTEMS	User	Smart Call Home	sch_test_301 sch_test_305

< Back      Continue ①

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



**Note** Checking the check box of the Company populates 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**; ① the List of Registered Users page appears, with a message indicating if the user registration was successful or not.

OverviewRegistration ManagementReports

[Registered Devices](#) | [Devices Pending Registration](#) | [Transport Gateways](#) | [Registered Users](#)

User registered successfully.  
REG-INFO-00004: The user has been registered successfully. Since this person has no valid contracts in his/her profile for the selected Company, he/she cannot be assigned as Service Request contact person for any of the Company's devices.

List of Registered Users  
User registration is required to maintain registered devices, be specified as a contact for service requests, and view reports.  
Use an "\*" as wildcard character for the partial search.  
Search List: Cisco.com ID: Company: Function: Select One  
Registration Status: Select One  
Search

<input type="checkbox"/>	Cisco.com ID	User Name	Company	Service	Function	Reg. Status	Time Stamp
<input type="checkbox"/>	ckells	Christopher Kells	CISCO SYSTEMS	Smart Call Home	User	Completed	01-Mar-2007 00:14:02 PM
	0000000000000000						
<input type="checkbox"/>	sch_test_304	Sch TestFour	CISCO SYSTEMS	Smart Call Home	Admin	Pending Legal Agreement	29-Jan-2007 02:06:42 AM
<input type="checkbox"/>	sch_test_305	Sch TestFive	CISCO SYSTEMS	Smart Call Home	Admin	Completed	16-Feb-2007 00:33:57 PM


31 items found, displaying 1 to 15.  
[First/Prev] 1, 2, 3 [Next/Last]

Delete UserAdd User



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.



Note

The o o o o o o o o in the user list indicates that all the entries in the list are not shown in the graphic.

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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:

## Registration Management Processes

Overview | **Registration Management** | Reports

Registered Devices | **Devices Pending Registration** | Transport Gateways | Registered Users

### List of Registered Users

User registration is required to maintain registered devices, be specified as a contact for service requests, and view reports.

Use an "\*" as wildcard character for the partial search.

Search List: Cisco.com ID:  Company:  Function:

Registration Status:




<input type="checkbox"/>	Cisco.com ID	User Name	Company	Service	Function	Reg. Status	Time Stamp
<input checked="" type="checkbox"/>	ckells	Christopher Kells	CISCO SYSTEMS	Smart Call Home	User	Completed	01-Mar-2007 00:14:02 PM
<input type="checkbox"/>	gurvysing	Gurvinder Singh	CISCO SYSTEMS	Smart Call Home	User	Completed	16-Feb-2007 02:22:54 PM
<input type="checkbox"/>	miefrede	MIEKE FREDERICKX	CISCO SYSTEMS	Smart Call Home	User	Completed	01-Mar-2007 01:13:05 AM
	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0
<input type="checkbox"/>	sch_test_300	Sch TestZero	CISCO SYSTEMS	Smart Call Home	Admin	Completed	20-Feb-2007 06:35:09 AM
<input type="checkbox"/>	sch_test_301	Sch TestOne	CISCO SYSTEMS	Smart Call Home	Admin	Completed	06-Feb-2007 00:15:04 PM
<input type="checkbox"/>	sch_test_302	Sch TestTwo	CISCO SYSTEMS	Smart Call Home	Admin	Completed	21-Feb-2007 08:44:55 AM
<input type="checkbox"/>	sch_test_304	Sch TestFour	CISCO SYSTEMS	Smart Call Home	Admin	Pending Legal Agreement	29-Jan-2007 02:06:42 AM
<input type="checkbox"/>	sch_test_305	Sch TestFive	CISCO SYSTEMS	Smart Call Home	Admin	Completed	16-Feb-2007 00:33:57 PM

31 items found, displaying 1 to 15.



(First/Prev) 1 2 3 (Next/Last)

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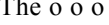
**Step 1** You can select one of the following navigational options or change the content on the List of Registered Users:

- 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.





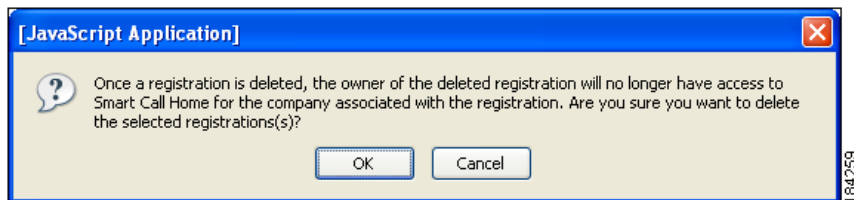
- All the [columns can be sorted by specific column](#), by clicking the column header.  All the entries in the table are sorted, not just the entries displayed on the current page.
- If there are more entries than can fit on one page, then use the [navigational aids](#)  to see entries on other pages.



**Note** The  in the user list indicates that all the entries in the list are not shown in the graphic.

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.

Overview | **Registration Management** | Reports

[Registered Devices](#) | [Devices Pending Registration](#) | [Transport Gateways](#) | [Registered Users](#)

**18-Sep-2007: Registrations deleted successfully**  
 REG-INFO-80087: The selected registrations have been deleted successfully.

### List of Registered Users

User registration is required to maintain registered devices, be specified as a contact for service requests, and view reports.

Use an "\*" as wildcard character for the partial search.

Search List: Cisco.com ID:  Company:  Function:

Registration Status:

<input type="checkbox"/>	<u>Cisco.com ID</u>	<u>User Name</u>	<u>Company</u>	<u>Service</u>	<u>Function</u>	<u>Reg. Status</u>	<u>Time Stamp</u>
<input type="checkbox"/>	dc3testuser2	dcthreetestuser2 dcthreetestuser2	CISCO SYSTEMS, INC.	Smart Call Home	Admin	Completed	18-Jul-2007 09:46:36 AM
<input type="checkbox"/>	miefrede	MIEKE FREDERICKX	CISCO SYSTEMS, INC.	Smart Call Home	User	Expired	01-Mar-2007 01:13:05 AM

**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.

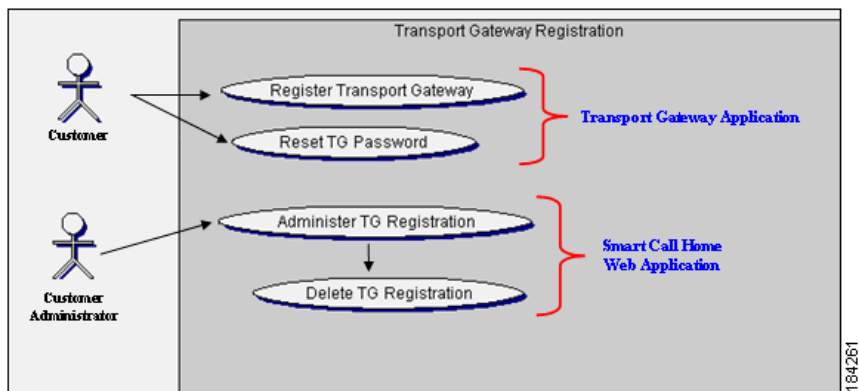
When the customer views the Transport Gateways on the Smart Call Home web application, they view Transport Gateway Registrations for which they are administrators.

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.

Overview Registration Management Reports

**Smart Call Home Alerts You in Real-Time**  
Resolve technical issues fast with automated diagnostics on network devices that alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.  
[Learn more](#)

Greater Network Availability  
Learn More

Please visit the link to download [Transport Gateway](#)  
Please visit the link to download [User Guide](#)

**Devices Available to Register**  
You have 51 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)

**Registration Management**  
Finalize device registration, customize preferences, register users and manage transport gateways.  
[Registered Devices](#)  
[Devices Pending Registration](#)  
[Transport Gateways](#) 1  
[Registered Users](#)

**Reports**  
Get information about registered devices and their call home messages  
[Device Report](#)  
[Call Home History Report](#)  
[Network Summary Report](#)  
[Registration Summary Report](#)

To Manage your Transport Gateway Registrations, 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

**Note**

In order to see pending devices in the Devices Available to Register area, the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- 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:

**Transport Gateway Registrations**

Manage your Transport Gateway Registrations below. Mouse over the [Info](#) icon to view additional information such as the description and list of administrators.

**Search List:**


Transport Gateway Name:

Company:

Transport Gateway Id:  1

2

<input type="checkbox"/>	Name Transport Gateway ID	Info	Company	Registration Status
<input type="checkbox"/>	RV_TG061807 SC73	<a href="#">Info</a>	CISCO SYSTEMS	Completed
<input type="checkbox"/>	RV_TG061806 SC72	<a href="#">Info</a>	CISCO SYSTEMS	Completed
<input type="checkbox"/>	RV_TG061805 SC71	<a href="#">Info</a>	CISCO SYSTEMS	Completed


**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**; 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.

Overview

Registration Management

Reports

[Registered Devices](#) | [Devices Pending Registration](#) | [Transport Gateways](#) | [Registered Users](#)

### Transport Gateway Registrations

Manage your Transport Gateway Registrations below. Mouse over the [Info](#) icon to view additional information such as the description and list of administrators.

Search List:

Transport Gateway Name:

Company:

Select One

Transport Gateway Id:

SC73

Search

	<a href="#">Name</a> Transport Gateway ID	<a href="#">Info</a>	<a href="#">Company</a>	<a href="#">Registration Status</a>
<input type="checkbox"/>	RV_TG061807 SC73	<a href="#">Info</a>	CISCO SYSTEMS	Completed

Delete Registration

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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:

Description

TG Test

Administrators

sch\_test\_317 , sch\_test\_320 ,  
sch\_test\_319 , sch\_test\_300 ,  
sch\_test\_315 , sch\_test\_318 ,  
sch-mieke , karkanna ,  
sch\_test\_301 , sch\_test\_31

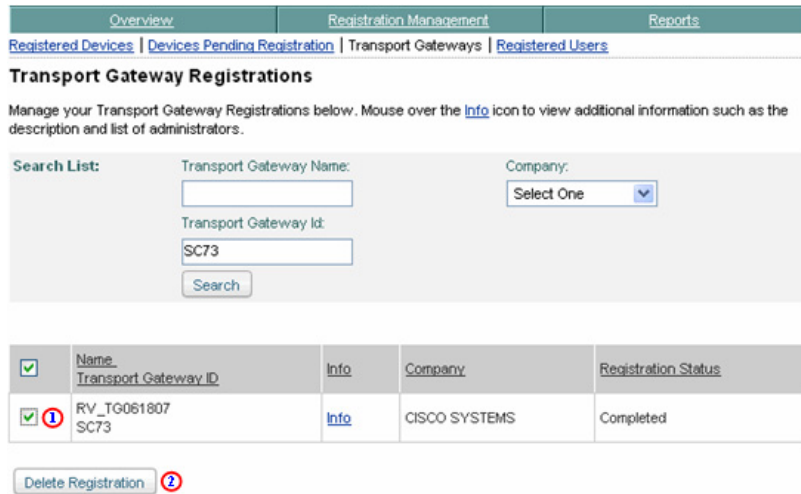
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- A description of the Transport Gateway.
- A list of userids that are administrators of the selected Transport Gateway.



## 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:



**Transport Gateway Registrations**

Manage your Transport Gateway Registrations below. Mouse over the [Info](#) icon to view additional information such as the description and list of administrators.

**Search List:**

Transport Gateway Name:

Company:

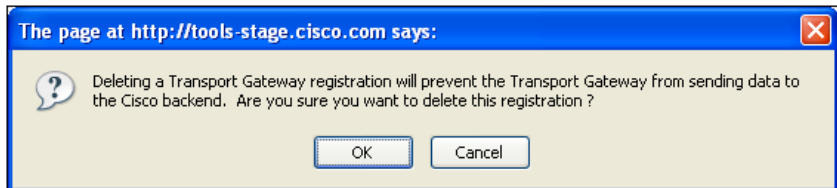
Transport Gateway Id:

<input checked="" type="checkbox"/>	Name <a href="#">Transport Gateway ID</a>	<a href="#">Info</a>	Company	Registration Status
<input checked="" type="checkbox"/> ①	RV_TG061807 SC73	<a href="#">Info</a>	CISCO SYSTEMS	Completed

②

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- 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.



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- 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 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.
  - **Registration Summary Report** – displays contract information for the customer's devices that are registered in Smart Call Home; only the companies you have access to will be displayed.
- **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's latest Inventory and Configuration details and the device's registration contact.
- [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.

Devices Pending Registration'. Below this is the 'Registration Management' section with links for 'Registered Devices', 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users'. The 'Reports' section is also visible, with a heading and a link to 'Device Report' (marked with a red circle and a red '1')."/>

Overview Registration Management Reports

**Smart Call Home Alerts You in Real-Time**

Resolve technical issues fast with automated diagnostics on network devices that alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.

[Learn more](#)

Please visit the link to download [Transport Gateway](#)

Please visit the link to download [User Guide](#)

**Devices Available to Register**

You have 51 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)

**Registration Management**

Finalize device registration, customize preferences, register users and manage transport gateways.

[Registered Devices](#)

[Devices Pending Registration](#)

[Transport Gateways](#)

[Registered Users](#)

**Reports**

Get information about registered devices and their call home messages

[Device Report](#) ①

[Call Home History Report](#)

[Network Summary Report](#)

[Registration Summary Report](#)

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**; ② the Device Report page appears where you can specify your report criteria.



#### Note

In order to see pending devices in the Devices Available to Register area. ③ the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.

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- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

---

## 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.

Overview | Registration Management | Reports

Device Report | [Call Home History Report](#) | [Registration Summary Report](#) | [Network Summary Report](#)

**Specify Report Criteria**

An \* denotes a required field.  
Use an "\*" as wildcard character for the partial search.

Company: All  
Host Name:  
Serial Number: fox\*  
Product ID:  
Include only devices with Product Advisory information: ☐  
Run Report

- Step 1** 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** to go the Call Home History Report – Specify Report Criteria page.
  - Click **Registration Summary Report** to go to that page.
  - Click **Network Summary Report** to go to that page.


Perform the following steps to use the filter 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 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 3**

Optionally enter one or more of the following search criteria: 



- **Host Name** – full or partial host name (case insensitive).


**Note**

Search on host name for a Cisco Unified Computing System (UCS) device, supports a search for both the UCS system name as well as the hostname of the Cisco UCS 6100 Series Fabric Interconnect


- **Serial Number** – full or partial serial number (serial number of a chassis or of a component in the chassis) (case insensitive).
- **Product ID** – full or partial product id can be used (case insensitive); allows a search on a chassis or components in the chassis.

**Note**

Use wildcards (an asterisk ‘\*’)  to refine your search on any of the three above criteria (i.e. fox\*).  The results on the next Smart Call Home page display only those devices that have the specified criteria; devices or components that have serial numbers that start with “fox”.

- Check the **Product Advisory Information** check box  to get only devices that have product advisories associated to them.

**Step 4**

Click **Run Report**,  the Device Report Results page appears.

**Note**

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.

## Report Generation

Overview Registration Management Reports

Device Report | [Call Home History Report](#) | [Registration Summary Report](#) | [Network Summary Report](#)

**Device Report Results**

Report Criteria: Company ALL Serial Number FOX\*

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
FOX094415J8 <a href="#">Advisory</a>	AST-4503-01	Cisco Systems, Inc. WS-C4503 3 slot switch	CISCO SYSTEMS INC	WS-C4503	3.1	12.2	73-8055-06 A0	29-Jun-2009 08:18:17 AM	29-Jun-2009 11:00:00 AM
FOX0805020K <a href="#">Advisory</a>	sw172-22-46-233	MDS 9216i (2 Slot) Chassis	CISCO SYSTEMS INC	DS-C9216-K9	0.101	3.3(3)	73-9724-01 01	29-Jun-2009 07:58:09 AM	29-Jun-2009 07:58:09 AM
TEB112347684 <a href="#">Advisory</a>	qadc3-ind30	Nexus7000 C7010 (10 Slot) Chassis	CISCO SYSTEMS INC	N7K-C7010	1.0	4.2(1)	73-10900-04 A0	28-Jun-2009 03:12:49 PM	28-Jun-2009 02:28:01 PM
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
FOX103207J3 <a href="#">Advisory</a>	newbury	Cisco Systems Cisco 7600 6-slot Chassis System	CISCO SYSTEMS INC	CISCO7606	1.0	12.2 (20070309:001426)	73-7054-03 C0	16-Mar-2007 05:12:48 AM	Not Available

18 items found, displaying 1 to 15.  
[First/Prev] 1, 2 [Next/Last]

Export Call Home Report [Excel](#) [PDF](#)

**Run New Report**






An \* denotes a required field.  
Use an \* as wildcard character for the partial search.

Company: All  
Host Name:  
Serial Number: fox\*  
Product ID:  
Include only devices with Product Advisory information: ☐  
Run Report

**Step 1** You can perform one of the following navigational options, export the report, 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** to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report** to go to that page.







- Click **Network Summary Report**  to go to that page.
- The Report Criteria area  indicates what selection criteria were used to obtain the displayed results (i.e. All companies and Serial Number - fox\*). 
- Those devices that have an associated advisory notice will have an advisory icon  under their serial number.
- 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.



**Note** The o o o o o o o o in the Device Report Results list indicates that all the entries in the list are not shown in the graphic.

- If there are more entries than can fit on one page, then use the [navigational aids](#)  to see entries on other pages.

Perform the following steps to use 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 = fox\*).
- Step 5** Click **Run Report**,  the Device Report Results page appears that match the new specified parameters, if entered in the previous step.

## Device Report Results from Serial Number Criteria

In the device report when you specify a serial number in the search criteria the application looks for a match in the serial number in two different areas:

- In the device serial number.
- In the serial number of a component plugged in the device.

## Report Generation

Overview

Registration Management

Reports

Device Report

Call Home History Report

Registration Summary Report

Network Summary Report

Device Report Results

Report Criteria:

Company  
ALL

Serial Number  
FOX\*

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
FOX094415J8 Advisory	AST-4503-01	Cisco Systems, Inc. WS-C4503 3 slot switch	CISCO SYSTEMS INC	WS-C4503	3.1	12.2	73-8055-06 A0	29-Jun-2009 08:18:17 AM	29-Jun-2009 11:00:00 AM
FOX080502DK Advisory	sw172-22-46-233	MDS 9216i (2 Slot) Chassis	CISCO SYSTEMS INC	DS-C9216i-K9	0.101	3.3(3)	73-9724-01 01	29-Jun-2009 07:58:09 AM	29-Jun-2009 07:58:09 AM
TBM12347684 Advisory	qadc3-ind30	Nexus7000 C7010 (10 Slot) Chassis	CISCO SYSTEMS INC	N7K-C7010	1.0	4.2(1)	73-10900-04 A0	28-Jun-2009 03:12:49 PM	28-Jun-2009 02:28:01 PM
0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0
FOX103207J3	tewksbury	Cisco Systems Cisco 7600 6-slot Chassis System	CISCO SYSTEMS INC	CISCO7606	1.0	12.2 (20070309:001426)	73-7054-03 C0	16-Mar-2007 05:12:48 AM	Not Available

18 items found, displaying 1 to 15.

(First/Prev)

1



2

(Next/Last)

Export Call Home Report:

Excel


PDF

- The Report Criteria area  indicates what selection criteria were used to obtain the displayed results (i.e. All companies and Serial Number - fox\*). 



## Note

The search parameter “fox\*” did not need to match the case (upper or lower case) to be successful in the search; however, an \* (‘asterisk’ wildcard) needed to be used, since the whole parameter name was not spelled out.

Notice that even though the third device report results entry  (serial number TBM12347684) does not have the parameter ‘fox’ in the device serial name, it still appears in the list.

In the search results on serial numbers, the device report results list all those devices that meet the following criteria:

- The device serial number contains the specified search parameters.

- At least one component plugged in the device has a serial number that contains the specified search parameter. In this case, when you click the third entry **B**, in the Device Report Results list, the Device Details page appears. On this page there are several fan units that contain 'fox' in their component serial numbers (see next graphic).

[Overview](#)
[Registration Management](#)
[Reports](#)

[Device Report](#) | [Call Home History Report](#) | [Registration Summary Report](#) | [Network Summary Report](#)

---

### Device Details

[< Back to Report Results](#)

Device Details:	Serial Number	Host Name	Product ID	HW Version
<b>B</b>	TBM12347684	qadc3-ind30	N7K-C7010	1.0
	SW Version	Part Number Rev	Inventory Updated	Configuration Updated
	4.2(1)	73-10900-04	28-Jun-2009 03:12:49 PM	28-Jun-2009 02:28:01 PM

**Contact**  
[Show Detail](#)

**Hardware Module**  
[Show Detail](#)

**Power-Supply**  
[Show Detail](#)

**Fan Unit**  
[Hide Detail](#)

Item#	Description	Product ID	Serial Number	Part Number	Part Number Revision	HW Revision	Status
36	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-S	FOX5233X09E	73-10741-04	B0	1.1	Not Available
37	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-S	FOX5226X02W	73-10741-04	B0	1.1	Not Available
38	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-F	FOX5227X08H	73-10967-02	B0	1.1	Not Available
39	Nexus7000 C7010 (10 Slot) Chassis Fan Module	N7K-C7010-FAN-F	FOX5227X0C2	73-10967-02	B0	1.1	Not Available

In the above graphic you can see the device serial number (TBM12347684). **B**  
 In the Fan Unit details you can see four fan units that have component serial numbers **FOX** that start with 'FOX'.



## 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 **CD**

Report Generation

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

Overview

Registration Management

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Device Report Results


Report Criteria: Company ALL

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
CAT1122ZMW	NUOVA-5020-02	Nexus5020 Chassis	CISCO SYSTEMS, INC.	NSK-C5020P-BF	0.109	4.0(0)NT(1)	68-3099-03 09	25-May-2008 01:29:51 PM	25-May-2008 01:29:51 PM
DC3FAKESN01	rvdc3-ind12 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	N/A
VSSFAKESN03	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	N/A
VSSFAKESN04	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	N/A
SAL103931MW	MDGHOST	MDS 2 Slot Chassis	CISCO SYSTEMS, INC.	WS-C6509-E	1.2	12.2(20080225:231054)	73-9221-04 A0	29-Feb-2008 03:13:00 AM	N/A

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View Device Details

To view the details of a 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**;  the Device Details page for that selected device type appears.

Overview Registration Management Reports

Device Report | [Call Home History Report](#) | [Registration Summary Report](#) | [Network Summary Report](#)

**Device Details**

[< Back to Report Results](#)

Device Details:	Serial Number	Host Name	Product ID	HW Version
	72675358 (20402715)	AST-7206-01	CISCO7206VXR	2.0
	<b>SW Version</b>	<b>Part Number/Rev</b>	<b>Inventory Updated</b>	<b>Configuration Updated</b>
	12.4 (20090619:085724)	73-3223-05	25-Jun-2009 09:17:38 AM	25-Jun-2009 09:17:24 AM

**Contact** [Show Detail](#)

**Hardware Module** [Show Detail](#)


**Power-Supply** [Show Detail](#)

**System** [Show Detail](#)

**Configuration** [Show Detail](#)

**Advisories** [Show Detail](#)






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This page has the Device Details summary info,  which contains the following information:


- Device serial number.
- Device host name.
- Device product id.
- Hardware and software version data.
- Part number/Revision info.

- Date of when the last inventory was performed.
- Date of when the configuration was last updated.

**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**  to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report**  to go to that page.
- Click **Network Summary Report**  to go to that page.
- Click **Back to Report Results**,  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 Details](#)
- [Power-Supply Details](#)
- [System Details](#)
- [Configuration Details](#)
- [Advisories](#)

## Device Details Table

The sections that you see in the Device Details list will vary depending upon the type product that has been selected. The table below identifies which sections are associated to each product type.

	<b>Catalyst 4500 / 4900 / 6500</b>	<b>Cisco 7600 /</b>	<b>Cisco 7200 / 7300</b>	<b>Nexus 5000</b>	<b>Nexus 7000</b>	<b>MDS 9000</b>	<b>UCS</b>
Contact	X	X	X	X	X	X	X
Hardware Module	X	X	X	X	X	X	X
Hardware Submodule	X	X					
Power-Supply	X	X	X	X	X	X	X
Fan Unit	X	X		X	X	X	X
Fabric Extender				X			
Fabric Module					X		
System	X	X	X	X	X	X	X
License				X	X	X	
VDC Membership					X		
Configuration	X	X	X	X	X	X	
Advisories	X	X	X		X	X	
Blade Chassis							X

To see a sample of the details contained in each different section, select the corresponding section you want to view:

- [Contact Details](#)
- [Hardware Module Details](#)
- [Hardware Submodule Details](#)

- [Power-Supply Details](#)
- [Fan Unit Details](#)
- [Fabric Extender Details](#)
- [Fabric Module Details](#)
- [System Details](#)
- [License Details](#)
- [VDC Membership Details](#)
- [Configuration Details](#)
- [Advisories](#)
- [View Blade Chassis Details for Cisco Unified Computing System Devices](#)

Contact Details

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

Contact

Hide Detail 1

Contract Number	Contact Name	Contact Email	Contact Phone Number
3955971	Sch TestSixSix	sch_test_1966@yahoo.com	+1 555-0066

Export Call Home Report Excel PDF

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Step 4 Click the **Show/Hide Detail** toggle under the Contact section name; this toggles the option to Hide Detail 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 toggle the option back to Show Detail.



## Hardware Module Details


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	Serial Number	Part Number	Part Number Revision	Top Assembly Part Number	Status
2	1	1FE Dial Shelf Interconnect (DSI) Port adapter	PA-DSIC=	1.0	4622679	73-1688-03	A0	Not Available	Port adapter is analyzed
3	4	Ethernet Port adapter	PA-4E=	1.14	15336466	73-1556-08	A0	Not Available	Port adapter is analyzed
5	1	1FE Dial Shelf Interconnect (DSI) Port adapter	PA-DSIC=	1.1	15346430	73-2613-01	B0	Not Available	Port adapter is analyzed
Not Available	Not Available	Cisco 7200VXR Network Processing Engine NPE-400	NPE-400	1.1	25467338	73-5308-02	C0	800-08136-02	Not Available
Not Available	1	Fast-ethernet on C7200 I/O card with MII or RJ45 Port adapter	C7200-IO-FE-MII/RJ	2.1	17460612	73-4092-03	B0	Not Available	Port adapter is analyzed

Export Call Home Report:  

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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.
- **Serial Number** – Serial Number of the module.
- **Part Number** – Part Number of the module.
- **Part Number Revision** – Revision Part Number of the module.
- **Top Assembly Part Number** – Number is for the processor only.
- **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 toggle the option back to Show Detail.


## Hardware Submodule Details


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	SAL1032XHMD	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 1** 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 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.

**Step 3** Click **Hide Detail**  to close the details section and toggle the option back to **Show Detail**.

Power-Supply Details

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

Power-Supply

Hide Detail 1

Power Supply Number	Product ID	Serial Number
2 - Cisco 7200 AC Power Supply	PWR-7200-AC	Not Available

Export Call Home Report: Excel PDF

**Step 1** Click the **Show/Hide Detail** toggle 1 under the Power-Supply section name; this toggles the option to Hide Detail 1 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.


**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 2** Export the Call Home Report to either an Excel or a PDF format, 2 by clicking the corresponding option at the bottom of the report page.
- Step 3** Click **Hide Detail**, 1 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:


Fan Unit							
<a href="#">Hide Detail</a> 							
Name	Description	Product ID	Serial Number	Part Number	Part Number Revision	HW Revision	Status
1	Enhanced 9-slot Fan Tray	WS-C6509-E-FAN	FWCN110600YY	800-25263-04	A0	2.0	

Export Call Home Report:  [Excel](#) |  [PDF](#)



**Step 1** Click the **Show/Hide Detail** toggle  under the Fan Unit section name; this toggles the option to Hide Detail  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 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.
- Step 3 Click **Hide Detail**,  under the Power-Supply section name, to close the details section



Fabric Extender Details

The Fabric Extender table  contains information about the extenders, if present, on the selected device.



Fabric Extender


Hide Detail 

Fabric Extender ID	Serial Number	Description	Product ID	HW Version	SW Version	Part Number/Rev
<a href="#">FEX 100 CHASSIS</a>	JAF1241BLGG	N5K-C5110T-BF-1GE CHASSIS	N5K-C5110T-BF-1GE	Not Available	4.1(3)N1(1)	Not Available

Export Call Home Report  


194283

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



Fabric Extender Details table  contains the following information about the fabric extenders in this device:

- **Fabric Extender ID** – Fabric extender ID
- **Product ID** – Product ID of the fabric extender
- **Serial Number** – Serial Number of the fabric extender
- **HW version** – HW version of the fabric extender
- **SW Version** – SW version of the fabric extender
- **Part Number/Revision** – Manufacturing Assembly number
- **Description** – Description




**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 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.
- Step 3** Click **Hide Detail**  to close the details section and toggle the option back to **Show Detail**.



## Fabric Module Details

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



**Fabric Module**


Hide Detail 

Name	Description	Product ID	Serial Number	Part Number	Part Number Revision	HW Revision	Status
12	Fabric card module	Estoril	JAB110800L2	73-10624-03	07	0.303	ok
13	Fabric card module	Estoril	JAB104501LZ	73-10624-02	06	0.203	ok
14	Fabric card module	Estoril	JAB104300HD	73-10624-02	06	0.201	ok

Export Call Home Report:  Excel  PDF

185426


- Step 1** Click the **Show/Hide Detail** toggle  under the Fabric Module section name; this toggles the option to **Hide Detail**  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 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.
- Step 3** Click **Hide Detail**  to close the details section and toggle the option back to **Show Detail**.

## 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 MDS9000; 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

**System Details:**

Processor	R7000 CPU at 350MHz, Implementation 39, Rev 3.2, 256KB L2 Cache
System Image Name	c7200-ipbasek9-mz.124-23.10.P110
OS Version	12.4(23.10)
Feature Set:	IP Base
ROM Version:	12.1(20000710:044039)
Main Memory	491520K
IO Memory:	32768K
Install Memory:	524288
Non Volatile Memory	125K
Slot0	49152K bytes of Flash PCMCIA card at slot 0 (Sector size 128K)
Slot1	Not Available
Boot Flash	4096K
Last Restart Time	09:26:24 EST Wed Jan 21 2009
Last Reload Reason	Not Available
Last Reset Reason	reload
System Uptime	1 day, 7 hours, 44 minutes
Config Register:	0x0
Bandwidth Points:	Not Available

Export Call Home Report:  [Excel](#) |  [PDF](#)

**Step 1** 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 ② contains the Serial Number and the Host Name of the selected device.


The System Details table ③ 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 Memory
  - Slot0
  - Slot1 (if installed)
  - Boot Flash
- **Last Restart Time**– When the last restart of the device occurred.
- **Last Reload Reason** – Reason for the last reload that occurred.
- **Last Reset Reason** – Identifies the reason for the last reset.
- **System Uptime** – Amount of time the device has been operational.
- **Config Register** – Config Register number.
- **Bandwidth Points:** – Indicates the amount of bandwidth points that are configured on the PCI bus for the various slots to utilize.



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

- 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.
- Step 3** Click **Hide Detail**  to close the details section and toggle the option back to Show Detail.



## License Details


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

License					
Hide Detail 					
Licensed Package	Installed	License Count	Status	Expiry Date	Comments
LAN_ADVANCED_SERVICES_PKG	Yes		In use	Never	license missing
LAN_ENTERPRISE_SERVICES_PKG	Yes		In use	Never	license missing

Export Call Home Report:  Excel  PDF


185427

**Step 1** 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 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.

**Step 3** Click **Hide Detail**  to close the details section and toggle the option back to **Show Detail**.

### VDC Membership Details

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

VDC Membership

Hide Detail 1


VDC ID	VDC Name	Ports/Interfaces
1	rvdc3-ind12	Ethernet3/46 Ethernet3/14 Ethernet3/44 Ethernet3/2 Ethernet3/1 Ethernet3/43 Ethernet3/37 Ethernet3/40 Ethernet3/28 Ethernet3/38 Ethernet3/29 Ethernet3/4 Ethernet3/23 Ethernet3/26 Ethernet3/5 Ethernet3/8 Ethernet3/17 Ethernet3/13 Ethernet3/20 Ethernet3/32 Ethernet3/7 Ethernet3/34 Ethernet3/25 Ethernet3/47 Ethernet3/16 Ethernet3/10 Ethernet3/35 Ethernet3/41 Ethernet3/31 Ethernet3/11 Ethernet3/19 Ethernet3/22

Export Call Home Report: Excel PDF

**Step 1** 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 1 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; 1 the selected column toggles between ascending and descending order.

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

- Step 2** [Export the Call Home Report](#) to either an Excel or a PDF format, 1 by clicking the corresponding option at the bottom of the report page.
- Step 3** Click **Hide Detail** 1 to close the details section and toggle the option back to **Show Detail**.

## Configuration Details

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.

**Configuration**

[Hide Detail](#) ①

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

<p><b>Configuration Details:</b></p> <p><b>Device Configuration:</b></p>	<p><b>Configuration Updated</b> 12-Feb-2008 04:24:08 PM</p> <p><b>Image Name</b></p> <p><b>Image Feature</b></p> <p><a href="#">Running Config</a> ②</p> <p><a href="#">Startup Config</a> ③</p> <p><a href="#">Technologies and Features</a> ④</p> <p><a href="#">Configuration Sanity Analysis</a> ⑤</p>
--	--

194275

**Step 1** 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:

- Provides hyperlink access to view the running config ② and startup config. ③
- Provides hyperlink access to the technologies and features ④ running on the selected device.



### Note


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

- The Configuration Sanity Analysis link, ⑤ provides a link to a page that contains Best Practices Results with notices that break into four different types and are sorted with the more serious notices listed first.
- Best Practices Results are based on show command outputs.



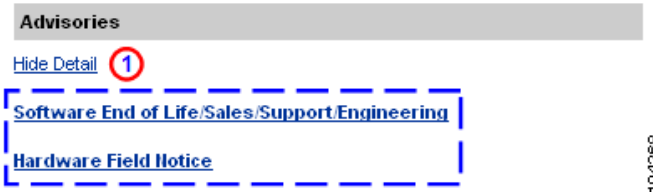
Note



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

- Step 2** Click **Hide Detail**  to close the details section and toggle the option back to Show Detail.

Advisories

Displays any advisories that are associated to the device.



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


The advisories details section can display four different types of advisory reports, one or more advisories can be displayed at a time:

- Hardware End of Life/Sales/Support/Engineering
- Software End of Life/Sales/Support/Engineering
- Hardware Field Notice
- Security Advisories



Note

The Advisories option is displayed only when there is at least one advisory associated to the selected device.

- Step 2** Click **Hide Detail**  to close the details section and toggle the option back to Show Detail.

## View Blade Chassis Details for Cisco Unified Computing System Devices

To view the blade chassis details of a specific Cisco Unified Computing System 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](#); the Device Details page for the Cisco Unified Computing System device appears.

The screenshot shows the Smart Call Home web application interface. At the top, there are three tabs: **Overview**, **Registration Management**, and **Reports**. The **Reports** tab is selected. Below the tabs, there are four links: [Device Report](#), [Call Home History Report](#), [Registration Summary Report](#), and [Network Summary Report](#). The [Registration Summary Report](#) link is circled in red and labeled with a red circle containing the number 2. The [Device Report](#) link is circled in red and labeled with a red circle containing the number 1. The [Network Summary Report](#) link is circled in red and labeled with a red circle containing the number 3. Below these links, there is a section titled **Device Details**. Under this section, there is a link [Back to Report Results](#) circled in red and labeled with a red circle containing the number 4. Below the **Device Details** section, there is a table with the following data:


Device Details:	Serial Number	Host Name	Product ID	HW Version
	FLC12300050	saratoga-A	N10-S6100	0
	SW Version	Part Number/Rev	Inventory Updated	Configuration Updated
	1.0(0.195)	N10-S6100	24-Jun-2009 02:21:32 AM	Not Available

Below the table, there is a section titled **Device Details**. Under this section, there are five sub-sections: **Contact**, **Hardware Module**, **Power-Supply**, **Fan Unit**, and **System**. Each sub-section has a [Show Detail](#) link. Below the **System** sub-section, there is a section titled **Device Details - Blade Chassis**. Under this section, there is a table with the following data:

Blade Chassis Id	Blade Chassis Description
1	Cisco Blade Server Chassis, 6U with Eight Blade Server Slots






The [Show Detail](#) link for the **System** sub-section is circled in red and labeled with a red circle containing the number 5. The [Show Detail](#) link for the **Device Details - Blade Chassis** section is circled in red and labeled with a red circle containing the number 5.

194276

This page has Device Details summary info for the Cisco Unified Computing System device,  which contains the following information:

- Device serial number.
- Device host name.
- Device product id.
- Hardware and software version data.
- Part number/Revision info.
- Date of when the last inventory was performed.
- Date of when the configuration was last updated.

**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**  to go the Call Home History Report – Specify Report Criteria page.
- Click **Registration Summary Report**  to go to that page.
- Click **Network Summary Report**  to go to that page.
- Click **Back to Report Results**,  which returns you to the Device Report Results page, where you can click a different device to see their details.



- Step 3** Click the number 5 under the Blade Chassis Id heading; the Blade Chassis details window appears.

Overview | Registration Management | Reports

Device Report | [Call Home History Report](#) | [Registration Summary Report](#) | [Network Summary Report](#)

Device Details:	Serial Number	Host Name	Product ID	HW Version
	FLC12300050	saratoga-A	N10-S6100	0
	SW Version	Part Number.Rev	Inventory Updated	Configuration Updated
	1.0(0.195)	N10-S6100	24-Jun-2009 02:21:32 AM	Not Available

**Chassis**  
[Show Detail](#)

**Fabric Extender**  
[Show Detail](#)

**Power Supplies**  
[Show Detail](#)

**Fan Units**  
[Show Detail](#)

**Blades**  
[Show Detail](#)

194288

The following information is additional details that are unique to the Cisco Unified Computing System product family.

- Step 1** Click **Show Detail** under one of the additional device detail options to obtain information about the product details, which are explained below.

Chassis ID Details

The Chassis ID table contains information about the chassis and the number of slots it contains.

Chassis

Hide Detail 1

Chassis Id	Description	Product ID	Serial Number	HW Version	Switch ID	Status
1	Cisco Blade Server Chassis, 6U with Eight Blade Server Slots	N20-C6508	FOX1252G4Y5	0	A,B	operable

Export Call Home Report: Excel PDF

194289

Step 2 Click the **Show/Hide Detail** toggle under the Fabric Module section name; this toggles the option to **Hide Detail** and shows the associated detail information.



Fabric Extender Details table contains the following information about the fabric extenders in this device:

- **Fabric Extender ID** –
- **Chassis ID** – Chassis ID
- **Description** – High-level generic description identifying the type of component
- **Product ID** – Product ID of the blade chassis
- **Serial Number** – Serial Number of the blade chassis
- **HW Version** – HW version of the blade chassis
- **Switch ID** – Identification of the switch the blade chassis is connected to (A or B)
- **Status** – Operational state of the blade chassis




**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 Chassis page:

- Step 1** 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 2** Click **Hide Detail**  to close the details section and toggle the option back to **Show Detail**.



## Blades Details



The Blades detail table  contains details of the blades in the blade chassis. There are up to 8 blades in a blade chassis.


**Blades**

[Hide Detail](#) 

Slot	Description	Product ID	Serial Number	HW Version	Status
1	Factory Integrated, Single Slot Blade Server With No Processors, No Memory, No Hard Drives (Diskless), And No Mezzanine Adapter	N20-B6620-1	QC11249001F	0	ok
2	Factory Integrated, Single Slot Blade Server With No Processors, No Memory, No Hard Drives (Diskless), And No Mezzanine Adapter	N20-B6620-1	QC113050080	0	ok


Export Call Home Report:  

- Step 3** Click the **Show/Hide Detail** toggle  under the Fabric Module section name; this toggles the option to **Hide Detail**  and shows the associated detail information.



Blades detail table  contains the following information about the blades in the blade chassis:

- **Fabric Extender ID** –
- **Slot** – Slot number
- **Description** – High-level generic description of the blade
- **Product ID** – Product ID of the blade
- **Serial Number** – Serial Number of the blade
- **HW version** – HW version of the blade
- **Status** – Status of the blade

**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 Blades page:

- Step 4** [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 5** Click **Hide Detail**  to close the details section and toggle 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:

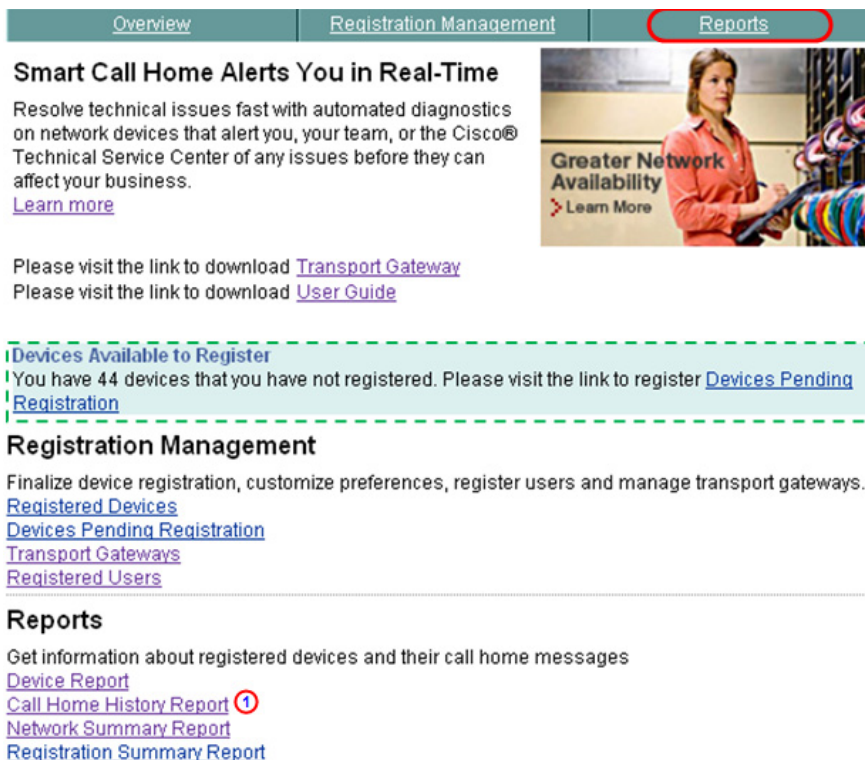
- [Generate a Call Home History Report](#) and view the Call Home messages and message processing results.

- [Specify Report Criteria](#) and filter the list of devices you want a report on.
- [Specify Message Processed Time Frames](#)
- [View Call Home History Report Results](#) 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.



The screenshot shows the Smart Call Home Overview page. At the top, there is a navigation bar with three tabs: 'Overview', 'Registration Management', and 'Reports'. The 'Reports' tab is highlighted with a red circle. Below the navigation bar, the main content area is divided into several sections. The first section is titled 'Smart Call Home Alerts You in Real-Time' and contains text about resolving technical issues, a 'Learn more' link, and links to download 'Transport Gateway' and 'User Guide'. The second section is titled 'Devices Available to Register' and contains text about 44 unregistered devices and a 'Registration' link. The third section is titled 'Registration Management' and contains text about finalizing device registration and links for 'Registered Devices', 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users'. The fourth section is titled 'Reports' and contains text about getting information about registered devices and links for 'Device Report', 'Call Home History Report' (marked with a red circle), 'Network Summary Report', and 'Registration Summary Report'.

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.

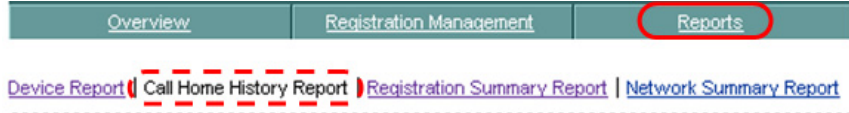
**Note**

In order to see pending devices in the Devices Available to Register area. ② the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- On the Reports page, click **Call Home History Report**. ③



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

194294

## Specify Report Criteria

This page lets you specify search criteria to generate a Call Home History Report.

Overview | Registration Management | Reports

[Device Report](#) | [Call Home History Report](#) | [Registration Summary Report](#) | [Network Summary Report](#)

### Specify Report Criteria

An \* denotes a required field.  
Use an "" as wildcard character for the partial search.

Company:\* All

Host Name: 1

Serial Number: 2

Message Type:\* All

Service Request Number: 3

Include only messages that raised SR: 4 ☐

Message Processed:\*

Start Date/Time(PST): 03-Jul-2009 12:00:00 AM

End Date/Time(PST): 03-Jul-2009 12:44:12 AM

Run Report 5

194310


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 ❶ and / or Serial Number; ❷ 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
  - Syslog
  - Request
- Can specify a service request number, ❸ 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. ❹

**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 Message Processed Time Frames](#) for more information about how to specify required time ranges to refine the search results for a Call Home History Report.

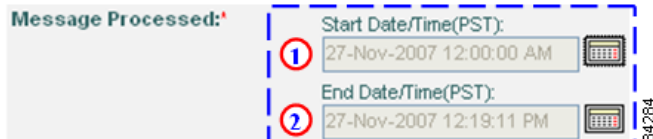
**Step 4** Click **Run Report**; ❺ the Reports Results page displays entries that match the search criteria.

See [Call Home History Report Troubleshooting](#) for information about problems with this report.





## Specify Message 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.




Message Processed:

Start Date/Time(PST): 27-Nov-2007 12:00:00 AM 

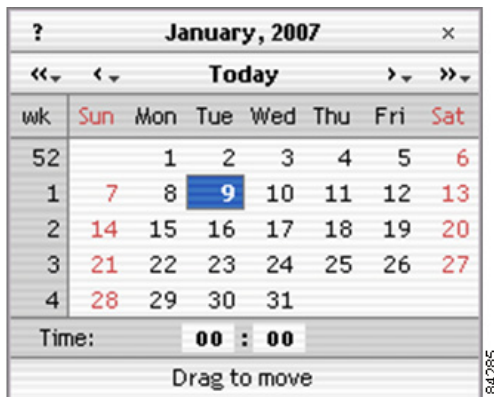
End Date/Time(PST): 27-Nov-2007 12:19:11 PM 

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.



January, 2007							
Today							
wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
52		1	2	3	4	5	6
1	7	8	9	10	11	12	13
2	14	15	16	17	18	19	20
3	21	22	23	24	25	26	27
4	28	29	30	31			
Time: 00 : 00							
Drag to move							

## 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).

## View 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.

Report Generation

1

OverviewRegistration ManagementReports

Device Report | Call Home History Report | Registration Summary Report | Network Summary Report

2

3

Call Home History Report Results

Report Criteria:Company: ALLSerial Number: FTX1217A\*Message Type: ALLMessage Processed:From: 10-Jun-2009 12:00:00 AMTo: 17-Jun-2009 10:33:07 AM

Serial Number	Host Name	Time Message Processed (US PST)	Product ID	Contract Number	Company Name	Serial Number Entered	SR Contact	Message Severity Level	Message Type/Results	SR Raised/Updated	Notification Sent
FTX1217A16V	CH2851-1	17-Jun-2009 10:17:17 AM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	No	Sch TestPerson	1	Inventory	606053502	Yes
FTX1217A16V	CH2851-1	17-Jun-2009 03:32:13 AM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	No	Sch TestPerson	1	Inventory	606053503	Yes
FTX1217A16V	CH2851-1	17-Jun-2009 03:02:37 AM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	No	Sch TestPerson	4	Environmental	No	No
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
FTX1217A160	CH2811-1	16-Jun-2009 05:41:21 PM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	No	Sch TestPerson	2	System	No	No
FTX1217A160	CH2811-1	16-Jun-2009 05:41:17 PM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	No	Sch TestPerson	1	Configuration	Not Available	Yes

31 items found, displaying 1 to 15.  
FirstPrev123NextLast

Export Call Home ReportExcelPDF

Run New Report

An \* denotes a required field.  
\* Use an "\*" as wildcard character for the partial search.


Company:AllHost Name:Serial Number:FTX1217A\*Message Type:AllService Request Number:Include only messages that raised SR:☐Message Processed:Start Date/Time(PST):10-Jun-2009 12:00:00 AMEnd Date/Time(PST):17-Jun-2009 10:33:07 AM





Run Report

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).



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**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**  to go to that page.
  - Click **Registration Summary Report**  to go to that page.
  - Click **Network Summary Report**  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**

<a href="#">Configuration Message</a>	<a href="#">Inventory Message</a>	<a href="#">Test Message</a>
<a href="#">Diagnostic Message</a>	<a href="#">Request Message</a>	
<a href="#">Environmental Message</a>	<a href="#">Syslog Message</a>	

- 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 10-Jun-2009 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

Reports

[Device Report](#)
[Call Home History Report](#)
[Registration Summary 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
AZS1020003X	NJOVA-5020	11-Jun-2008 02:24:56 PM	NSK-C5020P-BA	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven
AZS1020003X	RVOVA-5020	11-Jun-2008 02:03:25 PM	NSK-C5020P-BA	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven
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 TestThirtySeven
VSSFAKE0004	RVS-6509-E	12-Jun-2008 11:58:19 AM	WS-C6509-E	1273104	CISCO SYSTEMS, INC.	Yes	Sch TestThirtySeven

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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.

**Message Details**

<b>Message:</b>	<b>Company</b> CISCO SYSTEMS	<b>Generated on device at</b> 14-Sep-2007 08:00:00 AM(Local Time Zone)
	<b>Hostname</b> CALO-6513-01	<b>Processed by Smart Call Home at</b> 14-Sep-2007 09:06:05 AM(PST)
	<b>Message Name</b> Configuration	
	<a href="#">View Message Header &gt;</a>	
	<a href="#">View Device Output &gt;</a>	

**Configuration Details:**

**Last Configured**  
14-Sep-2007 08:00:00 AM

**Image Name**  
s72033-adventerprisek9\_wan\_dbg-m.122-sierra\_integ\_070813

**Image Feature**  
ADVANCED ENTERPRISE SERVICES SSH

**Device Configuration:**  
[ViewRunningConfig>](#)  
[ViewStartupConfig>](#)

**Technologies & Features:**  
 This list of features is derived from the show running config and therefore may not include features enabled by default.  
 For a complete list of features, please refer to the [Feature Navigator tool](#).  
 Technology > Sub-Technology > Features

**Security and VPN**








- Authentication Protocols
  - Manual cut-and-paste certificate enrollment
- Public Key Infrastructure (PKI)
  - Certificate Authority (CA) Key Rollover
- Public Key Infrastructure (PKI)
  - Certificate Revocation List (CRL)
- Security Infrastructure
  - OCSP (Online Certificate Status Protocol)
- ENCRYPTION
  - Password Encryption

**LAN Switching**

**CALL HOME**




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**  – 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).
- **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
- **View Message Header**  – 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**  – 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  and startup config. 
  - Provides information about the technologies and features running on the selected device.
  - Provides a link to the Feature Navigator tool,  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**  to go to that page.
- **Registration Summary Report**  to go to that page.



- **Network Summary Report** ③ to go to that page.
- **Back to Report Results**, ④ 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** ⑤ 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** ⑥ to view the message content for the Configuration information.
- **View Device Output** ⑦ to view the Device Output (attachments) in the CH message.
- View the **Running config** ⑧ or **Startup Config**. ⑨
- **Feature Navigator tool**, ⑩ 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 screenshot displays the 'Reports' section of the Smart Call Home web application. At the top, a navigation bar includes 'Overview', 'Registration Management', and 'Reports' (highlighted with a red circle 1). Below this, a sub-navigation bar lists 'Device Report', 'Call Home History Report', 'Registration Summary Report', and 'Network Summary Report'. A link '< Back to Report Results' is also present (circled 4). The main content area is titled 'Message Details' and contains a summary of a diagnostic message. It includes fields for 'Company' (CISCO SYSTEMS, INC.), 'Generated on device at' (13-May-2008 06:27:08 PM), 'Hostname' (RVIVA-5020, circled 5), 'Processed by Smart Call Home at' (15-Jun-2008 03:33:01 PM), and 'Message Name' (Diagnostic). Links for 'View Message Header >' (circled 6) and 'View Device Output >' (circled 7) are provided. Below this is the 'Overall Results within Analysis Period' section, which includes a table with columns for Service Request, Technology, Sub-Technology, and Problem Code. The table shows a service request for CAT1122JMX with a hardware failure. Below the table is a 'Problem Details' section and a 'Recommendation' section. The 'Individual Results within Analysis Period' section at the bottom contains a table with columns for Device, Test Name, Recommendation, Count, and Status. The table shows a test failure for TestSPROM with a count of 0. Links for 'Show Details' (circled 9) and 'Show Recommendation' (circled A) are provided. A vertical number '194317' is visible on the right side of the page.

**Message Details**

Message: **Company** CISCO SYSTEMS, INC. **Generated on device at** 13-May-2008 06:27:08 PM (Local Time Zone)  
**Hostname** RVIVA-5020 **Processed by Smart Call Home at** 15-Jun-2008 03:33:01 PM(PST)  
**Message Name** Diagnostic  
[View Message Header >](#)  
[View Device Output >](#)

**Overall Results within Analysis Period**

Service Request	Technology	Sub-Technology	Problem Code
608240599 for CAT1122JMX	Data Center and Storage Networking	Nexus 5000 Series Switch Smart Call Home	Hardware Failure

**Problem Details** NSK-C5020P-BF with Host Name RVIVA-5020 reported GOLD Diagnostics test failures in Module: 3

**Recommendation** The detailed analysis of the test failure is listed in the individual result below.





**Individual Results within Analysis Period**

Device	Test Name	Recommendation	Count	Status
	TestSPROM		0	Failure

[Show Details](#) [Show Recommendation](#)

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** – 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).
  - **Message Name** – Indicates the type history report message being displayed (i.e Diagnostic).
  - **View Message Header**  – 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**  – 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  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**


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

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

**Note**


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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.


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- **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, 9 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.
- **Registration Summary Report** 2 to go to that page.
- **Network Summary Report** 3 to go to that page.
- **Back to Report Results**, 4 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** 5 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** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view the Device Output (attachments) in the CH message.
- **Service Request number** 8 to see detailed information about the actual SR.
- **Show / Hide Details** 9 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**  and **Hide Details** .

#### Individual Results within Analysis Period

Device	Test Name	Recommendation	Count	Status
	TestSPROM		0	Failure
	<a href="#">Show Details</a> 	<a href="#">Show Recommendation</a>		

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

#### Individual Results within Analysis Period

Device	Test Name	Recommendation	Count	Status
	TestSPROM		0	Failure
	<a href="#">Hide Details</a> 	<a href="#">Show Recommendation</a>		

**Test Description**

Software determines module type based on information stored in Module SPROM. In this case, checksum calculation for SPROM content most likely failed. As a result, software does not have enough information to bring the module online.

**Impact of Failure**

The Module: 3 cannot be brought online as the module type is unidentified.




#### 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 / Hide Details toggle  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**  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  and Hide Recommendation. .



Individual Results within Analysis Period

Device	Test Name	Recommendation	Count	Status
	TestSPROM	<a href="#">Show Recommendation</a> 	0	Failure
	<a href="#">Show Details</a>			

Step 4 Click **Show Recommendation**  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**  and **Hide Recommendation**. .

Individual Results within Analysis Period

Device	Test Name	Recommendation	Count	Status
	TestSPROM	<a href="#">Hide Recommendation</a> 	0	Failure
	<a href="#">Show Details</a> 			


**Recommendation**

To resolve the issue, try these:


1. Module may not be inserted properly in order for all the pins to make good contact with the backplane. Please remove and re-insert module.


NOTE: Ensure that the instructions outlined in Hardware installation guide on how to insert the modules are followed while inserting the modules.

2. If this failure continues to persist after multiple re-insertions, then consider replacing the module.

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

Step 6 Click **Hide Recommendation**  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.

**Message Details**

Message: Company: CISCO SYSTEMS INC  
 Hostname: Cat4500/4900  
 Message Name: Environmental  
 Generated on device at: 15-Apr-2009 10:47:58 PM (Local Time Zone)  
 Processed by Smart Call Home at: 12-Jun-2009 04:36:35 AM (PST)  
[View Message Header >](#)  
[View Device Output >](#)

**Overall Results within Analysis Period**

Service Request	Technology	Sub-Technology	Problem Code
611222411 for NV11121K029	LAN Switching	Smart Call Home for LAN Switching Products	Error Messages, Logs, Debugs







**Problem Details**  
 Model WS-C4948-10GE with Host Name Cat4500/4900 has reported following Environmental event:  
 1. System warning alarm on Fan Tray Fan Assembly Failure

**Recommendation**  
 The environmental related issues were listed below with an analysis for each condition. Please see the individual results section below for troubleshooting.

**Individual Results within Analysis Period**

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K029	System warning alarm on Fan Tray Fan Assembly Failure. One or more required fans, in the fan tray or power supplies, have failed.	Show Recommendation	1	Failure

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**  – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. Cat4500/4900). 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. Cat4500/4900).
  - **Message Name** – Indicates the type history report message being displayed (i.e. Environmental).
  - **View Message Header**  – 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**  – 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  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**


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




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- **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**  to go to that page.
- **Registration Summary Report**  to go to that page.
- **Network Summary Report**  to go to that page.

- **Back to Report Results**, [4](#) 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** [5](#) 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** [6](#) to view the message content for the Configuration information.
- **View Device Output** [7](#) to view the Device Output (attachments) in the CH message.
- **Service Request number** [8](#) to see detailed information about the actual SR.
- **Show / Hide Details** [9](#) 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 Alarm

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

**Individual Results within Analysis Period**

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure. One or more required fans, in the fan tray or power supplies, have failed. <a href="#">Show Details</a> <a href="#">9</a>	<a href="#">Show Recommendation</a>	1	Failure

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**Step 2** Click **Show Details** [9](#) to expand the area directly below the toggle to display the Alarm description information. [F](#)

**Individual Results within Analysis Period**

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure. One or more required fans, in the fan tray or power supplies, have failed. <a href="#">Hide Details</a> <a href="#">B</a>	<a href="#">Show Recommendation</a>	1	Failure


**Alarm Description**

The 'System warning alarm on Fan Tray Fan Assembly Failure' alarm has been received on this device. System components could overheat and shut down; one or more modules except the supervisor engine could reset to reduce heat generation.



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**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.

- Step 3** Click **Hide Details**  to collapse the area directly below the toggle to remove the Alarm Description information from view.



### 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  and Hide Recommendation. 



**Individual Results within Analysis Period**

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure. One or more required fans, in the fan tray or power supplies, have failed.	<a href="#">Show Recommendation</a> 	1	Failure
	<a href="#">Show Details</a>			

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

**Individual Results within Analysis Period**

Device Components	Environmental Alarm	Recommendation	Count	Status
NV11121K0Z9:	System warning alarm on Fan Tray Fan Assembly Failure. One or more required fans, in the fan tray or power supplies, have failed. <a href="#">Show Details</a> 	<a href="#">Hide Recommendation</a> 	1	Failure

**Recommendation**

1. Check the status of LED on the fan tray.  
If the LED is off and the rest of the system is functioning, the fan tray is not getting power or is not seated correctly on the backplane.  
If the LED is green, the fans are operating normally. There may be conditions impairing fan performance, but they have minimal impact.  
If the LED is red, one or more fans have failed.

2. Connect a terminal and determine the fan tray status by issuing the show environment status CLI command.

3. Look for system messages reporting a temperature problem or problem with the fans. Individual messages may suggest different solutions. For information on the system messages see, [Error message decoder tool](#). Connect a terminal to the console port, and look for any of the following system messages:

C4K\_CHASSIS-2-INSUFFICIENTFANSDETECTED  
C4K\_CHASSIS-2-INSUFFICIENTFANSHUTDOWN  
C4K\_IOSMODPORTMAN-4-CRITICALTEMP  
C4K\_IOSMODPORTMAN-4-FANTRAYBAD  
C4K\_IOSMODPORTMAN-4-FANTRAYPARTIALFAILURE  
C4K\_IOSMODPORTMAN-4-FANTRAYREMOVED  
C4K\_SUPERVISOR-3-FANTRAYREADFAILED  
C4K\_SUPERVISOR-3-FANTRAYSEEPROMREADFAILED  
C4K\_SUPERVISOR-3-FANTRAYSEEPROMINVALID  
C4K\_IOSMODPORTMAN-4-TEMPHIGH  
C4K\_IOSMODPORTMAN-4-TEMPUNDERCRITICAL  
C4K\_CHASSIS-2-OVERHEATINGSHUTDOWN

4. Determine whether the airflow is restricted or if the ambient temperature in the room is too warm.


5. Determine whether the power supply is functioning properly. See the 'Troubleshooting the Power Supply' section that is applicable to both 4500 and 4900 platforms.

6. Verify that the fan assembly is properly seated in the backplane by loosening the captive installation screws, removing the fan assembly, and reinstalling it.


7. Restart the system.


8. Verify that all fans are operating. You should hear the fans at system start.

9. If the system is still detecting a fan assembly failure, contact the Cisco TAC for assistance.

- Step 5** Read the information in the Recommendation area,  which provides the following information:
- How to recover from the problem identified in the alarm content, or
  - Provides details on further testing that can be performed to further rectify the problem.



**Note** If **Show Details**  was previously clicked then the Recommendation section will appear below the Show Details area.

- Step 6** Click **Hide Recommendation**  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.

**Message Details**

Message: **Company**  
CISCO SYSTEMS INC  
**Hostname**  
[AST-4948-01](#)  
**Message Name**  
Inventory  
[View Message Header >](#)  
[View Device Output >](#)

**Generated on device at**  
15-Apr-2009 10:32:15 PM (Local Time Zone)  
**Processed by Smart Call Home at**  
16-Jul-2009 05:47:02 AM(PST)

Serial Number	Host Name	Description	Company Name	Product ID	HW Version	SW Version	Part Number/Rev	Inventory Updated
<a href="#">FOX111207JU</a>	AST-4948-01	Cisco Systems, Inc. WS-C4948-10GE 1 slot switch	CISCO SYSTEMS INC	WS-C4948-10GE	3.2	12.2(52)SG(0.90)	73-9344-09 A0	15-Apr-2009 03:32:12 PM

Export Call Home Report [Excel](#) [PDF](#)

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** – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AST-4948-01).
    - 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. AST-4948-01).

- **Message Name** – Indicates the type history report message being displayed (i.e Configuration).
- **View Message Header** ⑥ – 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** ⑦ – Provides a hyperlink to the Device Output (attachments) in the CH message.
- The Detail area ④ 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; ④ the device associated to the inventory message selected on the previous [Report Results](#) page.
  - The **Serial Number** ⑦ (i.e.FOX111207JJ) has a hyperlink to the [View Device Details](#) page that lets you view the details for that device.


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

- One of the tabs ① to go to that respective section of Smart Call Home.
- **Device Report** ① to go to that page.
- **Registration Summary Report** ② to go to that page.
- **Network Summary Report** ③ to go to that page.
- **Back to Report Results**, ④ 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** ⑤ 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** ⑥ to view the message content for the Configuration information.
- **View Device Output** ⑦ to view the Device Output (attachments) in the CH message.
- Click the **Serial Number** ⑧ (i.e.FOX111207JJ) 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, ⑨ 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	Nexus7000	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
	dc3-aaa	C7010 (10 Slot) Chassis							
	dc3-rbac								
	dc3-call								

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- 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

187/408

### 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 along with a specified sub-type, 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.

When a CH message of type Request is sent one of the following Request sub-types is also specified:

- Output-analysis
- Command-reference

- Config-sanity
- Defect-list
- Exceptions-report
- Product-advisory

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.



#### Note

All devices that are IOS based (Catalyst 4500/4900/6500, Cisco 7200/7300/7600) have availability to CH Request messages. Processing for Call Home Request message is different and depends on the [sub-type](#) that is associated to the Call Home Request.

### Call Home Request Message – Details

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

**Message Details**

<b>Message:</b>	<b>Company</b>	<b>Generated on device at</b>
	CISCO SYSTEMS INC	23-Jun-2009 02:10:23 PM (Local Time Zone)
	<b>Hostname</b>	<b>Processed by Smart Call Home at</b>
	<a href="#">AST-4503-01</a> (5)	01-Jul-2009 12:53:36 PM(PST)
	<b>Message Name</b>	
	Request	
	<a href="#">View Message Header &gt;</a> (6)	
	<a href="#">View Device Output &gt;</a> (7)	

**Call Home Request Result** (8)


[Please click here to retrieve the bug details for your device with Product ID WS-C4503 and SW Version 12.2\(20090326:191242\)12.](#)

194326


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**  – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AST-4503-01).
  - **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. AST-4503-01).



**Note**

From the < **Back to Report Results** link  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**  – 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**  – 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:

**Note**


The information will vary in the Call Home Request Result area;  the information is dependent upon the type of **Call Home Request sub-type** that was issued in the request.

- Contains detailed information returned from the requested TS Web application.
- Click **Please Click Here**  to get more info about the bug from Bug Toolkit.
- Click hyperlinks in the Jump to Section  to go directly to that associated area.

**Step 8** 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**  to go to that page.
- **Registration Summary Report**  to go to that page.
- **Network Summary Report**  to go to that page.
- **Back to Report Results**,  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**  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**  to view the message content for the Configuration information.
- **View Device Output**  to view the Device Output (attachments) in the CH message.
- Click **Please Click Here**  to get more info about the bug from Bug Toolkit.

## 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.

**Message Details**

Message:	Company CISCO SYSTEMS INC	Generated on device at 22-Jan-2009 02:29:25 PM (Local Time Zone)
	Hostname AUTOAST-4503-01	Processed by Smart Call Home at 16-Jul-2009 04:52:39 AM(PST)
	Message Name Syslog	
	<a href="#">View Message Header &gt;</a>	
	<a href="#">View Device Output &gt;</a>	

**Overall Results**

Service Request	Technology	Sub-Technology	Problem Code
611588551	LAN Switching	Smart Call Home for LAN Switching Products	Error Messages, Logs, Debugs

**Problem Details** Model WS-C4503 with Host Name AUTOAST-4503-01 reported a system error message '%C4K\_IOSYSMAN-0-FATALERRORCRASH: Forced crash due to: memory failure'.

**Recommendation** There was a error message reported on the device. The recommendation for this error message is listed in the individual results section below.





**Individual Results**

Syslog Error	Recommendation	Time Occured
%C4K_IOSYSMAN-0-FATALERRORCRASH: Forced crash due to: memory failure	<a href="#">Show Recommendation</a>	Jan 22 21:29:24.219:

[Show Details](#)

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**  – Provides a link back to the Device Report Results page, which contains the results for only the specified Hostname (i.e. AUTOAST-4503-01). 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**  – 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**  – 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**


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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.

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

**Note**


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

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- 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 ⑨ 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 ⑩ 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 ① to go to that respective section of Smart Call Home.
- **Device Report** ② to go to that page.
- **Registration Summary Report** ③ to go to that page.
- **Network Summary Report** ④ to go to that page.
- **Back to Report Results**, ⑤ 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** ⑥ 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** ⑦ to view the message content for the Configuration information.
- **View Device Output** ⑧ to view the Device Output (attachments) in the CH message.
- **Show / Hide Details** ⑨ to see the results data of the message text, sent in the syslog message.
- **Show / Hide Recommendations** ⑩ 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**  and **Hide Details** .

Individual Results		
Syslog Error	Recommendation	Time Occured
%C4K_IOSYSMAN-0-FATALERRORCRASH: Forced crash due to: memory failure		Jan 22 21:29:24.219:
<a href="#">Show Details</a> 	<a href="#">Show Recommendation</a>	

- Step 2** Click **Show Details**  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** .





**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 “.

Individual Results		
Syslog Error	Recommendation	Time Occured
%C4K_IOSYSMAN-0-FATALERRORCRASH: Forced crash due to: memory failure		Jan 22 21:29:24.219:
<a href="#">Hide Details</a> 	<a href="#">Show Recommendation</a>	
<b>Test Description</b> Catalyst 4000 IOS system manager (IOSYSMAN) showed crashed.		
<b>Impact of Failure</b> The system has become unusable due to software and/or hardware failures.		








**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**  and **Hide Recommendation** .

Individual Results		
Syslog Error	Recommendation	Time Occured
%C4K_IOSYSMAN-0-FATALERRORCRASH: Forced crash due to: memory failure		Jan 22 21:29:24.219:
<a href="#">Show Details</a>	<a href="#">Show Recommendation</a> 	




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


Individual Results		
Syslog Error	Recommendation	Time Occured
%C4K_IOSYSMAN-0-FATALERRORCRASH: Forced crash due to: memory failure		Jan 22 21:29:24.219:
<a href="#">Show Details</a> 	<a href="#">Hide Recommendation</a> 	
<b>Recommendation</b> Analyze the memory dump, if any, and determine the cause of the failure; or contact your technical support representative.		

**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**  was previously clicked, then the Recommendation section  will appear below the Show Details area. 

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

### Unsupported Syslog Message - Details

The information for unsupported Syslog messages is very similar to the supported Syslog message details except for the following areas, unsupported syslog 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.
- The Impact of Failure information will state “Unsupported System Error Message “
- The report will display the reported error and indicate that analysis results are not available.

### 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.

1 Overview Registration Management Reports

Device Report | Call Home History Report | Registration Summary Report | Network Summary Report

< Back to Report Results 4 2 3



#### Message Details

Message:	Company	Generated on device at
	CISCO SYSTEMS INC	13-Jul-2009 06:37:58 AM(Local Time Zone)
	Hostname	Processed by Smart Call Home at
	5 gadc3-ind30	14-Jul-2009 02:21:09 PM(PST)
	Message Name	
	Test	
	6 View Message Header >	
	7 View Device Output >	

Message Details: Test Test message 19/434




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**  – 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**  – 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**  – 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 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**  to go to that page.
- **Registration Summary Report**  to go to that page.
- **Network Summary Report**  to go to that page.
- **Back to Report Results**,  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** 5 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** 6 to view the message content for the Configuration information.
- **View Device Output** 7 to view 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 ID's 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 a 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 Network Summary Report Results for ALL Products](#).

- [View Network Summary Report Results for a Specific Product \(Catalyst 6500\)](#).
- [Export the Call Home Report](#) 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.

[Overview](#) [Registration Management](#) [Reports](#)

### Smart Call Home Alerts You in Real-Time

Resolve technical issues fast with automated diagnostics on network devices that alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.

[Learn more](#)

Please visit the link to download [Transport Gateway](#)  
Please visit the link to download [User Guide](#)

**Devices Available to Register**  
You have 44 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)

### Registration Management

Finalize device registration, customize preferences, register users and manage transport gateways.

[Registered Devices](#)  
[Devices Pending Registration](#)  
[Transport Gateways](#)  
[Registered Users](#)

### Reports

Get information about registered devices and their call home messages

[Device Report](#)  
[Call Home History Report](#)  
[Network Summary Report](#) ①  
[Registration Summary Report](#)

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

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





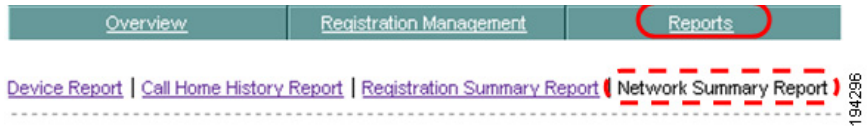
#### Note

In order to see pending devices in the Devices Available to Register area, the following criteria must be met:

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

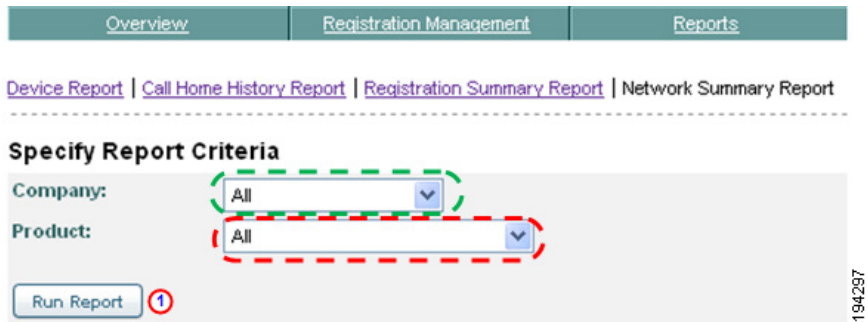
- If not on the Overview page then perform the following tasks:
  - Click the **Reports** tab;  (if not already there); the Reports page appears.
  - On the Reports page, click **Network Summary Report**. .




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

## Specify Report Criteria

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




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 than one company.

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

- All
- Catalyst 4500
- Catalyst 4900
- Catalyst 6500
- Cisco 7200
- Cisco 7300
- Cisco 7600
- Cisco Unified Computing System
- MDS 9000
- Nexus 5000
- Nexus 7000


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

## View Network Summary Report Results for ALL Products

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

Overview	Registration Management	Reports
<a href="#">Device Report</a>	<a href="#">Call Home History Report</a>	<a href="#">Registration Summary Report</a>
Network Summary Report		
<a href="#">&lt; Back to Search Page</a>		
<b>Summary</b>		
<b>Report Criteria:</b>	<b>Company</b> ALL	<b>Product</b> ALL
<b>Report Summary:</b>	<b>Total Number of Devices registered with Smart Call Home</b> 160	
<b>User Details:</b>	<b>Logged in as</b> Sch TestPerson	<b>Role</b> Administrator
<b>Product Summary</b>		
Product	Device Count	% of Devices
<a href="#">Catalyst 4500</a>	<a href="#">7</a>	4.37
<a href="#">Catalyst 4900</a>	<a href="#">3</a>	1.87
<a href="#">Catalyst 6500</a>	<a href="#">46</a>	28.74
<a href="#">Cisco 7200</a>	<a href="#">12</a>	7.50
<a href="#">Cisco 7300</a>	<a href="#">3</a>	1.87
<a href="#">Cisco 7600</a>	<a href="#">4</a>	2.50
<a href="#">Cisco Unified Computing System</a>	<a href="#">11</a>	6.87
<a href="#">MDS 9000</a>	<a href="#">10</a>	6.25
<a href="#">Nexus 5000</a>	<a href="#">14</a>	8.75
<a href="#">Nexus 7000</a>	<a href="#">15</a>	9.37

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**


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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).

---

## View 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.



Overview Registration Management Reports

[Device Report](#) [Call Home History Report](#) [Registration Summary Report](#) [Network Summary Report](#)

[Back to Search Page](#)

### Summary


Report Criteria:	Company	Product
	ALL	Catalyst 6500
Report Summary:	Total Number of Devices registered with Smart Call Home	
	45	
User Details:	Logged in as	Role
	Sch TestPerson	Administrator

### Summary for Catalyst 6500

<b>Product ID</b>
<a href="#">Show Details</a>
<b>Module</b>
<a href="#">Show Details</a>
<b>Sub-Module</b>
<a href="#">Show Details</a>
<b>Power Supply</b>
<a href="#">Show Details</a>
<b>Fan Unit</b>
<a href="#">Show Details</a>
<b>Software Releases</b>
<a href="#">Show Details</a>
<b>Software -- Feature Sets and Images</b>
<a href="#">Show Details</a>
<b>Advisories</b>
Includes advisories at chassis level only.
<a href="#">Show Details</a>
<b>Technology &amp; Features</b>
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 <a href="#">Feature Navigator tool</a>
<a href="#">Show Details</a>

194302

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**  to go to that page.
- Click **Call Home History Report**  to go to that page.
- Click **Registration Summary Report**  to go to that page.
- Click **Back to Search Page**  to specify different search criteria for a Network Summary Report.
- Click **Show Details**  on one of the summary sections to get more details on the selected area.
- Click **Feature Navigator tool**,  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**  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
- Advisories
- 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 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

185412

- 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 Sub-module area contains the following information:


Sub-Module				
<a href="#">Hide Details</a> ①				
Sub-Module Name	Sub-Module Count	% of all Sub-Modules	Device Count with SubModule	% 6500s with Sub-Module
WS-F6700-DFC3C	3	20.00	3	10.71
WS-F6K-PFC3B	2	13.33	1	3.57
VS-F6K-PFC3C	4	26.66	4	14.28
WS-F6K-PFC3A	2	13.33	2	7.14
VS-F6K-MSFC3	4	26.66	4	14.28

Export Call Home Report  Excel  PDF

185413

**Step 1** Click **Show Detail** under the Sub-module 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:

**Power Supply**


[Hide Details](#) ①

Power Supply Name	Power Supply Count	% of All Power Supplies	Device Count with Power Supply	% 6500s with Power Supply
WS-CAC-3000W	29	63.04	<a href="#">15</a>	53.57
WS-CAC-2500W	7	15.21	<a href="#">4</a>	14.28
PWR-950-AC	10	21.73	<a href="#">5</a>	17.85

Export Call Home Report: [Excel](#) [PDF](#)

185414

- 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:



Fan Unit				
<a href="#">Hide Details</a> ①				
Fan Name	Fan Count	% of All Fans	Device Count with Fan Unit	% 6500s with Fan
WVS-C6509-E-FAN	10	100.00	10	30.30
Export Call Home Report <a href="#">Excel</a> <a href="#">PDF</a>				

187809


- 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, ② by clicking the corresponding option at the bottom of the report page.

## Software Releases

The Software Releases area contains the following information:

Software Releases			
<a href="#">Hide Details</a> ①			
Release	Device Count With Release	% 6500s with Release	% of all Release
12.2(SIERRA_INTEG_070204)	5	17.85	16.66
12.2(SIERRA_INTEG_080219)	1	3.57	3.33
12.2(SIERRA_INTEG_070730)	2	7.14	6.66
12.2(SIERRA_INTEG_070123)	4	14.28	13.33
12.2(20080225:231054)	4	14.28	13.33
12.2(SIERRA_INTEG_070403)	1	3.57	3.33
12.2(SIERRA_INTEG_070611)	13	46.42	43.33
Export Call Home Report  Excel  PDF			

185415

- 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 - Feature Sets and Images

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

Software -- Feature Sets and Images				
<a href="#">Hide Details</a> 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: <a href="#">Excel</a> <a href="#">PDF</a>				

185416

**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, 2 by clicking the corresponding option at the bottom of the report page.

## Advisories

The Advisories area contains the following information:


Advisories				
Includes advisories at chassis level only.				
<a href="#">Hide Details</a> ①				
Advisory Type	Product Advisory	Device Count with Advisory	% 6500s with Advisory	% of All Advisory
SW EOS	<a href="#">SW EOX Alerts</a>	18	40.00	21.95
SW EOS	<a href="#">SW EOX Alerts</a>	1	2.22	1.21
SW EOS	<a href="#">SW EOX Alerts</a>	1	2.22	1.21
SW EOS	<a href="#">SW EOX Alerts</a>	16	35.55	19.51
SW EOS	<a href="#">SW EOX Alerts</a>	18	40.00	21.95
SW EOS	<a href="#">SW EOX Alerts</a>	18	40.00	21.95
SW EOS	<a href="#">SW EOX Alerts</a>	1	2.22	1.21
HW EOS	<a href="#">SELECTIVE CISCO CATALYST 6503, CATALYST 6506 AND CATALYST 6509 CHASSIS</a>	5	11.11	6.09
Field Notice	<a href="#">FN#29400-WS-C6513- Chassis Handles May Break Off-Replace the chassis</a>	1	2.22	1.21
HW EOS	<a href="#">Cisco MDS 9120 20-Port Multilayer Fabric Switch</a>	1	2.22	1.21
Field Notice	<a href="#">* Expired * FN: 26454 - WS-C6509 Chassis Handles May Break Off</a>	2	4.44	2.43
Export Call Home Report <a href="#">Excel</a> <a href="#">PDF</a>				

194303

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

- **Advisory Type** – Advisory Type (examples: HW End of Sale, HW End of Life, Field Notice)
- **Product Advisory** – Advisory Title with url pointing to the advisory notice
- **Device Count with Advisory** – Number of devices for which at least one advisory of this type has been discovered

- **Percentage of devices** (*belonging to the selected product family i.e. 6500*) **with Advisory** – Percentage of devices (of all devices belonging to the selected product family) for which at least one advisory of this type has been discovered
- **Percentage of All Advisories** – Percentage of this advisory of all advisories discovered for Smart Call Home's Inventory

**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 <a href="#">Feature Navigator tool</a>				
<a href="#">Hide Details</a> 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 Catalyst 4500 / Catalyst 4900

The Network Summary Report results for the Catalyst 4500, and Catalyst 4900 contains the same informational areas as the Catalyst 6500.



### Note

---

The only difference between the data formats is that you see references to the Catalyst 4500, or Catalyst 4900 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 - Feature Sets and Images](#)
- [Advisories](#) (only for the Catalyst 4500)
- [Technology & Features](#)

## Network Summary Report Results for a Cisco 7200 / 7300

The Network Summary Report results for the Cisco 7200 or Cisco 7300 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 Cisco 7200 or Cisco 7300 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 - Feature Sets and Images](#)
- [Advisories](#) (only for the Cisco 7200)
- [Technology & Features](#)

## 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, and there is no advisory section.

---

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 - Feature Sets and Images](#)
- [Technology & Features](#)

## Network Summary Report Results for a Cisco Unified Computing System

The Network Summary Report results for the Cisco Unified Computing System 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 Cisco Unified Computing System instead of the Catalyst 6500 and the following sections are not included in the Cisco Unified Computing System:

- No Sub-Module section
  - No Software - Feature Sets and Image
  - No Technology & Features
- 

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

- [Product ID](#)
- [Module](#)
- [Power-Supply](#)
- [Fan Unit](#)
- [Software Releases](#)
- [Advisories](#)

The next section contains those Cisco Unified Computing System informational areas that are not covered in the Catalyst 6500 examples

Additional Cisco Unified Computing System Informational Areas:

Blade Chassis

The Blade Chassis area contains the following information:

Blade Chassis

[Hide Details](#) 1

Blade Chassis Name	Blade Chassis Count	% of all Blade Chassis	Customers with Blade Chassis	% Customers with Blade Chassis
N20-C6508	11	100.00	1	33.33

Export Call Home Report: ☒ Excel | ☐ PDF

194304

- 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:



- **Blade Chassis Name** - Product ID of the blade chassis
  - **Blade Chassis Count** - Number of blade chassis having that product ID
  - **% of Blade Chassis** - % of blade chassis having that product ID
  - **Customers with Blade Chassis** - Number of customers having at least one blade chassis with that product ID
  - **% Customers with Blade Chassis** - % of customers having at least one blade chassis with that product ID
- Step 2

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



### Fabric Extender


The Fabric Extender area contains the following information:

Fabric Extender						
<a href="#">Hide Details</a> ①						
<u>Fabric Extender Name</u>	<u>Fabric Extender Count</u>	<u>% of all Fabric Extenders</u>	<u>Blade Chassis count with Fabric Extender</u>	<u>% of Blade Chassis with Fabric Extender</u>	<u>Customers with Fabric Extender</u>	<u>% Customers with Fabric Extender</u>
N20-I6584	21	100.00	11	100.00	1	33.33
Export Call Home Report:  <a href="#">Excel</a>    <a href="#">PDF</a>						

194305

**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:

- **Fabric Extender Name** - Product ID of the fabric extender
- **Fabric Extender Count** - Number of fabric extenders having that product ID
- **% of all Fabric Extenders** - % of fabric extenders having that product ID
- **Blade Chassis Count with Fabric Extender** - Number of Blade Chassis having at least one fabric extender with this product ID
- **% of Blade Chassis with Fabric Extender** - % of Blade Chassis having at least one fabric extender with this product ID
- **Customers with Fabric Extender** - Number of customers having at least one fabric extender with this product ID
- **% Customers with Fabric Extender** - % of customers having at least one fabric extender with this product ID

**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.



Blade Power Supply

The Blade Power Supply area contains the following information:


Blade Power Supply

[Hide Details](#) 1

Power Supply Name	Power Supply Count	% of all Power Supplies	Blade Chassis count with Power Supply	% of Blade Chassis with Power Supply	Customers with Power Supply	% Customers with Power Supply
N20-PAC5-2500WV	25	100.00	11	100.00	1	33.33



Export Call Home Report  Excel |  PDF

194306

- 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:
- **Power Supply Name** - Product ID of the power supply existing in a Blade Chassis
  - **Power Supply Count** - Number of power supplies having that product ID
  - **% of all Power Supplies** - % of power supplies having that product ID
  - **Blade Chassis Count with Power Supply** - Number of Blade Chassis having at least one power supply with this product ID
  - **% of Blade Chassis with Power Supply** - % of Blade Chassis having at least one power supply with this product ID
  - **Customers with Power Supply** - Number of customers having at least one power supply with this product ID
  - **% Customers with Power Supply** - % of customers having at least one power supply with this product ID
- 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.

### Blade Fan Unit


The Blade Fan Unit area contains the following information:

Blade Fan Unit						
<a href="#">Hide Details</a> ①						
Fan Unit Name	Fan Unit Count	% of all Fan Units	Blade Chassis count with Fan Unit	% of Blade Chassis with Fan Unit	Customers with Fan Unit	% Customers with Fan Unit
N20-FAN5	84	100.00	11	100.00	1	33.33
Export Call Home Report  Excel    PDF						

194307

**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:

- **Fan Unit Name** - Product ID of the fan unit existing in a Blade Chassis
- **Fan Unit Count** - Number of fan units having that product ID
- **% of all Fan Units** - % of fan units having that product ID
- **Blade Chassis Count with Fan Unit** - Number of Blade Chassis having at least one fan unit with this product ID
- **% of Blade Chassis with Fan Unit** - % of Blade Chassis having at least one fan unit with this product ID
- **Customers with Fan Unit** - Number of customers having at least one fan unit with this product ID
- **% Customers with Fan Unit** - % of customers having at least one fan unit with this product ID

**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.

Blade

The Blade area contains the following information:

Blade Chassis

Hide Details 1

Blade Chassis Name	Blade Chassis Count	% of all Blade Chassis	Customers with Blade Chassis	% Customers with Blade Chassis
N20-C6508	11	100.00	1	33.33

Export Call Home Report: Excel PDF

194304

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:



- **Blade Name** - Product ID of the blade
- **Blade Count** - Number of blades having that product ID
- **% of Blades** - % of blades having that product ID
- **Customers with Blade** - Number of customers having at least one blade with that product ID
- **% Customers with Blade** - % of customers having at least one blade with that product ID

Step 2 [Export the Call Home Report](#) to either an Excel or a PDF format, 194304 by clicking the corresponding option at the bottom of the report page.

### Mezzanine Card

The Mezzanine Card area contains the following information:


Mezzanine Card						
<a href="#">Hide Details</a> ①						
Mezzanine Card Name	Mezzanine Card Count	% of all Mezzanine Cards	Blade count with Mezzanine Card	% of Blades with Mezzanine Card	Customers with Mezzanine Card	% Customers with Mezzanine Card
N20-AQ0002	1	4.54	0	0.00	1	33.33
N20-AI0002	1	4.54	0	0.00	1	33.33
N20-AE0002	14	63.63	13	59.09	1	33.33
N20-AC0002	6	27.27	5	22.72	1	33.33

Export Call Home Report:  Excel |  PDF

194308

**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:

- **Mezzanine Card Name** - Product ID of the mezzanine card existing in a Blade
- **Mezzanine Card Count** - Number of mezzanine cards having that product ID
- **% of all Mezzanine Cards** - % of mezzanine cards having that product ID
- **Blade Count with Mezzanine Card** - Number of Blades having at least one mezzanine card with this product ID
- **% of Blades with Mezzanine Card** - % of Blades having at least one mezzanine card with this product ID
- **Customers with Mezzanine Card** - Number of customers having at least one mezzanine card with this product ID
- **% Customers with Mezzanine Card** - % of customers having at least one mezzanine card with this product ID

**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.

Disk Drive

The Disk Drive area contains the following information:

Disk Drive

[Hide Details](#) 1

Disk Drive Name	Disk Drive Count	% of all Disk Drives	Blade count with Disk Drive	% of Blades with Disk Drive	Customers with Disk Drive	% Customers with Disk Drive
N20-D146GA	2	4.54	1	4.54	1	33.33
N20-D073GB-exp	10	22.72	9	40.90	1	33.33
N20-D073GB	8	18.18	6	27.27	1	33.33
	24	54.54	19	86.36	1	33.33

Export Call Home Report: [Excel](#) [PDF](#)

194309

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:

- **Disk Drive Name** - Product ID of the Disk Drive existing in a Blade
- **Disk Drive Count** - Number of disk drives having that product ID
- **% of all Disk Drives** - % of disk drives having that product ID
- **Blade Count with Disk Drives** - Number of Blades having at least one disk drive with this product ID
- **% of Blades with Disk Drives** - % of Blades having at least one disk drive with this product ID
- **Customers with Disk Drive** - Number of customers having at least one disk drive with this product ID
- **% Customers with Disk Drive** - % of customers having at least one disk drive with this product ID

Step 2 [Export the Call Home Report](#) to either an Excel or a PDF format, 2 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 and no NO Technology & Features section.

---

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

- [Product ID](#)
- [Module](#)
- [Power-Supply](#)
- [Fan Unit](#)
- [Software Releases](#)
- [Advisories](#)

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

**Note**

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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:

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## 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 Sub-module section and no Advisory 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 - Feature 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:

Software Licenses						
<a href="#">Hide Details</a> 1						
Licensed Package	Release	Devices	Installed - In Use	Installed - Unused	Uninstalled - In Use	Uninstalled - Unused
FM_SERVER_PKG	4.0(0)N1(1)	2	0	0	0	2
FC_FEATURES_PKG	4.0(0)N1(1)	2	1	0	1	0
ENTERPRISE_PKG	4.0(0)N1(1)	2	1	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  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

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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 - Feature Sets and Images](#)
- [Advisories](#)
- [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:

Fabric Unit

[Hide Details](#) 1

Fabric Name	Fabric Count	% of All Fabrics	Device Count with Fabric Module	% 7000s with Fabric
Estoril	3	100.00	1	50.00

Export Call Home Report: [Excel](#) [PDF](#)

187811

**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, 2 by clicking the corresponding option at the bottom of the report page.

## Software Licenses

The Software License area contains the following information:


Software Licenses						
<a href="#">Hide Details</a> ①						
Licensed Package	Release	Devices	Installed - In Use	Installed - Unused	Uninstalled - In Use	Uninstalled - Unused
LAN_ADVANCED_SERVICES_PKG	4.0(1a)	1	1	0	0	0
LAN_ENTERPRISE_SERVICES_PKG	4.0(1a)	1	1	0	0	0

Export Call Home Report: [Excel](#) [PDF](#)

187812

**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.

## Registration Summary Report

This report displays registered device and contract information for those devices the customer has that are known in Smart Call Home; only the companies you have access to will be displayed in the report.

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

- [Generate a Registration Summary Report](#) and view registered device and contract information.
- [Specify Report Criteria](#) and filter the list of devices you want a report on.
- [View Registration Summary Report Results](#).
- [Export the Call Home Report](#) to an Excel or a PDF format.

## Generate a Registration Summary 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.

Overview Registration Management **Reports**

### Smart Call Home Alerts You in Real-Time

Resolve technical issues fast with automated diagnostics on network devices that alert you, your team, or the Cisco® Technical Service Center of any issues before they can affect your business.  
[Learn more](#)

Please visit the link to download [Transport Gateway](#)  
 Please visit the link to download [User Guide](#)

**Devices Available to Register**  
 You have 44 devices that you have not registered. Please visit the link to register [Devices Pending Registration](#)


### Registration Management

Finalize device registration, customize preferences, register users and manage transport gateways.  
[Registered Devices](#)  
[Devices Pending Registration](#)  
[Transport Gateways](#)  
[Registered Users](#)

### Reports

Get information about registered devices and their call home messages  
[Device Report](#)  
[Call Home History Report](#)  
[Network Summary Report](#)  
[Registration Summary Report](#) ①

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

- If you are on the Overview page click **Registration 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.



#### Note

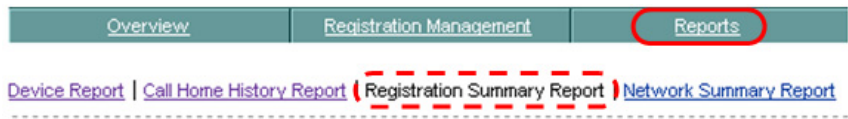
In order to see pending devices in the Devices Available to Register area,  the following criteria must be met:

194298

- The user must be an administrator, and be associated to the company whose devices are pending registration.
- There must be devices pending registration and those devices must have valid contracts.

If any of the above conditions are not met, then the devices pending registration information will not be displayed.

- On the Reports page, click **Registration Summary Report**.




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

## Specify Report Criteria

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

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 than one company.

---

**Step 3** In the selection criteria area,  you can perform the following options:

- Enter a Host Name
- Enter Serial Number;  wildcards (an \*) can be used.
- Enter a product ID: wildcards (an \*) can be used.
- Click **Run Report**;  the Registration Summary Report results window appears.

## View Registration Summary Report Results

**Report Results**

Report Criteria	Company	Host Name	Serial Number	Product ID
Report Summary:	All	N/A	smg*	N/A
	Total Number of Registered Devices	Total Number of Serviceable Components		
	4	4		

Note: The content in this report is based on the last Call Home inventory message received from the registered device.

Serial Number	Product ID	Description	Host Name	Contract Number	Contract Category	Contract Type	Contract Status	Contract End Date	Product Status	Product Coverage End Date	Bill-to	Install-at site	Contract Data last Verified On	Serviceable Components under contract?
SMG1036N0C0	VYS-C6509-E	Not Available	VYSB-6509-E	SN unknown	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Available	No
SMG1042N10P	VYS-C6509-E	Catalyst 6500	AST-6509-01	1273104	Direct	SNT	ACTIVE	01-Jul-2010 04:59:59 PM	Not Available	Not Available	Not Available	Not Available	Not Available	yes
SMG1042N10P	VYS-C6509-E	Catalyst 6500	AST-6509-01	1273104	Direct	SNT	ACTIVE	01-Jul-2010 04:59:59 PM	Not Available	Not Available	Not Available	Not Available	Not Available	yes
SMG1042N10P	VYS-C6509-E	Catalyst 6500	AST-6509-01	1273104	Direct	SNT	ACTIVE	01-Jul-2010 04:59:59 PM	Not Available	Not Available	Not Available	Not Available	Not Available	yes

Export Call Home Report: [Excel](#) [PDF](#)

**Run New Report**

**Specify Report Criteria**

An \* denotes a required field.  
Use an "\*" as wildcard character for the partial search.

Company:

Host Name:

Serial Number:






Product ID:

You can perform one of the following navigational options, export the report, 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 **Device Report** to go to that page.
- Click **Call Home History Report** to go to that page.
- Click **Network Summary Report** to go to that page.
- The Report Criteria area indicates what selection criteria were used to obtain the displayed results (i.e. All companies and Serial Number - smg\*).
- 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.

Perform the following steps to use the associated functions on the Registration Summary Report Results page:



- Step 4** See the device details of a specific device by clicking a device in the Serial Number column;  this displays the Device Reports.
- Step 5** See the contract details of a selected device by selecting a hyperlinked contract number in the contract number column. 
- Step 6** For UCS devices there is a link on hostnames that display blade chassis and blade information.
- Step 7** [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 8** You can specify different report criteria at the bottom of the page,  this area contains the current criteria (serial number = smg\*).
- Step 9** Click **Run Report**,  the Device Report Results page appears that match the new specified parameters, if entered in the previous step.

## Product Advisories

The product advisory feature performs several tasks that keep the customer up-to-date on any advisory that may affect the type devices they have in their network. The tasks that the product advisory feature performs are:

- Accesses the device's latest Advisory data on arrival of Call Home messages.
- Monitors for any new or updated advisory data and maintains the latest advisory data for all devices.
- Utilizes the device's latest advisory data to display on device reports.
- Utilizes all advisory data discovered from Inventory associated with the selected company and displays advisory summary for the customer
- From registered devices, process request messages that have a sub-type of “Product Advisory” and send a notification to the customer.
- Reflects the results from the Request message in the Device and History Reports.

There are three scenarios that will trigger product advisory action:

- An inventory Call Home message has arrived from a device and Smart Call Home has detected new or updated inventory at the component level. Smart Call Home checks to see if there are any product advisories for the new inventory in the following areas:

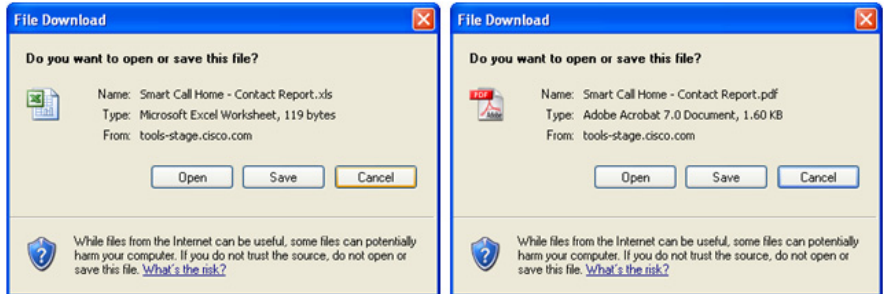
- Hardware EOX
  - Software EOX
  - Field Notices
  - PSIRTs
- A Call Home Request with a Product Advisory sub-type message arrived from a device and Smart Call Home detected a new or updated inventory at component level. Smart Call Home checks to see if there are any product advisories in the following areas:
  - Hardware EOX
  - Software EOX
  - Field Notices
  - PSIRTs
- A Configuration Call Home message arrived from a device and Smart Call Home detected a new or updated configuration. Smart Call Home checks to see if there are any product advisories for the configuration in the following areas:
  - Software EOX
  - PSIRTs

## 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.

