



Smart Call Home

Smart Call Home is an automated support capability that helps to minimize downtime by performing proactive diagnostics in Cisco UCS Central. Cisco UCS Central sends system generated real-time alerts to the email address specified in your Call Home settings. You can view details on any detected issues on the [Cisco Smart Call Home support page](#), along with recommendations for possible remediation.

For more information, see the [Smart Call Home Web Application](#) chapter of the Smart Call Home User Guide.

Smart Call Home provides alerts for the Cisco UCS Central faults listed in [Smart Call Home Faults](#).

If you want to receive alerts for Cisco UCS Manager faults, see [Configuring Call Home for UCS Manager](#).

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Configuring Smart Call Home

Before You Begin

You must configure a DNS server before you can configure Smart Call Home.

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- Step 1** From the System Settings icon, choose **Smart Call Home**.
This launches the UCS Central Smart Call Home dialog box.
- Step 2** In the **Basic** tab, click **Enabled**.
- Step 3** Enter the required email address of the main contact.
The initial registration and alert notifications are sent to this email address. Only the email address is required to enable Smart Call Home.
- Important** Make sure that you type the email address correctly. If you enter the incorrect email address, contact Cisco TAC.
- Step 4** In **Advanced**, select whether to enable or disable **Throttling** and **Send System Inventory Periodically**.
If Send System Inventory Periodically is enabled, specify the interval in which to send the system inventory to the Call Home database. Alternatively, on the **Basic** tab, you can click the Tools icon and select **Send System Inventory Now** to send it immediately.
- Note** When you first enable Smart Call Home, the system inventory is sent automatically when you click **Save**.
- Step 5** Enter the optional contact information.
- Step 6** In **Transport Gateway**, click **Enabled** to use the transport gateway to communicate with the Cisco Smart Call Home portal.
The transport gateway acts as a proxy between Cisco UCS Central and the Smart Call Home servers at Cisco.com.
For HTTP, enter the Transport Gateway URL. If you want to use HTTPS, you also need to enter the Transport Gateway Certificate.
- Note** Self-signed certificates are only supported. See [Transport Gateway Communication over HTTPS](#) for more information on setting up the transport gateway.
- Step 7** In **Profiles**, click **Basic** to view the default CiscoTAC-1 profile.
- Note** The CiscoTAC-1 profile is the only profile supported in Cisco UCS Central release 1.4(1a). This profile cannot be deleted, but you can modify the debug level of the messages that you receive.
- Step 8** In **Alerts**, click the plus icon to select the alerts that you want to disable.
No notification is received if disabled events occur.
- Step 9** In **Configuration Status**, you can view the current status of your Smart Call Home configuration.
- Step 10** Click **Save**.
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Smart Call Home Registration

When you first enable Cisco UCS Central Smart Call Home, the system inventory is sent automatically to the Cisco Smart Call Home servers. An automated email message is sent to the email address that you entered with a link to the Smart Call Home portal. You have 3 months (90 days) to confirm the registration.

After you register, if you did not enter a contract ID, a 4 month (120 days) trial period is activated. If you entered a valid contract ID, your registration is complete. Make sure that you enter the contract ID and send the inventory before or after the 120 days trial period to re-activate your registration.

Smart Call Home Faults

The faults described in this section cause the fabric interconnect to raise Smart Call Home alerts. For more information on Cisco UCS Central faults, see the appropriate [Cisco UCS Central Faults Reference](#).


Note

In release 1.4(1a), none of the Cisco UCS Central faults raise Service Requests.

Fault Name	Fault Code	Explanation
fltSysdebugCoreCoreFile	F10000005	This fault happens when one of the processes stops responding and a core file is generated.
fltExtpolProviderProviderLostConnectivity	F10000190	This provider is not reachable from the Cisco UCS Central registry. This fault typically occurs if the provider process has stopped responding, or is too busy to respond to a heartbeat message sent by the registry.
fltExtpolControllerControllerLostConnectivity	F10000191	This controller is not reachable from the Cisco UCS Central registry. This fault typically occurs if the controller process has stopped responding, or is too busy to respond to a heartbeat message sent by the registry.
fltExtpolClientClientLostConnectivity	F10000192	This registered UCS Domain is not reachable from the Cisco UCS Central registry. This fault typically occurs if the UCS Domain has lost network access or UCS Domain DME process has stopped responding, or is too busy to respond to a heartbeat message sent by registry.
fltIdentpoolElementDuplicatedAssigned	F10000208	The same ID is assigned to two or more service profiles. This fault occurs when Cisco UCS Central finds one ID is assigned to two or more service profiles probably from local pools.
fltConfigDbConfigStats-DB-Error	F10000536	This fault occurs when the statistics database is configured incorrectly or if the database is down or out of disk space.
fltPkiTPStatus	F10000591	This fault occurs when certificate status of TrustPoint has become invalid.

Fault Name	Fault Code	Explanation
ItPkiKeyRingStatus	F10000592	This fault occurs when the certificate status of Keyring has become invalid.
fltConfigBackupUngrouped-domain	F10000616	Remote scheduled backup failed. This fault typically occurs if the admin supplied the wrong password, host, user name, or path to the remote machine.
fltStorageItemCapacityExceeded	F10000034	This fault occurs when the partition disk usage exceeds 70% but is less than 90%.
fltStorageItemCapacityWarning	F10000035	This fault occurs when the partition disk usage exceeds 90%.
fltSmartlicenseEntitlementEnforcementModeFault	F10000750	Entitlement for a license is not compliant.

Configuring Call Home for UCS Manager

Use the Call Home feature in Cisco UCS Central to view Cisco UCS Manager alerts for your domain groups.

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- Step 1** From the Domains icon, select the domain group where you want to configure Call Home. Choose Root to view alerts for all registered domains.
- Step 2** From the System Settings icon, select Call Home.
- Step 3** In **Basic**, click **Enabled** to enable Call Home.
- Step 4** Enter the required contact information.
- Step 5** In **Advanced**, select whether to enable or disable **Throttling** and **Send System Inventory Periodically**. If **Send System Inventory Periodically** is enabled, specify the interval in which to send the system inventory to the Call Home database. Alternatively, on the **Basic** tab, you can click the Tools icon and select **Send System Inventory Now** to send it immediately.
- Note** When you first enable Call Home, the system inventory is sent automatically.
- Step 6** In **Profiles**, you can add new or remove existing profiles.
- In **Basic**, enter the description and maximum email size, and select the debug level and email format.
 - In **Alert Groups**, select the type of alerts that you want to receive.
 - In **Alert Recipients**, enter any additional email addresses where you want to send the alerts.
- Step 7** In **Alerts**, click the plus icon to select the alerts that you want to disable. No notification is received if disabled events occur. inventory diagnostic and environmental supported event types
- Step 8** Click **Save**.
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