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.

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.

Configuring Smart Call Home Using the CLI

Use this procedure to configure and enable Smart Call Home.

Procedure

	Command or Action	Purpose
Step 1	UCSC # **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC (policy-mgr) # **scope org**	Enters organization mode.
Step 3	UCSC (policy-mgr) /org # **scope device-profile**	Enters device profile mode.
Step 4	UCSC (policy-mgr) /org/device-profile # **scope smart-callhome**	Enters Smart Call Home mode.
Step 5	UCSC (policy-mgr) /org/device-profile/smart-callhome # **enable**	Enables Smart Call Home.

This example shows how to enable and configure Smart Call Home.

```
UCSC # connect policy-manager
UCSC (policy-mgr) # scope org
UCSC (policy-mgr) /org # scope device-profile
UCSC (policy-mgr) /org/device-profile # scope smart-callhome
UCSC(policy-mgr) /org/device-profile/smart-callhome # set contract-id
UCSC(policy-mgr) /org/device-profile/smart-callhome/ # set customer-id
UCSC(policy-mgr) /org/device-profile/smart-callhome/* # set email
UCSC(policy-mgr) /org/device-profile/smart-callhome/* # set phone-contact
UCSC(policy-mgr) /org/device-profile/smart-callhome/* # set site-id
UCSC(policy-mgr) /org/device-profile/smart-callhome/* # set street-address
UCSC(policy-mgr) /org/device-profile/smart-callhome/* # set throttling
UCSC(policy-mgr) /org/device-profile/smart-callhome/* # enable
```

Configuring an HTTP Proxy Using the CLI

Use this procedure to configure an HTTP proxy for Smart Call Home.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr)# **scope org**	Enters organization root mode.
Step 3	UCSC(policy-mgr)# /org **scope device-profile**	Enters device-profile mode.
Step 4	UCSC(policy-mgr) /org/device-profile # **scope smart-callhome**	Enters the default Smart Call Home policy configuration mode.
Step 5	UCSC(policy-mgr) /org/device-profile/smart-callhome # **scope proxy**	Scopes the Transport Gateway.
Step 6	UCSC(policy-mgr) /org/device-profile/smart-callhome/proxy # **set** {*port* | *url*}	Sets the proxy parameters.

	Command or Action	Purpose
Step 7	UCSC(policy-mgr) /org/device-profile/smart-callhome/proxy # **commit-buffer**	

This example shows how to configure an HTTP proxy for Smart Call Home.

```
UCSC # connect policy-manager
UCSC(policy-mgr) # scope org
UCSC(policy-mgr) /org # scope device-profile
UCSC(policy-mgr) /org/device-profile # scope smart-callhome
UCSC(policy-mgr) /org/device-profile/smart-callhome/ # scope proxy
UCSC(policy-mgr) /org/device-profile/smart-callhome/proxy # set port 80
UCSC(policy-mgr) /org/device-profile/smart-callhome/proxy # set url 10.0.0.1
UCSC(policy-mgr) /org/device-profile/smart-callhome/proxy # commit-buffer
```

Configuring System Inventory for Smart Call Home Using the CLI

Use this procedure to configure inventory options for Smart Call Home.

Procedure

	Command or Action	Purpose
Step 1	UCSC # **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC (policy-mgr) # **scope org**	Enters organization mode.
Step 3	UCSC (policy-mgr) /org # **scope device-profile**	Enters device profile mode.
Step 4	UCSC (policy-mgr) /org/device-profile # **scope smart-callhome**	Enters Smart Call Home mode.
Step 5	UCSC (policy-mgr) /org/device-profile/smart-callhome # **scope inventory**	Enters inventory mode.
Step 6	UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # **set interval-days** *interval-days*	Sets the system inventory interval days (1-30).
Step 7	UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # **set send-periodically** {*on* | *off* }	Sets the frequency for sending inventory.
Step 8	UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # **set timeofday-hour** *timeofday-hour*	Sets the inventory hour of the day to send (1-23).
Step 9	UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # **set timeofday-minute** *timeofday-minute*	Sets the inventory minute of the hour to send (0-59).

	Command or Action	Purpose
Step 10	UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # **commit-buffer**	Commits the transaction to the system configuration.

This example shows how to scope and configure inventory options:

```
UCSC # connect policy-manager
UCSC(policy-mgr)# scope org
UCSC(policy-mgr) /org # scope device-profile
UCSC(policy-mgr) /org/device-profile # scope smart-callhome
UCSC(policy-mgr) /org/device-profile/smart-callhome # scope inventory
UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory # set interval-days 30
UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # set send-periodically on
UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # set timeofday-hour 23
UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # set timeofday-minute 59
UCSC(policy-mgr) /org/device-profile/smart-callhome/inventory* # commit-buffer
```

Configuring the Transport Gateway Using the CLI

Use this procedure to configure 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.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr)# **scope org**	Enters organization root mode.
Step 3	UCSC(policy-mgr) /org # **scope device-profile**	Enters device-profile mode.
Step 4	UCSC(policy-mgr) /org/device-profile # **scope smart-callhome**	Scopes the default Call Home policy's configuration mode.
Step 5	UCSC(policy-mgr) /org/device-profile/smart-callhome # **scope transport-gateway**	Scopes the Transport Gateway.
Step 6	UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # **set url** *URL of transport gateway*	Sets the HTTP address for the transport gateway URL.
Step 7	UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # **set certificate** *transport gateway certificate*	Sets the gateway certificate if you are using a secure (HTTPS) URL for access.
Step 8	UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # **set enabled** {*yes* | *no*}	Enables the transport gateway.

The following example shows how to enable and configure the transport gateway:

```
UCSC # connect policy-manager
UCSC(policy-mgr) # scope org
UCSC(policy-mgr) /org # scope device-profile
UCSC(policy-mgr) /org/device-profile # scope smart-callhome
UCSC(policy-mgr) /org/device-profile/smart-callhome # score transport-gateway
UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # set URL 10.0.0.1
UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # set certificate
Transport Gateway Certificate:
UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # set enabled yes
UCSC(policy-mgr) /org/device-profile/smart-callhome/transport-gateway # commit-buffer
```

Viewing the Destination Profile Using the CLI

Follow these steps to view the CiscoTAC-1 default destination profile.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr)# **scope org**	Enters organization root mode.
Step 3	UCSC(policy-mgr)# /org**scope device-profile**	Enters organization root mode.
Step 4	UCSC(policy-mgr) /org/device-profile # **scope smart-callhome**	Scopes the default Smart Call Home policy configuration mode.

Step 5	UCSC (policy-mgr) /org/device-profile/smart-callhome # **show profile detail**	`Destination Profile:`
		`  Name: CiscoTAC-1`
		`  Descr: Built-in TAC smartprofile`
		`  Level: Normal`
		`  Alert Groups:`
		`All,Inventory,Diagnostic,Environmental`
		`  Max Size: 5000000`
		`  Format: Xml`

Configuring Smart Call Home Alerts Using the CLI

Use this procedure to set Smart Call Home alerts.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr)# **scope org**	Enters organization root mode.
Step 3	UCSC(policy-mgr)# /org**scope device-profile**	Enters device-profile mode.

	Command or Action	Purpose
Step 4	UCSC(policy-mgr) /org/device-profile # **scope smart-callhome**	Scopes the default Call Home policy's configuration mode.
Step 5	UCSC(policy-mgr) /org/device-profile/smart-callhome # **create alerts** {*capacity-exceeded* | *client-lost-connectivity* | *controller-lost-connectivity* | *core-file-generated* | *db-connect-read-write-error* | *duplicated-assigned* | *invalid-keyring-certificate* | *invalid-trustpoint-cert-chain* | *not-in-compliance* | *provider-lost-connectivity* | *remote-failed*}	Creates an alert.
Step 6	UCSC(policy-mgr) /org/device-profile/callhome/profile* # **set admin-state** {*enable* | *disable*}	Sets the admin-state.
Step 7	UCSC(policy-mgr) /org/device-profile/callhome/profile/destination* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to create and enable an alert:

```
UCSC # connect policy-manager
UCSC(policy-mgr) # scope org
UCSC(policy-mgr) /org # scope device-profile
UCSC(policy-mgr) /org/device-profile # scope smart-callhome
UCSC(policy-mgr) /org/device-profile/callhome # create alerts client-lost-connectivity
UCSC(policy-mgr) /org/device-profile/callhome/profile/alerts* # set admin-state disabled
UCSC(policy-mgr) /org/device-profile/callhome/profile/alerts* # commit-buffer
```

Smart Call Home Registration

When you first enable Cisco UCS Central Smart Call Home, Cisco UCS Central automatically sends the system inventory to the Cisco Smart Call Home servers. It sends an automated email message 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 activates. If you entered a valid contract ID, your registration is complete. Make sure that you enter the contract ID and send the inventory before 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.

Fault Name	Fault Code	Explanation
fltSysdebugCoreCoreFile	F10000005	Fault occurs when one of the processes stops responding. Cisco UCS Central generates a core file.

Fault Name	Fault Code	Explanation
fltExtpolProviderProviderLostConnectivity	F10000190	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	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	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	Two or more service profiles possess the same ID. 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	Fault occurs when the statistics database is configured incorrectly or if the database is down or out of disk space.
fltPkiTPStatus	F10000591	Fault occurs when the TrustPoint certificate status has become invalid.
ltPkiKeyRingStatus	F10000592	Fault occurs when the Keyring certificate status 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	Fault occurs when the partition disk usage exceeds 70% but is less than 90%.
fltStorageItemCapacityWarning	F10000035	Fault occurs when the partition disk usage exceeds 90%.
fltSmartlicenseEntitlementEnforcementModeFault	F10000750	Entitlement for a license is not compliant.

Smart Call Home Policies

Use the Smart Call Home policies in Cisco UCS Central to view Cisco UCS Manager alerts for your domain groups. The global Smart Call Home policies notify all email recipients, defined in Smart Call Home profiles, to specific Cisco UCS Manager events. Profiles define lists of email recipients that receive alert notifications (to a maximum defined message size in full text, short text, or XML format) and alert criteria for triggering notifications.

Alert notifications are sent with predefined content based on alert levels (including major, minor, normal, notification and warning) and selected alert groups identifying events that trigger notification (such as diagnostic, environmental, inventory, license and other predefined events). Individual email recipients may be individually added to existing profiles. Registered Cisco UCS domains choosing to define security policies

globally within that client's policy resolution control will defer all call home policies to its registration with Cisco UCS Central.

Configuring a Call Home Policy

A call home policy is created from a domain group under the domain group root. Call home policies under the Domain Groups root that were already created by the system are ready to configure.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr) # **scope domain-group** *domain-group*	Enters domain group root mode and (optionally) enters a sub-domain group under the domain group root. To enter the domain group root mode, type / as the *domain-group*.
Step 3	UCSC(policy-mgr) /domain-group # **{create | scope} callhome**	Create a new policy or scope into an existing one.
Step 4	UCSC(policy-mgr) /domain-group/callhome* # **set contact** *contact name*	Sets the contact name.
Step 5	UCSC(policy-mgr) /domain-group/callhome* # **set contract-id** *contract-id*	Sets the contract ID (numeric and/or text; 0-510 characters).
Step 6	UCSC(policy-mgr) /domain-group/callhome* # **set customer-id** *customer-id*	Sets the customer ID (numeric and/or text; 0-510 characters).
Step 7	UCSC(policy-mgr) /domain-group/callhome # **set email** *customer-contact-email*	Sets the customer's contact email (using standard email address format).
Step 8	UCSC(policy-mgr) /domain-group/callhome* # **set from-email** *from-email*	Sets the originating or "from" email (using standard email address format).
Step 9	UCSC(policy-mgr) /domain-group/callhome* # **set hostname** *smtp-server-address*	Sets the SMTP server address.
Step 10	UCSC(policy-mgr) /domain-group/callhome* # **set phone-contact** *phone-contact*	Sets the phone contact number (e.g., +1-011-408-555-1212).
Step 11	UCSC(policy-mgr) /domain-group/callhome* # **set port** *port*	Sets the port number (1-65535).
Step 12	UCSC(policy-mgr) /domain-group/callhome* # **set reply-to email** *reply-to-email*	Sets the email to which the customer should reply or "reply-to" email (using standard email address format).
Step 13	UCSC(policy-mgr) /domain-group/callhome* # **set site-id** *site-id*	Sets the site ID (numeric and/or text; 0-510 characters).

	Command or Action	Purpose
Step 14	UCSC(policy-mgr) /domain-group/callhome* # **set street-address** *street-address*	Sets the street address (0-255 characters).
Step 15	UCSC(policy-mgr) /domain-group/callhome* # **set switch-priority** {*alerts* | *critical* | *debugging* | *emergencies errors* | *information* | *notifications* | *warnings*}	Sets the switch priority parameters.
Step 16	UCSC(policy-mgr) /domain-group/callhome* # **set throttling on** | **off**	Sets throttling to on or off.
Step 17	UCSC(policy-mgr) /domain-group/callhome* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to create and configure the Call Home policy:

```
UCSC # connect policy-mgr
UCSC(policy-mgr)# scope domain-group domaingroup01
UCSC(policy-mgr) /domain-group # create callhome
UCSC(policy-mgr) /domain-group/callhome* # set contract-id contract0995
UCSC(policy-mgr) /domain-group/callhome* # set customer-id customer112
UCSC(policy-mgr) /domain-group/callhome* # set hostname 0.0.0.0
UCSC(policy-mgr) /domain-group/callhome* # set phone-contact +1-011-408-555-1212
UCSC(policy-mgr) /domain-group/callhome* # set port 65535
UCSC(policy-mgr) /domain-group/callhome* # set site-id site15
UCSC(policy-mgr) /domain-group/callhome* # set street-address "75 Main St, Any Town, CA
90000"
UCSC(policy-mgr) /domain-group/callhome* # set switch-priority notifications
UCSC(policy-mgr) /domain-group/callhome* # set throttling on
UCSC(policy-mgr) /domain-group/callhome* # commit-buffer
UCSC(policy-mgr) /domain-group/callhome #
```

What to Do Next

- Configuring a Profile for a Call Home Policy
- Adding Email Recipients to a Call Home Policy
- Configuring a Policy for a Call Home Policy
- Configuring System Inventory for a Call Home Policy

Deleting a Call Home Policy

You can delete a Call Home policy from a sub-domain group. You cannot delete a Call Home policies in the Domain Group root.

Deleting a call home policy will remove all profiles, policies and system inventory settings within that policy.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr)# **scope domain-group** *domain-group*	Enters a sub-domain group in the domain group root. **Note** Do not enter the domain group root. You cannot delete system default Call Home policies in the domain group root.
Step 3	UCSC(policy-mgr) /domain-group # **delete callhome**	Deletes the Call Home policy for that domain group.
Step 4	UCSC(policy-mgr) /domain-group* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to delete the Call Home policy:

```
UCSC # connect policy-mgr
UCSC(policy-mgr)# scope domain-group domaingroup01
UCSC(policy-mgr) /domain-group # delete callhome
UCSC(policy-mgr) /domain-group* # commit-buffer
UCSC(policy-mgr) /domain-group #
```

Configuring a Profile for a Call Home Policy

Before You Begin

- Create a Call Home Policy.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr) # **scope domain-group** *domain-group*	Enters domain group root mode and (optionally) enters a sub-domain group under the domain group root. To enter the domain group root mode, type / as the *domain-group*.
Step 3	UCSC(policy-mgr) /domain-group # **scope callhome**	Scopes the default Call Home policy's configuration mode.
Step 4	UCSC(policy-mgr) /domain-group/callhome # {**create** | **scope**} **profile** *profile-name*	Creates a Call Home policy profile name and enters profile mode, or it scopes into an existing Call Home policy.

	Command or Action	Purpose
Step 5	UCSC(policy-mgr) /domain-group/callhome/profile* # **set alertgroups** {*ciscotac* | *diagnostic* | *environmental* | *inventory* | *license lifecycle* | *linecard* | *supervisor* | *syslogport* | *system* | *test*}|	Sets the profile alert group.
Step 6	UCSC(policy-mgr) /domain-group/callhome/profile* # **add alertgroups** {*ciscotac* | *diagnostic* | *environmental* | *inventory* | *license lifecycle* | *linecard* | *supervisor* | *syslogport* | *system* | *test*}	(Optional) Adds an additional profile alert group: **Note** Repeat this step to add additional profile alert groups if required.
Step 7	UCSC(policy-mgr) /domain-group/callhome/profile* # **remove alertgroups** {*ciscotac* | *diagnostic* | *environmental* | *inventory* | *license lifecycle* | *linecard* | *supervisor* | *syslogport* | *system* | *test*}	(Optional) Removes a specific profile alert groups from the buffer: **Note** Repeat this step to remove additional profile alert groups if required.
Step 8	UCSC(policy-mgr) /domain-group/callhome/profile* # **clear alertgroups**	(Optional) Clears all profile alert groups from the buffer.
Step 9	UCSC(policy-mgr) /domain-group/callhome/profile* # **set format** {*fulltxt* | *shorttxt* | *xml*	Sets the format.
Step 10	UCSC(policy-mgr) /domain-group/callhome/profile* # **set level** {*critical* | *debug* | *disaster* | *fatal* | *major* *minor* | *normal* | *notification* | *warning*}	Sets the level.
Step 11	UCSC(policy-mgr) /domain-group/callhome/profile* # **set maxsize** maximum-size	Sets the maximum size in megabytes (0-5000000).
Step 12	UCSC(policy-mgr) /domain-group/callhome/profile* # **create** | **delete** | **scope destination** *destination-name* | *destination-email*	Creates, deletes, or scopes the profile destination name or email address.
Step 13	UCSC(policy-mgr) /domain-group/callhome/profile/destination* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to configure a policy profile:

```
UCSC # connect policy-mgr
UCSC(policy-mgr)# scope domain-group domaingroup01
UCSC(policy-mgr) /domain-group # scope callhome
UCSC(policy-mgr) /domain-group/callhome # scope profile chprofile01
UCSC(policy-mgr) /domain-group/callhome/profile # set alertgroups diagnostic
UCSC(policy-mgr) /domain-group/callhome/profile* # add alertgroups lifecycle
UCSC(policy-mgr) /domain-group/callhome/profile* # set level normal
UCSC(policy-mgr) /domain-group/callhome/profile* # set maxsize 5000000
UCSC(policy-mgr) /domain-group/callhome/profile* # create destination destination@cisco.com
UCSC(policy-mgr) /domain-group/callhome/profile/destination* # commit-buffer
UCSC(policy-mgr) /domain-group/callhome/profile/destination #
```

Deleting a Profile for a Call Home Policy

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr) # **scope domain-group** *domain-group*	Enters domain group root mode and (optionally) enters a sub-domain group under the domain group root. To enter the domain group root mode, type / as the *domain-group*.
Step 3	UCSC(policy-mgr) /domain-group # **scope callhome**	Scopes the default Call Home policy's configuration mode.
Step 4	UCSC(policy-mgr) /domain-group/callhome # **delete profile** *profile-name*	Deletes a Call Home policy's profile.
Step 5	UCSC(policy-mgr) /domain-group/callhome* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to delete the policy profile chprofile01:

```
UCSC # connect policy-mgr
UCSC(policy-mgr)# scope domain-group domaingroup01
UCSC(policy-mgr) /domain-group # scope callhome
UCSC(policy-mgr) /domain-group/callhome # delete profile chprofile01
UCSC(policy-mgr) /domain-group/callhome* # commit-buffer
UCSC(policy-mgr) /domain-group/callhome #
```

Configuring a Policy for a Call Home Policy

Before configuring a policy for a call home policy under a domain group, this policy must first be created. Policies for call home policies under the Domain Groups root that were already created by the system are ready to configure.

Before You Begin

Create a Call Home Policy.

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr) # **scope domain-group** *domain-group*	Enters domain group root mode and (optionally) enters a sub-domain group under the domain group root. To enter the domain group root mode, type / as the *domain-group*.

	Command or Action	Purpose
Step 3	UCSC(policy-mgr) /domain-group # **scope callhome**	Scopes the default Call Home policy's configuration mode.
Step 4	UCSC(policy-mgr) /domain-group/callhome # **create** | **scope policy** *policy-name*	Creates a policy for a Call Home policy and enters that policy, or scopes an existing policy for a Call Home policy. Policies for the Call Home policy include: • arp-targets-config-error • association-failed • configuration-failure • connectivity-problem • election-failure • equipment-disabled • equipment-inaccessible • equipment-inoperable • equipment-offline • equipment-problem • fru-problem • identity-unestablishable • inventory-failed • license-graceperiod-expired • limit-reached • link-down • management-services-failure • management-services-unresponsive • mgmtif-down • port-failed • power-problem • thermal-problem • version-incompatible • vif-ids-mismatch • voltage-problem

	Command or Action	Purpose
Step 5	UCSC(policy-mgr) /domain-group/callhome/policy* # **enable** | **disable**	Enables or disables the policy for the Call Home policy.
Step 6	UCSC(policy-mgr) /domain-group/callhome/policy* # **set admin-state** {*enabled* | *disabled*}	Enables or disables the admin state of the policy for the Call Home policy.
Step 7	UCSC(policy-mgr) /domain-group/callhome/policy* # **exit**	(Optional) Moves up one level to create or scope and configure the next policy for the Call Home policy. Repeating the above three steps until all required policies for the Call Home policy are scoped or created and configured.
Step 8	UCSC(policy-mgr) /domain-group/callhome/profile/destination* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to:

- Recursively create policies license-graceperiod-expired
- Recursively create policies management-services-failure
- Enable these policies for the Call Home policy
- Enable the admin-state for each
- Commit the transaction

```
UCSC # connect policy-mgr
UCSC(policy-mgr)# scope domain-group domaingroup01
UCSC(policy-mgr) /domain-group # scope callhome
UCSC(policy-mgr) /domain-group/callhome # create policy license-graceperiod-expired
UCSC(policy-mgr) /domain-group/callhome/policy* # enable
UCSC(policy-mgr) /domain-group/callhome/policy* # set admin-state enable
UCSC(policy-mgr) /domain-group/callhome/policy* # exit
UCSC(policy-mgr) /domain-group/callhome # create policy management-services-failure
UCSC(policy-mgr) /domain-group/callhome/policy* # enable
UCSC(policy-mgr) /domain-group/callhome/policy* # set admin-state enable
UCSC(policy-mgr) /domain-group/callhome/policy* # commit-buffer
UCSC(policy-mgr) /domain-group/callhome/policy #
```

Deleting a Policy for a Call Home Policy

Procedure

	Command or Action	Purpose
Step 1	UCSC# **connect policy-mgr**	Enters policy manager mode.
Step 2	UCSC(policy-mgr) # **scope domain-group** *domain-group*	Enters domain group root mode and (optionally) enters a sub-domain group under the domain group root. To enter the domain group root mode, type / as the *domain-group*.
Step 3	UCSC(policy-mgr) /domain-group # **scope callhome**	Scopes the default Call Home policy's configuration mode.
Step 4	UCSC(policy-mgr) /domain-group/callhome # **delete policy** *policy-name*	Deletes a policy for a Call Home policy.
Step 5	UCSC(policy-mgr) /domain-group/callhome* # **commit-buffer**	Commits the transaction to the system configuration.

The following example shows how to delete the policy chpolicy01 from within the Call Home policy:

```
UCSC # connect policy-mgr
UCSC(policy-mgr)# scope domain-group domaingroup01
UCSC(policy-mgr) /domain-group # scope callhome
UCSC(policy-mgr) /domain-group/callhome # delete policy chpolicy01
UCSC(policy-mgr) /domain-group/callhome* # commit-buffer
UCSC(policy-mgr) /domain-group/callhome #
```