



Configuring Call Home

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Call Home Policies

Cisco UCS Central supports global call home policies for notifying all email recipients defined in call home profiles to specific Cisco UCS Central 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.

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 were already created by the system and ready to configure.

Procedure

- Step 1** On the menu bar, click **Operations Management**.
- Step 2** In the **Navigation** pane, expand **Domain Groups > Domain Group root**.
- Step 3** In the **Navigation** pane, click **Operational Policies**.
- Step 4** In the **Work** pane, click **CallHome**.
- Step 5** (Optional) In the **Actions** area, click **Create**.
Call home policies under the domain groups root were created by the system and ready to configure by default
- Step 6** In the **Work** pane, click the **General** tab.
- Step 7** In the **Actions** area, complete all applicable fields.

Name	Description
Create button	Creates an instance of the policy that will be used by all Cisco UCS domains included in the selected domain group.
Import button	Allows you to import the policy from one of the Cisco UCS domains registered with Cisco UCS Central.
Delete button	Deletes the instance of the policy defined for the selected domain group. After you delete the policy, it remains greyed-out until you click Save . When you do so, Cisco UCS Central deletes the policy and any configuration data you may have specified. While you can create a new instance of the policy later, you cannot restore the configuration data from a deleted instance. To cancel the delete request, click Reset .
State field	Whether Call Home is used for the Cisco UCS domains included in the Cisco UCS Central domain group. This can be one of the following: <ul style="list-style-type: none"> • Off—Call Home is not used for the Cisco UCS domains. • On—Cisco UCS generates Call Home alerts based on the Call Home policies and profiles defined in the domain group. <p>Note If this field is set to On, Cisco UCS Central GUI displays the rest of the fields on this tab.</p>
Throttling field	Whether the system limits the number of duplicate messages received for the same event. This can be one of the following: <ul style="list-style-type: none"> • On—If the number of duplicate messages sent exceeds 30 messages within a 2-hour time frame, then the system discards further messages for that alert type. • Off—The system sends all duplicate messages, regardless of how many are encountered.

Name	Description
Phone field	The telephone number for the main contact. Enter the number in international format, starting with a + (plus sign) and a country code. You can use hyphens but not parentheses.
Email field	The email address for the main contact. Cisco Smart Call Home sends the registration email to this email address. Note If an email address includes special characters, such as # (hash), spaces, or & (ampersand), the email server may not be able to deliver email messages to that address. Cisco recommends that you use email addresses which comply with RFC2821 and RFC2822 and include only 7bit ASCII characters.
Address field	The mailing address for the main contact. Enter up to 255 ASCII characters.
From field	The email address that should appear in the From field on Call Home alert messages sent by the system.
Reply To field	The return email address that should appear in the From field on Call Home alert messages sent by the system.
Switch Priority drop-down list	This can be one of the following: <ul style="list-style-type: none"> • Alerts • Critical • Debugging • Emergencies • Errors • Information • Notifications • Warnings
Hostname field	The IP address or hostname of the SMTP server. Note If you use a hostname rather than an IP address, you must configure a DNS server. If the Cisco UCS domain is not registered with Cisco UCS Central or DNS management is set to local , configure a DNS server in Cisco UCS Manager. If the Cisco UCS domain is registered with Cisco UCS Central and DNS management is set to global , configure a DNS server in Cisco UCS Central.
Port field	The port number the system should use to talk to the SMTP server. Enter an integer between 1 and 65535. The default is 25.

Name	Description
Customer ID field	The CCO ID that includes the contract numbers for the support contract in its entitlements. Enter up to 510 ASCII characters.
Contract ID field	The Call Home contract number for the customer. Enter up to 510 ASCII characters.
Site field	The unique Call Home identification number for the customer site. Enter up to 510 ASCII characters.

Step 8 In the **Work** pane, click the **Profiles** tab.

Step 9 In the **Actions** area, complete all applicable fields.

Name	Description
Create button	Creates an instance of the policy that will be used by all Cisco UCS domains included in the selected domain group.
Import button	Allows you to import the policy from one of the Cisco UCS domains registered with Cisco UCS Central.
Delete button	Deletes the instance of the policy defined for the selected domain group. After you delete the policy, it remains greyed-out until you click Save . When you do so, Cisco UCS Central deletes the policy and any configuration data you may have specified. While you can create a new instance of the policy later, you cannot restore the configuration data from a deleted instance. To cancel the delete request, click Reset .
Filter button	Allows you to filter the data in the table. When you apply a filter, this button name changes to Filter (on) .
Create Profile button	Allows you to create a Call Home profile.
Add Email Recipient button	Allows you to add an email recipient to an existing Call Home profile.
Properties button	Displays detailed properties for the object selected in the table.
Delete button	Deletes the object selected in the table.
Name column	The name of the Call Home profile.
Level column	The lowest fault level that triggers the profile. Cisco UCS generates a Call Home alert for every fault that is at or above this level.

Name	Description
Alert Groups column	The group or groups that are alerted based on this Call Home profile.

Step 10 In the **Work** pane, click the **Policies** tab.

Step 11 In the **Actions** area, complete all applicable fields.

Name	Description
Create button	Creates an instance of the policy that will be used by all Cisco UCS domains included in the selected domain group.
Import button	Allows you to import the policy from one of the Cisco UCS domains registered with Cisco UCS Central.
Delete button	Deletes the instance of the policy defined for the selected domain group. After you delete the policy, it remains greyed-out until you click Save . When you do so, Cisco UCS Central deletes the policy and any configuration data you may have specified. While you can create a new instance of the policy later, you cannot restore the configuration data from a deleted instance. To cancel the delete request, click Reset .
Filter button	Allows you to filter the data in the table. When you apply a filter, this button name changes to Filter (on) .
Create Policy button	Allows you to create a new Call Home policy.
Properties button	Displays detailed properties for the object selected in the table.
Delete button	Deletes the object selected in the table.
Cause column	The event that triggers the alert. Each policy defines whether an alert is sent for one type of event.
Call Home Policy State column	If this is enabled , Cisco UCS uses this policy when an error matching the associated cause is encountered. Otherwise, Cisco UCS ignores this policy even if a matching error occurs. By default, all policies are enabled.

Step 12 In the **Work** pane, click the **System Inventory** tab.

Step 13 In the **Actions** area, complete all applicable fields.

Name	Description
Create button	Creates an instance of the policy that will be used by all Cisco UCS domains included in the selected domain group.

Name	Description
Import button	Allows you to import the policy from one of the Cisco UCS domains registered with Cisco UCS Central.
Delete button	Deletes the instance of the policy defined for the selected domain group. After you delete the policy, it remains greyed-out until you click Save . When you do so, Cisco UCS Central deletes the policy and any configuration data you may have specified. While you can create a new instance of the policy later, you cannot restore the configuration data from a deleted instance. To cancel the delete request, click Reset .
Send Periodically field	If this field is set to on , Cisco UCS sends the system inventory to the Call Home database. When the information is sent depends on the other fields in this area.
Send Interval field	The number of days that should pass between automatic system inventory data collection. Enter an integer between 1 and 30.
Hour of Day to Send field	The hour that the data should be sent using the 24-hour clock format.
Minute of Hour to Send field	The number of minutes after the hour that the data should be sent.

Step 14 Click **Save**.

Deleting a Call Home Policy

A call home policy is deleted from a domain group under the domain group root. Call home policies under the domain groups root cannot be deleted.

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

Procedure

- Step 1** On the menu bar, click **Operations Management**.
- Step 2** In the **Navigation** pane, expand **Domain Groups > Domain Group root**.
- Step 3** In the **Navigation** pane, click **Operational Policies**.
- Step 4** In the **Work** pane, click **CallHome**.
- Step 5** In the **Actions** area, click **Delete**.
A policy that is deleted will inherit its settings from its domain group's parent until it is reconfigured.

Step 6 Click **Save**.

Configuring a Profile for a Call Home Policy

Before You Begin

Before configuring a profile for a call home policy in a domain group under the Domain Group root, this profile and policy must first be created.

Procedure

Step 1 On the menu bar, click **Operations Management**.

Step 2 In the **Navigation** pane, expand **Domain Groups > Domain Group root**.

Step 3 Under the **Domain Groups root** node, do one of the following choices:

- To configure the policy in the domain group root, click **Operational Policies**.
- To configure the policy in a specific domain group, expand the node for that domain group and click **Operational Policies**.

Step 4 In the **Work** pane, click **CallHome**.

Step 5 In the **Work** pane, click the **Profiles** tab.

Step 6 In the **Actions** area, click **Create Profile** and complete all applicable fields.

a) In the **Create Profile** dialog, click and complete the following fields:

Name	Description
Name field	The user-defined name for this profile.
Level field	<p>The lowest fault level that triggers the profile. Cisco UCS generates a Call Home alert for each fault that is at or above this level.</p> <p>This can be one of the following:</p> <ul style="list-style-type: none"> • critical • debug • disaster • fatal • major • minor • normal • notification • warning

b) In the **Alert Groups** area, complete the following fields:

Name	Description
Alert Groups field	<p>The group or groups that are alerted based on this Call Home profile. This can be one or more of the following:</p> <ul style="list-style-type: none"> • ciscoTac • diagnostic • environmental • inventory • license • lifeCycle • linecard • supervisor • syslogPort • system • test

c) In the **Email Configuration** area, complete the following fields:

Name	Description
Format field	<p>This can be one of the following:</p> <ul style="list-style-type: none"> • xml—A machine readable format that uses Extensible Markup Language (XML) and Adaptive Messaging Language (AML) XML schema definition (XSD). This format enables communication with the Cisco Systems Technical Assistance Center. • fullTxt—A fully formatted message with detailed information that is suitable for human reading. • shortTxt—A one or two line description of the fault that is suitable for pagers or printed reports.

Name	Description
Max Message Size field	The maximum message size that is sent to the designated Call Home recipients. Enter an integer between 1 and 5000000. The default is 5000000. For full text and XML messages, the maximum recommended size is 5000000. For short text messages, the maximum recommended size is 100000. For the Cisco TAC alert group, the maximum message size must be 5000000.

d) In the **Email Recipients** area, complete the following fields:

Name	Description
Filter button	Allows you to filter the data in the table. When you apply a filter, this button name changes to Filter (on) .
Add Email Recipients button	Allows you to add an email recipient.
Properties button	Displays detailed properties for the object selected in the table.
Delete button	Deletes the object selected in the table.
Email column	The email address of the recipient.

e) Click **OK**.

Step 7 Click **Save**.

Adding Email Recipients to a Call Home Profile

Before You Begin

Before adding email recipients to a profile for a call home policy, this profile must first be created.

Procedure

- Step 1** On the menu bar, click **Operations Management**.
- Step 2** In the **Navigation** pane, expand **Domain Groups > Domain Group root**.
- Step 3** Under the **Domain Groups root** node, do one of the following choices:
 - To configure the policy in the domain group root, click **Operational Policies**.

- To configure the policy in a specific domain group, expand the node for that domain group and click **Operational Policies**.

- Step 4** In the **Work** pane, click **CallHome**.
- Step 5** In the **Work** pane, click the **Profiles** tab.
- Step 6** In the **Work** pane, click an existing profile for adding the email recipient.
- Step 7** In the **Action** are, click **Add Email Recipients**.
- Step 8** In the **Add Email Recipients** dialog box, enter an email address for the recipient.
- Step 9** Click **OK**.
- Step 10** Click **Save**.
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Deleting a Profile for a Call Home Policy

Procedure

- Step 1** On the menu bar, click **Operations Management**.
- Step 2** In the **Navigation** pane, expand **Domain Groups > Domain Group root**.
- Step 3** Under the **Domain Groups root** node, do one of the following choices:
- To configure the policy in the domain group root, click **Operational Policies**.
 - To configure the policy in a specific domain group, expand the node for that domain group and click **Operational Policies**.
- Step 4** In the **Work** pane, click **CallHome**.
- Step 5** In the **Actions** area, click the profile in call home you want to delete.
You can also right-click the profile in call home you want to delete to access that option. A profile that is deleted will inherit its settings from its domain group's parent until it is reconfigured.
- Step 6** In the **Actions** area, click **Delete**.
Deleting a profile for a call home policy will delete all email recipients and other settings defined for that profile.
- Step 7** If Cisco UCS Central GUI displays a confirmation dialog box, click **Yes**.
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Configuring a Policy for a Call Home Policy

Before You Begin

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 were already created by the system and ready to configure.

Procedure

- Step 1** On the menu bar, click **Operations Management**.
- Step 2** In the **Navigation** pane, expand **Domain Groups > Domain Group root**.
- Step 3** Under the **Domain Groups root** node, do one of the following choices:
- To configure the policy in the domain group root, click **Operational Policies**.
 - To configure the policy in a specific domain group, expand the node for that domain group and click **Operational Policies**.
- Step 4** In the **Work** pane, click **CallHome**.
- Step 5** In the **Work** pane, click the **Policies** tab.
- Step 6** In the **Actions** area, click **Create Policy** and complete all applicable fields.
- a) In the **Create Policy** dialog, click and complete the following fields:

Name	Description
State field	If this is enabled , Cisco UCS uses this policy when an error matching the associated cause is encountered. Otherwise, Cisco UCS ignores this policy even if a matching error occurs. By default, all policies are enabled.
Cause field	The event that triggers the alert. Each policy defines whether an alert is sent for one type of event. You cannot change the cause after the policy has been saved.

- b) Click **OK**.

- Step 7** Click **Save**.

Deleting a Policy for a Call Home Policy

Procedure

- Step 1** On the menu bar, click **Operations Management**.
- Step 2** In the **Navigation** pane, expand **Domain Groups > Domain Group root**.
- Step 3** Under the **Domain Groups root** node, do one of the following choices:
- To configure the policy in the domain group root, click **Operational Policies**.

- To configure the policy in a specific domain group, expand the node for that domain group and click **Operational Policies**.

Step 4 In the **Navigation** pane, click **Operational Policies**.

Step 5 In the **Work** pane, click **CallHome**.

Step 6 In the **Actions** area, click the policy in call home you want to delete.
You can also right-click the policy in call home you want to delete to access that option. A policy that is deleted will inherit its settings from its domain group's parent until it is reconfigured.

Step 7 If Cisco UCS Central GUI displays a confirmation dialog box, click **Yes**.
