



CHAPTER 4

Smart Call Home Web Application

This chapter discusses the following areas:

- [Overview of the Smart Call Home Web Application.](#)
- [Launch Smart Call Home.](#)
- [Smart Call Home Overview page.](#)
- [Registration Management Processes.](#)
- [Report Generation.](#)

Overview of the Smart Call Home Web Application

This section discusses the following areas:

- [Accessing the Smart Call Home Web Application.](#)
- [Navigational Aids and Sorting Table Information.](#)

The Smart Call Home web application provides access to:

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

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

Accessing the Smart Call Home Web Application

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

Navigational Aids and Sorting Table Information


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


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

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




- The first part of the navigational aid `66 items found, displaying 1 to 15.` 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. To view table entries that are on another page, use one of the following options.

| <input type="checkbox"/> | Serial Number | Host Name | Product ID | Contract | Company | Registration Status Date Stamp | Entitlement Status End Date |
|--------------------------|----------------------------------|----------------|------------|----------|---------------|--|--|
| <input type="checkbox"/> | FOC0950Y0KJ Info | QA-cat6500-AA5 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete 25-Jan-2007 00:09:11 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y0KQ Info | QA-cat6500-AA7 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete 25-Jan-2007 00:28:18 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y0KA Info | QA-cat6500-AA0 | WS-C6513 | 1022310 | CISCO SYSTEMS | Complete 27-Jan-2007 06:53:19 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y0K1 Info | QA-cat6500-AA1 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete 06-Feb-2007 01:48:49 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y0KW Info | QA-cat6500-AA0 | WS-C6513 | 1022310 | CISCO SYSTEMS | Complete 10-Feb-2007 04:29:56 PM | SR Capable 10-Jan-2008 04:00:00 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.

Launch Smart Call Home

Topics covered in this section are:

- [Login Prompt](#)
- [Accept the Legal agreement](#)

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

Login Prompt

- Step 1** Go to the Smart Call Home application at URL: <https://tools.cisco.com/sch/> the login prompt window opens. One of two options will occur:
- If this is your first time logging on to Smart Call Home and have not yet accepted the Legal Agreement, the [Legal Agreement window will open](#).
 - If you have previously accepted the Legal Agreement the [Smart Call Home web application will open to the overview page](#).

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

Accept the Legal agreement

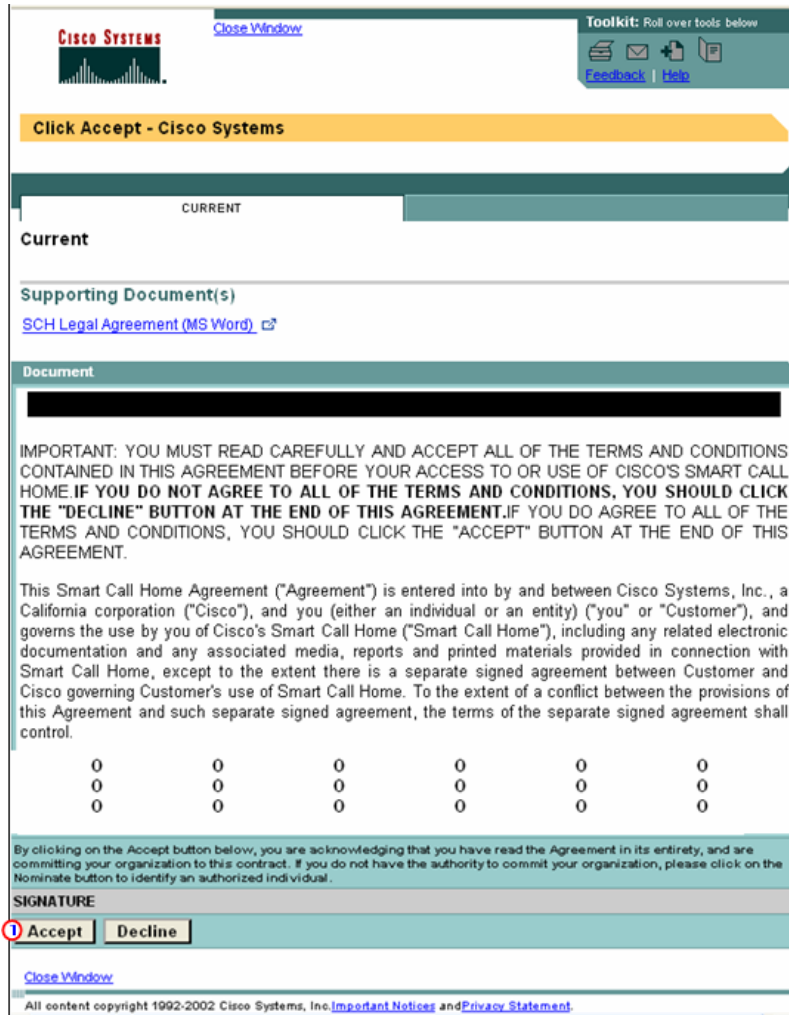
Every customer needs to accept the Legal Agreement before they can use the Smart Call Home application.

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

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

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

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



At the bottom click **Accept**; 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

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](#)

Greater Network Availability
[Learn More](#)

The Overview page provides the following access and information:

- Has a tabbed bar ④ 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 received by the Cisco Backend.

- Gives a summary of the Smart Call Home service with a link to obtain additional information. ⓘ
- Provides download links to the:
 - Transport Gateway ⓘ – Go to <http://www.cisco.com/kobayashi/sw-center/sw-netmgmt.shtml> and click **Cisco Transport Gateway**.
 - Smart Call Home User Guide. ⓘ
- Provides an overview of, and links to, the following functions: ☐
 - **Registration Management** – Provides access to the same links that are provided on the Registration Management tab.
 - **Reports** – Provides quick access to the two different types of reports.

Registration Management Processes

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

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

- [Overview of Registration Processes](#).
- [Device Registration](#).
- [User Registration](#).
- [Transport Gateway Registration](#).

Overview of Registration Processes

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

- **Device Registration** – Devices are associated with a Cisco.com user id, valid contract or warranty, and Company. This registration is required for Call Home messages sent by the device to be processed.

- **User Registration** – Users get registered to a company and gets automatically created when the customer confirms the device registration. The user registration is needed so the customer can get access to the reports in the web application. A customer can register additional users.
- **Transport Gateway Registration** – Transport Gateways get associated to a company. The Transport Gateway registration is needed only when the customer wants to use a Transport Gateway to send Call Home messages to the backend.

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



This tab provides access to the following registration functions for:

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

Device Registration

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

- [Confirm Device Registration for Devices with “Pending Registration”](#) to associate the device to a contract and company.
- [View, Edit, or Delete Registered Devices.](#)

Device Registration Overview

When a first supported message type 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 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. A user registers a device using a valid service contract in Smart Call Home; a device can have a registration status of:

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

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

There are two types of processes for device registration:

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

Confirm Device Registration for Devices with “Pending Registration”

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

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

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

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

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

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

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

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

Step 1 Launch [Smart Call Home](#); the Smart Call Home Overview page appears.

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](#)

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](#)

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

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

- If you are on the Overview page, click **Devices Pending Registration**. ①
- If you are not on the Overview page, do the following:
 - Click the **Registration Management** tab; ② the Registration Management page appears.

Overview | Registration Management | Reports

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

- From the Registration Management page, click **Devices Pending Registration**. ③

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: Submit

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"/> | Host-250670445 | 1005057 | 250670445 | CISCO SYSTEMS |
| <input type="checkbox"/> | QA-cat6500-A70 | 1022310 | CAM105200AQ | CISCO SYSTEMS |
| <input type="checkbox"/> | Host-SAL0802SH9U | | FAB0445T3C5 | CISCO SYSTEMS |
| <input type="checkbox"/> | Host-FAB0449X14D | | FAB0449X14D | CISCO SYSTEMS |
| <input type="checkbox"/> | JM-Cat6503-03 | | FAB0449X1F9 | CISCO SYSTEMS |
| <input type="checkbox"/> | RV-cat6500-AA5 | 1022310 | FOC0950Y0KL | CISCO SYSTEMS |
| <input type="checkbox"/> | Host-FOC1003Y0TB | 1022310 | FOC1003Y0TB | CISCO SYSTEMS |
| <input type="checkbox"/> | QA-cat6500-AA3 | 1022310 | SAL1007DDJM | CISCO SYSTEMS |
| <input type="checkbox"/> | MFR-Cat6503-03 | 1022310 | SAL1016KCYR | CISCO SYSTEMS |

Complete Device Registration

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

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

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

Step 4 Use one of the following options to perform the associated Devices Pending Registration functions on this 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.
 - 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 or warranty then the device is placed in the device list.

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

- Step 5** After performing one of the previous options, a confirmation message appears that indicates the following information:
- The selected device is being processed for registration.
 - The customer is notified via email when the device registration is completed.
 - The customer can continue using other Smart Call Home functions.
 - In the message, the customer can click “here” to register another device.



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

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

If the device registration confirmation was not completed successfully, go to [Device Registration Troubleshooting](#) for more information.

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

For information on how to navigate on this page, go to [Navigational Aids and Sorting Table Information](#).

View, Edit, or Delete Registered Devices

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

- [View Registered Devices.](#)
- [Edit Device Preferences and Contracts.](#)
- [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:

The screenshot shows the Smart Call Home web application interface. At the top, there is a navigation bar with three tabs: 'Overview', 'Registration Management', and 'Reports'. The 'Registration Management' tab is highlighted with a red circle. Below the navigation bar, there are three main sections:

- Smart Call Home Alerts You in Real-Time**: A section with a sub-header and a paragraph of text, followed by a 'Learn more' link.
- Registration Management**: A section with a sub-header and a paragraph of text. Below the text are four links: 'Registered Devices' (with a red circle around the '1' icon), 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users'.
- Reports**: A section with a sub-header and a paragraph of text, followed by two links: 'Device Report' and 'Call Home History Report'.

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

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: Contract: Company: Cisco*

Registration Status: Select One Entitlement Status: Select One

Search

| <input type="checkbox"/> | Serial Number | Host Name | Product ID | Contract | Company | Registration Status Date Stamp | Entitlement Status End Date |
|--------------------------|-------------------------------------|-------------------------|------------|----------|---------------|--|--|
| <input type="checkbox"/> | JAB091802WL Info | Rama_Cat6503-01 | WS-C6503 | 1044610 | CISCO SYSTEMS | Complete 24-Jan-2007 01:04:49 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | JAB091906N0 Info | JAB091906N0 | WS-C6513 | 1044610 | CISCO SYSTEMS | Complete 24-Jan-2007 02:30:30 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | JAB092005K5 Info | Cat6500 | WS-C6513 | 1044610 | CISCO SYSTEMS | Complete 24-Jan-2007 02:40:32 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| | | 0 0 0 0 0 0 0 0 0 0 0 0 | | | | | |
| <input type="checkbox"/> | FOC0950Y209 Info | JM-Cat6503-03 | WS-C6503 | 1044610 | CISCO SYSTEMS | Complete 01-Feb-2007 08:11:37 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y205 Info | JM-Cat6503-03 | WS-C6503 | 1044610 | CISCO SYSTEMS | Complete 01-Feb-2007 08:11:47 PM | SR Capable 10-Jan-2008 04:00:00 PM |



41 items found, displaying 1 to 15.

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

Delete Devices

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


Filter the Display of Registered Devices

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

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



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

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

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:

| Serial Number | Host Name | Product ID | Contract | Company | Registration Status Date Stamp | Entitlement Status End Date |
|---|----------------|------------|----------|---------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> FOC0950Y0KJ Info | QA-cat6500-AA5 | WS-C6503 | 1044610 | CISCO SYSTEMS | Complete 25-Jan-2007 00:09:11 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> FOC0950Y0KQ Info | QA-cat6500-AA7 | WS-C6503 | 1044610 | CISCO SYSTEMS | Complete 25-Jan-2007 00:28:18 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> FOC0950Y0KA Info | QA-cat6500-AA0 | WS-C6513 | 1044610 | CISCO SYSTEMS | Complete 27-Jan-2007 06:53:19 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> FOC0950Y0K1 Info | QA-cat6500-AA1 | WS-C6503 | 1044610 | CISCO SYSTEMS | Complete 06-Feb-2007 01:48:49 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> FOC0950Y0KW Info | QA-cat6500-AA0 | WS-C6513 | 1044610 | CISCO SYSTEMS | Complete 10-Feb-2007 04:29:56 PM | SR Capable 10-Jan-2008 04:00:00 PM |

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



Step 5 You can change the data that is being displayed on this 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, Contract 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.



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

- You can use the drop-down list for the Registration Status  and Entitlement Status fields;  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 QA).

Edit Device Preferences and Contracts

The info icon [Info](#) lets you edit device preferences and device contracts for a registered device by performing the following steps:

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"/> | Serial Number | Host Name | Product ID | Contract | Company | Registration Status Date Stamp | Entitlement Status End Date |
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| <input type="checkbox"/> | JAB091802WL Info | Rama_Cat6503-01 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete 24-Jan-2007 01:04:49 PM | SR Capable 10-Jan-2008 04:00:00 PM |
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| <input type="checkbox"/> | JAB091005K5 Info | Cat6500 | WS-C6513 | 1022310 | CISCO SYSTEMS | Complete 24-Jan-2007 02:40:32 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y209 Info | JM-Cat6503-03 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete 01-Feb-2007 08:11:37 PM | SR Capable 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y205 Info | JM-Cat6503-03 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete 01-Feb-2007 08:11:47 PM | SR Capable 10-Jan-2008 04:00:00 PM |

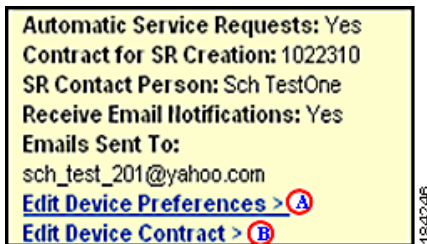
41 items found, displaying 1 to 15.
[\[First/Prev\]](#) [1](#), [2](#), [3](#) [\[Next/Last\]](#)

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

- Step 2** You can use the Search List fields  change what devices are displayed in the table.
- Step 3** To edit device preferences, 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 

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:

- Step 4 On the previous Info popup window click **Edit Device Preferences**; the Edit Device Preferences page appears.

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.
An * denotes a required field.

Preferences



Preferences for: Company: CISCO SYSTEMS
Hostname: *

1 All Hosts in the Company
2 A Specific Host
3 GS1_AST-6509-01




Automatic Service Request Creation:
 No
 Yes (default)
SR Contact Person*
4 sch_test_801
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. The user can add the required contract(s) to their CCO profile using the [CPR Profile Update Tool](#).


Receive Email Notifications:
 No
Turning off notifications only applies to Call Home messages that do not trigger Service Requests to be created or updated.
 Yes (default)
Select from the following email addresses:
5 sch-test-cco@cisco.com
sch_mieke@yahoo.com
sch_test_31@yahoo.com
sch_uatbeta_009@yahoo.com
Also send to these email addresses:
6
Comma separate addresses
7 Submit Cancel


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- Step 5** 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 this page; the edit device preferences window lets you perform the following tasks:

- Step 6** Specify which device(s) you want this preference assigned to, perform one of the following tasks:
- a. Specify a preference for All Hosts in the Company 
 - b. Specify a Specific Host  and choose the corresponding host from the drop-down list. 

- Step 7** Specify whether to activate the automatic Service Request (SR) creation feature for the designated host(s) by clicking the corresponding **No** or **Yes**  radio button.


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



Note


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

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

- Step 8** Specify if email notifications will be sent by clicking the corresponding **No** or **Yes** radio button. 





Note

The email addresses in the list box  are the email addresses of people registered to the company. The email address(es) need to be selected in order for the system 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.

- Step 9** To add more email addresses for email notification, in addition to those email addresses already specified in the “Select from the following email addresses:” list box,  enter the additional email address(es) into the “Also send to these email addresses:” field. 

**Note**

To add more than one email address, separate the email addresses with a comma and a space (i.e. skeeler@cisco.com, ckells@cisco.com).

When you click **Submit**, the additional email addresses that are specified are not added to the “Select from the following email addresses:” drop-down list;  the additional email addresses stay in the “Also send to these email addresses:” field.


- Step 10** 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.

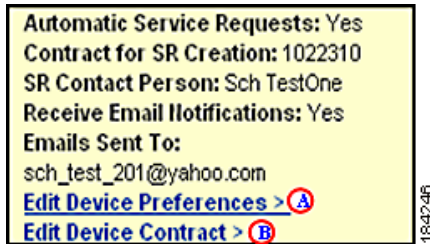
If you are having trouble editing device preferences then see [Troubleshooting for Edit Device Preferences](#) for more information.


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

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

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

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.

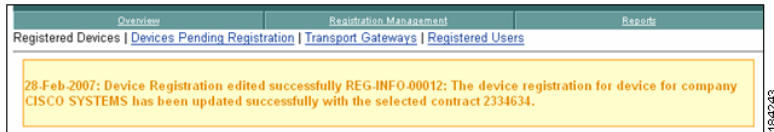
Do the following steps to perform the associated functions on this page:

- 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 [Troubleshooting for Edit Device Registration](#) 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:

The screenshot shows the 'Registration Management' section of the Smart Call Home web application. At the top, there are navigation tabs: 'Overview', 'Registration Management', and 'Reports'. Below these are sub-tabs: 'Registered Devices', 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users'. The 'Registered Devices' sub-tab is active.

Below the sub-tabs, there is a heading 'Registered Devices' and a brief instruction: '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.'

A search form is located below the instruction, with fields for 'Host Name', 'Contract', and 'Company' (containing 'Cisco*'). There are also dropdown menus for 'Registration Status' and 'Entitlement Status', both set to 'Select One', and a 'Search' button.




Below the search form is a table of registered devices. The table has the following columns: Serial Number, Host Name, Product ID, Contract, Company, Registration Status, Date Stamp, and Entitlement Status, End Date. The first row is selected with a checkmark. Below the table, there is a summary: '41 items found, displaying 1 to 15.' and navigation links: '[First/Prev] 1, 2, 3 [Next/Last]'. At the bottom left, there is a 'Delete Devices' button with a red circle containing the number '1'.

| <input type="checkbox"/> | Serial Number | Host Name | Product ID | Contract | Company | Registration Status | Date Stamp | Entitlement Status | End Date |
|-------------------------------------|-------------------------------------|-----------------|------------|----------|---------------|---------------------|-------------------------|--------------------|-------------------------|
| <input checked="" type="checkbox"/> | JAB091802WL Info | Rama_Cat6503-01 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete | 24-Jan-2007 01:04:49 PM | SR Capable | 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | JAB091906N0 Info | JAB091906N0 | WS-C6513 | 1022310 | CISCO SYSTEMS | Complete | 24-Jan-2007 02:30:30 PM | SR Capable | 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | JAB092005K5 Info | Cat6500 | WS-C6513 | 1022310 | CISCO SYSTEMS | Complete | 24-Jan-2007 02:40:32 PM | SR Capable | 10-Jan-2008 04:00:00 PM |
| 0 0 0 0 0 0 0 0 0 0 | | | | | | | | | |
| <input type="checkbox"/> | FOC0950Y209 Info | JM-Cat6503-03 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete | 01-Feb-2007 08:11:37 PM | SR Capable | 10-Jan-2008 04:00:00 PM |
| <input type="checkbox"/> | FOC0950Y205 Info | JM-Cat6503-03 | WS-C6503 | 1022310 | CISCO SYSTEMS | Complete | 01-Feb-2007 08:11:47 PM | SR Capable | 10-Jan-2008 04:00:00 PM |




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

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

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

Do the following steps to perform the associated functions on this page

- Step 2** Check one or more individual check boxes to the left of each device Serial Number,  or select all the devices by checking the check box to the left of the Serial Number column header. 
- Step 3** After checking the check box(es), click **Delete Devices**;  Smart Call Home displays a message prompt ensuring you really want to delete the registration for the selected device(s), if you click **OK** then a message confirming a successful deletion of the registration for the selected device(s).



Note

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

User Registration

User registration is required for the following tasks:

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

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

- [View Users](#).
- [Add Users](#).
- [Delete a User Registration](#).
- [Restore an Expired 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.

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.

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 web application interface. The navigation bar at the top has three tabs: 'Overview', 'Registration Management' (which is selected and highlighted with a red circle), and 'Reports'. Below the navigation bar, there are three main sections:

- Smart Call Home Alerts You in Real-Time**: A section with a sub-header and a paragraph of text, followed by a 'Learn more' link.
- Registration Management**: A section with a sub-header and a paragraph of text, followed by 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 a sub-header and a paragraph of text, followed by links for 'Device Report', 'Call Home History Report', and 'Network 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:
- If you are on the Overview page click **Registered Users**. 
 - If you are not on the Overview page, click **Registered Users**. 

The screenshot shows the Smart Call Home web application interface. The navigation bar at the top has three tabs: 'Overview', 'Registration Management', and 'Reports'. Below the navigation bar, there are three main sections: 'Registered Devices', 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users' (which is highlighted with a red dashed box). The number '184251' is visible on the right side of the screenshot.

Registration Management Processes

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 |
| 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 registered user functions on this page:

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

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

Add Users

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

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



Note

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

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

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](#)

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](#)

There are two different menu options you can use to add a user; use one of the following options:

- From the Overview page click **Registered Users**. ①
- If you are not on the Overview page, click **Registered Users**. ②

Overview Registration Management Reports

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



Note

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](#)


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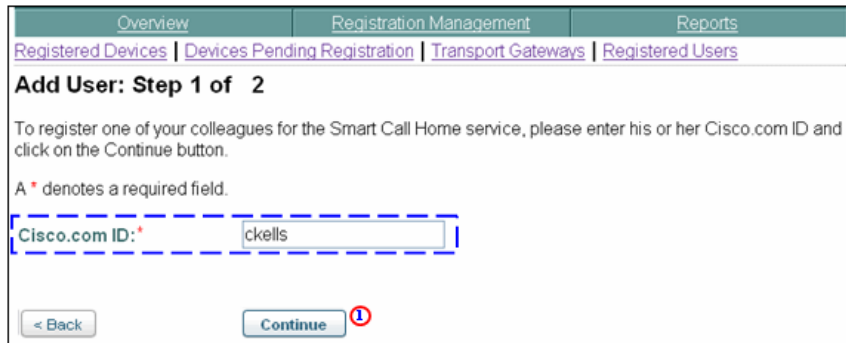
Step 1 You can select one of the following navigational options or change the content on this page:


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

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

Do the following steps to perform the associated functions on this 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.



- 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**;  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 | | | | |
| <p>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</p> <p>Cisco.com ID: ckells Full Name: Christopher, Kells</p> | | | | |
| <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 ⓘ | | |

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



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

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



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

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

Overview | Registration Management | Reports

[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:

Registration Status:

| <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 |
| <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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Note

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

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

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

The table entry contains the following user information:

- Which company the user is registered.

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

If you are not able to add a user, see [User Registration Troubleshooting](#) for more information.

Delete a User Registration

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

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

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"/> | gurvsing | 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 | | | | | | | |
| <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]

184258

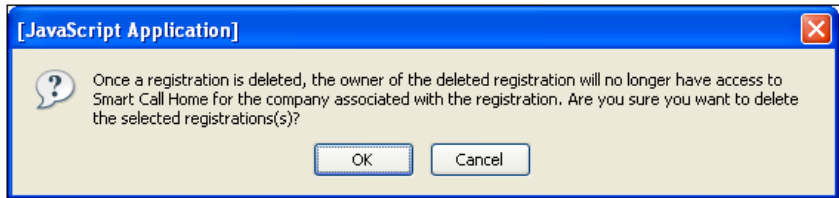
Step 1 You can select one of the following navigational options or change the content on this page:

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

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

Do the following steps to perform the associated functions on this 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"/> | Cisco.com ID | User Name | Company | Service | Function | Reg. Status | Time Stamp |
|--------------------------|--------------|--|-----------------------|-----------------|----------|-------------|-------------------------|
| <input type="checkbox"/> | dc3testuser2 | dcthreetestusertwo dcthreetestusertwo | MICROSOFT CORPORATION | Smart Call Home | Admin | Completed | 18-Jul-2007 09:46:36 AM |
| <input type="checkbox"/> | mietrede | MIEKE FREDERICKX | MICROSOFT CORPORATION | Smart Call Home | User | Expired | 01-Mar-2007 01:13:05 AM |

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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.

Restore an Expired User Registration

A User registration expires when one of the following events occur:

- A customer is registered as an Administrator and does not have anymore valid contracts for the Company.



Note

Contracts in the user's Cisco.com profile have either expired, or been otherwise removed from profile.

- The warranty for the device has expired and the user does not have any contracts in their Cisco.com profile for that Company. This is a case where the user registration was created after confirming a device registration for a device that was covered under warranty.

**Note**

Registrations that associate a Customer, registered as ‘User’, with a Company will not expire.

Customer Administrators whose user registration for a Company has expired become Not Registered Customers for that Company. The administrators will not be able to see any device reports or act as Service Request contact person for devices registered for the same Company as the expired user registration. The administrator will need to be re-registered using the user registration process in the web application or they can register a device.

To restore an expired registration the administrator must do one of the following:

Step 1 Either needs to get/buy a new contract that can be registered to the company, OR

Step 2 Add an already existing contract for the company to his/her Cisco.com profile.

After performing the restore, the user needs to make sure that the contracts have been added to the Cisco.com profile and then the user can be re-registered to Smart Call Home.

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.

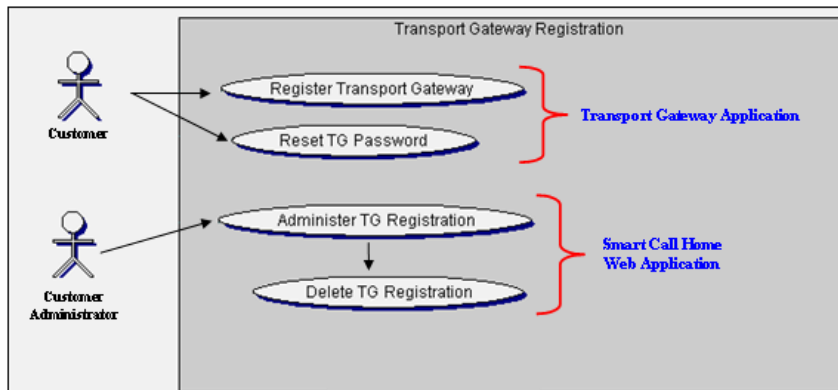
When the customer views the Transport Gateways on the Smart Call Home web application, they view Transport Gateway Registrations for which they are administrators.

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](#)

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

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](#)

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

- Step 2** There are two ways to get to the Transport Gateways page:
- If you are on the Overview page click **Transport Gateways**.
 - If you are not on the Overview page click **Transport Gateways**.

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

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

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:

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:

Transport Gateway Id: 1

2

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

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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 text sensitive; however, wildcards (an asterisk *) do not need to be used with entered text.

- If there is more than one company displayed, press the Company field drop-down arrow 2 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:

Transport Gateway Id:

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

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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

184267

- A description of the Transport Gateway.

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

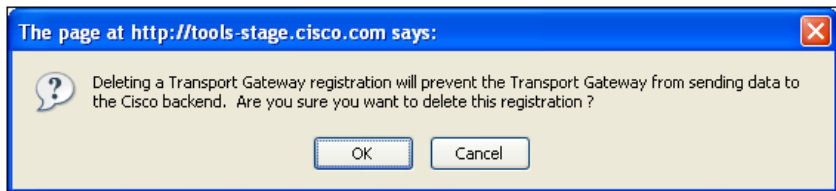
Deleting a Transport Gateway Registration

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

The screenshot shows the 'Transport Gateway Registrations' page. At the top, there are navigation tabs: 'Overview', 'Registration Management', and 'Reports'. Below these are links for 'Registered Devices', 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users'. The main heading is 'Transport Gateway Registrations'. Below the heading is a search list with the following fields: 'Transport Gateway Name' (text input), 'Company' (dropdown menu with 'Select One'), 'Transport Gateway Id' (text input with 'SC73'), and a 'Search' button. Below the search list is a table with the following columns: 'Name', 'Transport Gateway ID', 'Info', 'Company', and 'Registration Status'. The table contains one row with the following data: 'RV_TG061807 SC73', 'Info', 'CISCO SYSTEMS', and 'Completed'. Below the table is a 'Delete Registration' button with a question mark icon.

| <input checked="" type="checkbox"/> | Name | Transport Gateway ID | Info | Company | Registration Status |
|-------------------------------------|---------------------|----------------------|----------------------|---------------|---------------------|
| <input checked="" type="checkbox"/> | RV_TG061807 SC73 | | Info | CISCO SYSTEMS | Completed |

- Step 1** Check the check box that is adjacent to the Transport Gateway Registration you want to delete.
- Step 2** Click **Delete Registration**; a pop-up message indicates that the selected Transport Gateway registration will be deleted.



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

- Step 4** The system displays a UI message indicating that the selected Transport Gateway registration has been deleted successfully and if there were other administrators assigned to the registration, they have also been notified.
- Step 5** Click **OK** to continue processing the Transport Gateway registration deletion; the Transport Gateway will be removed from the Transport Gateway registration list.

Report Generation

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

This section explains how to perform the following tasks:

- Access the two different types of Reports:
 - **Device Reports** – contains detailed inventory information on the customer's registered device(s), provides information about the device's registration contact and the device's latest Inventory and Configuration details.
 - **Call Home History Report** – provides access to the different Call Home messages, and the processed results on those messages, sent within the last three months.
- [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.
- The contract used to register the device has expired and hence the device registration has expired.

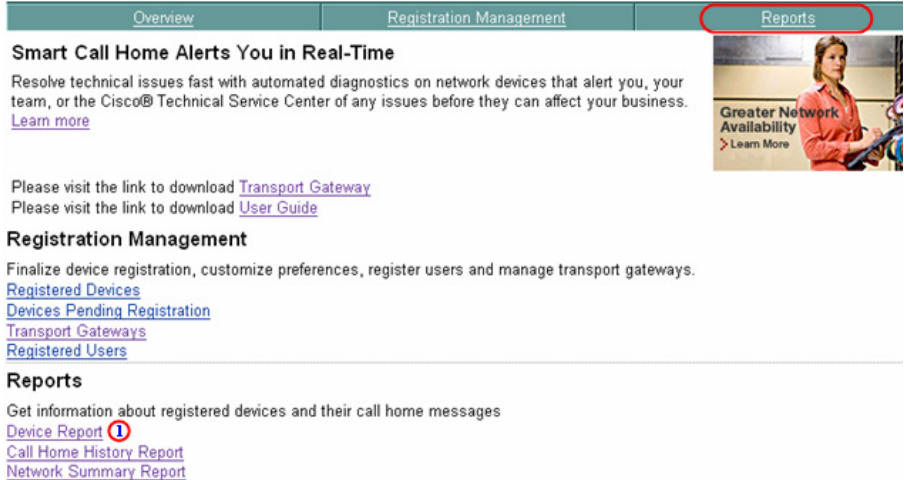
When the device is successfully registered then the report will be accessible again.

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

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

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

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



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 highlighted with a red circle. Below the tabs, the 'Overview' section is visible, featuring a heading 'Smart Call Home Alerts You in Real-Time' and a paragraph about resolving technical issues. There are links for 'Learn more', 'Transport Gateway', and 'User Guide'. Below this is the 'Registration Management' section, which includes a heading and a paragraph about finalizing device registration. There are links for 'Registered Devices', 'Devices Pending Registration', 'Transport Gateways', and 'Registered Users'. At the bottom, the 'Reports' section is visible, with a heading and a paragraph about getting information about registered devices. There are links for 'Device Report', 'Call Home History Report', and 'Network Summary Report'. The 'Device Report' link has a red circle next to it.

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

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



Generate Device Reports

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


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

Specify Report Criteria

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


- Step 2** You can perform one of the following navigational options on this page:
- Click one of the tabs  to go to that respective section of Smart Call Home.
 - Click **Call Home History Report**  to go the Call Home History Report – Specify Report Criteria page.

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

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





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

- Step 4** Optionally enter one or more of the following search criteria: 
- **Host Name** – full or partial host name (case insensitive).
 - **Serial Number** – full or partial serial number (serial number of a chassis) (case insensitive).

- **Chassis Model Name** – full or partial name can be used to register the device.
- **Card Model Name** – full or partial name.
- **Card Serial Number** – full or partial serial number.

**Note**

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

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

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

View Device Report Results

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

The screenshot displays the 'Reports' section of the Smart Call Home web application. At the top, there are navigation tabs: 'Overview', 'Registration Management', and 'Reports'. Below these, there are links for 'Device Report', 'Call Home History Report', and 'Network Summary Report'. The main heading is 'Device Report Results'. Underneath, the 'Report Criteria' are shown as 'Company: ALL' and 'Serial Number: sal*'. A table of results follows, listing device details such as Serial Number, Host Name, Description, Company Name, Product ID, HW Version, SW Version, Part Number/Rev, Last Inventoried, and Last Config Date. Below the table, there are options to 'Export Call Home Report' as 'Excel' or 'PDF', and a 'Run New Report' section with input fields for search criteria.

| Serial Number | Host Name | Description | Company Name | Product ID | HW Version | SW Version | Part Number/Rev | Last Inventoried | Last Config Date |
|---------------|-------------------|---|---------------|------------|------------|---------------------------|-----------------|-------------------------|-------------------------|
| SAL08342QV9 | R1-1 | Chassis fan-tray 1 | CISCO SYSTEMS | WS-C6513 | 1.0 | 12.2(SIERRA_INTEG_070917) | 73-5299-03 C1 | 18-Sep-2007 11:07:30 AM | 10-Sep-2007 07:25:00 AM |
| SAL081971DX | CALO-6513-01 | Chassis fan-tray 1 | CISCO SYSTEMS | WS-C6513 | 1.0 | 12.2(SIERRA_INTEG_070813) | 73-5299-03 C1 | 14-Sep-2007 11:13:00 AM | 14-Sep-2007 08:00:00 AM |
| SAL1010FPDE | RVL5_SEVT-6503-03 | Cisco Systems Catalyst 6500 3-slot Chassis System | CISCO SYSTEMS | WS-C6503 | 1.1 | 12.2(SIERRA_INTEG_070204) | 73-6753-04 A1 | 22-Feb-2007 11:13:00 AM | 19-Feb-2007 09:25:00 AM |

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




Note

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





Step 1

You can perform one of the following navigational options or change the content on 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.
- 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 this 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 appropriate option at the bottom of the report page.
- Step 4** You can specify different report criteria at the bottom of the page,  this area contains the current criteria (serial number = SAL*).
- Step 5** Click **Run Report**,  the Device Report Results page appears that match the new specified parameters, if entered in the previous step.

View Device Details




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

-
- Step 1** On the Device Report Results page, click a [device in the serial number column](#);  this displays the Device Details page.


The screenshot displays the 'Reports' section of the Smart Call Home web application. At the top, there are three tabs: 'Overview', 'Registration Management', and 'Reports'. Below the tabs, there are three links: 'Device Report', 'Call Home History Report', and 'Network Summary Report'. The 'Device Report' link is highlighted with a red circle (1). Below the links, the 'Device Details' section is shown, with a red circle (2) around the 'Device Report' link. A red circle (3) is around the '< Back to Report Results' link. The 'Device Details' section contains a table with three columns: 'Device Details:', 'Serial Number:', and 'Host Name:'. The 'Serial Number' is 'SAL08290QGB' and the 'Host Name' is 'RVL20_6503-P'. Below the table, there are six sections: 'Contact', 'Hardware Module', 'Hardware Submodule', 'Power-Supply', 'Software', and 'Configuration'. Each section has a 'Show Detail' link. A red dashed box highlights the 'Contact' section, and a red dashed box highlights the 'Configuration' section. A vertical text '184273' is visible on the right side of the screenshot.

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

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

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

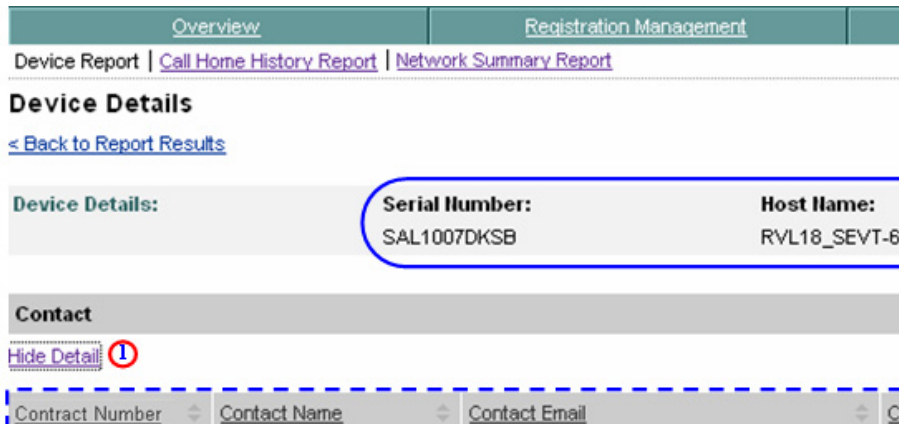
Do the following steps to perform the associated functions on this page:

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

- [Contact Details](#)
- [Hardware Module](#)
- [Hardware Submodule](#)
- [Power-Supply Details](#)
- [Software Details](#)
- [Configuration Message](#)

Contact Details

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



Overview | Registration Management


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

Device Details


[< Back to Report Results](#)


| Device Details: | Serial Number: | Host Name: |
|-----------------|----------------|--------------|
| | SAL1007DKSB | RVL18_SEVT-6 |

Contact

[Hide Detail](#) 

Contract Number | Contact Name | Contact Email



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

The contact detail information  contains the following information about the registered device and the Service Representative, who registered the device.

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

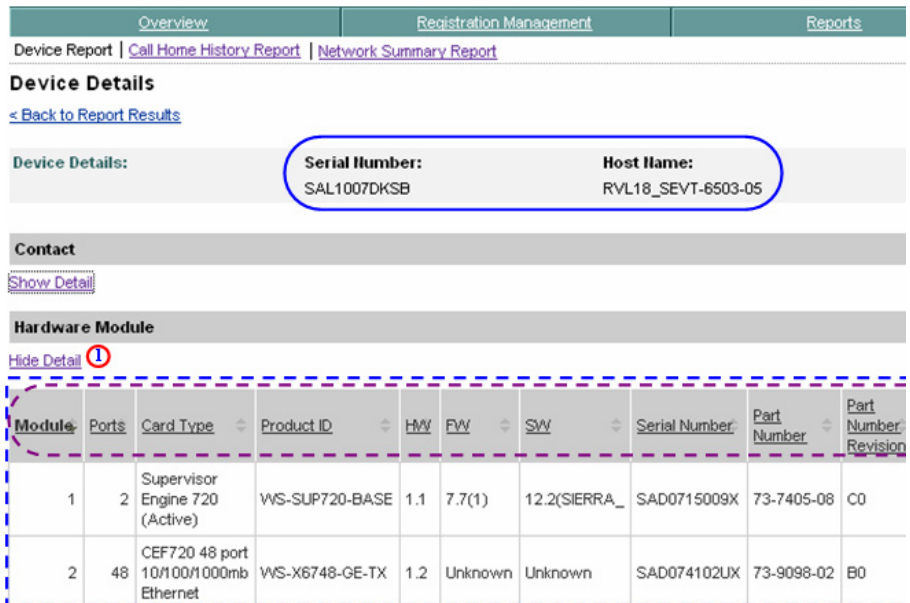
- **Contact Phone Number** — Contact Phone number of the SR Contact person.

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

- Step 5** [Export the Call Home Report](#) to either an Excel or a PDF format,  by clicking the appropriate option at the bottom of the report page.
- Step 6** Click **Hide Detail**  to close the details section and toggles the option back to Show Detail

Hardware Module

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



Overview | Registration Management | Reports

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

Device Details

[< Back to Report Results](#)

Device Details:


Serial Number: SAL1007DKSB

Host Name: RVL18_SEVT-6503-05


Contact

[Show Detail](#)



Hardware Module

[Hide Detail](#) 

| Module | Ports | Card Type | Product ID | HW | FW | SW | Serial Number | Part Number | Part Number/Revision |
|--------|-------|---------------------------------------|----------------|-----|---------|--------------|---------------|-------------|----------------------|
| 1 | 2 | Supervisor Engine 720 (Active) | WS-SUP720-BASE | 1.1 | 7.7(1) | 12.2(SIERRA_ | SAD0715009X | 73-7405-08 | C0 |
| 2 | 48 | CEF720 48 port 10/100/1000mb Ethernet | WS-X6748-GE-TX | 1.2 | Unknown | Unknown | SAD074102UX | 73-9098-02 | B0 |


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

This page contains the following information:



- Device summary info  contains the Serial Number and the Host Name of the selected device.
- Hardware Details (Module/Card) table  contains information about the modules plugged in this device:

- **Module** – Slot Number of module.
- **Ports** – Number of ports the module has.
- **Card Type** – Description of the type card.
- **Product ID** – Product ID of the device.
- **HW** – Hardware Version.
- **FW** – Firmware Version.
- **SW** – Software Version.
- **Serial Number** – Serial Number of the module.
- **Part Number** – Part Number of the module.
- **Part Number Revision** – Revision Part Number of the module.
- **Status** – Current operating status of the module.



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

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

- Step 8** [Export the Call Home Report](#) to either an Excel or a PDF format,  by clicking the appropriate option at the bottom of the report page.
- Step 9** Click **Hide Detail**  to close the details section and toggles the option back to Show Detail.

Hardware Submodule

The Hardware Submodule page contains information about hardware submodules of the selected device, if present.

Overview
Registration Management
Reports

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

Device Details

[< Back to Report Results](#)

Device Details:

Serial Number:
SAL1007DKSB

Host Name:
RVL18_SEVT-6503-05

Contact

[Show Detail](#)

Hardware Module

[Show Detail](#)

Hardware Submodule

[Hide Detail](#) ⓘ

| Module | Sub-Module | Product ID | Part Number | Part Number Revision | Serial Number | HW | Sta |
|--------|-----------------------------|--------------|-------------|----------------------|---------------|-----|-----|
| 1 | Policy Feature Card 3 | WS-F6K-PFC3A | 73-7373-04 | B0 | SAD071501GZ | 1.1 | Ok |
| 1 | MSFC3 Daughterboard | WS-SUP720 | 73-7404-08 | E0 | SAD0715023Z | 1.2 | Ok |
| 2 | Centralized Forwarding Card | WS-F6700-CFC | 73-9099-01 | B0 | SAD074201WZ | 1.1 | Pw |


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

This page contains the following information:



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

- Hardware Details (Sub-module) table contains 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 this page:

- Step 11** [Export the Call Home Report](#) to either an Excel or a PDF format,  by clicking the appropriate option at the bottom of the report page.
- Step 12** Click **Hide Detail**  to close the details section and toggles the option back to **Show Detail**.

Power-Supply Details

The Power-Supply Details page contains information about the power supplies of the selected device:

Overview Registration Management Reports

Device Report Call Home History Report Network Summary Report

Device Details

[< Back to Report Results](#)

Device Details: **Serial Number:** SAL1007DKSB **Host Name:** RVL18_SEVT-6503-05

Contact
[Show Detail](#)

Hardware Module
[Show Detail](#)

Hardware Submodule
[Show Detail](#)

Power-Supply
[Hide Detail](#) 1

| Power Supply Number | Manufacturer | Product ID | Serial Number | Part Number | Part Number Revision | |
|-------------------------------|---------------------|------------|---------------|-------------|----------------------|---|
| 1 - AC power supply, 950 watt | Cisco Systems, Inc. | PWR-950-AC | ABC0811613P | 34-1847-01 | B0 | 1 |
| 2 - AC power supply, 950 watt | Cisco Systems, Inc. | PWR-950-AC | ABC0811614P | 34-1847-01 | B0 | 1 |


Step 13 Click **Show Detail** under the Power-Supply section name; this toggles the option to Hide Detail 1 and shows the associated detail information.

This page contains the following information:



- Device summary info 2 contains the Serial Number and the Host Name of the selected device.
- The table 3 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.
 - **Manufacturer** – The manufacturer of the Power-Supply.
 - **Product ID** – Product ID of the Power-Supply.
 - **Serial Number** – Serial Number of the Power-Supply.

- **Part Number** – Part Number of the Power-Supply.
- **Part Number Revision** – Revision Part Number of the Power-Supply.
- **HW Revision** – Hardware Revision of the Power-Supply.



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

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

- Step 14** [Export the Call Home Report](#) to either an Excel or a PDF format,  by clicking the appropriate option at the bottom of the report page.
- Step 15** Click **Hide Detail**,  under the Power-Supply section name, to close the details section

Software Details



The Software Details page contains information about the software installed on the selected device.

| Overview | Registration Management | Reports |
|---|--|---|
| Device Report Call Home History Report Network Summary Report | | |
| Device Details | | |
| < Back to Report Results | | |
| Device Details: | Serial Number: SAL1007DKSB | Host Name: RVL18_SEVT-6503-05 |
| Contact | | |
| Show Detail | | |
| Hardware Module | | |
| Show Detail | | |
| Hardware Submodule | | |
| Show Detail | | |
| Power-Supply | | |
| Show Detail | | |
| Software | | |
| Hide Detail ① | | |
| Processor: | R7000 | |
| Processor Revision: | 1.1 | |
| Image Name: | s72033-adventerprisek9_wan_dbg-vz.122-sierra_integ_070204.SX51 | |
| IOS Version: | 12.2(SIERRA_INTEG_070204) | |
| Feature Set: | ADVANCED ENT SERVICES SSH (MODULAR) | |
| ROM Version: | 12.2(14r)S1 | |
| Main Memory: | 516096K | |
| IO Memory: | 8192K | |
| Install Memory: | 524288K | |
| Non-volatile configuration Memory: | 1917K | |
| System Flash: | 65536K | |
| Last Restarted: | 12:37:52 PST Wed Feb 21 2007 System image file is | |
| Last Reset Reason: | power cycle (SP by power on) System restarted at 12 | |
| Uptime: | 22 hours, 36 minutes | |
| Config Register: | 0x2102 | |
| Boot Version: | N/A | |


- Step 16** Click **Show Detail** under the Software section name; this toggles the option to Hide Detail ① and shows the associated detail information.

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This page contains the following information:

- Device summary info  contains the Serial Number and the Host Name of the selected device.
- The table  contains the following information about the software used in this device:
 - **Processor** – Type of processor.
 - **Processor Revision** – Revision number of the 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
 - IO Memory
 - Install Memory
 - Non-volatile Configuration Memory
 - System Flash
 - **Last Restarted** – When the last restart of the device occurred.
 - **Last Reset Reason** – Reason for the last reset that occurred.
 - **Uptime** – Amount of time the device has been operational.
 - **Config Register** – Config Register number.
 - **Boot Version** – What boot version is being used, if applicable.

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

- Step 17** Click **Hide Detail**  to close the details section and toggles the option back to Show Detail.

Configuration

The Configuration Details page 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.

| Overview | Registration Management | Reports |
|---|---|---|
| Device Report Call Home History Report Network Summary Report | | |
| Device Details | | |
| < Back to Report Results | | |
| Device Details: | Serial Number: SAL1007DKSB | Host Name: RVL18_SEVT-6503-05 |
| Contact | | |
| Show Detail | | |
| Hardware Module | | |
| Show Detail | | |
| Hardware Submodule | | |
| Show Detail | | |
| Power-Supply | | |
| Show Detail | | |
| Software | | |
| Show Detail | | |

Configuration

[Hide Detail](#) ①




| | |
|-------------------------------------|--|
| Configuration Details: | <p>Last Configured 2007-02-18 09:25:00.0</p> <p>Image Name s72033_sp-ADVENTERPRISEK9_WAN_DBG-VM</p> <p>Image Feature ADVENTERPRISEK9_WAN_DBG</p> |
| Device Configuration: | <p>View Running Config > ②</p> <p>View Startup Config > ③</p> |
| Technologies & Features: | <p>The list of features is derived from the show running config. Some features are enabled by default and donot appear in the show running config. Therefore, the list may not include some of those features. It should be considered as a list of features that have been actively enabled on your device.</p> <p>For a complete list of features, please refer to Feature Navigator tool ④</p> <p>Technology > Sub-Technology > Features</p> <p>Availability</p> <ul style="list-style-type: none"> Frame-relay SSO - ATM HDLCL SSO - HDLC PPP SSO - PPP Multilink PPP SSO - Multilink PPP (MLP) <p>-----</p> <p>LAN Switching</p> <ul style="list-style-type: none"> Enhanced High System Availability GOLD - Generic Online Diagnostics Spanning Tree Protocol (STP) Standby Supervisor Port Usage <p>-----</p> <p>IP</p> <ul style="list-style-type: none"> IP Routing Border Gateway Protocol BGP BGP Convergence Optimization Enhanced Interior Gateway Routing Protocol EIGRP Enhanced IGRP (EIGRP) <p>-----</p> <p>Content Networking</p> <ul style="list-style-type: none"> Manual certificate enrollment (TFTP and cut-and-paste) Redundancy Facility Protocol <p>-----</p> |

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


Step 18 Click **Show Detail** under the Configuration section name; this toggles the option to Hide Detail ① and shows the associated detail information.

This page contains the following information:


- Device summary info  contains the Serial Number and the Host Name of the selected device.
- The configuration details contains the following information about the configuration used in this device:
 - Indicate when the last time the device was configured.
 - Image name and feature.
 - Provides hyperlink access to view the running config  and startup config. .
 - Provides information about the technologies and features running on the selected device.

**Note**

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

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

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

- Step 19** Click **Hide Detail**  to close the details section and toggles the option back to Show Detail.

Call Home History Report

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

**Note**

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

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

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

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

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

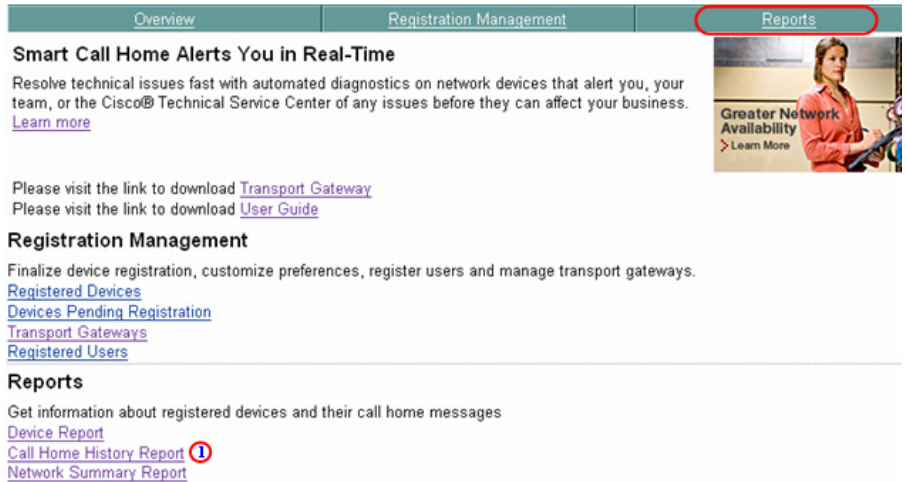
This section describes how to perform Call Home History Report processes on the Smart Call Home web application and explains how to perform the following tasks:

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

Generate a Call Home History Report

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

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



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](#)

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](#)

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**. ⓘ
- If you are not on the Overview page, click the **Reports** tab; ⓘ the Device Report page appears where you can click **Call Home History Report**. ⓘ





Overview Registration Management **Reports**

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



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

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


- Selection Criteria 
- Messages Received 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  and / or Serial Number;  wildcards (an *) can be used in both fields.
- Choose a message type from the drop-down list. The message type drop-down list options are:
 - Configuration
 - Diagnostic

- Environmental
 - Inventory
 - Test
- Can specify a service request number,  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. 
- Step 3** In the Messages Received time frames area  you must specify a time frame that is within 3 months of the current date.
- The time zone that the time is displayed is US PST.
- See [Specify Messages Received 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**;  the Reports Results page displays entries that match the search criteria.
- See [Call Home History Report Troubleshooting](#) for information about problems with this report.

Specify Messages Received Time Frames




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



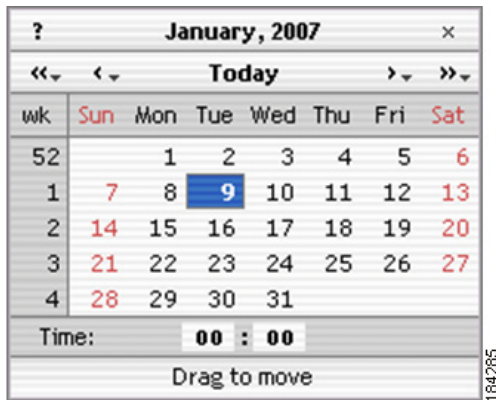
The screenshot shows a form titled "Message Processed:" with two input fields for date and time selection. The first field is labeled "Start Date/Time(PST):" and contains the value "27-Nov-2007 12:00:00 AM". The second field is labeled "End Date/Time(PST):" and contains the value "27-Nov-2007 12:19:11 PM". Both fields have a calendar icon to their right. A red circle with the number "1" is next to the start field, and a red circle with the number "2" is next to the end field. A vertical label "34264" is on the right side of the form.

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  or the End Date/Time field;  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.



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Changing the Date

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

- Step 6** Click a different day within the currently displayed month.
- Step 7** Change the current month by doing one of the following items:
- Click < to go back one month or > go ahead one month.
 - Click and hold the mouse button on < or, > this displays a drop-down list where you can choose a previous month or future month, respectively.
- Step 8** Change the current month by doing one of the following items:
- Change the current year; click << to go back one year or >> to go ahead one year.
 - Click and hold the mouse button on << or, >> this displays a drop-down list where you can choose a previous year or future year, respectively.

**Note**

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

Changing the Time

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



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

**Note**

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

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

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

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

**Note**

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

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

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

**Note**

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

Call Home History Report Results

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

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

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

Call Home History Report Results

Report Criteria:
 Company: CISCO SYSTEMS
 Message Type: ALL
 Message Processed: From 01-Jul-2007 12:00:00 AM To: 13-Aug-2007 01:47:00 AM

| Serial Number | Host Name | Time Message Processed (US PST) | Product ID | Contract Number | Company Name | Serial Number Entitled | SR Contact | Message Severity Level | Message Type/Results | SR Raised/Updated | Notification Sent |
|---------------|--------------------|---------------------------------|------------|-----------------|---------------|------------------------|-------------|------------------------|----------------------|-------------------|-------------------|
| SAL1008DV1B | RVL17_AST-6509-01 | 10-Aug-2007 12:08:17 PM | WS-C6509-E | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 4 | Environmental | 606053509 | Yes |
| SAL1008DV1B | RamaU_Cat6503-01 | 09-Aug-2007 07:48:03 PM | WS-C6509-E | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 5 | Diagnostic | 606053503 | Yes |
| FOC1016Y1KQ | QA-cat6500-A70 | 02-Aug-2007 11:42:13 AM | WS-C6509-E | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 5 | Diagnostic | No | No |
| FOC1016Y1KQ | QA-cat6500-A70 | 02-Aug-2007 11:29:07 AM | WS-C6509-E | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 5 | Diagnostic | No | No |
| FOC1016Y1KQ | QA-cat6500-A70 | 02-Aug-2007 11:05:05 AM | WS-C6509-E | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 5 | Diagnostic | No | No |
| FTX0952C0J6 | RVL26_Cat6500 | 01-Aug-2007 11:20:15 AM | WS-C6513 | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 1 | Test | N/A | N/A |
| SAL1008DV1B | RVL17_AST-6509-01 | 01-Aug-2007 11:19:18 AM | WS-C6509-E | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 5 | System | N/A | N/A |
| SAL1010FPDE | RVL5_SEVT-6503-03 | 01-Aug-2007 11:18:41 AM | WS-C6503 | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 1 | Configuration | N/A | Yes |
| SNH1006BKG | Rama2_SEVT-6503-04 | 01-Aug-2007 11:06:25 AM | WS-C6503 | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 1 | Inventory | N/A | No |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SAL1016KCYR | RVL1_AST-6513-01 | 01-Aug-2007 10:30:58 AM | WS-C6513 | 1022310 | CISCO SYSTEMS | Yes | Sch TestOne | 4 | Environmental | No | Yes |

1,571 items found, displaying 1 to 15.

[First/Prev] 1, 2, 3, 4, 5, 6, 7, 8 [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:

Host Name:

Serial Number:

Message Type:

Service Request Number:

Include only messages that raised SR:

Message Processed:

Start Date/Time:

End Date/Time:

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 this page:
- Click one of the tabs to go to that respective section of Smart Call Home.
 - Click **Device Report** to go to that page.

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

- Step 2** [Export the Call Home Report](#) to either an Excel or a PDF format, by clicking the appropriate 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 4-1

| | |
|---------------|-----------|
| Configuration | Inventory |
| Diagnostic | Syslog |
| Environmental | Test |

- Step 4** When an SR case is created, or updated, the SR Raised/Updated column displays the SR number, which provides a hyperlink to detailed information about the selected service request. A logon prompt for the TAC Service Request Tool is displayed when you click the hyperlinked SR number.
- Step 5** You can specify different report criteria at the bottom of the page, this area contains previously used criteria that were used to generate the current report results (i.e. Start Date/Time 03/09/07 12:00 AM).

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.

1 Overview Registration Management Reports

Device Report | Call Home History Report | Network Summary Report 2

< Back to Report Results 3

Message Details

| | | |
|----------|--|---|
| Message: | Company CISCO SYSTEMS | Generated on device at 14-Sep-2007 08:00:00 AM(Local Time Zone) |
| | Hostname CALO-6513-01 | Processed by Smart Call Home at 14-Sep-2007 09:06:05 AM(PST) |
| | Message Name Configuration | |
| | View Message Header > | |
| | View Device Output > | |

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:

[View Running Config](#) 7

[View Startup Config](#) 8

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](#) 9

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





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

- The Message area contains a summary of the following information:
 - Device and time information.

- **Hostname**  – Provides a link back to the Device Report > [Specify Report Criteria](#) page, where the [device serial number provides a hyperlink to the device details](#). This page also has the following information pre-filled on the page:
 - **Company Name** – Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
 - **Host Name** – Contains the previously selected host name (i.e. TG40_AST-6509-01).
- **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 6 Click one of the following options available on this page:

- One of the tabs  to go to that respective section of Smart Call Home.
- **Device Report**  to go to that page.
- **Back to Report Results**,  which returns you to the previous web page where you can click on a different message to get details on or perform a different task.
- **Hostname**  to access the Device Report, where the device serial number provides a hyperlink to the device details.

- **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.
- **Running config**  or **startup config** .
- **Feature Navigator tool**,  to see a complete list of the IOS features.

Diagnostic Message

The Results for Gold messages are based on the analysis done by the system on Call Home messages received 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.

[1](#) Overview | [Registration Management](#) | [Reports](#)
[Device Report](#) | [Call Home History Report](#) | [Network Summary Report](#) [2](#)
[3](#) < Back to Report Results

Message Details

Message: **Company** CISCO SYSTEMS **Generated on device at** 15-Aug-2007 10:18:03 AM (Local Time Zone)
Hostname [4](#) RVL101_CALO-6513-01 **Processed by Smart Call Home at** 13-Nov-2007 03:32:25 PM(PST)
Message Name Diagnostic
[5](#) [View Message Header >](#)
[6](#) [View Device Output >](#)

Overall Results within Analysis Period

| Service Request | Technology | Sub-Technology | Problem Code |
|-----------------------------|---------------|-------------------------------|--------------|
| 7 806844063 | LAN Switching | Catalyst 6500 Smart Call Home | HARDWARE_FA |

Problem Details WS-C6513 with Host Name RVL101_CALO-6513-01 and Supervisor WS-SUP720-3B reported GOLD Diagno
 TestIPSecSPAComponents on module in slot 5/1
Recommendation There was a single test failure in module 5/1. The recommendation for this test failure is listed in the test det

Individual Results within Analysis Period

| Test Name | Recommendation | Count |
|------------------------|----------------|-------|
| TestIPSecSPAComponents | | 1 |

[8](#) [Show Details](#) [9](#) [Show Recommendation](#)





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

- The Report Results area [10](#) contains information about the company, device and time information, type of message, and three links to additional information, two of which are Call Home message text sent to the Cisco Backend:
 - **Hostname** [11](#) – Provides a link back to the Device Report > [Specify Report Criteria](#) page, where the [device serial number provides a hyperlink to the device details](#). This page also has the following information pre-filled on the page:


- **Company Name** – Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
- **Host Name** – Contains the previously selected host name (i.e. TG40_AST-6509-01).





Note From the linked Specify Report Criteria page you can run the report with the existing pre-filled data, or enter additional data in any of the remaining fields, then run the device report.

- **Message Name** - Indicates the type of history report message being displayed (i.e. Diagnostic).
- **View Message Header**  – Provides a hyperlink to the AML Header part of the CH message.
- **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 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** – 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. Catalyst 6500).
 - **Problem Code** – Provided by diagnostic results.
 - **Problem Details** – Brief statement that indicates what caused the diagnostic error.
 - **Recommendation** – Contains possible causes and solutions for the error.




Note The SR parameters  appear in the report only if an SR was successfully raised.

- The Individual Results within Analysis Period Area  contains an overview of the following key error information:









- **Test Name** – The name of the diagnostic test that found the error and a toggle for Show/Hide details,  which includes more detailed information about the diagnostic and recommended steps to be executed by the customer.
- **Description** – A description of the diagnostic test.
- **Impact** – Indicates the impact the failure has on the device; this includes the error text, error code and module information.




Note Information that is critical and affects the operational state of the device (i.e. line card power down or module shutdown)  is displayed in **red** on the web page.


- **Total Failure Count** – The total number of failures that were encountered when running the diagnostic.
- **Status** – The ending status of the diagnostic.

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



- One of the tabs  to go to that respective section of Smart Call Home.
- **Device Report**  to go to that page.
- **Back to Report Results**,  which returns you to the previous web page where you can click on a different message to get details on or perform a different task.
- **Hostname**  to link back to the Device Report > Specify Report Criteria page.
- **View Message Header**  to see the AML Header part of the CH message.
- **View Device Output**  to see the Device Output (attachments) in the CH message.
- **SR number**  to see detailed information about the actual SR.
- **Show Details**  to see the results data of the message text, sent in the diagnostic message.


Show / Hide Details of 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**.


| Overall Results within Analysis Period | | | |
|--|-------------------------------------|--|---|
| Service Request 606844063 | Technology LAN Switching | Sub-Technology Catalyst 6500 Smart Call Home | Problem Code HARDWARE_FAILURE |
| Problem Details WS-C6513 with Host Name RVL101_CALO-6513-01 and Supervisor WS-SUP720-3B reported GOLD Diagnostics test failure: TestIPSecSPAComponents on module in slot 5/1 | | | |
| Recommendation There was a single test failure in module 5/1. The recommendation for this test failure is listed in the test detail section below. | | | |
| Individual Results within Analysis Period | | | |
| Test Name | Recommendation | Count | Status |
| TestIPSecSPAComponents Show Details  | Show Recommendation | 1 | Failure |


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- Step 8** Click the **Show Details** toggle  to expand the area directly below the toggle to display the information in the Recommendation area  (see following figure).

| Individual Results within Analysis Period | | | |
|--|-------------------------------------|-------|---------|
| Test Name | Recommendation | Count | Status |
| TestIPSecSPAComponents | | 1 | Failure |
| Hide Details  | Show Recommendation | | |
| <p>Test Description</p> <p>The TestIPSecSPAComponents tests checks the components in the IPSec Shared Port Adapter (SPA) sub-module (Zamboni) in a run-time environment for hardware functionality and integrity check.</p> <p>Impact of Failure</p> <p>Module 5/1 failed the TestIPSecSPAComponents test:</p> <ul style="list-style-type: none"> - Error code -1 (DIAG_SIMULATED_FAILURE) indicates that the test failure was simulated. - This is a disruptive test and runs on VPN SPA sub-modules. - This failure usually indicates that the SPA sub-module is not working properly and packet encryption can not take place. | | | |

**Note**

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

- Step 9** Click **Hide Details**  to collapse the area directly 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 received within a certain time period, called the “aggregation period”. The default value of this time period is five minutes, and the Cisco admin may change this timer period.

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

Environmental Message – Report Results

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

The screenshot displays the 'Reports' section of the Smart Call Home Web Application. It includes navigation tabs for 'Overview', 'Registration Management', and 'Reports'. The 'Reports' tab is active, showing a breadcrumb trail: 'Device Report | Call Home History Report | Network Summary Report'. A '< Back to Report Results' link is also present.

Message Details

| | | |
|-----------------|---|--|
| Message: | Company CISCO SYSTEMS | Generated on device at 20-Apr-2007 07:41:12 AM (Local Time Zone) |
| | Hostname Auto-cat6500-A31 | Processed by Smart Call Home at 15-Nov-2007 02:50:00 PM(PST) |
| | Message Name Environmental | |
| | View Message Header > | |
| | View Device Output > | |

Overall Results within Analysis Period

| Service Request | Technology | Sub-Technology | Problem Code |
|---------------------------|---------------|-------------------------------|------------------|
| 606844863 | LAN Switching | Catalyst 6500 Smart Call Home | HARDWARE_FAILURE |

Problem Details WS-C6509-E with Host Name Auto-cat6500-A31 and Supervisor WS-SUP720-3B has reported following Environm



1. System minor alarm on VTT 1 OK

Recommendation Replace VTT module 1. For information on how to replace the VTT module, please see http://www.cisco.com/univercd/cc/td/doc/product/lan/cat6000/ctgnotes/78_10498.htm.
Note: If all VTT module manufacturing assembly numbers are 73-4354-02 Rev A0 or higher, then only the failed mo to be replaced. Otherwise, all the three modules will need to be replaced.

Individual Results within Analysis Period





| Device Components | Environmental Alarm | Recommendation | Count |
|-------------------|--|-------------------------------------|-------|
| VTT1 | System minor alarm on VTT 1 OK Show Details | Show Recommendation | 1 |

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


- The Report Results area  contains information about the company, device and time information, type of message, and three links to additional information, two of which are Call Home message text sent to the Cisco Backend:
 - **Hostname**  – Provides a link back to the Device Report > [Specify Report Criteria](#) page, with the following information pre-filled on the page:
 - **Company Name** – Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
 - **Host Name** – Contains the previously selected host name (i.e. QA-cat6500-A51).





Note From the linked Specify Report Criteria page you can run the report with the existing pre-filled data, or enter additional data in any of the remaining fields, then run the device report.









- **View Message Header**  – Provides a hyperlink to the AML Header part of the CH message.
- **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. Catalyst 6500).
 - **Problem Code** – Provided by diagnostic results.





Note The SR parameters  appear in the report only if an SR was successfully raised

- **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. Contains a toggle  for hiding or viewing the Details information.
 - **Environmental Alarm** – Identifies which environmental alarm was turned on by the component.
 - **Description** – A description of the environmental alarm.
 - **Status** – Will indicate if this is a failure or if the failure is recovered.
 - **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.


Step 10 Click one of the following options available on this page:

- One of the tabs  to go to that respective section of Smart Call Home.
- **Device Report**  to go to that page.
- **Back to Report Results**,  which returns you to the previous web page where you can click on a different message to get details on or perform a different task.
- **Hostname**  to link back to the Device Report > Specify Report Criteria page.
- **View Message Header**  to see the AML Header part of the CH message.
- **View Device Output**  to see the Device Output (attachments) in the CH message.
- **SR number**  to see detailed information about the actual SR.
- **Show Details**  to see the results data of the message text, sent in the diagnostic message.


Show / Hide Details of Environmental Message

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


Individual Results within Analysis Period

| Device Components | Environmental Alarm | Recommendation | Count | Status |
|-------------------|--|-------------------------------------|-------|---------|
| VTT1 | System minor alarm on VTT 1 OK Show Details  | Show Recommendation | 1 | Failure |

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Step 11 Click **Show Details**  to expand the area directly below the toggle to display the Error and Recommendation information.

Individual Results within Analysis Period

| Device Components | Environmental Alarm | Recommendation | Count | Status |
|-------------------|--|-------------------------------------|-------|---------|
| VTT1 | System minor alarm on VTT 1 OK Hide Details  | Show Recommendation | 1 | Failure |


Alarm Description
ERROR: The VTT 1 status reported a failure.

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Note

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

Step 12 Click **Hide Details**  to collapse the area directly below the toggle to remove from view the recommendation information.

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 **Generated on device at** 18-Feb-2007 11:13:00 AM(Local Time Zone)
Hostname TGINV1_AST-6509-01 **Processed by Smart Call Home at** 21-Sep-2007 01:06:16 AM(PST)
Message Name Inventory
[View Message Header >](#)
[View Device Output >](#)

| Serial Number | Host Name | Description | Company Name | Product ID | HW Version | SW Version | Part Number/Rev | Last Inventoried | Last Config Date |
|---------------|--------------------|---|---------------|------------|------------|---------------------------|-----------------|-------------------------|-------------------------|
| CAM105200AH | TGINV1_AST-6509-01 | Cisco Systems Catalyst 6500 9-slot Chassis System | CISCO SYSTEMS | WS-C6509-E | 1.2 | 12.2(SIERRA_INTEG_070123) | 73-9221-04 A0 | 18-Feb-2007 11:13:00 AM | 21-Sep-2007 01:06:16 AM |



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

- The Message area contains information about the company, device and time information, type of message, and three links to additional information, two of which are Call Home message text sent to the Cisco Backend:
 - Hostname** – Provides a link back to the Device Report > Specify Report Criteria page, with the following information pre-filled on the page:
 - Company Name** – Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
 - Host Name** – Contains the previously selected host name (i.e. QA-cat6500-A51).










Note From the linked Specify Report Criteria page you can run the report with the existing pre-filled data, or enter additional data in any of the remaining fields, then run the device report.

- View Message Header** – Provides a hyperlink to the AML Header part of the CH message.
- View Device Output** – Provides a hyperlink to the Device Output (attachments) in the CH message.

- The Detail area  contains an overview of the inventory and contains the same information as the top half of the [View Device Report Results](#) page, except that only one device is displayed in the Detail area;  the device associated to the inventory message selected on the previous [Report Results](#) page.

Step 13 Perform one of the following options available on this 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 **Back to Report Results**,  which returns you to the previous web page where you can click on a different message to get details on or perform a different task.
- **Hostname**  to link back to the Device Report > Specify Report Criteria page.
- **View Message Header**  to see the AML Header part of the CH message.
- **View Device Output**  to see the Device Output (attachments) in the CH message.
- Click the **Serial Number**  (i.e. FOC0950Y0KQ) to view the Device Details (see [View Device Details](#) for more information)

| Overview | Registration Management | Reports |
|---|---|-------------------------------------|
| Device Report Call Home History Report | | |
| Change Search Criteria -- > Device Report | | |
| Device Details | | |
| Device Details: | Serial Number: FOC0950Y0KQ | Host Name: QA-cat6500-AA7 |
| Contact | | |
| Show Detail | | |
| Hardware Module/Submodule | | |
| Show Detail | | |
| Power-Supply | | |
| Show Detail | | |
| Software | | |
| Show Detail | | |
| Configuration | | |
| Show Detail | | |

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**Note**

Configuration details are not available here since they are retrieved from configuration messages only.

Syslog 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.

Syslog Message - Details

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

Message Details

| | | |
|----------|---|---|
| Message: | Company CISCO SYSTEMS hostname | Generated on device at 13-Nov-2007 02:05:33 PM(Local Time Zone) |
| | Message Name Syslog | Processed by Smart Call Home at 13-Nov-2007 09:44:54 PM(PST) |
| | View Message Header > | |
| | View Device Output > | |

Message Details: 01:40:28: %XDR-DFC-6-XDRLCDISABLEREQUEST: Client XDR Interrupt Priority Client requested to be disabled. Due to XDR Keepalive Timeout. (PID=12307, TID=19) :-Traceback=(c6slc-spdbg-4-dso-b.so+0x1396E8) ([22:0]+0x139D9C) ([22:0]+0x3ED7C8) ([22:0]+0x3EFB58) ([22:0]+0x3EFFD4) ([12-9]S+0x ([22:0]+0x139C7C)

The details of the selected syslog message contain the following information:

- The Message area contains information about the company, device and time information, type of message, and three links to additional information, two of which are Call Home message text sent to the Cisco Backend:
 - **Hostname** – Provides a link back to the Device Report > [Specify Report Criteria](#) page, with the following information pre-filled on the page:
 - **Company Name** – Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
 - **Host Name** – Contains the previously selected host name (i.e. QA-cat6500-A51).



Note From the linked Specify Report Criteria page you can run the report with the existing pre-filled data, or enter additional data in any of the remaining fields, then run the device report.

- **View Message Header** – Provides a hyperlink to the AML Header part of the CH message.
- **View Device Output** – Provides a hyperlink to the Device Output (attachments) in the CH message.

Step 14 Perform one of the following options available on this page:

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

- Click **Device Report** ¹ to go to that page.
- Click **Back to Report Results**, ² which returns you to the previous web page where you can click on a different message to get details on or perform a different task.
- **Hostname** ³ to link back to the Device Report > Specify Report Criteria page.
- **View Message Header** ⁴ to see the AML Header part of the CH message.
- **View Device Output** ⁵ to see the Device Output (attachments) in the CH message.

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 | Network Summary Report 2

[< Back to Report Results](#)

Message Details 3

| | | |
|----------|--|---|
| Message: | Company CISCO SYSTEMS | Generated on device at 12-Nov-2007 11:33:49 PM(Local Time Zone) |
| | Hostname 4 FE4 | Processed by Smart Call Home at 13-Nov-2007 09:12:55 AM(PST) |
| | Message Name Test | |
| | 5 View Message Header > | |
| | 6 View Device Output > | |

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

- The Message area ³ contains information about the company, device and time information, type of message, and three links to additional information, two of which are Call Home message text sent to the Cisco Backend:
 - **Hostname** ³ – Provides a link back to the Device Report > [Specify Report Criteria](#) page, with the following information pre-filled on the page:

- **Company Name** – Is the company (i.e. Cisco Systems) that is associated with the currently selected device.
- **Host Name** – Contains the previously selected host name (i.e. QA-cat6500-A51).



Note From the linked Specify Report Criteria page you can run the report with the existing pre-filled data, or enter additional data in any of the remaining fields, then run the device report.

- **View Message Header** – Provides a hyperlink to the AML Header part of the CH message.
- **View Device Output** – Provides a hyperlink to the Device Output (attachments) in the CH message.

Step 15 Perform one of the following options available on this page:

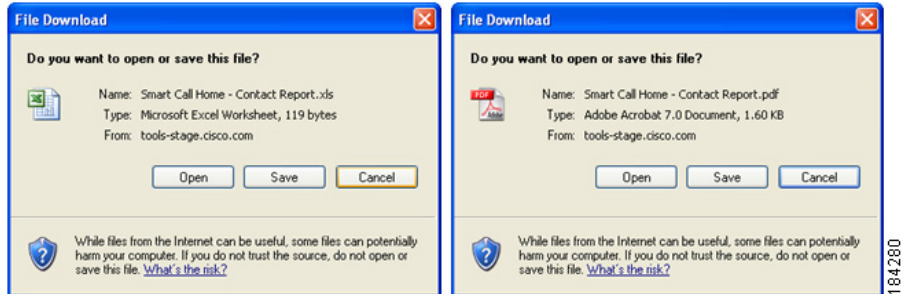
- Click one of the tabs to go to that respective section of Smart Call Home.
- Click **Device Report** to go to that page.
- Click **Back to Report Results**, which returns you to the previous web page where you can click on a different message to get details on or perform a different task.
- **Hostname** to link back to the Device Report > Specify Report Criteria page.
- **View Message Header** to see the AML Header part of the CH message.
- **View Device Output** to see the Device Output (attachments) in the CH message.

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.

