

Call Home Commands

This module describes the Cisco IOS XR software commands for configuring and sending Call Home messages.

For detailed information about Call Home concepts, configuration tasks, and examples, see the *Configuring Call Home on Cisco IOS XR Software* module in *System Management Configuration Guide for Cisco ASR 9000 Series Routers*.

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active

To enable a Call Home profile, use the **active** command in call home profile configuration mode. To disable a profile, use the **no** form of this command.

active
no active

Syntax Description

This command has no keywords or arguments.

Command Default

A profile is disabled by default.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

You must enable a profile using the **active** command so that call home messages can be triggered.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to activate a profile:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# active
```

Related Topics

call-home, on page 5
profile (call home), on page 23

alert-group disable

To disable an individual Call Home alert-group, use the **alert group disable** command in call home configuration mode. To enable an individual Call Home alert-group, use the **no** form of this command.

alert-group *alert-group-name* **disable**
no alert-group *alert-group-name* **disable**

Syntax Description

alert-group-name	A keyword that identifies an alert group. Valid values are: • syslog • environment • inventory

Command Default

Alert groups are enabled by default.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

By default, alert groups are enabled. Use the **alert-group disable** command to disable alert groups.

Task ID

Task ID	Operation
call-home	read, write

Example

The following example shows how to disable the inventory alert group:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# alert-group inventory disable
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

call-home

To enter call home configuration mode to configure Call Home, use the **call-home** command in global configuration mode. To remove all Call Home settings and set the technical assistance center (TAC) profile as the default, use the **no** form of this command.

call-home
no call-home

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

Global configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to enter call home configuration mode:

```
RP/0/RSP0/CPU0:router(config)# call-home
RP/0/RSP0/CPU0:router(config-call-home)#
```

Related Commands

Command	Description
show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home request

To send a customer request to Cisco, use the **call-home request** command in EXEC mode.

call-home request {**bugs-list** | **command-reference** | **config-sanity** | **output-analysis** "*show-command*" | **product-advisory**} {**ccoid** *ccoid* | **profile** *profile-name*}

Syntax Description

bugs-list	Sends output of the following commands: • **show running-config sanitized** • **show version** • **show diag**
command-reference	Sends output of the following commands: • **show running-config sanitized** • **show version** • **show diag**
config-sanity	Sends output of the following commands: • **show running-config sanitized** • **show version**
output-analysis *show-command*	Sends output from the specified show command. The *show-command* argument should be enclosed in quotes ("").
product-advisory	Sends output of all commands included in the enventory message in addition to the output from the **show running-config sanitized** command.
ccoid *ccoid*	Specifies the Smart Call Home user registered ID.
profile *profile-name*	Specifies the profile to which to send the message.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The message uses the specified profile or the CiscoTAC-1 profile if no profile name is specified to send out the request the the Cisco backend. This ensures that users who use a transport gateway can use a different profile than the CiscoTAC-1 profile to send the request to their email server first before forwarding to the Cisco backend. CiscoTAC-1 or any profile specified needs to be enabled before you can send out the request.

If the CCO ID is not specified, the contact email address of the device is used.

Each message sent includes the CLI command ouput specified for each subcommand. After the message is sent, a syslog message is displayed indicating whether the request was sent successfully or not.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to send a message with output from the **show version** command to engineer@cisco.com:

```
RP/0/RSP0/CPU0:router(config)# call-home request config-sanity ccoid
xyz
RP/0/RSP0/CPU0:router(config)# call-home request bugs-list
RP/0/RSP0/CPU0:router(config)# call-home request output-analysis "show log"
profile TG
RP/0/RSP0/CPU0:router(config)#  call-home request output-analysis "show
running-config"
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.
show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home send

To send the output from a specific command as a Call Home message, use the **call-home send** command in EXEC mode.

call-home send "*cli-command*" {**email** *email-address* | **tac-service-request** *service-number*}

Syntax Description

cli-command	Any CLI command that can be run at the prompt.
email *email-address*	Specifies the email address to which to send the call home message.
tac-service-request *service-number*	Specifies the Technical Assistance Center (TAC) service request number.

Command Default

If no email address is specified, attach@cisco.com is used.

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The specified CLI command is generally a show command with output that is required by the TAC to analyze a specific issue. The CLI command must be enclosed in quotes. The CLI command output is sent to the specified email address in long text format with the service request number in the subject of the email. If no email address is specified, the TAC service request number must be specified. By default, messages are sent to attach@cisco.com. If no TAC service request number is specified, TAC email is rejected.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to send a message with output from the **show version** command to engineer@cisco.com:

```
RP/0/RSP0/CPU0:router(config)# call-home send "show version" engineer@cisco.com
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

Command	Description
show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home send alert-group inventory

To send an inventory Call Home message to all subscribed profiles or the specified profile, use the **call-home send alert-group inventory** command in EXEC mode.

call-home send alert-group inventory [**profile** *profile-name*]

Syntax Description

profile *profile-name*	Specifies the profile to which to send the inventory Call Home message.

Command Default

If no profile is specified, the message is sent to all subscribed profiles.

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The profile specified by the *profile-name* argument does not need to be subscribed to the inventory alert-group.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to send an inventory message to the myprofile profile:

```
RP/0/RSP0/CPU0:router(config)# call-home send alert-group inventory profile myprofile
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.
show call-home, on page 27	Displays information regarding the Call Home configuration.

call-home test

To send a test Call Home message to the specified profile, use the **call-home test** command in EXEC mode.

call-home test [*test-message-text*] **profile** *profile-name*

Syntax Description

test-message-text	Text to be sent in the test message. If the message text is not specified, a default message is sent.
profile *profile-name*	Specifies the profile to which to send the test call home message.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to send a test Call Home message:

```
RP/0/RSP0/CPU0:router(config)# call-home test "this is a test message" profile myprofile
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.
show call-home, on page 27	Displays information regarding the Call Home configuration.

contact smart-licensing

To send notification emails to your Smart Licensing account, use **contact smart-licensing** command in the **call-home** configuration mode. To disable the contact, use the **no** form of this command.

contact smart-licensing
no contact smart-licensing

Syntax Description

This command has no keywords or arguments.

Command Default

contact smart-licensing is not configured.

Command Modes

call-home configuration mode.

Command History

Release	Modification
Release 6.1.2	This command was introduced.

Usage Guidelines

The Smart Call Home back-end service uses the email address configured in your Smart Licensing account as the destination address for the notification mails. Enabling Smart Licensing also enables call-home which changes several mandatory configurations in call-home. **contact smart-licensing** is one of the configurations that is automatically added when you enable smart-licensing.

Note The **contact-email-addr** command and the **contact smart-licensing** command cannot be configured simultaneously.

Task ID

Task ID	Operation
call-home	Read, Write

Example

This example shows how to configure the contact email address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config)# call-home
RP/0/RSP0/CPU0:router(config-call-home)# contact smart-licensing
```

contact-email-addr

To specify a contact email address for the system, use the **contact-email-addr** command in call home configuration mode. To disable the contact email address, use the **no** form of this command.

contact-email-addr *email-addr*
no contact-email-addr *email-addr*

Syntax Description

email-addr	The email address of the system contact.

Command Default

No contact email address is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The contact email address is a mandatory user-configurable field that must be configured before Call Home messages are triggered.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the contact email address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# contact-email-addr contact@cisco.com
```

contract-id

To specify a contract identifier for the system, use the **contract-id** command in call home configuration mode. To disable the contract identifier, use the **no** form of this command.

contract-id *contract-id-string*
no contract-id *contract-id-string*

Syntax Description

contract-id-string	A string that identifies a service contract.

Command Default

No contract ID is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The contract ID is an optional user-configurable field that can be used for contract information or any other identification information for the support service.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the contract ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# contract-id contract
```

customer-id

To specify a customer identifier for the system, use the **customer-id** command in call home configuration mode. To disable the customer identifier, use the **no** form of this command.

customer-id *contract-id-string*
no customer-id *contract-id-string*

Syntax Description

customer-id-string	A string that identifies the customer.

Command Default

No customer ID is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The customer ID is an optional user-configurable field that can be used for contract information or any other identification information of a support service.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the customer ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# customer-id cisco
```

destination address

To specify an email address to which Call Home messages are sent, use the **destination address** command in call home profile configuration mode. To disable the contract identifier, use the **no** form of this command.

destination address *email-address*
no destination address *email-address*

Syntax Description

email-address	Email address to which short-text and long-text Call Home messages and XML-based Call Home messages are to be sent.

Command Default

No destination email address is defined.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

You must define a destination email address to send out Call Home messages.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the destination email address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination address user@cisco.com
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

destination message-size-limit

To specify the message size limit for call home messages for a specific profile, use the **destination message-size-limit** command in Call Home profile configuration mode. To disable the message size limit, use the **no** form of this command.

destination message-size-limit *maximum-size*
no destination message-size-limit *maximum-size*

Syntax Description

maximum-size	Maximum message size in bytes.

Command Default

The default maximum message size is 3 Mbytes.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The destination maximum message size can be optionally set to limit the size of Call Home messages.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the contract ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination maximum-message-size 2000
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

destination preferred-msg-format

To specify the message format for a profile, use the **destination preferred-msg-format** command in call home profile configuration mode. To revert to the default message format, use the **no** form of this command.

destination preferred-msg-format {**long-text** | **short-text** | **xml**}
no destination preferred-msg-format {**long-text** | **short-text** | **xml**}

Syntax Description

long-text	Specifies to send clear text long Call Home messages, that contain formatting to enable easy readability.
short-text	Specifies to send clear text short Call Home messages, that are designed for use with text pagers.
xml	Specifies to send the same text as the long text messages, with the addition of XML tagging and Adaptive Messaging Language (AML) specific transport information to allow machine-readable parsing and correct routing of the message.

Command Default

The default message format is xml.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the message format to short text:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination preferred-msg-format short-text
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

destination transport-method

To specify the transport method for Call Home messages for a specific profile, use the **destination transport-method** command in call home profile configuration mode. To disable the transport method, use the **no** form of this command.

destination transport-method email
no destination transport-method email

Syntax Description

email	Email is used to send call home messages.

Command Default

The default transport method is email.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The only transport method supported in this release is email.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the transport method to be email:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# destination transport-method email
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.

mail-server

To specify and configure the various mail servers for sending Call Home messages, use the **mail-server** command in call home configuration mode. To remove the mail server configuration, use the **no** form of this command.

mail-server {*ip-addressname*} **priority** *priority*
no mail-server {*ip-addressname*} **priority** *priority*

Syntax Description

ip-address	An IPv4 address to use as the mail server.
name	Name of server to use as the mail server.
priority *priority*	Priority to be used to determine which of multiple configured servers to use as the mail server. Values can be from 1 to 100. A server with a lower priority is tried first.

Command Default

No mail server is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

You must configure a mail server if the user profile is configured to send email messages only. Only IPv4 addresses are supported.

Up to five mail servers can be configured. Specify a priority for each mail server so the system knows which to try first.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure a mail server:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# email-server 209.165.200.225
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

phone-number

To specify a phone number to contact regarding the system, use the **phone-number** command in call home configuration mode. To remove the configured phone number, use the **no** form of this command.

phone-number *phone-number-string*
no phone-number *phone-number-string*

Syntax Description

phone-number-string	Phone number of the contact for the system. The number should always begin with a plus sign (+).

Command Default

No phone number is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The phone number is an optional user-configurable field.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the phone number of the system contact:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# phone-number +15435432101
```

profile (call home)

To enter call home profile configuration mode to create a user-defined profile or configure an existing Call Home profile, use the **profile** command in call home configuration mode. To delete a user-defined profile, use the **no** form of this command.

profile *profile-name*
no profile *profile-name*

Syntax Description

profile-name	A string that identifies the name of profile to create or configure.

Command Default

The tac profile exists by default.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Use the profile command to create a new profile or modify an existing profile. When you use the **no profile** command, the user-defined profile is deleted and the CiscoTAC-1 profile is set to default. A warning message is displayed when the CiscoTAC-1 profile is set to default.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to create a profile called new-profile:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile new-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)#
```

Related Commands

Command	Description
active, on page 3	Enables a Call Home profile.
destination address, on page 16	Specifies an email address to which Call Home messages are sent.

rate-limit

To specify a Call Home event trigger rate limit, use the **rate-limit** command in call home configuration mode. To disable the configured rate limit, use the **no** form of this command.

rate-limit *events-count*
no rate-limit *events-count*

Syntax Description

events-count	Number of events that can be triggered per minute. The default is five events. The maximum is five events.

Command Default

5 events per minute

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

Example

The following example shows how to configure the rate limit to be 3 events per minute:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# rate-limit 3
```

sender

To specify the from and reply-to email addresses for Call Home email messages, use the **sender** command in call-home configuration mode. To remove these email addresses from the configuration, use the **no** form of this command.

sender {**from** | **reply-to**}*email-address*
no sender {**from** | **reply-to**}*email-address*

Syntax Description

from	Specifies the email address to be used as the from field in Call Home email messages.
reply-to	Specifies the email address to be used as the reply-to field in Call Home email messages.
email-address	A string that identifies a valid email address.

Command Default

No sender email is configured.

Command Modes

Call-home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the from and reply-to email addresses:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# sender from user1@cisco.com
RP/0/RSP0/CPU0:router(config-call-home)# sender reply-to user1@cisco.com
```

service active

To enable the Call Home capability, use the **service active** command in call home configuration mode. To disable the Call Home capability, use the **no** form of this command.

service active
no service active

Syntax Description

This command has no keywords or arguments.

Command Default

Call Home is disabled by default.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

It is mandatory to enable the Call Home capability using the **service active** command to allow events to get triggered and send out Call Home messages.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to enable the Call Home capability:

```
RP/0/RSP0/CPU0:router(config-call-home)# service active
```

show call-home

To display information regarding the Call Home configuration, use the **show call-home** command in EXEC mode.

show call-home [**detail**]

Syntax Description

detail	Displays Call Home general settings, alert group settings, and all available profiles.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read

The following example shows how to display detailed call home configuration information:

```
RP/0/RSP0/CPU0:router# show call-home detail

Wed Apr  6 02:00:27.789 DST

Current call home settings:
    call home feature : disable
    call home message's from address: Not yet set up
    call home message's reply-to address: Not yet set up

    contact person's email address: Not yet set up

    contact person's phone number: Not yet set up
    street address: Not yet set up
    customer ID: Not yet set up
    contract ID: Not yet set up
    site ID: Not yet set up

    Mail-server: Not yet set up
    Rate-limit: 5 event(s) per minute

Available alert groups:
    Keyword                 State   Description
    ----------------------- ------- --------------------------------
    environment             Enable  environmental info
```

```
    inventory               Enable  inventory info
    syslog                  Enable  syslog info

Profiles:

Profile Name: CiscoTAC-1
    Profile status: INACTIVE
    Preferred Message Format: xml
    Message Size Limit: 3145728 Bytes
    Transport Method: email
    Email address(es): callhome@cisco.com

    Periodic inventory info message is scheduled every 24 day of the month at 16:35

    Alert-group              Severity
    -----------------------  ------------
    environment              minor
    inventory                normal

    Syslog-Pattern           Severity
    -----------------------  ------------
    .*                       major
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home alert-group

To display available Call Home alert groups, use the **show call-home alert-group** command in EXEC mode.

show call-home alert-group

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to display Call Home alert group information:

```
RP/0/RSP0/CPU0:router# show call-home alert-group

Tue Apr  5 06:51:02.860 DST

Available alert groups:
    Keyword                  State   Description
    ------------------------ ------- -------------------------------
    environment              Enable  environmental info
    inventory                Enable  inventory info
    syslog                   Enable  syslog info
```

show call-home mail-server status

To displays the status of the configured mail servers, use the **show call-home mail-server status** command in EXEC mode.

show call-home mail-server status

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read

The following example shows sample output from the **show call-home mail-server status** command:

```
RP/0/RSP0/CPU0:router# show call-home mail-server status

Please wait. Checking for mail server status ...

Mail-server[1]: Address: 64.102.124.15 Priority: 50 [Available]
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home profile

To display the Call Home profiles, use the **show call-home profile** command in EXEC mode.

show call-home profile {**all***profile-name*}

Syntax Description

all	Displays information for all profiles.
profile-name	Name of the profile for which to display information.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read

The following example shows sample output from the **show call-home profile** command:

```
RP/0/RSP0/CPU0:router# show call-home profile CiscoTAC-1

Profile Name: CiscoTAC-1
    Profile status: INACTIVE
    Preferred Message Format: xml
    Message Size Limit: 3145728 Bytes
    Transport Method: email
    Email address(es): callhome@cisco.com

   Periodic inventory info message is scheduled every 4 day of the month at 12:19

    Alert-group               Severity
    ------------------------  ------------
    environment               minor

    Syslog-Pattern            Severity
    ------------------------  ------------
    .*                        major
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home statistics

To display Call Home statistics, use the **show call-home statistics** command in EXEC mode.

show call-home statistics

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read

The following example shows sample output from the **show call-home statistics** command:

```
RP/0/RSP0/CPU0:router# show call-home statistics

Message Types    Total                Email
-------------   -------------------- --------------------
Total Success   2                    2
    Environment 0                    0
    Inventory   2                    2
    SysLog      0                    0
    Test        0                    0
    Request     0                    0
    Send-CLI    0                    0

Total In-Queue  0                    0
    Environment 0                    0
    Inventory   0                    0
    SysLog      0                    0
    Test        0                    0
    Request     0                    0
    Send-CLI    0                    0

Total Failed    0                    0
    Environment 0                    0
    Inventory   0                    0
    SysLog      0                    0
    Test        0                    0
    Request     0                    0
    Send-CLI    0                    0
```

```
Total Ratelimit
      -dropped  0                    0
    Environment 0                    0
    Inventory   0                    0
    SysLog      0                    0
    Test        0                    0
    Request     0                    0
    Send-CLI    0                    0

Last call-home message sent time: 2010-04-21 01:06:44 GMT+00:00
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

show call-home trace

To display Call Home trace information, use the **show call-home trace** command in EXEC mode.

show call-home trace {**all** | **error** | **event**} {**file** *filename* **original location** *node-id* | **hexdump** | **last** *n* | **location** {*node-id* | **all**} | **reverse** | **stats** | **tailf** | **unique** | **verbose** | **wrapping**}

Syntax Description

all	(Optional) Displays both error and event traces.
error	(Optional) Displays error trace entries.
event	(Optional) Displays event trace entries.
file *filename* **original location** *node-id*	(Optional) Specifies a filename and original location of the file to display.
hexdump	(Optional) Displays traces in hexadecimal format.
last *n*	(Optional) Displays the last *n* number of traces only.
location {*node-id* | **all**}	Specifies the RP node for which to display the execution path monitoring information. The *node-id* argument is expressed in the *rack/slot/module* notation. The **all** keyword specifies all RP nodes.
reverse	(Optional) Displays the most recent traces first.
stats	(Optional) Displays execution path statistics.
tailf	(Optional) Displays new traces as they are added.
unique	(Optional) Displays unique entries only, along with the count of the number of times this entry appears.
verbose	(Optional) Displays additional internal debugging information.
wrapping	(Optional) Displays wrapping entries.

Command Default

None

Command Modes

EXEC

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

Task ID

Task ID	Operation
call-home	read

The following example shows how to display Call Home trace information:

```
RP/0/RSP0/CPU0:router# show call-home trace event last 15 stats

Wed Apr  6 05:11:59.984 DST
/dev/shmem/ltrace/call_home/trace wrapping: 28.672 Mbytes/sec for 512 entries
59 wrapping entries (512 possible, 0 filtered, 59 total)
Mar  3 13:26:20.281 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:26:20.281 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:27:20.283 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
Mar  3 13:27:20.283 call_home/trace 0/RSP0/CPU0 t14 processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:28:20.285 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:28:20.285 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:29:20.287 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
Mar  3 13:29:20.287 call_home/trace 0/RSP0/CPU0 t14 processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:30:20.289 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:30:20.289 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:31:20.290 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
Mar  3 13:31:20.290 call_home/trace 0/RSP0/CPU0 t14 processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:32:21.067 call_home/trace 0/RSP0/CPU0 t14 Checking mail server access during
boot-up
Mar  3 13:32:21.067 call_home/trace 0/RSP0/CPU0 t9  processing mail server status checking
 event: data1 0x5005784c, str1
Mar  3 13:33:21.069 call_home/trace 0/RSP0/CPU0 t9  Checking mail server access during
boot-up
```

Related Commands

Command	Description
call-home, on page 5	Enters call home configuration mode to configure the call home feature.

site-id

To specify a site identifier for the system, use the **site-id** command in call-home configuration mode. To disable the site identifier, use the **no** form of this command.

site-id *site-id-string*
no site-id *site-id-string*

Syntax Description

site-id-string	A string that identifies the site.

Command Default

No site ID is defined.

Command Modes

Call-home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The site ID is an optional user-configurable field that can be used to specify a Cisco-supplied site ID or other data meaningful to the support service.

Task ID

Task ID	Operation
call-home	read, write

This example shows how to configure the site ID:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# site-id Cisco-site
```

street-address

To specify the street address of the system, use the **street-address** command in call home configuration mode. To remove the street address configuration, use the **no** form of this command.

street-address *street-address*
no street-address *street-address*

Syntax Description

street address	A string that identifies the street address of the system.

Command Default

No street address is defined.

Command Modes

Call home configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

The street address is an optional user-configurable field that can be used to provide the address of the system to the support service.

Task ID

Task ID	Operation
call-home	read, write

This example shows how to configure the street address:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# street-address 170 West Tasman Dr.
San Jose, CA 95134 USA
```

subscribe-to-alert-group environment

To configure a destination profile to receive messages for the environment alert group, use the **subscribe-to-alert-group environment** command in call home profile configuration mode. To disable the subscription, use the **no** form of this command.

subscribe-to-alert-group environment severity *severity-level*
no subscribe-to-alert-group environment severity *severity-level*

Syntax Description

severity	Specifies the the lowest level of severity events to include in an environment alert.
severity-level	• **catastrophic**—Includes network-wide catastrophic events in the alert. This is the highest severity. • **critical**—Includes events requiring immediate attention (system log level 1). • **debugging**—Includes debug events (system log level 7). This is the lowest severity. • **disaster**—Includes events with significant network impact. • **fatal**—Includes events where the system is unusable (system log level 0). • **major**—Includes events classified as major conditions (system log level 2). • **minor**—Includes events classified as minor conditions (system log level 3) • **normal**—Specifies the normal state and includes events classified as informational (system log level 6). This is the default. • **notification**—Includes events informational message events (system log level 5). • **warning**—Includes events classified as warning conditions (system log level 4).

Command Default

The environment alert group is disabled by default. The default severity for the environment alert group is debugging.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

At least one alert group subscription is mandatory for a profile so that a valid event can be triggered.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the environment alert group to include severity major:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group environment major
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.
subscribe-to-alert-group syslog, on page 43	Configures a destination profile to receive messages for the syslog alert group.
subscribe-to-alert-group inventory, on page 41	Configures a destination profile to receive messages for the inventory alert group.

subscribe-to-alert-group inventory

To configure a destination profile to receive messages for the inventory alert group, use the **subscribe-to-alert-group inventory** command in call home profile configuration mode. To disable the subscription, use the **no** form of this command.

subscribe-to-alert-group inventory [**periodic** {**daily** | **monthly** *day-of-month* | **weekly** *day-of-week*} *time*]
no subscribe-to-alert-group inventory [**periodic** {**daily** | **monthly** *day-of-month* | **weekly** *day-of-week*} *time*]

Syntax Description

periodic	Specifies to send an inventory message periodically.
daily	Sends daily inventory messages.
monthly *day-of-month*	Sends monthly inventory messages on the day of the month specified.
weekly *day-of-week*	Sends weekly inventory messages on the day of the week specified.
time	Time to send the inventory message, in the format `hour:minutes`.

Command Default

The inventory alert group is disabled by default. The default severity for the inventory alert group is normal.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

At least one alert group subscription is mandatory for a profile so that a valid event can be triggered.

There are two types of subscription for an inventory alert group. One is normal subscription, meaning that the severity is set to normal, and any (online insertion and removal) OIR event triggers the event. The second is periodic subscription, using the **periodic** keyword, meaning that an event is triggered only when the specified time arrives.

Task ID

Task ID	Operation
call-home	read, write

This example shows how to configure the sending of inventory messages every Monday:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
```

```
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group inventory periodic
 weekly monday
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.
subscribe-to-alert-group environment, on page 39	Configures a destination profile to receive messages for the environment alert group.
subscribe-to-alert-group syslog, on page 43	Configures a destination profile to receive messages for the syslog alert group.

subscribe-to-alert-group syslog

To configure a destination profile to receive messages for the syslog alert group, use the **subscribe-to-alert-group syslog** command in call home profile configuration mode. To disable the subscription, use the **no** form of this command.

subscribe-to-alert-group syslog severity *severity-level* **pattern** *match*
no subscribe-to-alert-group syslog severity *severity-level* **pattern** *match*

Syntax Description

severity	Specifies the the lowest level of severity events to include in a syslog alert.
severity-level	• **catastrophic**—Includes network-wide catastrophic events in the alert. This is the highest severity. • **critical**—Includes events requiring immediate attention (system log level 1). • **debugging**—Includes debug events (system log level 7). This is the lowest severity. • **disaster**—Includes events with significant network impact. • **fatal**—Includes events where the system is unusable (system log level 0). • **major**—Includes events classified as major conditions (system log level 2). • **minor**—Includes events classified as minor conditions (system log level 3) • **normal**—Specifies the normal state and includes events classified as informational (system log level 6). This is the default. • **notification**—Includes events informational message events (system log level 5). • **warning**—Includes events classified as warning conditions (system log level 4).
pattern	Specifies a syslog string pattern to match.
match	A string that when matched in the syslog message, is included in the alert notification. If the pattern contains spaces, you must enclose it in quotes (" ").

Command Default

The syslog alert group is disabled by default. The default severity for the syslog alert group is debugging.

Command Modes

Call home profile configuration

Command History

Release	Modification
Release 4.1.0	This command was introduced.

Usage Guidelines

To use this command, you must be in a user group associated with a task group that includes appropriate task IDs. If the user group assignment is preventing you from using a command, contact your AAA administrator for assistance.

At least one alert group subscription is mandatory for a profile so that a valid event can be triggered.

Task ID

Task ID	Operation
call-home	read, write

The following example shows how to configure the syslog alert group to include severity notification:

```
RP/0/RSP0/CPU0:router# configure
RP/0/RSP0/CPU0:router(config) call-home
RP/0/RSP0/CPU0:router(config-call-home)# profile my-profile
RP/0/RSP0/CPU0:router(config-call-home-profile)# subscribe-to-alert-group syslog severity
notification pattern "UPDOWN"
```

Related Commands

Command	Description
profile (call home), on page 23	Enters call home profile configuration mode to create or configure a Call Home profile.
subscribe-to-alert-group environment, on page 39	Configures a destination profile to receive messages for the environment alert group.