

Call-Home Configuration Mode

Command Modes

The Call-Home Configuration Mode sets parameters for the Smart Call Home feature. Smart Call Home is a contracted service that sends real-time alerts, remediation, and personalized web-based reports to the Cisco Technical Assistance Center (TAC) and other configured receivers.

Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Important The commands or keywords/variables that are available are dependent on platform type, product version, and installed license(s).

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activate

Activates the Cisco Smart Call Home service.

Product All

Privilege

Security Administrator, Administrator

Command Modes

Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

`[local]host_name(config-call-home)#`

Syntax Description

activate
[default | no] activate

default

Configures the call-home service.

no

Disables the call-home services.

activate

Enables the call-home services.

Usage Guidelines

Use this command to enable the call-home services.

Example

The following command disables the call-home service:

```
no activate
```

alert-group

Enables or disables the Smart Call Home alert-group.

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Command Modes

Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

`[local]host_name(config-call-home)#`

Syntax Description

[default | no] alert-group { all | configuration | crashinfo | diagnostic | environment | inventory | syslog }

default

Configures the alert-group back to default settings. The default is enabled.

no

Disables the alert-groups.

alert-group all

Enables an alert group for all categories.

alert-group configuration

Enables an alert group related to configuration.

alert-group crashinfo

Enables an alert group related to crashes.

alert-group diagnostics

Enables an alert group related to diagnostics.

alert-group environment

Enables an alert group related to environment. These typically include events related to power, fan, and temperature alarms.

alert-group inventory

Enables an alert group related to inventory. This is a non-critical event that could include notifications when cards are inserted or removed, or when the system is cold-booted.

alert-group syslog

Enables an alert group related to syslog. This includes events generated by the syslog PORT facility.

Usage Guidelines

An alert group is a predefined subset of Smart Call Home alerts that are supported on this device. Alert groups allow you to select the set of Smart Call Home alerts that you want to send to a predefined or custom destination profile.

Example

The following command enables alerts for all of the preconfigured Smart Call Home alerts:

```
alert-group all
```

contact-email-addr

Sets the e-mail address of the person identified as the prime contact for this system.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **[no] contact-email-addr** *email_addr*

no

Removes the contact e-mail address.

contact-email-addr *email_addr*

Specifies the information for prime contact as an alphanumeric string in the format *local-part@domain*, where domain can be made up of a number of labels, each separated by a period and between 1 and 63 characters in length. The local-part can be 1-64 characters. The domain-label can be 1-63 characters. The domain can be 1 through 135 characters. The entire alphanumeric string can be a no larger than 200 characters.

Usage Guidelines Use this command to set up the e-mail address for the person identified as the contact person for this device.

Important You can enter any valid e-mail address. You cannot use spaces.

Example

The following command specifies e-mail address for the entity *notity.TAC@NOCservices.net*:

```
contact-email-addr notity.TAC@NOCservices.net
```

contract-id

Configures the system's contract-identifier for Cisco AutoNotify.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **`[ default | no ] contract-id`** *`contractID`*

default

Configures the call-home contract-id back to default settings.

no

Removes the call-home contract-id.

contract-id *contractID*

Specifies the call-home contract-id as an alphanumeric string of 1 through 64 characters that is case sensitive. If you include spaces in this string, you must enclose it in double quotation marks.

Usage Guidelines Use this command to enter this system's AutoNotify contract ID.

Example

The following command specifies the contract-id as *Contract1234_ID*:

```
contract-id Contract1234_ID
```

customer-id

Configures the system's customer-identifier for Cisco AutoNotify.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **`[ default | no ] customer-id`** *`customerID`*

default

Configures the call-home customer-id back to default settings.

no

Removes the call-home customer-id.

customer-id *customerID*

Specifies the call-home customer-id as an alphanumeric string of 1 through 64 characters that is case sensitive. If you include spaces in the string, you must enclose it in double quotation marks.

Usage Guidelines Use this command to set up the system's customer ID for Cisco's AutoNotify.

Example

The following command specifies the customer-id as *CustID_1234*:

```
customer-id CustID_1234
```

end

Exits the current configuration mode and returns to the Exec mode.

Product All

Privilege Security Administrator, Administrator

Syntax Description

```
end
```

Usage Guidelines Use this command to return to the Exec mode.

exit

Exits the current mode and returns to the parent configuration mode.

Product All

Privilege Security Administrator, Administrator

Syntax Description

```
exit
```

Usage Guidelines Use this command to return to the parent configuration mode.

mail-server

Configures the Smart Call Home mail-server.

Product All

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Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **`[ no ] mail-server`** *`server_name`* **`priority`** *`priority_num`*

no

Removes the call-home mail-server.

mail-server *server_name*

Identifies the mail server as an alphanumeric string of 1 through 64 characters. The server ID can take the form of a host name (DNS) or an IPv4 address in dotted-decimal notation.

priority

Sets the mail server priority order as an integer from 1 (highest) to 100 (lowest).

Usage Guidelines Use this command to set up the mail server for Smart Call Home. This configuration is mandatory when the user profile is configured to only send out e-mail messages.

Example

The following command specifies the mail-server as *10.2.3.4* with a priority of *1*:

```
mail-server 10.2.3.4 priority 1
```

phone-number

Enables or disables the phone-number for the Smart Call Home contact person.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **`[ no | default ] phone-number`** *`phone-number-string`*

default

Configures the phone number back to default settings. The default is enabled.

no

Removes the call-home phone number.

phone-number *phone-number-string*

Specifies the phone number for the contact person for this system as an alphanumeric string that can only contain: + (plus sign), - (dash) and numbers. The total length of the string is 12 to 16 characters. If you include spaces, you must enclose the string in double quotation marks.

Usage Guidelines

Use this command to set up the phone number for Smart Call Home contact.

Example

The following command specifies the phone number as *+866-111-2234*:

```
phone-number 866-111-2234
```

profile

Creates the Smart Call Home profile.

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Security Administrator, Administrator

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Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description

[no] profile *profile_name*

no

Removes the call-home profile.

profile *profile_name*

Creates or modifies the profile name for this system as an alphanumeric string of 1 through 31 characters.

Usage Guidelines

Use this command to create a new profile or modify an existing profile. This command moves you to the Call-Home Profile Configuration mode.

Example

The following command creates a profile named *Profile_1*:

```
profile Profile_1
```

rate-limit

Enables or disables the message rate-limit for Smart Call Home features.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

`[local]host_name(config-call-home)#`

Syntax Description **`[ no | default ] rate-limit`** *`message_count`*

default

Sets the rate limit back to the default of 20 messages per minute.

no

Removes the call-home rate-limit.

rate-limit *message_count*

Sets the rate limit in messages per minute. *message_count* is an integer from 1 to 60. Default: 20

Usage Guidelines Use this command to configure the call-home message rate limit per minute. The default is 20 messages per minute.

Example

The following command sets the call-home rate limit to *10*:

```
rate-limit 10
```

sender

Specifies the Smart Call Home e-mail settings for the "from" address and "reply-to" address.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description

[no | default] sender { from *email_address* **| to** *email_address* **}**

default

Sets the sender back to the default.

from *email_address*

Sets the sender's reply from address.

no

Removes the call-home sender.

to *email_address*

Sets the sender's reply-to address.

email_address

This is an alphanumeric string in the format *local-part@domain*, where domain can be made up of a number of labels, each separated by a period and between 1 and 63 characters in length. The local-part can be 1-64 characters. The domain-label can be 1-63 characters. The domain can be 1 through 135 characters. The entire alphanumeric string can be a no larger than 200 characters.

Usage Guidelines

Use this command to specify the e-mail settings for the sender. This command sets the "to" and "from" fields in the e-mail.

Example

The following command sets the from address to *notity.TAC@NOCservices.net* and the reply-to address to *support@cisco.com*:

```
semder from notity.TAC@NOCservices.net to support@cisco.com
```

site-id

Specifies the Smart Call Home site identifier for this system.

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Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **`[ default | no ] site-id`** *`siteID`*

default

Sets the site-id back to the default.

no

Removes the call-home site-id.

site-id *siteID*

Specifies the site ID as an alphanumeric string of 1 through 200 characters. If you include spaces, then you must enclose your entry in quotes.

Usage Guidelines Use this command to specify the Smart Call Home site identifier for this system.

Example

The following command sets the site-id to *NOC_Services_site_1011*:

```
site id NOC_Services_site_1011
```

street-address

Specifies the Smart Call Home street address for the system.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration

configure > call-home

Entering the above command sequence results in the following prompt:

```
[local]host_name(config-call-home)#
```

Syntax Description **`[ default | no ] street-address`** *`streetADR`*

default

Sets the street-address back to the default.

no

Removes the call-home street-address.

street-address *streetADR*

Specifies e Smart Call Home street-address as an alphanumeric string of 1 through 200 characters. You can include the street address, City, State, and ZIP Code. If you include spaces, then you must enclose the string in double quotation marks.

Usage Guidelines

Use this command to set up the street address for the system.

Example

The following command sets the street address to *123 Main St., Chicago, IL 60000*:

```
street-address "123 Main St., Chicago, IL 60000"
```