Smart Call Home Quick Start Configuration Guide for Cisco Nexus® 3000 Series Switches

Cisco® Smart Call Home offers proactive diagnostics and real-time alerts on select Cisco devices, which provides higher network availability and increased operational efficiency. Smart Call Home is a connected service of Cisco SMARTnet™ for the Nexus 3000.

This document provides information to configure and register a Nexus 3000 for Smart Call Home using two transport options; these are:

1. Email transport from the Nexus 3000 to Cisco
2. Email from the Nexus 3000 to a Transport Gateway (TG) - HTTPS transport to Cisco

Note: For security reasons, Cisco recommends that customers make use of the HTTPS transport option, due to the additional payload encryption that HTTPS offers. The Transport Gateway software is downloadable from Cisco, and is available for customers that require an aggregation point or a proxy for connection to the internet.

Requirements for Smart Call Home:

- NX-OS version 5.0(3)U1(1) or greater.
- A CCO ID associated with an appropriate Cisco SMARTnet™ Service contract for your company
- Cisco SMARTnet™ Service for the device to be registered

Additional Smart Call Home resources are available on Cisco.com and the SCH Support Forum.

Call Home Configuration - Email to Smart Call Home

The following information is a sample configuration that shows the minimum steps that are required to configure Call Home on a Nexus 3064. This configuration allows communication, by email, to a Smart Call Home System, and identifies the command that starts the registration process.

1. **Set the system contact** - In global configuration mode enter the mandatory system contact using the **snmp-server contact** command. Enter the callhome command, to enter callhome configuration mode.

   ```
   NX-3064#config t
   NX-3064(config)#snmp-server contact sys-contact
   NX-3064(config)#callhome
   ```

2. **Configure the mandatory contact information (phone number, email address, & street address)** -

   ```
   NX-3064(config-callhome)#email-contact email-address
   NX-3064(config-callhome)#phone-contact +1-000-000-0000
   NX-3064(config-callhome)#streetaddress a-street-address
   ```

3. **Configure the mandatory email server information -** The server address is an IPv4 address, IPv6 address or domain-name of a SMTP server that Call Home will send email messages to. Optional port number (default = 25) and VRF may also be configured.

   ```
   NX-3064(config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
   ```

4. **Set the destination profile CiscoTAC-1 email-address to callhome@cisco.com** -

   ```
   NX-3064(config-callhome)#destination-profile CiscoTAC-1 email-addr callhome@cisco.com
   ```

5. **Enable periodic inventory and set the interval** -

   ```
   NX-3064(config-callhome)#periodic-inventory notification
   NX-3064(config-callhome)#periodic-inventory notification interval 30
   ```

6. **Enable callhome, Exit and Save the configuration** -

   ```
   NX-3064(config-callhome)#enable
   NX-3064(config-callhome)#end
   NX-3064#copy running-config startup-config
   ```

7. **Send a Call Home Inventory message to start the registration process** -

   ```
   NX-3064#callhome test inventory
   trying to send test callhome inventory message
   successfully sent test callhome inventorymessage
   ```

Receive an email from Cisco and click the link to complete registration for Smart Call home.

Call Home Configuration - Email to Transport Gateway and HTTPS to Cisco

The following is a sample configuration that shows the minimum steps that are required to configure Call Home on a Nexus 3064. This configuration uses a Transport Gateway (TG) to communicate with a Smart Call Home System, and identifies a command that starts the registration process. The TG uses HTTPS to communicate with the Smart Call Home System. This configuration requires the [Transport Gateway software](#) to have been installed, configured and registered with Smart Call Home.

1. **Set the system contact** - In global configuration mode enter the mandatory system contact using the **snmp-server contact** command. Enter the callhome command to enter callhome configuration mode.

   ```
   NX-3064#config t
   NX-3064(config)#snmp-server contact sys-contact
   NX-3064(config)#callhome
   ```

2. **Configure the mandatory contact information (phone number, email address, & street address)** -

   ```
   NX-3064(config-callhome)#email-contact email-address
   NX-3064(config-callhome)#phone-contact +1-000-000-0000
   NX-3064(config-callhome)#streetaddress a-street-address
   ```

3. **Configure the mandatory email server information -** The server address is an IPv4 address, IPv6 address or domain-name of a SMTP server that Call Home will send email messages to. Optional port number (default = 25) and VRF may also be configured.

   ```
   NX-3064(config-callhome)#transport email smtp-server ip-address port 25 use-vrf vrf-name
   ```

4. **Set the destination profile CiscoTAC-1 email-address to an email address for the account that the Transport Gateway will be accessing** -

   ```
   NX-3064(config-callhome)#destination-profile CiscoTAC-1 email-addr email-address
   ```

5. **Enable periodic inventory and set interval** -

   ```
   NX-3064(config-callhome)#periodic-inventory notification
   NX-3064(config-callhome)#periodic-inventory notification interval 30
   ```

6. **Enable callhome, Exit and Save the configuration** -

   ```
   NX-3064(config-callhome)#enable
   NX-3064(config-callhome)#end
   NX-3064#copy running-config startup-config
   ```

7. **Send a Call Home Inventory message to start the registration process** -

   ```
   NX-3064#callhome test inventory
   trying to send test callhome inventory message
   successfully sent test callhome inventorymessage
   ```

Receive an email from Cisco and follow the link to complete registration for Smart Call home.

Downloading Cisco Transport Gateway Software

To download Cisco Transport Gateway software, go to the [Download Software](#) web page. On that page the Related Information section on the right lists the different Transport Gateway software OS versions (Linux, Solaris, and Windows). Find the correct OS version of Transport Gateway software in the list, and then click either **Download Now** or **Add to cart**.

After you have downloaded the correct OS version of Transport Gateway software, then refer to the [Transport Gateway Installation/Configuration/Registration sections of the Smart Call Home Users' Guide](#) for information on how to install the downloaded code, and then configure and register the Transport Gateway.