

Configure CUCM Smart Call Home



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Introduction

This document describes how to configure and troubleshoot basic issues in Smart Call Home.

Smart Call Home is an automated support capability that monitors Cisco devices on your network. The Call Home feature allows you to communicate and send the diagnostic alerts, inventory, and other messages to the Smart Call Home backend server. The Call Home feature was introduced in Cisco Unified Communications Manager (CUCM) Version 8.6(1) and made a part of the CUCM installation as an optional configuration in CUCM Versions 10.0 and later.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- CUCM Version 10.5
- Microsoft Exchange
- Proxy server
- Microsoft Internet Explorer 10

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

Smart Call Home provides proactive diagnostics, real-time alerts, and remediation on a range of Cisco devices for higher network availability and increased operational efficiency. It accomplishes the same when it receives and analyzes the diagnostic alerts, inventory, and other messages from Smart Call Home enabled CUCM. This particular capability of CUCM is called CUCM Call Home.

Smart Call Home is included with many Cisco service contracts, which include Cisco SMARTnet, Smart Net Total Care, Partner Support Service, Smart Care, and Mission Critical Support Service.

Smart Call Home includes:

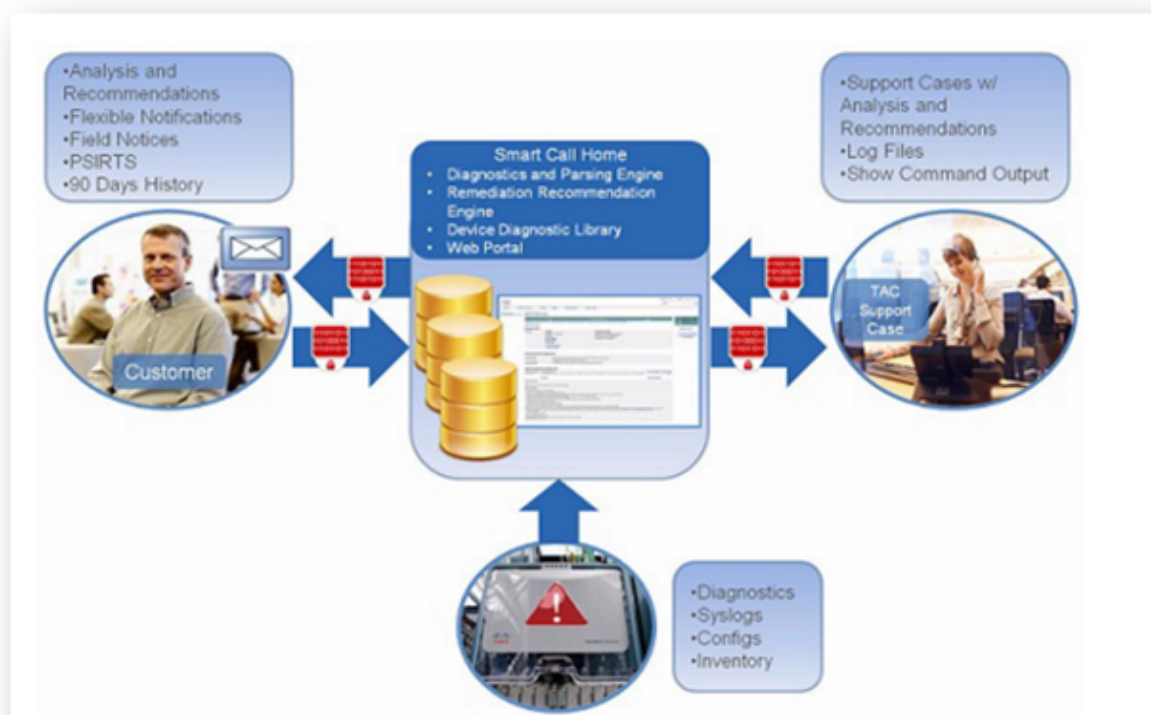
- Automated around the clock device monitoring and analysis of potential problems.
- Proactive alerts sent to your inbox.
- Expedited support from the Cisco Technical Assistance Center (TAC).
- Customized status reports and performance analysis.
- Product alerts such as Product Security Incident Response Team (PSIRT) alerts and field notices.

Smart Call Home offers increased operational efficiency since it provides customers the ability to:

- Use staff resources more efficiently due to a reduction in the time to troubleshoot issues.
- Generate Support cases to Cisco TAC automatically, routed to the appropriate support team, which provide detailed diagnostic information that speeds problem resolution.

Smart Call Home offers fast, web-based access to needed information that provides customers the ability to:

- Review all Call Home messages, diagnostics, and recommendations for remediation in one place.
- Check TAC case status quickly.
- View the most up-to-date inventory and configuration information for all Call Home devices.



Two types of Call Home features are available:

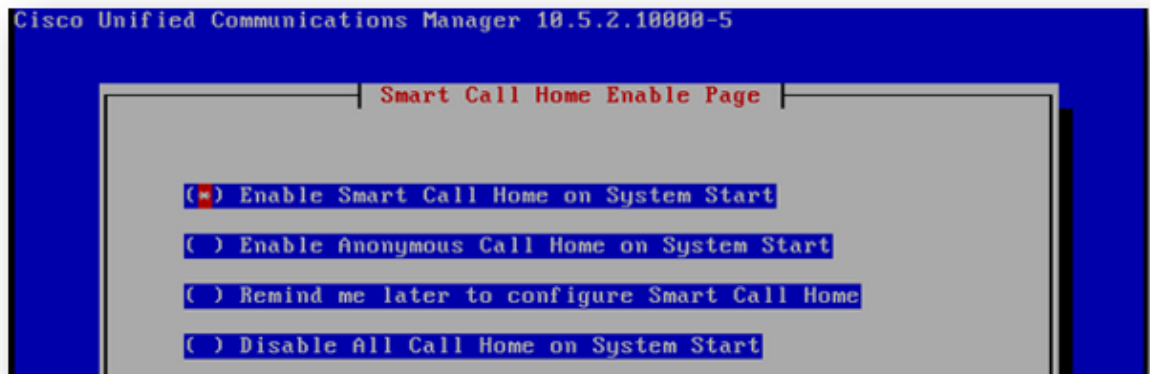
- Smart Call Home
- Anonymous Call Home

In Anonymous Call Home, Customer Contact Details is disabled and the Send data section is enabled on the Call Home page. These are the characteristics of Anonymous Call Home:

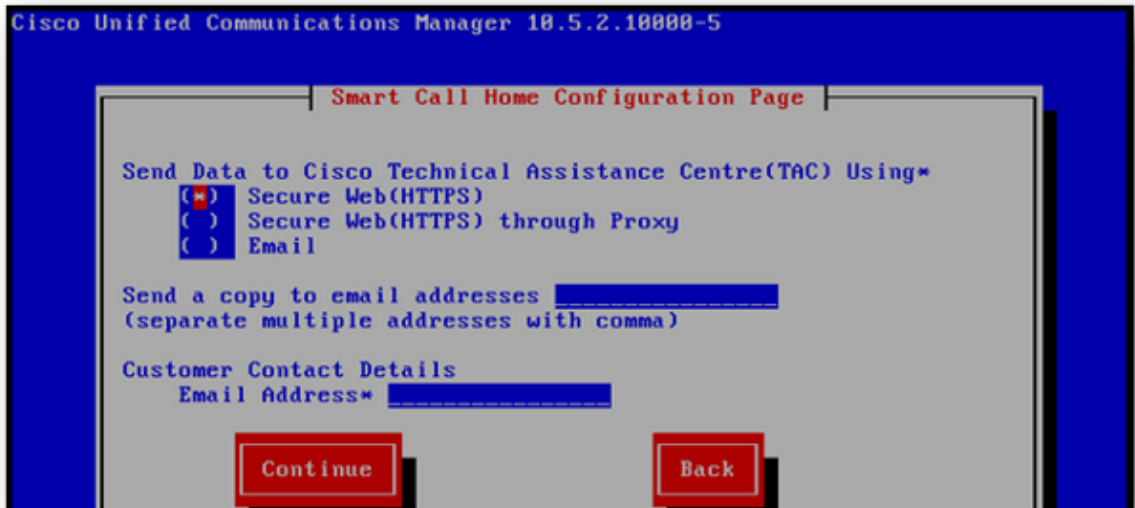
- When you select Anonymous Call Home, this option sends the system configuration (hardware/virtual machine and CPU) and software configuration related information to Smart Call Home for information–gathering purposes and to make the product better.
- Anonymous Call Home does not send any user related information (for example, registered devices and upgrade history).
- Anonymous Call Home does not require any registration or entitlement for the Smart Call Home feature with Cisco.
- CUCM does not send any diagnostic and configuration information to the Smart Call Home backend. Only inventory and telemetry messages are sent.
- The periodicity of the messages is the same as that which exists at present for Smart Call Home messages.
- "Include Verbose Diagnostics" in the Smart Call Home Alerts option is disabled if the user selects Anonymous Call Home.

Configure

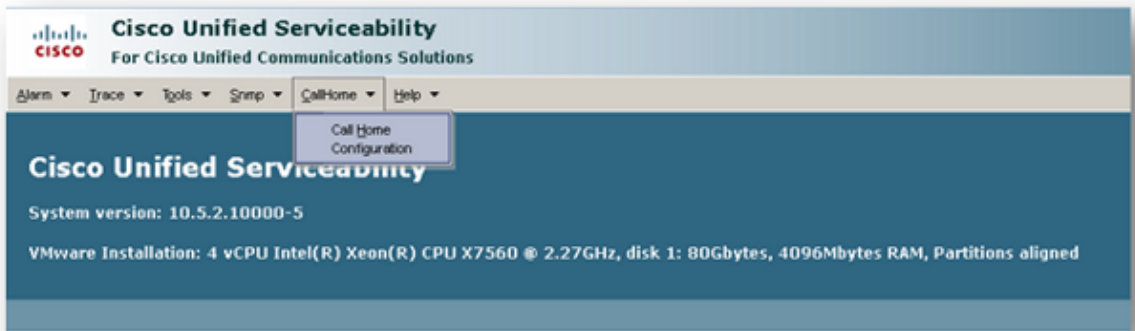
1. At the time of installation, choose *Enable Smart Call Home on System Start*.



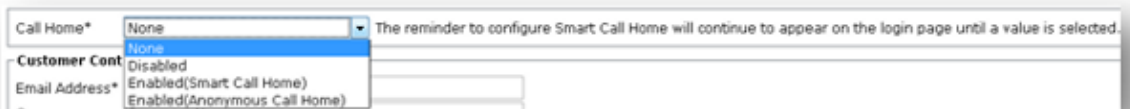
2. Choose *Secure Web(HTTPS)*. Click *Continue*.



3. From the Cisco Unified Serviceability page, choose *CallHome > Configuration*.



4. From the Call Home drop-down list, choose *None*.



5. From the drop-down list, choose *Secure Web(HTTPS)*.



You will receive an auto generated email from call-home-notify@cisco.com in order to register your devices when you configure the Smart Call Home feature for the first time. Follow the instructions in the email in order to register your device.



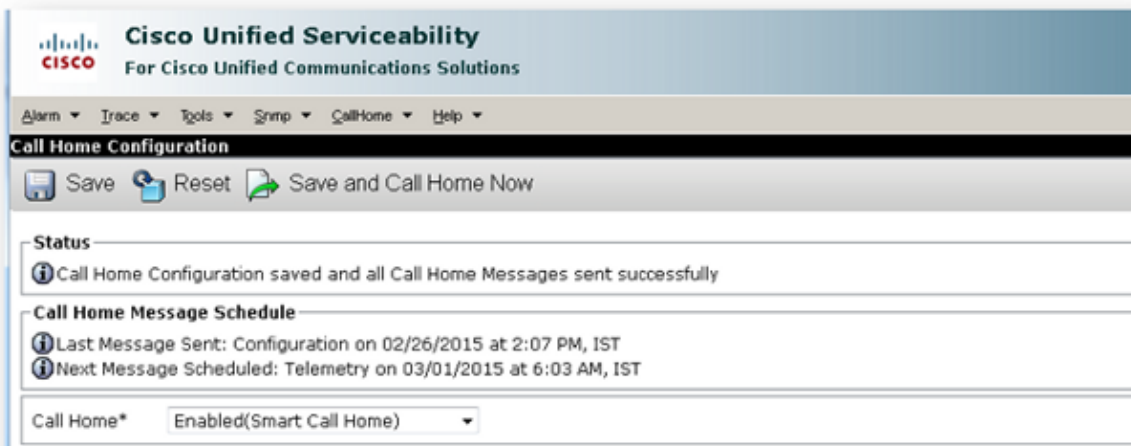
Verify

Use this section to confirm that your configuration works properly.

When does Smart Call Home send data?

1. Whenever you click "Save and Call Home Now" *and*
2. The first day of every month.

You will see the confirmation message which includes the Last Message Sent time and the Next Message Scheduled.



Troubleshoot

This section provides information you can use to troubleshoot your configuration.

Email Method

You can collect the *Cisco CCMService Web Service* logs from Real-Time Monitoring Tool (RTMT) in order to determine if it fails to send data.

```
2015-02-26 19:46:25,528 INFO [http-bio-443-exec-1] controller.SCHInterface
- SCHInterface::Sending only EMAIL
```

2015-02-26 19:46:25,528 INFO [http-bio-443-exec-1] controller.SCHInterface
- SCHInterface::Other Recipients is enabled, sending email to SCH and the list of recipients

2015-02-26 19:46:27,004 INFO [http-bio-443-exec-1] controller.SCHMail
- Mail Server is 173.37.183.72

2015-02-26 19:46:27,094 INFO [http-bio-443-exec-1] controller.SCHMail
- **Going to send mail to xxxxxx@cisco.com**

2015-02-26 19:46:30,377 INFO [http-bio-443-exec-1] controller.SCHMail
- **Going to send mail to xxxxxxxx@domain.com**

2015-02-26 19:46:42,202 ERROR [http-bio-443-exec-1] controller.SCHMail
- **send mail failed error** :javax.mail.SendFailedException: Invalid Addresses;
nested exception is:
com.sun.mail.smtp.SMTPAddressFailedException: 550 5.7.1 Unable to relay

2015-02-26 19:46:42,444 ERROR [http-bio-443-exec-1] controller.SCHInterface
- **Send Inventory message failed !!**

Secure Web (HTTPS) through Proxy

2015-02-26 23:46:44,459 INFO [http-bio-443-exec-33] controller.SCHInterface
- SCHInterface::**Sending only HTTPS-thorough Proxy**

2015-02-26 23:47:14,576 ERROR [http-bio-443-exec-33] controller.SCHConnectionHandler
- Caught Exception while creating connection java.net.SocketTimeoutException:
connect timed out

2015-02-26 23:47:14,577 ERROR [http-bio-443-exec-33] controller.SCHConnectionHandler
- inside exceptionflagtrue

2015-02-26 23:47:14,577 ERROR [http-bio-443-exec-33] controller.SCHConnectionHandler
- Caught Exception while sending HTTPS -through Proxy message -> java.lang.Exception:
connect timed out

2015-02-26 23:47:14,885 ERROR [http-bio-443-exec-33] controller.SCHInterface
- SCHInterface: Caught Exception---- inside exceptionfalg

2015-02-26 23:47:14,886 INFO [http-bio-443-exec-33] controller.SCHConnectionHandler
- Successfully closed connection to SCH

2015-02-26 23:47:14,886 ERROR [http-bio-443-exec-33] controller.SCHInterface
- **Send Inventory message failed !!**