

Call Home Command Reference

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active

To enable a Call Home profile, use the **active** command.

active

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

Call home profile configuration mode

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

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

The following example shows how to activate a profile:

```
 RP/0/RP0:hostname# configure
  RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# profile my-profile
RP/0/RP0:hostname(config-call-home-profile)# active
```

destination address

To specify an email address to which Call Home messages are sent, use the **destination address** command.

destination address *email-address*

Syntax Description

email address	Specifies the email address to which call home messages can be sent.

Command Default

None

Command Modes

Call home profile configuration mode

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

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

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

```
 RP/0/RP0:hostname# configure
  RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# profile my-profile
RP/0/RP0:hostname(config-call-home-profile)# destination address email support-me@cisco.com
```

destination transport-method

To specify the transport method for Call Home messages for a specific profile, use the **destination transport-method** command.

destination transport-method [email |http]

Syntax Description

email	Enables an e-mail address for the profile.
http	Enables an HTTP URL for the profile.

Command Default

None

Command Modes

Call home profile configuration mode

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

For the user profile, both e-mail and http can be enabled. For the Cisco TAC profile, only one transport method can be enabled.

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

```
 RP/0/RP0:hostname# configure
  RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# profile my-profile
RP/0/RP0:hostname(config-call-home-profile)# destination transport-method email
```

http-proxy

To configure the Call Home HTTP proxy server, use the **http-proxy** command.

http-proxy *proxy-server-name* **port** *port-number*

Syntax Description

proxy-server-name	Specifies the name of the proxy server.
port-number	Specifies the port for the specified HTTP proxy server.

Command Default

None

Command Modes

Call home profile configuration mode

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

None

The following example configures the call home HTTP proxy server :

```
 RP/0/RP0:hostname# configure
  RP/0/RP0:hostname(config)# call-home
RP/0/RP0:hostname(config-call-home)# http-proxy aa.bbb.cc.dd port 100
```

show call-home profile

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

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

Syntax Description

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

Command Default

None

Command Modes

none

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

None

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

```
RP/0/RP0:hostname# show call-home profile all
 Tue Aug 29 15:17:11.965 UTC


Profile Name: CiscoTAC-1
    Profile status: INACTIVE
    Profile mode: Full Reporting
    Reporting Data: Smart Call Home, Smart Licensing
    Preferred Message Format: xml
    Message Size Limit: 3145728 Bytes
    Transport Method: http
    HTTP  address(es): https://tools.cisco.com/its/service/oddce/services/DDCEService
    Other address(es): callhome@cisco.com


    Periodic configuration info message is scheduled every 16 day of the month at 12:42

    Periodic inventory info message is scheduled every 16 day of the month at 12:27

    Alert-group               Severity
    ------------------------  ------------
    inventory                 normal

    Syslog-Pattern            Severity
    ------------------------  ------------
    .*                        critical

Profile Name: test
    Profile status: ACTIVE
    Profile mode: Full Reporting
    Reporting Data: Smart Call Home, Smart Licensing
    Preferred Message Format: xml
    Message Size Limit: 3145728 Bytes
```

```
Transport Method: email and http
HTTP  address(es): Not yet set up
Email address(es): Not yet set up

Alert-group               Severity
------------------------  ------------
N/A                       N/A

Syslog-Pattern            Severity
------------------------  ------------
N/A                       N/A
```

show call-home smart-licensing

To display smart licensing information for the Call Home profiles, use the **show call-home smart-licensing** command.

show call-home smart-licensing

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

none

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

None

The following example shows sample output from the show call-home smart-licensing command:

```
 RP/0/RP0:hostname# show call-home smart-licensing
  Tue Aug 29 14:48:39.406 UTC
Current smart-licensing transport settings:
Smart-license messages: enabled
Profile: CiscoTAC-1 (status: ACTIVE)
Destination  URL(s):  https://tools.cisco.com/its/service/oddce/services/DDCEService
```

show call-home smart-licensing statistics

To display the Call Home smart licensing statistics, use the **show call-home smart-licensing statistics** command.

show call-home smart-licensing statistics

Syntax Description

This command has no keywords or arguments.

Command Default

None

Command Modes

none

Command History

Release	Modification
Release 6.1.32	This command was introduced.

Usage Guidelines

None

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

```
 RP/0/RP0:hostname# show call-home smart-licensing statistics
 Tue Aug 29 14:48:50.001 UTC
Success: Successfully sent and response received.
Failed : Failed to send or response indicated error occurred.
Inqueue: In queue waiting to be sent.
Dropped: Dropped due to incorrect call-home configuration.

Msg Subtype      Success Failed  Inqueue Dropped Last-sent (GMT+00:00)
-----------------------------------------------------------------------
ENTITLEMENT      99      0       0       0       2017-08-29 12:22:03
DEREGISTRATION   12      0       0       0       2017-08-29 12:07:30
REGISTRATION     16      66      0       0       2017-08-29 12:20:28
ACKNOWLEDGEMENT  15      0       0       0       2017-08-29 12:20:36
RENEW            2       0       0       0       2017-08-22 14:48:45
```