

Call-Home Profile Configuration Mode

Command Modes

The Call-Home Profile Configuration Mode is used to create groups of users that will receive alerts when events occur. The Smart Call Home service 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 > Call-Home Profile Configuration

configure > call-home > profile *profile_name*

Entering the above command sequence results in the following prompt:

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

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

- active, on page 1
- destination, on page 2
- end, on page 4
- exit, on page 4
- subscribe-to-alert-group, on page 4

active

Activates this Smart Call Home profile.

Product

All

Privilege

Security Administrator, Administrator

Command Modes

Exec > Global Configuration > Call-Home Configuration > Call-Home Profile Configuration

configure > call-home > profile *profile_name*

Entering the above command sequence results in the following prompt:

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

Syntax Description

```
active
default active
no active
```

default

Configures the call-home profile back to default settings. By default, the profile is enabled.

no

Deletes the call-home profile.

activate

Activates this Smart Call Home profile.

Usage Guidelines

Use this command to activate or deactivate this call-home profile. By default, the profile is enabled.

Example

The following command disables the call-home profile:

```
no active
```

destination

Configures the message destinations for this Smart Call Home profile.

Product

All

Privilege

Security Administrator, Administrator

Command Modes

Exec > Global Configuration > Call-Home Configuration > Call-Home Profile Configuration

configure > **call-home** > **profile** *profile_name*

Entering the above command sequence results in the following prompt:

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

Syntax Description

```
destination [ address [ email email_address | http http_url ] |
message-size-limit size | preferred-msg-format [ long-text | short-text |
 xml ] | transport-method [ email email_address | http http_url] ]
default destination [ message-size-limit | preferred-msg-format |
transport-method ]
no destination [ address [ email email_address | http http_url ] |
message-size-limit size | preferred-msg-format [ long-text |short-text |
xml ] | transport-method [ email email_address | http http_url ] ]
```

address [email *email_address* | http *http_url*]

Configures an destination e-mail address or HTTP URL where short-text/long-text call-home message and XML-based call-home messages will be sent.

- **email**: Use this option to add an e-mail address to this profile. *email_addr* is an alphanumeric string of the form *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 1-135 characters. The entire alphanumeric string can be a no larger than 200 characters.
- **http**: Use this option to add an HTTP URL to this profile. *http_url* is an alphanumeric string of 1 through 200 characters.

default

Configures the call-home profile back to default settings. By default, the profile is enabled.

message-size-limit *size*

Specifies the message size (in bytes) for this profile as an integer from 50 to 3145728. The default is 3145728.

no

Deletes the call-home profile.

preferred-msg-format [long-text | short-text | xml]

Specifies the message format for the profile. The default is xml.

- **long-text**: Use this option to set long-text messages as the preferred message format. The long message format has all the details related to the event, including information related to chassis, card, and outputs of show commands for the alert group.
- **short-text**: Use this option to set short-text messages as the preferred message format. The short message has information on the severity of event, a short description of the event, the event time, and the device ID.
- **xml**: Use this option to set XML as the preferred message format. (Default)

transport-method [email *email_address* | http *http_url*]]

Specifies the transport-method for the messages. The default is e-mail. For the user profile, both e-mail and http can be enabled. If all are options are disabled, e-mail will be set for the profile.

For the Cisco TAC profile, only one transport method can be enabled. If the user enables a second transport method, the first one will be automatically disabled.

- **email**: Enables an e-mail address for this profile. This is the default.
- **http**: Enables an HTTP URL for this profile.

Usage Guidelines

Use this command to activate the current call-home profile. By default, the profile is enabled.

Example

The following command disables the call-home profile:

```
no destination
```

The following command sets the preferred message format for the profile to the call-home profile to short text:

```
destination preferred-msg-format short-text
```

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.

subscribe-to-alert-group

Subscribes this profile to the alert group for the call-home profile.

Product All

Privilege Security Administrator, Administrator

Command Modes Exec > Global Configuration > Call-Home Configuration > Call-Home Profile Configuration

configure > call-home > profile *profile_name*

Entering the above command sequence results in the following prompt:

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

Syntax Description

subscribe-to-alert-group [all {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] } | configuration { periodic [daily | monthly | weekly] } | crashinfo | diagnostic { severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] } | environment { severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] } | inventory { periodic [daily | monthly | weekly] } | syslog {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] }]
default subscribe-to-alert-group
no subscribe-to-alert-group [all {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] } | configuration { periodic [daily | monthly | weekly] } | crashinfo | diagnostic {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] } | environment {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] } | inventory { periodic [daily | monthly | weekly] } | syslog {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] [pattern *pattern_to_match*] **}]**

all {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] }

Enables call-home messages based for all group-types and severity for the profile. The following severities are supported:

- **catastrophic**– Level 1: catastrophic event, matches platform logging level critical.
- **disaster** – Level 2: disaster event, matches platform logging level critical.
- **fatal** – Level 3: fatal event, matches platform logging level critical.
- **critical** – Level 4: critical event, matches platform logging level critical.
- **major** – Level 5: major event, matches platform logging level error.
- **minor** – Level 6: minor event, matches platform logging level warning.
- **warning** – Level 7: warning event, matches platform logging level warning.
- **notification** – Level 8: notification event, matches platform logging level unusual.
- **normal** – Level 9: normal event, matches platform logging level info.

configuration { periodic [daily | monthly | weekly] }

Enables call-home messages based for configuration alert groups. The messages are sent at periodic intervals such as:

- **daily**: Sends a daily call-home message.
- **monthly**: Sends a monthly call-home message.
- **weekly**: Sends a weekly call-home message.

crashinfo

Configures the call-home profile back to default settings. By default, the profile is enabled.

default

Restores the parameter back to the default value.

diagnostic { severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] }

Enables call-home messages based for diagnostic group-types and severity for the profile. The following severities are supported:

- **catastrophic**– Level 1: catastrophic event, matches platform logging level critical.
- **disaster** – Level 2: disaster event, matches platform logging level critical.
- **fatal** – Level 3: fatal event, matches platform logging level critical.
- **critical** – Level 4: critical event, matches platform logging level critical.
- **major** – Level 5: major event, matches platform logging level error.
- **minor** – Level 6: minor event, matches platform logging level warning.
- **warning** – Level 7: warning event, matches platform logging level warning.
- **notification** – Level 8: notification event, matches platform logging level unusual.
- **normal** – Level 9: normal event, matches platform logging level info.

environment {severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] }

Enables call-home messages based for environment group-types and severity for the profile. The following severities are supported:

- **catastrophic**– Level 1: catastrophic event, matches platform logging level critical.
- **disaster** – Level 2: disaster event, matches platform logging level critical.
- **fatal** – Level 3: fatal event, matches platform logging level critical.
- **critical** – Level 4: critical event, matches platform logging level critical.
- **major** – Level 5: major event, matches platform logging level error.
- **minor** – Level 6: minor event, matches platform logging level warning.
- **warning** – Level 7: warning event, matches platform logging level warning.
- **notification** – Level 8: notification event, matches platform logging level unusual.
- **normal** – Level 9: normal event, matches platform logging level info.

inventory { periodic [daily | monthly | weekly] }

Enables call-home messages based for inventory alert groups. The messages are sent at periodic intervals such as:

- **daily**: Sends a daily call-home message.
- **monthly**: Sends a monthly call-home message.
- **weekly**: Sends a weekly call-home message.

no

Deletes the alert groups.

syslog { severity [catastrophic | diasaster | fatal | critical | major | minor | warning | notification | normal] [pattern *pattern_to_match*] }]

Enables and disables call-home messages based on severity and syslog string pattern match for the profile. The following severities are supported:

- **catastrophic**– Level 1: catastrophic event, matches platform logging level critical.
- **disaster** – Level 2: disaster event, matches platform logging level critical.
- **fatal** – Level 3: fatal event, matches platform logging level critical.
- **critical** – Level 4: critical event, matches platform logging level critical.
- **major** – Level 5: major event, matches platform logging level error.
- **minor** – Level 6: minor event, matches platform logging level warning.
- **warning** – Level 7: warning event, matches platform logging level warning.
- **notification** – Level 8: notification event, matches platform logging level unusual.
- **normal** – Level 9: normal event, matches platform logging level info.

pattern_to_match is an alphanumeric string of 1 through 80 characters.



Note If no *pattern_to_match* is specified, the system will use a ".*" (dot asterisk) pattern.

Usage Guidelines

Use this command to enable or disable the call-home messages based on specified alert-groups and severities for the profile.

Example

The following command sets an alert group for the profile to send a daily inventory message:

```
subscribe-to-alert-group inventory periodic daily
```