

Smart Call Home for Cisco IMC Supervisor User Guide

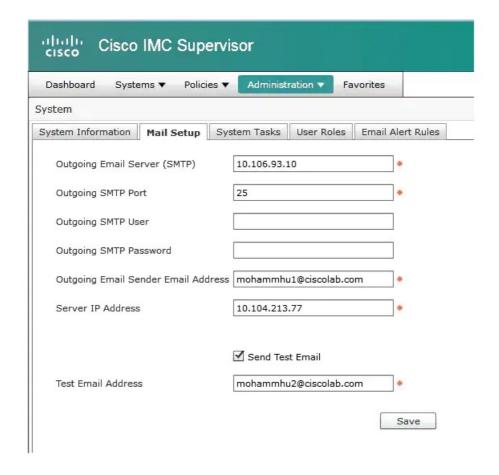
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Smart Call Home for Cisco IMC Supervisor



Overview of Smart Call Home

Cisco Smart Call Home is an automated support capability that provides continuous monitoring, proactive diagnostics, alerts, and remediation recommendations on select Cisco devices. Smart Call Home can help identify and resolve issues quickly to achieve higher availability and increased operational efficiency. This capability is available with an active support contract for hardware managed by Cisco IMC Supervisor. When enabled, Smart Call Home looks for a specific set of faults that Cisco has identified through interaction with Cisco Technical Assistance Center (TAC) engineers, the Cisco support community, and developers. Instead of waiting for a user to notice a problem or a fault to escalate and be reported, Smart Call Home proactively identifies and diagnoses faults.

Cisco IMC Supervisor managed server tasks such as Group Rack Server Inventory, Rack Server Fault, and HealthSystem are run at periodic intervals and send relevant information to theSmart Call Home backend. The backend processes this data and if issues are identified, it will automatically raise cases with the TAC for resolution of issues.

You can configure Smart Call Home using the Cisco IMC Supervisor user interface. For more information, see Configuring Smart Call Home, on page 1.

Configuring Smart Call Home

Perform this procedure to configure Smart Call Home.

Procedure

- Step 1 Choose Administration > System.
- Step 2 On the System page, click Smart Call Home.
- Step 3 Check the Enable Smart Call Home check box so that collected faults are forwarded to the Smart Call Home backend.

Note By default, Smart Call Home is disabled.

- Step 4 Enter Contact Email address.
 - Note You can enter only one contact email at a time in this field.
- Step 5 The Destination URL of the Smart Call Home backend is set by default Note
 - We recommend that you must not change the default URL.
 - The Proxy Configuration check box is selected by default. Smart call home uses the proxy details that you have already set. See Configuring Proxy Settings.
- Step 6 (Optional) Check the Send Group Inventory Now check box to send inventory details of the servers.

 One inventory message per managed server is sent to the Smart Call Home backend. This can be used as additional information for resolving issues by the TAC team.
- Step 7 Click Save.

Note

- Any faults that occur on the managed servers are sent to the backend. For various fault codes and its severity, see Fault Codes, on page 2. For logging in to Smart Call Home and performing various tasks, see information on the Cisco Smart Call Home Community.
- Ensure that the URL https://tools.cisco.com/its/service/oddce/services/DDCEService is reachable from the Cisco IMC Supervisor appliance.

Fault Codes

Fault Codes in Smart Call Home

Following are a list of error messages that Cisco IMC Supervisor sends to the Smart Call Home backend.

Fault Code	Fault Name	Message	Severity	Create Service Request
F017 4	fltProcessorUnitInoperable	Processor [id] on [server ld] operability: [operability]	critical ma jor	Y
F017 7	fltProcessorUnitThermalThresholdNonRecoverable	Processor [id] on [serverid] temperature:[thermal]	critical	Y
F018	fltStorageLocalDiskInoperable	Local disk [id] on [serveri d] operability: [operabilit y]	major wa rning	Y

Fault Code	Fault Name	Message	Severity	Create Service Request
F018 5	fltMemoryUnitInoperable	DIMM [location] on [serv erid] operability: [operabi lity]	major	Y
F018 8	fltMemoryUnitThermalThresholdNonRecoverable	DIMM [location] on [serv erid] temperature: [ther mal]	critical	N
F037 9	fltEquipmentIOCardThermalProblem	IOCard [location] on serv er [id] operState: [operSt ate]	major	N
F038 5	fltEquipmentPsuThermalThresholdNonRecoverable	Power supply [id] in [ser verid] temperature: [ther mal]	critical	Y
F038 9	fltEquipmentPsuVoltageThresholdCritical	Power supply [id] in [ser verid] voltage: [voltage]	major	N
F039 1	fltEquipmentPsuVoltageThresholdNonRecoverable	Power supply [id] in [ser verid] voltage: [voltage]	critical	Υ
F040 7	fltEquipmentPsuIdentity	Power supply [id] on [ser verid] has a malformed FRU	critical	N
F041	fltEquipmentChassisThermalThresholdNonRecoverab le	Thermal condition on [se rverid] cause: [thermalSt ateQualifier]	critical	N
F042 4	fltComputeBoardCmosVoltageThresholdCritical	CMOS battery voltage o n [serverid] is [cmosVolt age]	major	N
F042 5	fltComputeBoardCmosVoltageThresholdNonRecover able	CMOS battery voltage o n [serverid] is [cmosVolt age]	critical	Y
F053	fltStorageRaidBatteryInoperable	RAID Battery on [serverid] operability: [operability]	major	Y
F086 8	fltComputeBoardPowerFail	Motherboard of [serverid] power: [power]	critical	N

Fault Code	Fault Name	Message	Severity	Create Service Request
F099 7	fltStorageRaidBatteryDegraded	Raid battery [id] on [serv erid] operability: [operability]	major	N
F100 4	fltStorageControllerInoperable	Storage Controller [id] o perability: [operability]	critical	N
F100 7	fltStorageVirtualDriveInoperable	Virtual drive [id] on [serv erid] operability: [operability]	critical	N

Smart Call Home for Cisco IMC Supervisor

Documents / Resources



<u>CISCO Smart Call Home for Cisco IMC Supervisor</u> [pdf] User Guide Smart Call Home for Cisco IMC Supervisor, Smart Call Home, Cisco IMC Supervisor, IMC Supervisor, Supervisor

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