

# CISCO Smart Call Home for IMC Supervisor User Guide

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**CISCO Smart Call Home for IMC Supervisor**

The screenshot shows the Cisco IMC Supervisor web interface. At the top is a teal header with the Cisco logo and the text "Cisco IMC Supervisor". Below the header is a navigation bar with tabs: "Systems", "Policies", "Administration" (which is selected and highlighted in teal), and "Favorites". Under the "Administration" tab, there is a "System" section. Within this section, there are several sub-tabs: "System Information", "Mail Setup", "System Tasks", "User Roles", "Email Alert Rules", and "Smart Call Home" (which is selected and highlighted). The "Smart Call Home" tab contains the following configuration options:

- ☒ Enable Smart Call Home
- Contact Email:  (with a red asterisk icon to its right)
- Destination URL:  (with a red asterisk icon to its right)
- ☐ Enable Proxy
- ☐ Send Group Inventory Now

At the bottom right of the configuration area is a "Save" button.

## Product Information

The Smart Call Home feature for Cisco IMC Supervisor allows for the monitoring and management of servers. It runs tasks at regular intervals and sends relevant information to the Smart Call Home backend. The backend processes this data and automatically raises cases with the TAC (Technical Assistance Center) for issue resolution. Smart Call Home can be configured using the Cisco IMC Supervisor user interface. This feature enables the forwarding of collected faults to the Smart Call Home backend, provides the option to enter a contact email address, and includes the default Destination URL for the backend.

The Smart Call Home backend also supports sending inventory details of managed servers, which can be used as additional information for issue resolution.

## Product Usage Instructions

To configure Smart Call Home for Cisco IMC Supervisor, follow these steps:

1. Choose Administration > System in the Cisco IMC Supervisor user interface.
2. On the System page, click Smart Call Home.
3. Check the Enable Smart Call Home check box to forward collected faults to the backend.
4. Enter a contact email address (only one email address can be entered at a time).
5. The Destination URL is set by default and does not require user input.
6. (Optional) Check the Send Group Inventory Now check box to send inventory details of the servers.
7. Click Save to save the configuration.

For more information on fault codes and their severity, refer to the Fault Codes section in the user manual. For logging in to Smart Call Home and performing various tasks, consult the Cisco Smart Call Home Community.



## Smart Call Home for Cisco IMC Supervisor

This chapter contains the following topics:

- Overview of Smart Call Home, on page 1
- Configuring Smart Call Home, on page 1
- Fault Codes, on page 2

### 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 Health System are run at periodic intervals and send relevant information to the Smart 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

##### 1. Step 1

Choose Administration > System.

##### 2. 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.

##### 3. Step 4

Enter Contact Email address.

- **Note:** You can enter only one contact email at a time in this field.

#### 4. Step 5

The Destination URL of the Smart Call Home backend is set by default.

##### Note

1. We recommend that you must not change the default URL.
2. 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.

#### 5. 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.

#### 6. 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 is a list of error messages that the Cisco IMC Supervisor sends to the Smart Call Home backend.


Fault Code	Fault Name	Message	Severity	Create Service Request
F0174	flt Processor Unit Inoperable	Processor [id] on [server Id] operability: [operability]	critical major	Y
F0177	flt Processor Unit Thermal Threshold Non-Recoverable	Processor [id] on [server Id] temperature:[thermal]	critical	Y
F0181	flt Storage Local Disk Inoperable	Local disk [id] on [server Id] operability: [operability]	major warning	Y

F0185	flt Memory Unit Inoperable	DIMM [location] on [serverid] operability: [operability]	major	Y
F0188	flt Memory Unit Thermal Threshold Non Recoverable	DIMM [location] on [serverid] temperature: [thermal]	critical	N
F0379	flt Equipment IO Card Thermal Problem	IOCard [location] on server [id] operState: [operState]	major	N
F0385	fltEquipmentPsuThermalThresholdNonRecoverable	Power supply [id] in [serverid] temperature: [thermal]	critical	Y
F0389	flt Equipment Psu Voltage Threshold Critical	Power supply [id] in [serverid] voltage: [voltage]	major	N
F0391	flt Equipment Psu Voltage Threshold Non Recoverable	Power supply [id] in [serverid] voltage: [voltage]	critical	Y
F0407	flt Equipment Psu Identity	Power supply [id] on [serverid] has a malformed FRU	critical	N
F0411	flt Equipment Chassis Thermal Threshold Non-Recoverable	Thermal condition on [serverid] cause: [thermalStateQualifier]	critical	N
F0424	flt ComputeBoard Cmos Voltage Threshold Critical	CMOS battery voltage on [serverid] is [cmosVoltage]	major	N
F0425	flt Compute Board Cmos Voltage Threshold Non Recoverable	CMOS battery voltage on [serverid] is [cmosVoltage]	critical	Y
F0531	flt Storage Raid Battery Inoperable	RAID Battery on [serverid] operability: [operability]	major	Y
F0868	flt Compute Board Power Fail	Motherboard of [serverid] power: [power]	critical	N

F0997	fltStorageRaidBatteryDegraded	Raid battery [id] on [serverid] operability: [operability]	major	N
F1004	flt Storage Controller Inoperable	Storage Controller [id] operability: [operability]	critical	N
F1007	flt Storage Virtual Drive Inoperable	Virtual drive [id] on [serverid] operability: [operability]	critical	N



Documents / Resources

	<p><a href="#">CISCO Smart Call Home for IMC Supervisor</a> [pdf] User Guide</p> <p>Smart Call Home for IMC Supervisor, Call Home for IMC Supervisor, IMC Supervisor, Supervisor</p>
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