

# Cisco Smart Call Home Bulk Registration for Cisco Smart Net Total Care Customers

Cisco<sup>®</sup> Smart Call Home is an embedded support feature that enables devices to perform proactive diagnostics on their own components to provide real-time alerts and remediation advice when an issue is detected. This proactive support capability is included with an active service contract for the designated products.

Cisco Smart Net Total Care is an integrated support offer that provides extensive inventory management and analysis, customized security alerts, proactive diagnostics (delivered via Smart Call Home), designated operations resources from Cisco, and optional service-level agreements and optimization services to reduce services management overhead, through consistent and coordinated delivery.

Customers with Cisco Smart Net Total Care service can leverage the inventory and reporting feature in the Smart Net Total Care portal to validate contracts and Cisco.com user profiles to ensure a successful Smart Call Home registration. In addition, customers may wish to use that same inventory and reporting data to pre-register devices using the new Smart Call Home bulk import feature.

In this paper the following tasks are explained:

- [Export inventory and reporting data using the Smart Net Total Care portal](#)
- [Validate service contract coverage](#)
- [Validate user profiles are associated to contracts](#)
- [Validate target systems support the call home feature](#)
- [Create an import file for Smart Call Home bulk registration](#)

Note: Device diagnostics is a capability available to customers covered by a Cisco Smart Net Total Care service contract. This capability is delivered by Smart Call Home. For the purposes of this white paper, device diagnostics and Smart Call Home are equivalent.

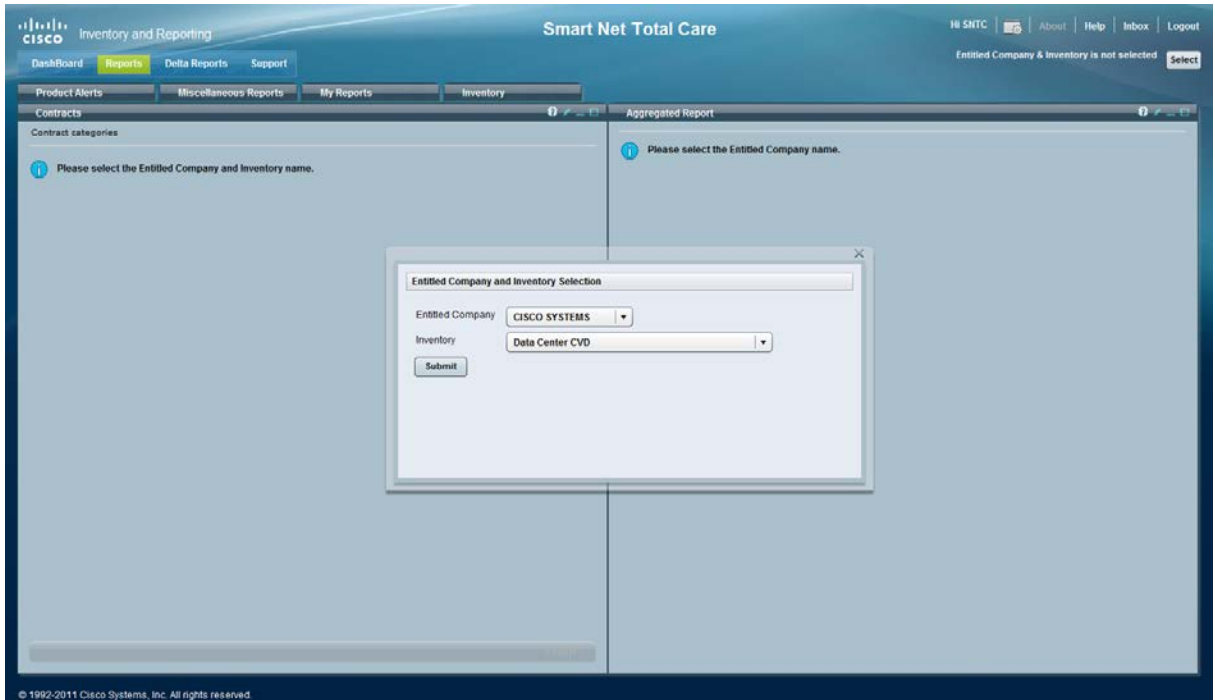
## Export Inventory and Reporting Data

The Cisco Smart Net Total Care collector discovers most of the information required for Smart Call Home registration. The following steps describe the process of generating a report containing the data required to identify compatible devices, resolve dependencies, and register with Smart Call Home using the bulk registration feature.

- Step 1. Using a supported browser, go to <http://tools.cisco.com/sntc>. The Smart Net Total Care Inventory and Reporting page appears.
- Step 2. Under the Cisco Smart Net Total Care heading, select **Reports**. The Smart Net Total Care dashboard appears.
- Step 3. Select the **Reports** tab. A selection window appears (Figure 1).

Step 4. Select the entitled company and then select the name of the inventory chosen when uploading from the collector. Click **Submit**. The Reports window appears.

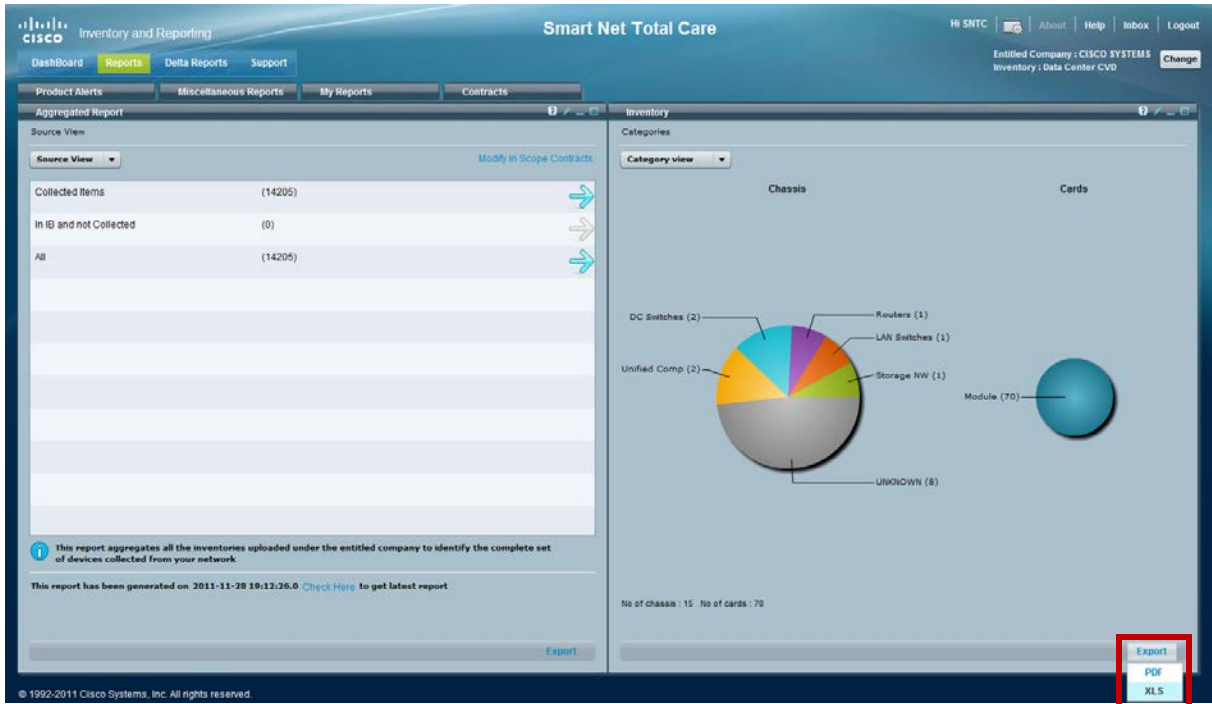
**Figure 1.** Smart Net Total Care Reports tab



Step 5. Select the **Inventory** tab. The Inventory is displayed in the right pane.

Step 6. Click **Export** and choose **XLS** (Figure 2).

Figure 2. Export Inventory



Step 7. The inventory offline search criteria window appears. Click the check box to select each of the following options:

#### General Device Details

- Host Name
- IP Address

#### Contract Details

- Contract Number
- Service Level
- Contract Status
- Contract End Date

#### Device Details: Chassis

- Product Description
- Serial Number (validated)
- Software Version

Step 8. Click **Request Report**. The right pane returns to the default Category view.

Step 9. Select the **My Reports** tab. A list of existing and pending reports is displayed in the right pane. Select the refresh icon within the pane to refresh the view. The new report is listed on the first row. The report is complete when the Processed Date is populated and the Format entry becomes a link.

Once the report has completed processing, select the XLS link in the Format column to launch the report. The file is delivered in a compressed format. Open the file with a compatible decompression utility and launch the CustomInventory.xls file.

Step 10. Save the file as **CustomInventory-original** for future use.

Step 11. Switch to the CustomInventory-original worksheet and save the file again as **SCHBulkImport**.

### Cisco Unified Computing System Manager (UCSM)

Cisco UCSM provides a single point of management for all of the networking, compute, and storage components that comprise the Cisco Unified Computing System™. The Cisco UCSM is a software component that resides on the active node in a cluster of physical fabric interconnects. The Smart Net Total Care inventory recognizes the active fabric interconnect hosting the UCSM (Figure 3, row 8) as a device. All other components including the chassis, blades, IO modules, and the subordinate fabric interconnect (Figure 3, rows 9-17) are recognized as sub-components of that single device.

**Figure 3.** UCSM components

	A	B	C	D	E	F	G	H	I	J
	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
8	tspm-1-B	10.88.94.202	N10-S6100	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
9	tspn-UCS-1	10.88.94.202_UCS-1		UCS8	ACTIVE	2014-Feb-07	N20-C6508	-		4.2(1)N1(1.43)
10	tspn-UCS-1-1	10.88.94.202_UCS-1-1					N20-B6620-1	-		4.2(1)N1(1.43)
11	tspn-UCS-1-2	10.88.94.202_UCS-1-2					R250-2480805W	-		4.2(1)N1(1.43)
12	tspn-UCS-1-3	10.88.94.202_UCS-1-3					N20-B6625-1	-		4.2(1)N1(1.43)
13	tspn-UCS-1-4	10.88.94.202_UCS-1-4					N20-B6620-2	-		4.2(1)N1(1.43)
14	tspn-UCS-1-5	10.88.94.202_UCS-1-5					N20-B6625-2	-		4.2(1)N1(1.43)
15	tspn-UCS-2	10.88.94.202_UCS-2					N2K-C2248TP-1GE	-		4.2(1)N1(1.43)
16	tspn-UCS-3	10.88.94.202_UCS-3		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
17	tspn-UCS-4	10.88.94.202_UCS-4		C2P	ACTIVE	2014-Apr-08	N2K-C2248TP-1GE	-		4.2(1)N1(1.43)

Similarly, Smart Call Home only requires that the fabric interconnects are registered. The remaining components are parsed from the inventory message provided by the Call Home feature in the Cisco UCSM.

Note: Call Home refers to the embedded feature on the device. Cisco Smart Call Home is the delivered service.

Our inventory contains sufficient data to register the active fabric interconnect only. If the active role shifts to the unregistered fabric interconnect, Smart Call Home automatically registers that device when it receives the first valid Call Home message.

If you know the host name and IP address of the subordinate fabric interconnect and wish to register both devices, simply identify the subcomponent with the same PID as the primary fabric interconnect. In our example, the PID (Figure 4, column H) of the active fabric interconnect (Figure 4, row 8) is N10-S6100. TSPM-UCSM-1-B-UCS-4 (row 16) has the same PID.

**Figure 4.** Subcomponent with the same PID

	A	B	C	D	E	F	G	H	I	J
	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
8	tspm-1-B	10.88.94.202	N10-S6100	UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
9	tspn-1-B_UCS-1	10.88.94.202_UCS-1		UCS8	ACTIVE	2014-Feb-07	N20-C6508	-		4.2(1)N1(1.43)
10	tspn-1-B_UCS-1-1	10.88.94.202_UCS-1-1					N20-B6620-1	-		4.2(1)N1(1.43)
11	tspn-1-B_UCS-1-2	10.88.94.202_UCS-1-2					R250-2480805W	-		4.2(1)N1(1.43)
12	tspn-1-B_UCS-1-3	10.88.94.202_UCS-1-3					N20-B6625-1	-		4.2(1)N1(1.43)
13	tspn-1-B_UCS-1-4	10.88.94.202_UCS-1-4					N20-B6620-2	-		4.2(1)N1(1.43)
14	tspn-1-B_UCS-1-5	10.88.94.202_UCS-1-5					N20-B6625-2	-		4.2(1)N1(1.43)
15	tspn-1-B_UCS-2	10.88.94.202_UCS-2					N2K-C2248TP-1GE	-		4.2(1)N1(1.43)
16	tspn-1-B_UCS-3	10.88.94.202_UCS-3		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
17	tspn-1-B_UCS-4	10.88.94.202_UCS-4		C2P	ACTIVE	2014-Apr-08	N2K-C2248TP-1GE	-		4.2(1)N1(1.43)

Correct the hostname and IP address and move this row directly below the active Fabric interconnect (Figure 5).

Figure 5. Subcomponent moved below the active fabric interconnect

1	A	B	C	D	E	F	G	H	I	J
2	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
8	1-B	10.88.94.202		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
9	1-A	10.88.94.201		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
10	UCS-1	10.88.94.202_UCS-1		UCS8	ACTIVE	2014-Feb-07	N20-C6508	-		4.2(1)N1(1.43)
11	UCS-1-1	10.88.94.202_UCS-1-1					N20-B6620-1	-		4.2(1)N1(1.43)
12	UCS-1-2	10.88.94.202_UCS-1-2					R250-2480805W	-		4.2(1)N1(1.43)
13	UCS-1-3	10.88.94.202_UCS-1-3					N20-B6625-1	-		4.2(1)N1(1.43)
14	UCS-1-4	10.88.94.202_UCS-1-4					N20-B6620-2	-		4.2(1)N1(1.43)
15	UCS-1-5	10.88.94.202_UCS-1-5					N20-B6625-2	-		4.2(1)N1(1.43)
16	UCS-2	10.88.94.202_UCS-2					N2K-C2248TP-1GE	-		4.2(1)N1(1.43)
17	UCS-4	10.88.94.202_UCS-4		C2P	ACTIVE	2014-Apr-08	N2K-C2248TP-1GE	-		4.2(1)N1(1.43)

Lastly, delete the remaining subcomponents (Figure 6, rows 10-17).

Figure 6. Remaining subcomponents deleted

1	A	B	C	D	E	F	G	H	I	J
2	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
3	router	10.88.94.194				-	WS-C6509	WS-C6509		12.2(18)SXD7
4	+3925-	10.88.94.218		C2P	ACTIVE	2014-Apr-08	C3925-VSEC-PSRE/K9	CISCO3925/K9		15.1(3)T
5	main.com	10.88.94.196		C2P	ACTIVE	2014-Feb-07	N5K-C5010P-BUN-E	N5K-C5010P-BF		5.0(3)N1(1b)
6	-5010-1	10.88.94.199		C2P	ACTIVE	2014-Apr-08	N7K-C7010-BUN	N7K-C7010		5.1(2)
7	-7010-1	10.88.94.197		C2P	ACTIVE	2014-Mar-31	DS-C9124AP-K9	DS-C9124-K9		5.0(4c)
8	icsm-1-B	10.88.94.202		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
9	icsm-1-A	10.88.94.201		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
10	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00									

## Validate Contracts

Cisco Smart Call Home requires that every registered device is covered by a supported service contract. Devices covered by only a product warranty are not eligible for Smart Call Home.

For registration to succeed, the following must be true:

- A contract number is required
- The contract type in the Service Level column must be supported by Smart Call Home (see [Appendix A](#))
- The contract status must be ACTIVE

The contract end date is provided to identify devices that may soon lose eligibility to the service.

Note: The Smart Net Total Care portal provides several methods to resolve contract issues. Select the **Contact Cisco** link under the **Support** tab.

In Figure 7, the Cisco Catalyst® 6500 (row 3) is not covered by a contract and should be removed.

Figure 7. Device not covered by a contract

1	A	B	C	D	E	F	G	H	I	J
2	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
1	Host Name	IP Address	Contract Number	Service Level	Contract Status	Contract End Date	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
2	router	10.88.94.194				-	WS-C6509	WS-C6509		12.2(18)SXD7
3	+3925-	10.88.94.218		C2P	ACTIVE	2014-Apr-08	C3925-VSEC-PSRE/K9	CISCO3925/K9		15.1(3)T
4	main.com	10.88.94.196		C2P	ACTIVE	2014-Feb-07	N5K-C5010P-BUN-E	N5K-C5010P-BF		5.0(3)N1(1b)
5	-5010-1	10.88.94.199		C2P	ACTIVE	2014-Apr-08	N7K-C7010-BUN	N7K-C7010		5.1(2)
6	-7010-1	10.88.94.197		C2P	ACTIVE	2014-Mar-31	DS-C9124AP-K9	DS-C9124-K9		5.0(4c)
7	icsm-1-B	10.88.94.202		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
8	icsm-1-A	10.88.94.201		UCS8	ACTIVE	2014-Feb-07	N10-S6100	N10-S6100		4.2(1)N1(1.43)
9	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00									

Once all devices are covered by a valid contract or removed from the list, remove the following columns from the worksheet:

- Service Level
- Contract Status
- Contract End Date

**Figure 8.** Columns removed

	A	B	C	D	E	F	G
1							
2	Host Name	IP Address	Contract Number	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
1							
2	Host Name	IP Address	Contract Number	Product ID (validated)	PCE PID	Serial No.(validated)	Software Version
3	3925- omain.com	10.88.94.218		C3925-VSEC-PSRE/K9	CISCO3925/K9		15.1(3)T
4	A-5010-1	10.88.94.196		N5K-C5010P-BUN-E	N5K-C5010P-BF		5.0(3)N1(1b)
5	-7010-1	10.88.94.199		N7K-C7010-BUN	N7K-C7010		5.1(2)
6	-9148-1	10.88.94.197		DS-C9124AP-K9	DS-C9124-K9		5.0(4c)
7	ucsm-1-B	10.88.94.202		N10-S6100	N10-S6100		4.2(1)N1(1.43I)
8	ucsm-1-A	10.88.94.201		N10-S6100	N10-S6100		4.2(1)N1(1.43I)
9	Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00						

### Validate Device Compatibility

Smart Call Home is available on a wide variety of Cisco products including Cisco Catalyst, Cisco Integrated Services Router (ISR), Cisco Unified Computing System (UCS), and Cisco Adaptive Security Appliance (ASA). The [list of supported devices](#) grows with each release.

For successful registration, the Product ID under PCE PID (Figure 8, column E) must exactly match one of the supported PIDs listed in [Appendix B](#). Many products, like Cisco Unified Computing System, launched with the Call Home capability included. Other products predate the feature and may require a software update to take advantage of Smart Call Home.

Compare the product ID (Figure 8, columns D and E) and the software version (Figure 8, column G) to the [minimum OS per platform](#). Once all devices are running supported software or removed from the list, remove the following columns from the worksheet:

- Product ID (validated)
- Software version

### Cisco.com Profile

Choose one or more Cisco.com profiles to register as the administrator and initial contact for each device. During the registration process, Smart Call Home validates that the contract exists in the Cisco.com profile before registering the device and user. Add a new column A to the spreadsheet and record the Cisco.com profile for each device (Figure 9).



**Figure 9.** Spreadsheet with column A (Cisco.com profile) added

	A	B	C	D	E	F
1						
2		<b>Host Name</b>	<b>IP Address</b>	<b>Contract Number</b>	<b>PCE PID</b>	<b>Serial No.(validated)</b>
3	sntcdemo1	10.88.94.218.yourdomain.com	10.88.94.218	10.88.94.218	CISCO3925/K9	10.88.94.218
4	sntcdemo1	10.88.94.196	10.88.94.196	10.88.94.196	N5K-C5010P-BF	10.88.94.196
5	sntcdemo1	10.88.94.199	10.88.94.199	10.88.94.199	N7K-C7010	10.88.94.199
6	sntcdemo1	10.88.94.197	10.88.94.197	10.88.94.197	DS-C9124-K9	10.88.94.197
7	sntcdemo1	10.88.94.202	10.88.94.202	10.88.94.202	N10-S6100	10.88.94.202
8	sntcdemo1	10.88.94.201	10.88.94.201	10.88.94.201	N10-S6100	10.88.94.201
9	<b>Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00</b>					

Perform the following steps to verify that the Cisco.com profile contains the required contracts:

- Step 1. Browse to <http://www.cisco.com/>.
- Step 2. Click **Log In** and supply the Cisco.com user name and password for the target Smart Call Home administrator.
- Step 3. Once successfully logged in, click **Account** (upper right).
- Step 4. Click the **Profile Manager** link. The Cisco.com Profile Manager window appears.
- Step 5. Select the **Access** tab. The contracts to which the profile has access appear (Figure 10).
- Step 6. Verify that the profile contains each contract associated with this Cisco.com ID in the inventory spreadsheet.
- Step 7. If the contract is missing from the profile, click **Add Access** to request to add the contract to the profile.

**Figure 10.** Service Contract Owner

The screenshot shows the Cisco Account Profile page with the 'Access' tab selected. The page title is 'Cisco Account Profile'. The navigation bar includes 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. The 'Access' tab is selected, showing options for 'Full Support and Downloads Only Access'. A table lists 'Full Support Access' with columns for 'Contract Number', 'Bill-to ID', and 'Contract Administrators'. The table contains five rows of contract data. On the right, there are links for 'Chat', 'Email', and 'Your Current Access'.

## Contact Email Address

Specify an email address for each device. By default, this address receives all fault and administrative notifications related to the device.

Note: Once registration completes, the administrator specified above can modify this address, suppress notifications, or specify additional contacts in the Smart Call Home portal.

Add a new Column B to the spreadsheet and record the contact email address for each device (Figure 11).

**Figure 11.** Add contact email address

	A	B	C	D	E	F	G
1							
2			<b>Host Name</b>	<b>IP Address</b>	<b>Contract Number</b>	<b>PCE PID</b>	<b>Serial No.(validated)</b>
3	sntcdemo1	<a href="mailto:sntcdemo1@gmail.com">sntcdemo1@gmail.com</a>	yourdomain.com	10.88.94.218	CISCO3925/K9		
4	sntcdemo1	<a href="mailto:sntcdemo1@gmail.com">sntcdemo1@gmail.com</a>	M-5010-1	10.88.94.196	N5K-C5010P-BF		
5	sntcdemo1	<a href="mailto:sntcdemo1@gmail.com">sntcdemo1@gmail.com</a>	n-7010-1	10.88.94.199	N7K-C7010		
6	sntcdemo1	<a href="mailto:sntcdemo1@gmail.com">sntcdemo1@gmail.com</a>	n-9148-1	10.88.94.197	DS-C9124-K9		
7	sntcdemo1	<a href="mailto:sntcdemo1@gmail.com">sntcdemo1@gmail.com</a>	ucsm-1-B	10.88.94.202	N10-S6100		
8	sntcdemo1	<a href="mailto:sntcdemo1@gmail.com">sntcdemo1@gmail.com</a>	ucsm-1-A	10.88.94.201	N10-S6100		
9	<b>Report Generated Date: 2011-Nov-29 09:25:43 GMT-06:00</b>						



## Completing the Bulk Registration Input File

A few steps remain to satisfy the formatting requirements for the bulk registration import file.

Step 1. Smart Call Home bulk import requires fields to be in this order:

- A. Cisco.com ID
- B. Serial number
- C. Product ID
- D. Email address
- E. Host name
- F. Contract number

Step 2. Move the serial number column from G to B.

Step 3. Move the Product ID from G to C (Figure 13).

Step 4. Remove the IP address column F.

Step 5. Remove the header rows (rows 1 and 2).

Step 6. Remove the report timestamp, contained in the last row of the worksheet.

**Figure 12.** Spreadsheet with columns in order and appropriate rows removed

	A	B	C	D	E	F
1	sntcdemo1	FT81010N42C	CISCO3925/K9	sntcdemo1@gmail.com	Region-0025-1	yourdomain.com
2	sntcdemo1	881140000100	N5K-C5010P-BF	sntcdemo1@gmail.com	Region-5010-1	
3	sntcdemo1	JAF114020000	N7K-C7010	sntcdemo1@gmail.com	Region-7010-1	
4	sntcdemo1	JAF110071000	DS-C9124-K9	sntcdemo1@gmail.com	Region-9148-1	
5	sntcdemo1	881140000100	N10-S6100	sntcdemo1@gmail.com	Region-ucsm-1-B	
6	sntcdemo1	881140000100	N10-S6100	sntcdemo1@gmail.com	Region-ucsm-1-A	

Step 7. Retain only the CustomInventory worksheet and delete all other worksheets. These may include:

- CustomSearchCriteria
- CCM\_IPPhones
- TooltipSummary

Step 8. Save the file as **SCHBulkImport** using the CSV format.

## Bulk Registration

To complete the bulk registration process:

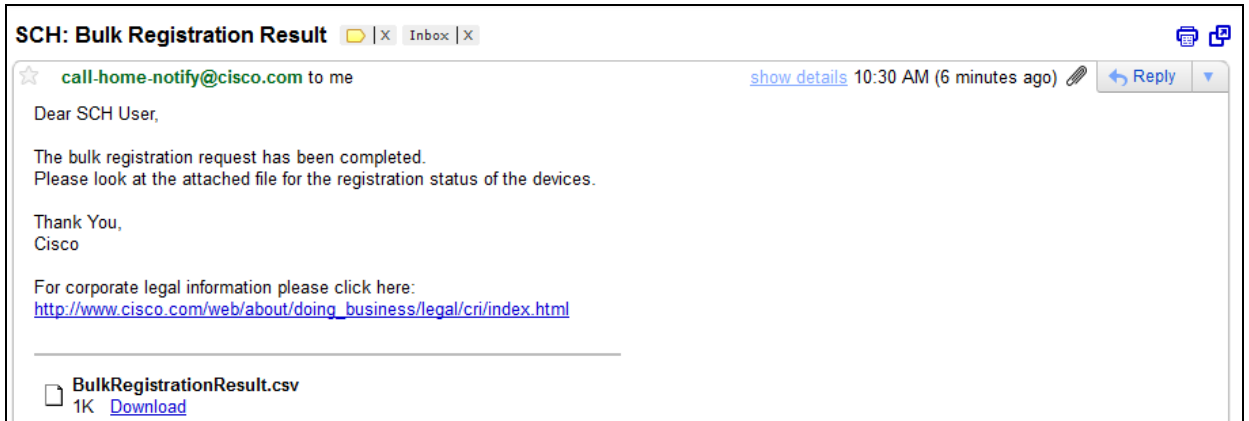
Step 1. Using a supported browser go to <https://tools.cisco.com/sch/bulkRegistration.do>.

Step 2. Click **Browse** and navigate to the **SCHBulkImport.csv** file.

Step 3. Click **Upload File**.

Step 4. The administrator receives an email when the registration process is complete (Figure 14). The attached spreadsheet includes an appended column G with the registration status.

**Figure 13.** Bulk registration complete email



### Next Steps

Once registration is complete, enable the call home feature on each registered device using your preferred datacenter configuration management tool. Quick start guides for manually configuring each supported device type are available on the [Smart Call Home support page](#).

### Additional Resources

The Cisco [Smart Call Home support page](#) offers a full range of online resources to help you use Smart Call Home. Please be sure to visit the award-winning [Cisco Support Community for Smart Call Home](#) to learn more about the capability by interacting with networking peers and experts worldwide.

### Appendix A – Smart Call Home Supported Cisco Contract Codes

Cisco SMARTnet®									
C2P	C4P	C4S	CS	S2P	SNTC2P	SNTE	SNTP	SW	
Cisco Smart Net Total Care									
NC2P	NC4P	NC4S	NCS	NE4N	NE4T	NEDN	NEDO	NEEN	NEEO
NEMU	NLAS	NLAU	NLSW	NS2P	NSNT	NSTE	NSTP	NSU1	NSU2
NSU3	NSU4	NSUA	NSUW	NTPB	NUD5	NUD7	NUO1	NUO2	NUO3
NUO4									
Service Provider									
SBAR1	SBAR2	SBAR3	SBAR4	SBASE	SBC2P	SBC4P	SBC4S	SBCS	SBRTF
SBSAS	SBSAU	SPAR1	SPAR2	SPAR3	SPAR4	SPB	SPC2P	SPC4P	SPC4S
SPCPE	SPCS	SPRFR	SPRTF	SPSAS	SPSAU				
Cisco Smart Care									
CNL1	CNL2	CNL3	CNL4	CNLP	SBN4	SBO4	SBP4	SBSN	SBSP
SCAN	SCAO	SCAP	SCIN	SCIO	SCIP	SCN	SCO	SCP	SCS1
SCS4	SCU1	SCU4	SCUN	SCUO	SCUP	SCVS	SES1	SES4	SESN
SESO	SESP								

Cisco UCS®									
UCS1	UCS2	UCS3	UCS4	UCS5	UCS6	UCS7	UCS8	UCM7	UCM8
Cisco Partner Support Service									
PSUT	PSRT	PSUE	PSUP	PU2P	PSOE	PSOP	PSO2	PSUS	PSUU
PSRE	PSRN	PSRP	PSRU	PS4N	PSDN	PSEN	PSBU	PSCU	PSSD
PSSE	PSSP	PSSW	PSW2	PSW3	PSW4	PSW6	PSW7	PSWD6	PSWD7
PSJ1	PSJ2	PSJ3	PSJ4	PSJ6	PSJ7	PSJ8	PSJD6	PSJD7	PSPS
PSPN	SUSA	PSB1N	PSB14	PSB3N	PSB34	CSDN	CSEN	CS4N	CSMU
CSSPE	CSSP2	CSSPP	CSSPS	CSSPU	CSSPD	CSEB1	CSEB2	CSEB3	CSEB4
CSWB2	CSWB3	CSWB4	PM2OE	PM2OP	PM2OS	PM2S	PM2S2	PM2SE	PM2SP
PM2ST	PM2U	SECD	SECE	SECP	SESW	CBNT	CBUT	CBNE	CBUE
CBOE	CS2P	CU2P	CDO2	CBNP	CBUP	CBOP	CBAS	CBUS	CBAU
CBUU	CBDN	CBEN	CBEO	CB4N	CB4T	CBMU	CBH1CBH2	CBH4	CBH3
CBB2	CBB3	CBB4	CBCD	CBCE	CBCP	CBC4	CBSW	CBSU	RCBT

## Appendix B – Smart Call Home Supported Product PIDs

Product Family	PID Name
Data Center Products	
Cisco MDS 9000 Series Multilayer Directors and Fabric Switches	DS-C9020-20K9
Cisco MDS 9100 Series Multilayer Fabric Switches	DS-9134G-1K9
	DS-9134G-K9
	DS-C9120-K9
	DS-C9124-K9
	DS-C9134-1K9
	DS-C9134-K9
	DS-C9140-K9
Cisco MDS 9200 Series Multilayer Switches	DS-C9216-K9
	DS-C9216A-K9
	DS-C9216i-K9
	DS-C9222i-K9
Cisco MDS 9500 Series Multilayer Directors	DS-C9506
	DS-C9509
	DS-C9513
Cisco Nexus 3000 Series Switches	N3K-C3016Q-40GE-RF
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3048-FA-L3
	N3K-C3048-FAN-WS
	N3K-C3048TP-1GE
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3064-ACC-KIT=

Product Family	PID Name
	N3K-C3064-E-BA-L3
	N3K-C3064-E-BD-L3
	N3K-C3064-E-FA-L3
	N3K-C3064-X-BA-L3
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3064PQ-10GE
	N3K-C3064PQ10GX-WS
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3064TQ-32T
	N3K-C3064TQ10GT-RF
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3132Q-40GX
	N3K-C3132Q-40GX=
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3064-XZM2F-RF
	N3K-C3064E-FAL3-RF
	N3K-C3548P-10G
	N3K-C3548P-10G=
	N3K-C3548P-10GX
N3K-C3548P-10GX=	
Cisco Nexus 4000 Series Switches	N4K-4001I-XPX
	N4K-4005D-BASEK9
	N4K-4005D-SSK9
	N4K-4005D-XPX
	N4K-4005H-BASEK9
	N4K-4005H-SSK9
	N4K-4005H-XPX
	N4K-4005I-BASEK9
	N4K-4005I-SSK9
	N4K-4005I-XPX
Cisco Nexus 5000 Series Switches	N5K-C5010P-BF
	N5K-C5010P-BF
	N5K-C5020P-BA
	N5K-C5020P-BF
Cisco Nexus 6000 Series Switches	N6000-DP-DLR
	N6K-C6001-64P
	N6K-C6001-64P-RF
	N6K-C6001-64P-WS

Product Family	PID Name
	N6K-C6001X
	N6K-C6001X=
	N6K-C6002X-FAN-B
	N6K-C6002X-FAN-F
Cisco Nexus 7000 Series Switches	N7K-C7010
Cisco UCS 6100 Series Fabric Interconnects	N10-S6100
	N10-S6200
Cisco UCS 6248 Fabric Interconnects	UCS-FI-6248-PS-BUN
	UCS-FI-6248E16-32P
	UCS-FI-6248E16-ALL
	UCS-FI-6248UP
	UCS-FI-6248UP-CH2
	UCS-FI-6248UP-RF
	UCS-FI-6248UP-UPG
	UCS-FI-6248UP32LIC
	UCS-FI-6248UP=
	UCS-FI6248PSBUN-RF
Cisco UCS 6296 Fabric Interconnects	UCS-FI-6296UP
	UCS-FI-6296UP-CH2
	UCS-FI-6296UP-UPG
	UCS-FI-6296UP=
	UCS-FI6296PSBUN-RF
	UCS-FI6296UPUPG-RF
UCS C Rack Server	See <a href="#">application note</a>
LAN Switching Products	
Cisco Catalyst 2960 Series Switches	WS-C2960-24LC-S
	CBLGRD-C2960-8TC=
	WS-C2960-24-S
	WS-C2960-24LT-L
	WS-C2960-24PC-L
	CH-C2960-24PC-L-
	WS-C2960-24PC-S
	WS-C2960-24PC-S-RF
	WS-C2960-24TC-J1
	WS-C2960-24TC-L
	CH-C2960-24TC-L-24
	WS-C2960-24TC-S
	WS-C2960-24TC-J1
	WS-C2960-24TT-L
	WS-C2960-48PST-L
	WS-C2960-48PST-L-M
	WS-C2960-48PSTL-RF

Product Family	PID Name
	WS-C2960-48PST-S
	WS-C2960-48PSTS-RF
	WS-C2960-48TC-L
	CH-C2960-48TC-L-24
	WS-C2960-48TC-S
	WS-C2960-48TT-L
	WS-C2960-48TT-S
	CBLGRD-C2960G-8TC=
Cisco Catalyst 3560 Series Switches	CBLGRD-C3560-8PC=
	CBLGRD-C3560-12PC=
	WS-C3560-12PC-S-RF
	CH-C3560-24TS-S-24
	CH-C3560-48TS-S-24
	WS-C3560G-24PS-S
	WS-C3560G-48PS-S
	WS-C3560G-48TS-E
	WS-C3560V2-24PS-E
	WS-C3560V2-24PS-S
	WS-C3560V224PSS-WS
	WS-C3560V2-24TS-E
	WS-C3560V2-24TS-S
	WS-C3560V2-24TS-SD
	WS-C3560V2-48PS-E
	WS-C3560V2-48PS-S
	WS-C3560V248PSS-RF
	WS-C3560V2-48TS-E
	WS-C3560V2-48TS-S
	CH-C3560-48TS-S-24
Cisco Catalyst 3750 Series Switches	WS-C3750X-48P-L
Cisco Catalyst 4500 Series Switches	WS-C4503
	WS-C4503-E
	WS-C4506
	WS-C4506-E
	WS-C4507R
	WS-C4507R-E
	WS-C4510R
	WS-C4510R-E
Cisco Catalyst 4900 Series Switches	WS-C4900M
	WS-C4928-10GE
	WS-C4948
	WS-C4948-10GE
Cisco Catalyst 6500 Series Switches	WS-C6503



Product Family	PID Name
	WS-C6503-E
	WS-C6504-E
	WS-C6506
	WS-C6506-E
	WS-C6509
	WS-C6509-E
	WS-C6509-NEB-A
	WS-C6509-V-E
	WS-C6513
<b>Routing Products</b>	
Cisco 7200 Series Routers	CISCO7201
	CISCO7202
	CISCO7204
	CISCO7204VXR
	CISCO7206
	CISCO7206VXR
Cisco 7300 Series Routers	CISCO7301
Cisco 7600 Series Routers	CISCO7603
	CISCO7603-S
	CISCO7604
	CISCO7603-S
	CISCO7604
	CISCO7606
	CISCO7606-S
	CISCO7609
	CISCO7609-S
	CISCO7613
Cisco 800 Series Routers	CISCO861
	CISCO861W
	CISCO861W-GN-A-K9
	CISCO871
	CISCO871W
	CISCO876
	CISCO876W
	CISCO877
	CISCO877W
	CISCO881
	CISCO881SRST
	CISCO881SRSTW
	CISCO881W
	CISCO881W-GN-A-K9
CISCO887V	

Product Family	PID Name
	CISCO888
	CISCO888SRST
	CISCO888SRSTW
	CISCO888W
	CISCO888W-GN-A-K9
	CISCO891
	CISCO891W
	CISCO892
	CISCO892W
	C881SRSTW-GN-A-K9
Cisco 1800 Series Integrated Services Routers	C1861-UC-4FXO-K9
	CISCO1802
	C881SRSTW-GN-A-K9
	CISCO1802
	CISCO1802W
	CISCO1803
	CISCO1803W
	CISCO1803W-AG-A/K9
	CISCO1811
	CISCO1811W
	CISCO1812
	CISCO1812-J/K9
	CISCO1812W
	CISCO1841
	CISCO1841W
	CISCO1861
CISCO1861W	
Cisco 1900 Series Integrated Services Routers	CISCO1941/K9
	CISCO1941W
	CISCO1941W-A/K9
	CISCO1941W/K9
Cisco 2800 Series Integrated Services Routers	CISCO2801
	CISCO2811
	CISCO2821
	CISCO2851
Cisco 2900 Series Integrated Services Routers	CISCO2901
	CISCO2901/K9
	CISCO2911
	CISCO2911/K9
	CISCO2921
	CISCO2921/K9
CISCO2951	

Product Family	PID Name
	CISCO2951/K9
Cisco 3800 Series Integrated Services Routers	CISCO3825
	CISCO3845
Cisco 3900 Series Integrated Services Routers	CISCO3925
	CISCO3925/K9
	CISCO3945
	CISCO3945-CHASSIS
	CISCO3945/K9
Security/HUCS	
Cisco ASA 5500 Series Adaptive Security Appliances	ASA5505
	ASA5510
	ASA5510-K8
	ASA5520
	ASA5520-K8
	ASA5540
	ASA5540-K8
	ASA5550
	ASA5550-K8
	ASA5555-MPC
	ASA5565-MPC
	ASA5575-MPC
	ASA5580-20
	ASA5580-40
ASA5585-MPC	
Service Provider and Metro Ethernet Products	
Cisco ASR 1000 Series Aggregation Services Routers	ASR1002
	ASR1004
	ASR1006
Cisco ASR 5000 Series Aggregation Services Routers	ASR5000-CHS-SYS-K9
Cisco ASR 9000 Series Aggregation Services Routers	ASR-9006-AC
	ASR-9006-DC
	ASR-9010-AC
	ASR-9010-DC
Cisco Carrier Routing System	CRS-16-LCC/M
	CRS-16-LCC/M=
	CRS-16-LCC=
	CRS-8-LCC
	CRS-8-LCC=
	CRS-FCC
	CRS-FCC=
Cisco IAD2800 Series Integrated Access Devices	IAD2801-4BRI-A/K9

Product Family	PID Name
Cisco IAD880 Series Integrated Access Devices	IAD886B-K9
Cisco ME 3400 Series Ethernet Access Switches	ME-3400-24FS-A
	ME-3400G-2CS-A-RF
Cisco ME 4900 Series Ethernet Switches	ME-4924-10GE
Cisco ME 6500 Series Ethernet Switches	ME-C6524GS-8S-WS
Cisco uBR7225VXR Universal Broadband Routers	Cisco-uBR7225VXR
Cisco uBR7200 Series Universal Broadband Routers	Cisco-uBR7246VXR
Cisco uBR10012 Series Universal Broadband Routers	UBR10012
Cisco XR 12000 Series Router	XR-12000/4
	XR-12000/4-CB
	XR-12404/80-AC
	XR-12404/80-DC
	XR12404-PRP3-BUN
	XR-12000/6
	XR-12000/6-CB
	XR-12406/120-AC
	XR-12406/120-DC
	XR-12000/10
XR-12000/16	
<b>Voice and Unified Communications</b>	
Cisco Unified Communications Manager	UCMGR



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