



CHAPTER 52

Configuring Call Home

This chapter describes how to configure the Call Home feature in Catalyst 4500 Series Switch.



Note

For complete syntax and usage information for the switch commands used in this chapter, refer to the *Catalyst 4500 Series Switch Cisco IOS Command Reference* and related publications at this location:

<http://www.cisco.com/en/US/products/ps6350/index.html>

This chapter includes the following sections:

- [About Call Home, page 52-1](#)
- [Obtaining Smart Call Home, page 52-2](#)
- [Configuring Call Home, page 52-3](#)
- [Configuring Contact Information, page 52-4](#)
- [Configuring Destination Profiles, page 52-5](#)
- [Subscribing to Alert Groups, page 52-6](#)
- [Configuring General E-Mail Options, page 52-9](#)
- [Enabling Call Home, page 52-10](#)
- [Disabling Call Home, page 52-10](#)
- [Testing Call Home Communications, page 52-10](#)
- [Configuring and Enabling Smart Call Home, page 52-13](#)
- [Displaying Call Home Configuration Information, page 52-14](#)
- [Default Settings, page 52-18](#)
- [Alert Group Trigger Events and Commands, page 52-18](#)
- [Message Contents, page 52-21](#)

About Call Home

Call Home provides e-mail-based and web-based notification of critical system events. A versatile range of message formats are available for optimal compatibility with pager services, standard e-mail, or XML-based automated parsing applications. Common uses of this feature may include direct paging of

a network support engineer, e-mail notification to a Network Operations Center, XML delivery to a support website, and utilization of Cisco Smart Call Home services for direct case generation with the Cisco Systems Technical Assistance Center (TAC).

The Call Home feature can deliver alert messages containing information on configuration, diagnostics, environmental conditions, inventory, and syslog events.

The Call Home feature can deliver alerts to multiple recipients, referred to as *Call Home destination profiles*, each with configurable message formats and content categories. A predefined destination profile is provided for sending alerts to the Cisco TAC (callhome@cisco.com), and you also can define your own destination profiles.

Flexible message delivery and format options make it easy to integrate specific support requirements.

The Call Home feature offers the following advantages:

- Multiple message-format options:
 - Short Text—Suitable for pagers or printed reports.
 - Plain Text—Full formatted message information suitable for human reading.
 - XML—Matching readable format using Extensible Markup Language (XML) and Adaptive Markup Language (AML) document type definitions (DTDs). The XML format enables communication with the Cisco TAC.
- Multiple concurrent message destinations.
- Multiple message categories including configuration, diagnostics, environmental conditions, inventory, and syslog events.
- Filtering of messages by severity and pattern matching.
- Scheduling of periodic message sending.

Obtaining Smart Call Home

If you have a service contract directly with Cisco Systems, you can register your devices for the Smart Call Home service. Smart Call Home provides fast resolution of system problems by analyzing Call Home messages sent from your devices and providing background information and recommendations. For issues that can be identified as known, particularly GOLD diagnostics failures, Automatic Service Requests will be generated with the Cisco TAC.

Smart Call Home offers the following features:

- Boot-up diagnostics alerts for linecards & supervisor in the chassis.
- Analysis of Call Home messages from your device, and where appropriate Automatic Service Request generation, routed to the appropriate TAC team, including detailed diagnostic information to speed problem resolution.
- Secure message transport directly from your device or through a downloadable Transport Gateway (TG) aggregation point. You can use a TG aggregation point in cases requiring support for multiple devices or in cases where security requirements mandate that your devices may not be connected directly to the Internet.
- Web-based access to Call Home messages and recommendations, inventory and configuration information for all Call Home devices. Provides access to associated field notices, Security Advisories, and End-of-Life information.

You need to register the following items:

- The SMARTnet contract number for your switch
- Your e-mail address
- Your Cisco.com ID

For detailed information on Smart Call Home, refer to the Smart Call Home page at this URL:

http://supportforums.cisco.com/community/netpro/solutions/smart_services/smartcallhome

Configuring Call Home

How you configure Call Home depends on how you intend to use the feature. Consider the following information before you configure Call Home:

- At least one destination profile (predefined or user-defined) must be configured. The destination profile(s) used depends on whether the receiving entity is a pager, e-mail, or automated service such as Cisco Smart Call Home.
 - If the destination profile uses e-mail message delivery, you must specify a Simple Mail Transfer Protocol (SMTP) server.
 - If the destination profile uses secure HTTP (HTTPS) message transport, you must configure a trustpoint certificate authority (CA).
- The contact e-mail, phone, and street address information should be configured so that the receiver can determine the origin of messages received.
- The switch must have IP connectivity to an e-mail server or the destination HTTP server using the **ip domain name** command.
- If Cisco Smart Call Home is used, an active service contract must cover the device being configured.



Note

No version of the **call-home** command will remove the config setting.

To configure Call Home, follow these steps:

- Step 1** Configure your site's contact information.
 - Step 2** Configure destination profiles for each of your intended recipients.
 - Step 3** Subscribe each destination profile to one or more alert groups, and set alert options.
 - Step 4** Configure e-mail settings or HTTPS settings (including CA certificate), depending on the transport method.
 - Step 5** Enable the Call Home feature.
 - Step 6** Test Call Home messages.
-

**Tip**

From the Smart Call Home web application, you can download a basic configuration script to assist you in the configuration of the Call Home feature for use with Smart Call Home and the Cisco TAC. The script will also assist in configuring the trustpoint CA for secure communications with the Smart Call

Home service. The script, provided on an as-is basis, can be downloaded from this URL:

http://supportforums.cisco.com/community/netpro/solutions/smart_services/smartcallhome

Configuring Contact Information

Each switch must include a contact e-mail address. You can optionally include a phone number, street address, contract ID, customer ID, and site ID.

To assign the contact information, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# call-home	Enters the Call Home configuration submode. Note No version of this command will remove the settings.
Step 3	Switch(cfg-call-home)# contact-email-addr <i>email-address</i>	Assigns the customer's e-mail address. Enter up to 200 characters in e-mail address format with no spaces.
Step 4	Switch(cfg-call-home)# phone-number <i>+phone-number</i>	(Optional) Assigns the customer's phone number. Note The number must begin with a plus (+) prefix, and may contain only dashes (-) and numbers. Enter up to 16 characters. If you include spaces, you must enclose your entry in quotes ("").
Step 5	Switch(cfg-call-home)# street-address <i>street-address</i>	(Optional) Assigns the customer's street address where RMA equipment can be shipped. Enter up to 200 characters. If you include spaces, you must enclose your entry in quotes ("").
Step 6	Switch(cfg-call-home)# customer-id <i>text</i>	(Optional) Identifies the customer ID. Enter up to 64 characters. If you include spaces, you must enclose your entry in quotes ("").
Step 7	Switch(cfg-call-home)# site-id <i>text</i>	(Optional) Identifies the customer site ID. Enter up to 200 characters. If you include spaces, you must enclose your entry in quotes ("").
Step 8	Switch(cfg-call-home)# contract-id <i>text</i>	(Optional) Identifies the customer's contract ID for the switch. Enter up to 64 characters. If you include spaces, you must enclose your entry in quotes ("").

This example shows the configuration of contact information:

```
Switch# configure terminal
```

```

Enter configuration commands, one per line. End with CNTL/Z.
Switch(config)# call-home
Switch(cfg-call-home)# contact-email-addr username@example.com
Switch(cfg-call-home)# phone-number +1-800-555-4567
Switch(cfg-call-home)# street-address "1234 Picaboo Street, Any city, Any state, 12345"
Switch(cfg-call-home)# customer-id Customer1234
Switch(cfg-call-home)# site-id Site1ManhattanNY
Switch(cfg-call-home)# contract-id Company1234
Switch(cfg-call-home)# exit
Switch(config)#

```

Configuring Destination Profiles

A destination profile contains the required delivery information for an alert notification. At least one destination profile is required. You can configure multiple destination profiles of one or more types.

You can use the predefined destination profile or define a desired profile. If you define a new destination profile, you must assign a profile name.



Note

If you use the Cisco Smart Call Home service, the destination profile must use the XML message format.

You can configure the following attributes for a destination profile:

- Profile name—A string that uniquely identifies each user-defined destination profile. The profile name is limited to 31 characters and is not case-sensitive. You cannot use **all** as a profile name.
- Transport method—The transport mechanism, either e-mail or HTTP (including HTTPS), for delivery of alerts.
 - For user-defined destination profiles, e-mail is the default, and you can enable either or both transport mechanisms. If you disable both methods, e-mail will be enabled.
 - For the predefined Cisco TAC profile, you can enable either transport mechanism, but not both.
- Destination address—The actual address related to the transport method to which the alert should be sent.
- Message formatting—The message format used for sending the alert.
 - For user-defined destination profiles, the format options are long-text, short-text, or XML. The default is XML.
 - For the predefined Cisco TAC profile, only XML is allowed.
- Message size—The maximum destination message size. The valid range is 50 to 3,145,728 bytes and the default is 3,145,728 bytes.

To create and configure a destination profile, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# call-home	Enters the Call Home configuration submode.
Step 3	Switch(cfg-call-home)# profile name	Enters the Call Home destination profile configuration submode for the specified destination profile. If the specified destination profile does not exist, it is created.
Step 4	Switch(cfg-call-home-profile)# [no] destination transport-method {email http}	(Optional) Enables the message transport method. The no option disables the method.

	Command	Purpose
Step 5	Switch(cfg-call-home-profile)# destination address {email email-address http url}	Configures the destination e-mail address or URL to which Call Home messages will be sent. Note When entering a destination URL, include either http:// or https:// , depending on whether the server is a secure server. If the destination is a secure server, you must also configure a trustpoint CA.
Step 6	Switch(cfg-call-home-profile)# destination preferred-msg-format {long-text short-text xml}	(Optional) Configures a preferred message format. The default is XML.
Step 7	Switch(cfg-call-home-profile)# destination message-size-limit bytes	(Optional) Configures a maximum destination message size for the destination profile.
Step 8	Switch(cfg-call-home-profile)# active	Enables the destination profile. By default, the profile is enabled when it is created.
Step 9	Switch(cfg-call-home-profile)# exit	Exits the Call Home destination profile configuration submode and returns to the Call Home configuration submode.
Step 10	Switch(cfg-call-home)# end	Returns to privileged EXEC mode.
Step 11	Switch# show call-home profile {name all}	Displays the destination profile configuration for a specified profile or all configured profiles.

Copying a Destination Profile

To create a new destination profile by copying an existing profile, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# call-home	Enters the Call Home configuration submode.
Step 3	Switch(cfg-call-home)# copy profile source-profile target-profile	Creates a new destination profile with the same configuration settings as the existing destination profile.

Subscribing to Alert Groups

An alert group is a predefined subset of Call Home alerts supported on the switch. Different types of Call Home alerts are grouped into different alert groups depending on their type. These alert groups are available:

- Configuration
- Diagnostic
- Environment
- Inventory
- Syslog

The triggering events for each alert group are listed in the [“Alert Group Trigger Events and Commands” section on page 52-18](#), and the contents of the alert group messages are listed in the [“Message Contents” section on page 52-21](#).

You can select one or more alert groups to be received by a destination profile.

**Note**

A Call Home alert is only sent to destination profiles that have subscribed to the alert group containing that Call Home alert. In addition, the alert group must be enabled.

To subscribe a destination profile to an alert group, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# call-home	Enters Call Home configuration submode.
Step 3	Switch(cfg-call-home)# alert-group { all configuration diagnostic environment inventory syslog }	Enables the specified alert group. Use the keyword all to enable all alert groups. By default, all alert groups are enabled.
Step 4	Switch(cfg-call-home)# profile name	Enters the Call Home destination profile configuration submode for the specified destination profile.
Step 5	Switch(cfg-call-home-profile)# subscribe-to-alert-group configuration [periodic { daily <i>hh:mm</i> monthly <i>date hh:mm</i> weekly <i>day hh:mm</i> }]	Subscribes this destination profile to the Configuration alert group. The Configuration alert group can be configured for periodic notification, as described in the “ Configuring Periodic Notification ” section on page 52-8.
	Switch(cfg-call-home-profile)# subscribe-to-alert-group all	Subscribes to all available alert groups.
Step 6	Switch(cfg-call-home-profile)# subscribe-to-alert-group diagnostic [severity catastrophic disaster fatal critical major minor warning notification normal debugging]	Subscribes this destination profile to the Diagnostic alert group. The Diagnostic alert group can be configured to filter messages based on severity, as described in the “ Configuring Message Severity Threshold ” section on page 52-8.
Step 7	Switch(cfg-call-home-profile)# subscribe-to-alert-group environment [severity catastrophic disaster fatal critical major minor warning notification normal debugging]	Subscribes this destination profile to the Environment alert group. The Environment alert group can be configured to filter messages based on severity, as described in the “ Configuring Message Severity Threshold ” section on page 52-8.
Step 8	Switch(cfg-call-home-profile)# subscribe-to-alert-group inventory [periodic { daily <i>hh:mm</i> monthly <i>date hh:mm</i> weekly <i>day hh:mm</i> }]	Subscribes this destination profile to the Inventory alert group. The Inventory alert group can be configured for periodic notification, as described in the “ Configuring Periodic Notification ” section on page 52-8.

	Command	Purpose
Step 9	<pre>Switch(cfg-call-home-profile)# subscribe-to-alert-group syslog [severity catastrophic disaster fatal critical major minor warning notification normal debugging] [pattern string]</pre>	Subscribes this destination profile to the Syslog alert group. The Syslog alert group can be configured to filter messages based on severity, as described in the “ Configuring Message Severity Threshold ” section on page 52-8. You can specify a pattern to be matched in the syslog message. If the pattern contains spaces, you must enclose it in quotes (“”).
Step 10	<pre>Switch(cfg-call-home-profile)# exit</pre>	Exits the Call Home destination profile configuration submode.

Configuring Periodic Notification

When you subscribe a destination profile to either the Configuration or the Inventory alert group, you can choose to receive the alert group messages asynchronously or periodically at a specified time. The sending period can be one of the following:

- Daily—Specify the time of day to send, using an hour:minute format *hh:mm*, with a 24-hour clock (for example, 14:30).
- Weekly—Specify the day of the week and time of day in the format *day hh:mm*, where the day of the week is spelled out (for example, monday).
- Monthly—Specify the numeric date, from 1 to 31, and the time of day, in the format *date hh:mm*.

Configuring Message Severity Threshold

When you subscribe a destination profile to the Diagnostic, Environment, or Syslog alert group, you can set a threshold for sending alert group messages based on the message’s level of severity. Any message with a value lower than the threshold is not sent to the destination.

The severity threshold is configured using the keywords in [Table 52-1](#), and ranges from catastrophic (level 9, highest level of urgency) to debugging (level 0, lowest level of urgency). If no severity threshold is configured, the default is normal (level 1).



Note

Call Home severity levels differ from the system message logging severity levels.

Table 52-1 Severity and Syslog Level Mapping

Level	Keyword	Syslog Level	Description
9	catastrophic	N/A	Network-wide catastrophic failure
8	disaster	N/A	Significant network impact
7	fatal	Emergency (0)	System unusable
6	critical	Alert (1)	Critical conditions, immediate attention needed
5	major	Critical (2)	Major conditions
4	minor	Error (3)	Minor conditions
3	warning	Warning (4)	Warning conditions

Table 52-1 Severity and Syslog Level Mapping (continued)

Level	Keyword	Syslog Level	Description
2	notification	Notice (5)	Basic notification and informational messages; possibly independently insignificant
1	normal	Information (6)	Normal event signifying return to normal state
0	debugging	Debug (7)	Debugging messages

Configuring Syslog Pattern Matching

When you subscribe a destination profile to the Syslog alert group, you can optionally specify a text pattern to be matched within each syslog message. If you configure a pattern, a Syslog alert group message will be sent only if it contains the specified pattern and meets the severity threshold. If the pattern contains spaces, you must enclose it in quotes (“”) when configuring it. You can specify up to five patterns for each destination profile.

Configuring General E-Mail Options

To use the e-mail message transport, you must configure at least one Simple Mail Transfer Protocol (SMTP) e-mail server address. You can configure the from and reply-to e-mail addresses, and you can specify up to four backup e-mail servers. You can also set a rate limit on e-mail or HTTP messages.

To configure general e-mail options, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# call-home	Enters Call Home configuration submode.
Step 3	Switch(cfg-call-home)# mail-server { <i>ipv4-address</i> <i>name</i> } priority <i>number</i>	Assigns an e-mail server address and its relative priority among configured e-mail servers. Provide either of these: <ul style="list-style-type: none"> The e-mail server’s IP address The e-mail server’s fully qualified domain <i>name</i> (FQDN) of 64 characters or less. Assign a priority <i>number</i> between 1 (highest priority) and 100 (lowest priority).
Step 4	Switch(cfg-call-home)# sender from <i>email-address</i>	(Optional) Assigns the e-mail address that will appear in the from field in Call Home e-mail messages. If no address is specified, the contact e-mail address is used.
Step 5	Switch(cfg-call-home)# sender reply-to <i>email-address</i>	(Optional) Assigns the e-mail address that will appear in the reply-to field in Call Home e-mail messages.
Step 6	Switch(cfg-call-home)# rate-limit <i>number</i>	(Optional) Specifies a limit on the number of messages sent per minute, from 1 to 60. The default is 20.
Step 7	Switch(cfg-call-home)# vrf <i>vrf-name</i>	(Optional) Specifies the VRF instance to send Call Home e-mail messages. If no VRF is specified, the global routing table is used.

The following notes apply when configuring general e-mail options:

- Backup e-mail servers can be defined by repeating the **mail-server** command using different priority numbers.
- The **mail-server priority number** parameter can be configured from 1 to 100. The server with the highest priority (lowest priority number) will be tried first.

This example shows the configuration of general e-mail parameters, including a primary and secondary e-mail server:

```
Switch# configure terminal
Enter configuration commands, one per line. End with CNTL/Z.
Switch(config)# call-home
Switch(cfg-call-home)# mail-server smtp.example.com priority 1
Switch(cfg-call-home)# mail-server 192.168.0.1 priority 2
Switch(cfg-call-home)# sender from username@example.com
Switch(cfg-call-home)# sender reply-to username@example.com
Switch(cfg-call-home)# exit
Switch(config)#
```

Enabling Call Home

To enable or disable the Call Home feature, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# service call-home	Enables the Call Home feature.

Disabling Call Home

To disable or disable the Call Home feature, perform this task:

	Command	Purpose
Step 1	Switch# configure terminal	Enters configuration mode.
Step 2	Switch(config)# no service call-home	Enables the Call Home feature.

Testing Call Home Communications

You can test Call Home communications by sending messages manually using two command types.

- To send a user-defined Call Home test message, use the **call-home test** command.
- To send a specific alert group message, use the **call-home send** command.

Sending a Call Home Test Message Manually

To manually send a Call Home test message, perform this task:

	Command	Purpose
Step 1	Switch# call-home test [" <i>test-message</i> "] profile <i>name</i>	Sends a test message to the specified destination profile. The user-defined test message text is optional, but must be enclosed in quotes (""") if it contains spaces. If no user-defined message is configured, a default message will be sent.

This example shows how to manually send a Call Home test message:

```
Switch# call-home test "test of the day" profile Ciscotacl
```

Sending a Call Home Alert Group Message Manually

To manually trigger a Call Home alert group message, perform this task:

	Command	Purpose
Step 1	Switch# call-home send alert-group configuration [profile <i>name</i>]	Sends a configuration alert group message to one destination profile if specified, or to all subscribed destination profiles.
	Switch# call-home send alert-group diagnostic { module <i>number</i> <i>slot/subslot</i> <i>slot/bay</i> } [profile <i>name</i>]	Sends a diagnostic alert group message to the configured destination profile if specified, or to all subscribed destination profiles. You must specify the module or port whose diagnostic information should be sent.
	Switch# call-home send alert-group inventory [profile <i>name</i>]	Sends an inventory alert group message to one destination profile if specified, or to all subscribed destination profiles.

When manually sending Call Home alert group messages, note the following guidelines:

- You can only manually send the configuration, diagnostic, and inventory alert groups.
- When you manually trigger a configuration, diagnostic, or inventory alert group message and you specify a destination profile name, a message is sent to the destination profile regardless of the profile's active status, subscription status, or severity setting.
- When you manually trigger a configuration or inventory alert group message and do not specify a destination profile name, a message is sent to all active profiles that have either a normal or periodic subscription to the specified alert group.
- When you manually trigger a diagnostic alert group message and do not specify a destination profile name, the command will cause the following actions:
 - For any active profile that subscribes to diagnostic events with a severity level of less than minor, a message is sent regardless of whether the module or interface has observed a diagnostic event.

- For any active profile that subscribes to diagnostic events with a severity level of minor or higher, a message is sent only if the specified module or interface has observed a diagnostic event of at least the subscribed severity level; otherwise, no diagnostic message is sent to the destination profile.

This example shows how to send the configuration alert-group message to the destination profile:

```
Switch# call-home send alert-group configuration
```

This example shows how to send the diagnostic alert-group message to the destination profile for a specific module, slot/subslot, or slot/bay number.

```
Switch# call-home send alert-group diagnostic module 3 5/2
```

This example shows how to send the diagnostic alert-group message to all destination profiles for a specific module, slot/subslot, or slot/bay number.

```
Switch# call-home send alert-group diagnostic module 3 5/2 profile Ciscotacl
```

This example shows how to send the inventory call-home message:

```
Switch# call-home send alert-group inventory
```

Sending a Request for an Analysis and Report

You can use the **call-home request** command to submit information about your system to Cisco in order to receive helpful information specific to your system. You can request a variety of reports, including security alerts, known bugs, best practices, and command references.

To submit a request for report and analysis information from the Cisco Output Interpreter tool, perform this task:

	Command	Purpose
Step 1	Switch# call-home request output-analysis "show-command" [profile name] [ccoid user-id]	Sends the output of the specified show command for analysis. The show command must be contained in quotes ("").
	Switch# call-home request {config-sanity bugs-list command-reference product-advisory} [profile name] [ccoid user-id]	Sends the output of a predetermined set of commands for analysis such as show running-config all , show version , or show module commands. In addition, the call-home request product-advisory command includes all inventory alert group commands. The keyword specified after the call home request command specifies the type of report required.

When manually sending a Call Home report and analysis request, note the following guidelines:

- If you specify a **profile name** value, the request is sent to the profile. If you do not specify a profile name, the request is sent to the Cisco TAC profile. The recipient profile does not need to be enabled for the Call Home request. The profile should specify the e-mail address where the transport gateway is configured so that the request message can be forwarded to the Cisco TAC and the user can receive the reply from the Smart Call Home service.
- The **ccoid user-id** value is the registered identifier of the Smart Call Home user. If you specify a user-id, the response is sent to the e-mail address of the registered user. If do not specify a user-id, the response is sent to the contact e-mail address of the device.

- Based on the keyword specifying the type of report requested, the following information is returned:
 - **config-sanity**—Information on best practices as related to the current running configuration
 - **bugs-list**—Known bugs in the running version and in the currently applied features
 - **command-reference**—Reference links to all commands in the running configuration
 - **product-advisory**—Product Security Incident Response Team (PSIRT) notices, End of Life (EOL) or End of Sales (EOS) notices, or field notices (FN) that may affect devices in your network

This example shows a request for analysis of a user-specified **show** command:

```
Switch# call-home request output-analysis "show diagnostic result module all" profile TG
```

Sending the Output of a Command

You can use the **call-home send** command to execute a CLI command and e-mail the command output to Cisco or to an e-mail address that you specify.

To execute a CLI command and e-mail the command output, perform this task:

	Command	Purpose
Step 1	Switch# call-home send "command" [email <i>email-addr</i>] [service-number <i>SR</i>]	Executes the specified CLI command and e-mails the output.

When sending the output of a command, note the following guidelines:

- The specified CLI command can be any run command, including commands for all modules. The command must be contained in quotes (“”).
- If an e-mail address is specified, the command output will be sent to that address. If no e-mail address is specified, the output will be sent to the Cisco TAC (attach@cisco.com). The e-mail will be sent in long text format with the service number, if specified, in the subject line.
- The service number is required only if no e-mail address is specified, or if a Cisco TAC e-mail address is specified.

This example shows how to send the output of a CLI command to a user-specified e-mail address:

```
Switch# call-home send "show diagnostic result module all" email support@example.com
```

Configuring and Enabling Smart Call Home

For application and configuration information of the Cisco Smart Call Home service, see the “FastStart” section of the *Smart Call Home User Guide* at this location:

<http://www.cisco.com/go/smartcall/>

The user guide includes configuration examples for sending Smart Call Home messages directly from your device or through a transport gateway (TG) aggregation point. You can use a TG aggregation point in cases requiring support for multiple devices or in cases where security requirements mandate that your devices may not be connected directly to the Internet.

Because the Smart Call Home service uses HTTPS as the transport method, you must also configure its CA as a trustpoint, as described in the *Smart Call Home User Guide*.

Displaying Call Home Configuration Information

To display the configured Call Home information, perform these tasks:

Command	Purpose
Switch# show call-home	Displays the Call Home configuration in summary.
Switch# show call-home detail	Displays the Call Home configuration in detail.
Switch# show call-home alert-group	Displays the available alert groups and their status.
Switch# show call-home mail-server status	Checks and displays the availability of the configured e-mail server(s).
Switch# show call-home profile {all name}	Displays the configuration of the specified destination profile. Use the keyword all to display the configuration of all destination profiles.
Switch# show call-home statistics	Displays the statistics of Call Home events.

Examples 52-1 to 52-7 show the results when using different options of the **show call-home** command.

Example 52-1 Configured Call Home Information

```
Switch# show call-home
Current call home settings:
  call home feature : disable
  call home message's from address: switch@example.com
  call home message's reply-to address: support@example.com

  vrf for call-home messages: Not yet set up

  contact person's email address: technical@example.com

  contact person's phone number: +1-408-555-1234
  street address: 1234 Picaboo Street, Any city, Any state, 12345
  customer ID: ExampleCorp
  contract ID: X123456789
  site ID: SantaClara
  Mail-server[1]: Address: smtp.example.com Priority: 1
  Mail-server[2]: Address: 192.168.0.1 Priority: 2
  Rate-limit: 20 message(s) per minute

Available alert groups:
  Keyword                State  Description
  -----
  configuration           Disable configuration info
  diagnostic              Disable diagnostic info
  environment             Disable environmental info
  inventory               Enable  inventory info
  syslog                  Disable syslog info

Profiles:
  Profile Name: campus-noc
  Profile Name: CiscoTAC-1

Switch#
```

Example 52-2 Configured Call Home Information in Detail

```
Switch# show call-home detail
Current call home settings:
  call home feature : disable
  call home message's from address: switch@example.com
  call home message's reply-to address: support@example.com

  vrf for call-home messages: Not yet set up

  contact person's email address: technical@example.com

  contact person's phone number: +1-408-555-1234
  street address: 1234 Picaboo Street, Any city, Any state, 12345
  customer ID: ExampleCorp
  contract ID: X123456789
  site ID: SantaClara
  Mail-server[1]: Address: smtp.example.com Priority: 1
  Mail-server[2]: Address: 192.168.0.1 Priority: 2
  Rate-limit: 20 message(s) per minute

Available alert groups:
  Keyword                State  Description
  -----
  configuration          Disable configuration info
  diagnostic              Disable diagnostic info
  environment            Disable environmental info
  inventory              Enable  inventory info
  syslog                 Disable syslog info

Profiles:

Profile Name: campus-noc
  Profile status: ACTIVE
  Preferred Message Format: long-text
  Message Size Limit: 3145728 Bytes
  Transport Method: email
  Email address(es): noc@example.com
  HTTP address(es): Not yet set up

  Alert-group            Severity
  -----
  inventory              normal

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

Profile Name: CiscoTAC-1
  Profile status: ACTIVE
  Preferred Message Format: xml
  Message Size Limit: 3145728 Bytes
  Transport Method: email
  Email address(es): callhome@cisco.com
  HTTP address(es): https://tools.cisco.com/its/service/oddce/services/DDCEService

  Periodic configuration info message is scheduled every 1 day of the month at 09:27

  Periodic inventory info message is scheduled every 1 day of the month at 09: 12

  Alert-group            Severity
  -----
  diagnostic             minor
  environment            warning
  inventory              normal

  Syslog-Pattern        Severity
```

```

-----
.*                major
Switch#

```

Example 52-3 Available Call Home Alert Groups

```

Switch# show call-home alert-group
Available alert groups:
  Keyword                State  Description
-----
  configuration           Disable configuration info
  diagnostic              Disable diagnostic info
  environment             Disable environmental info
  inventory               Enable  inventory info
  syslog                  Disable syslog info

Switch#

```

Example 52-4 E-Mail Server Status Information

```

Switch# show call-home mail-server status
Please wait. Checking for mail server status ...

Translating "smtp.example.com"
  Mail-server[1]: Address: smtp.example.com Priority: 1 [Not Available]
  Mail-server[2]: Address: 192.168.0.1 Priority: 2 [Not Available]

Switch#

```

Example 52-5 Information for All Destination Profiles (Predefined and User-Defined)

```

Switch# show call-home profile all

Profile Name: campus-noc
  Profile status: ACTIVE
  Preferred Message Format: long-text
  Message Size Limit: 3145728 Bytes
  Transport Method: email
  Email address(es): noc@example.com
  HTTP  address(es): Not yet set up

  Alert-group                Severity
  -----
  inventory                  normal

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

Profile Name: CiscoTAC-1
  Profile status: ACTIVE
  Preferred Message Format: xml
  Message Size Limit: 3145728 Bytes
  Transport Method: email
  Email address(es): callhome@cisco.com
  HTTP  address(es): https://tools.cisco.com/its/service/oddce/services/DDCEService

  Periodic configuration info message is scheduled every 1 day of the month at 09:27

  Periodic inventory info message is scheduled every 1 day of the month at 09:12

  Alert-group                Severity

```



```

-----
diagnostic          minor
environment         warning
inventory           normal

Syslog-Pattern      Severity
-----
.*                  major

```

Switch#

Example 52-6 Information for a User-Defined Destination Profile

```

Switch# show call-home profile CiscoTAC-1
Profile Name: CiscoTAC-1
Profile status: INACTIVE
Preferred Message Format: xml
Message Size Limit: 3145728 Bytes
Transport Method: email
Email address(es): callhome@cisco.com
HTTP address(es): https://tools.cisco.com/its/service/oddce/services/DDCEService

Periodic configuration info message is scheduled every 11 day of the month at 11:25

Periodic inventory info message is scheduled every 11 day of the month at 11:10

Alert-group          Severity
-----
diagnostic          minor
environment         warning
inventory           normal

Syslog-Pattern      Severity
-----
.*                  major

```

Example 52-7 Call Home Statistics

```

Switch# show call-home statistics
Message Types      Total      Email      HTTP
-----
Total Success     0          0          0
  Config          0          0          0
  Diagnostic      0          0          0
  Environment     0          0          0
  Inventory       0          0          0
  SysLog          0          0          0
  Test           0          0          0
  Request         0          0          0
  Send-CLI       0          0          0

Total In-Queue    0          0          0
  Config          0          0          0
  Diagnostic      0          0          0
  Environment     0          0          0
  Inventory       0          0          0
  SysLog          0          0          0
  Test           0          0          0
  Request         0          0          0
  Send-CLI       0          0          0

Total Failed      0          0          0

```

```

Config          0          0          0
Diagnostic      0          0          0
Environment     0          0          0
Inventory       0          0          0
SysLog          0          0          0
Test           0          0          0
Request        0          0          0
Send-CLI       0          0          0

Total Ratelimit
-dropped       0          0          0
Config         0          0          0
Diagnostic      0          0          0
Environment     0          0          0
Inventory       0          0          0
SysLog         0          0          0
Test           0          0          0
Request        0          0          0
Send-CLI       0          0          0

```

Last call-home message sent time: n/a

Default Settings

Table 52-2 lists the default Call Home settings.

Table 52-2 Default Call Home Settings

Parameters	Default
Call Home feature status	Disabled
User-defined profile status	Active
Predefined Cisco TAC profile status	Inactive
Transport method	E-mail
Message format type	XML
Destination message size for a message sent in long text, short text, or XML format	3,145,728
Alert group status	Enabled
Call Home message severity threshold	1 (normal)
Message rate limit for messages per minute	20

Alert Group Trigger Events and Commands

Call Home trigger events are grouped into alert groups, with each alert group assigned CLI commands to execute when an event occurs. The CLI command output is included in the transmitted message.

Table 52-3 lists the trigger events included in each alert group, including the severity level of each event and the executed CLI commands for the alert group.

Table 52-3 Call Home Alert Groups, Events, and Actions

Alert Group	Call Home Trigger Event	Syslog Event	Severity	Description and CLI Commands Executed
Syslog				Event logged to syslog. (Only sent to TAC if syslog level 0, 1, or 2) CLI commands executed: show logging show inventory
	SYSLOG	LOG_EMERG	7	System is unusable.
	SYSLOG	LOG_ALERT	6	Action must be taken immediately.
	SYSLOG	LOG_CRIT	5	Critical conditions.
	SYSLOG	LOG_ERR	4	Error conditions.
	SYSLOG	LOG_WARNING	3	Warning conditions.
	SYSLOG	LOG_NOTICE	2	Normal but signification condition.
	SYSLOG	LOG_INFO	1	Informational.
	SYSLOG	LOG_DEBUG	0	Debug-level messages.
Environmental				Events related to power, fan, and environment sensing elements, such as temperature alarms. (Sent to TAC.) CLI commands executed: show module show environment show logging show power show inventory
	TEMP_FAILURE	TempHigh	5	The temperature of the chassis is above the normal threshold.
	TEMP_FAILURE	Critical Temp	5	The temperature of the chassis has risen above the critical threshold.
	TEMP_FAILURE	Shutdown Temp	5	The temperature of the chassis is very high and the system will be shut down.
	TEMP_FAILURE	Some Temp Sensors Failed	3	Some of the temperature sensors have failed.
	TEMP_FAILURE	All Temp Sensors Failed	5	All temperature sensors have failed.
	TEMP_RECOVER	TempOk	5	The temperature of the chassis is normal.
	POWER_FAILURE	PowerSupplyBad	5	A power supply has failed or has been turned off.
	POWER_RECOVERY	PowerSupplyGood	5	A failed power supply has been fixed.
	POWER_FAILURE	PowerSupplyFanBad	3	A power supply fan has failed.

Table 52-3 Call Home Alert Groups, Events, and Actions (continued)

Alert Group	Call Home Trigger Event	Syslog Event	Severity	Description and CLI Commands Executed
	POWER_RECOVERY	PowerSupplyFanGood	3	A failed power supply fan has been fixed.
	POWER_RECOVERY	PowerSupplyOutputIncreased	3	A power supply output has increased.
	POWER_FAILURE	PowerSupplyOutputDecreased	3	A power supply output has decreased.
	POWER_FAILURE	InlinePowerSupplyBad	3	Inline power source from a power supply has failed or turned off.
	POWER_FAILURE	MixedPowerSupplyInChassis	3	Mixed power supplies have been detected in the chassis.
	POWER_FAILURE	NotEnoughPowerChassis	6	There is insufficient power to support the system. The system might shut down.
	POWER_RECOVERY	InlinePowerSupplyGood	3	A failed source for inline power has been fixed.
	FANTRAY_FAILURE	FanTrayPartialFailure	3	Either a fan or thermistors in system fan tray has failed.
	FANTRAY_FAILURE	FanTrayMismatch	3	The fantray, supervisor, chassis combination is disallowed.
	FANTRAY_FAILURE	FanTrayBad	5	Fan tray has failed.
	FANTRAY_RECOVERY	FanTrayGood	3/5	Failed fan tray has been fixed. The severity of the notification depends on the failure which has been recovered from.
	FANTRAY_FAILURE	InsufficientFantray	6	There are not enough FanTray to support the system. This may be followed by a system shut down.
	CLOCK_ALARM	ClockSwitchover	2	Clock module has switched over to another clock.
	CLOCK_ALARM	Clock Faulty	3	The clock module has been found to be faulty.
Inventory				Inventory status should be provided whenever a unit is cold-booted, or when FRUs are inserted or removed. It is considered a noncritical event, and the information is used for status and entitlement. CLI commands executed: show module show version show inventory oid show idprom all show power
	INSERTION	Module	1	A linecard or supervisor engine has been inserted into a slot.

Table 52-3 Call Home Alert Groups, Events, and Actions (continued)

Alert Group	Call Home Trigger Event	Syslog Event	Severity	Description and CLI Commands Executed
	REMOVAL	Module	1	A linecard or supervisor engine has been removed from a slot.
Diagnostic Failure			1/3/4/5	Events related to standard or intelligent line cards. CLI commands executed: show module show version show inventory show buffers show logging show diagnostic result module x detail show diagnostic result module all
Test	TEST		1	User-generated test message. CLI commands executed: show module show version show inventory
Configuration			1	User-generated request for configuration. CLI commands executed: show module show inventory show version show running-config all show startup-config

Message Contents

The following tables display the content formats of alert group messages:

- [Table 52-4](#) describes the content fields of a short text message.
- [Table 52-5](#) describes the content fields that are common to all long text and XML messages. The fields specific to a particular alert group message are inserted at a point between the common fields. The insertion point is identified in the table.
- [Table 52-6](#) describes the inserted content fields for reactive messages (system failures that require a TAC case) and proactive messages (issues that might result in degraded system performance).
- [Table 52-7](#) describes the inserted content fields for an inventory message.

Table 52-4 Format for a Short Text Message

Data Item	Description
Device identification	Configured device name
Date/time stamp	Time stamp of the triggering event

Table 52-4 *Format for a Short Text Message (continued)*

Data Item	Description
Error isolation message	Plain English description of triggering event
Alarm urgency level	Error level such as that applied to a system message

Table 52-5 *Common Fields for All Long Text and XML Messages*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Time stamp	Date/timestamp of event in ISO time notation: YYYY-MM-DDTHH:MM:SS Note the T in between date and time, and note that the timezone/dst offset from UTC has already been added or subtracted.	CallHome/EventTime
Message name	Name of message.	For short text message only
Message type	Specifically "Call Home".	CallHome/Event/Type
Message group	Specifically "reactive". Optional in this case because default is "reactive".	CallHome/Event/SubType
Severity level	Severity level of message.	Body/Block/Severity
Source ID	This field is used to identify the product type for routing through the workflow engine. This is typically the product family name.	For long text message only
Device ID	Unique Device Identifier (UDI) for end device generating message. This field should empty if the message is nonspecific to a fabric switch. Format: type@Sid@serial Where @:Separator character <ul style="list-style-type: none"> Type: If WS-C4503-E, product model number from backplane SEEPROM. Sid: "C" identifying serial ID as a chassis serial number. Serial: The serial number as identified by the Sid field. Example: "WS-C4503-E@C@SPE4465329F"	CallHome/Customer Data/ ContractData/ DeviceId
Customer ID	Optional user-configurable field used for contract information or other ID by any support service.	CallHome/Customer Data/ ContractData/ CustomerId
Contract ID	Optional user-configurable field used for contract information or other ID by any support service.	/CallHome/ Customer Data/ ContractData/ ContractId
Site ID	Optional user-configurable field used for Cisco-supplied site ID or other data meaningful to alternate support service.	CallHome/ CustomerData/ ContractData/ SiteId

Table 52-5 Common Fields for All Long Text and XML Messages (continued)

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Server ID	<p>If message is generated from fabric switch, UDI of switch. If message is proxied or originated by MA, the MA should overwrite this field with the MA UDI.</p> <p>Format is type@Sid@serial</p> <p>Where</p> <p>@: Separator character</p> <ul style="list-style-type: none"> Type: If WS-C4510R, product model number from backplane SEEPROM. Sid: "C" identifying serial ID as a chassis serial number Serial: The serial number as identified by the Sid field. <p>Example: " WS-C4510R@C@CAT234765XR"</p>	For long text message only
Message description	Short text describing the error.	CallHome/ MessageDescription
Device name	Node that experienced the event. This is the host name of the device.	CallHome/ CustomerData/ SystemInfo/ Name
Contact name	Name of person to contact for issues associated with the node experiencing the event.	CallHome/CustomerData/Syst emInfo/Contact
Contact e-mail	E-mail address of person identified as contact for this unit.	CallHome/CustomerData/Syst emInfo/ContactEmail
Contact phone number	Phone number of the person identified as the contact for this unit.	CallHome/CustomerData/Syst emInfo/ContactPhoneNumber
Street address	Optional field containing street address for RMA part shipments associated with this unit.	CallHome/CustomerData/Syst emInfo/StreetAddress
Model name	Model name of the unit (such as WS-C4503). This is the specific model as part of a product family name.	CallHome/ Device/ Cisco_Chassis/Model
Serial number	Chassis serial number of the unit.	CallHome/ Device/ Cisco_Chassis/ SerialNumber
Chassis part number	Top assembly number of the chassis as read from SEEPROM (such as WS-C4503 = 73-10558).	CallHome/Device/Cisco_Ch assis/AdditionalInformation/ AD@name="PartNumber"
System Description	Describes the IOS version run on the system .	CallHome/Device/Cisco_Ch assis/AdditionalInformation/AD @name="SystemDescription"
SystemObjectId	Specifies the object ID associated with this system .	CallHome/Device/Cisco_Ch assis/AdditionalInformation/AD @name="SystemObjectId"

Fields specific to a particular alert group message are inserted here.

Table 52-5 Common Fields for All Long Text and XML Messages (continued)

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
The following fields may be repeated if multiple CLI commands are executed for this alert group.		
Command output name	The exact command that was run (such as the show running-config command).	/aml/attachments/attachment/ name
Attachment type	Specifically command output.	/aml/Attachments/attachment @type
MIME type	Normally text/plain or encoding type.	/aml/Attachments/Attachment /Data@encoding

Table 52-6 Inserted Fields for a Reactive or Proactive Event Message

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Chassis hardware version	Hardware version of chassis	CallHome/Device/Cisco_Chassis/HardwareVersion
Supervisor module software version	Top-level software version	CallHome/Device/Cisco_Chassis/AdditionalInformation/AD @name="SoftwareVersion"
Affected FRU name	Name of the affected FRU generating the event message	CallHome/Device/Cisco_Chassis/Cisco_Card/Model
Affected FRU serial number	Serial number of affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/SerialNumber
Affected FRU part number	Part number of affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/PartNumber
FRU slot	Slot number of FRU generating the event message	CallHome/Device/Cisco_Chassis/Cisco_Card/LocationWithinContainer
FRU hardware version	Hardware version of affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/HardwareVersion
FRU software version	Software version(s) running on affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/SoftwareIdentity/VersionString

Table 52-7 *Inserted Fields for an Inventory Event Message*

Data Item (Plain Text and XML)	Description (Plain Text and XML)	XML Tag (XML Only)
Chassis hardware version	Hardware version of chassis	CallHome/Device/Cisco_Chassis/HardwareVersion
Supervisor module software version	Top-level software version	CallHome/Device/Cisco_Chassis/AdditionalInformation/AD@name="Software Version"
Affected FRU name	Name of the affected FRU generating the event message	CallHome/Device/Cisco_Chassis/Cisco_Card/Model
Affected FRU s/n	Serial number of affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/SerialNumber
Affected FRU part number	Part number of affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/PartNumber
FRU slot	Slot number of FRU generating the event message	CallHome/Device/Cisco_Chassis/Cisco_Card/LocationWithinContainer
FRU hardware version	Hardware version of affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/HardwareVersion
FRU software version	Software version(s) running on affected FRU	CallHome/Device/Cisco_Chassis/Cisco_Card/SoftwareIdentity/VersionString

Sample Syslog Alert Notification in Long-Text Format

```

TimeStamp : 2010-08-05 21:00 GMT+17:00
Message Name : syslog
Message Type : Call Home
Message Group : reactive
Severity Level : 2
Source ID : Cat4500/4900
Device ID : WS-C4507R-E@C@FOX1310GHG7
Customer ID : cisl
Contract ID : cisco123
Site ID : hsr-sec-7
Server ID : WS-C4507R-E@C@FOX1310GHG7
Event Description : *Aug 5 21:00:34.675 PDT: %LINEPROTO-5-UPDOWN: Line protocol on
Interface GigabitEthernet1/9, changed state to down System Name : Callista-4507E Contact
Email : atmahesh@cisco.com Contact Phone : +919901233008 Street Address : 9th Main, HSR,
Bangalore, 560034 Affected Chassis : WS-C4507R-E Affected Chassis Serial Number :
FOX1310GHG7 Affected Chassis Part No : 73-9975-04 Affected Chassis Hardware Version : 1.1
Supervisor Software Version : 15.0(100)XO(1.43) Command Output Name : show logging
Attachment Type : command output MIME Type : text/plain Command Output Text :
Syslog logging: enabled (0 messages dropped, 1 messages rate-limited, 0 flushes, 0
overruns, xml disabled, filtering disabled)

No Active Message Discriminator.

```

No Inactive Message Discriminator.

```

Console logging: level debugging, 404 messages logged, xml disabled,
                  filtering disabled
Monitor logging: level debugging, 0 messages logged, xml disabled,
                  filtering disabled
Buffer logging:  level debugging, 404 messages logged, xml disabled,
                  filtering disabled
Exception Logging: size (8192 bytes)
Count and timestamp logging messages: disabled
Persistent logging: disabled

```

No active filter modules.

```

Trap logging: level informational, 109 message lines logged

```

Log Buffer (32768 bytes):

```

onsole
*Aug  5 02:08:06.742 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug  5
02:19:04.237 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug  5 02:19:18.438
PDT: CALL-HOME-TRACE: call_home_mode_cmd() is called *Aug  5 02:19:21.902 PDT:
CALL-HOME-TRACE: Received event: 1 *Aug  5 02:19:21.902 PDT: CALL-HOME-TRACE: Cleared rate
limit counter *Aug  5 02:19:24.852 PDT: CALL-HOME-TRACE: call_home_profile_mode_cmd() is
called *Aug  5 02:19:24.852 PDT: CALL-HOME-TRACE: call_home_get_profile() is entered
profile atul

*Aug  5 02:19:24.852 PDT: CALL-HOME-TRACE: profile_id = -2034087768 *Aug  5 02:19:34.728
PDT: CALL-HOME-TRACE: cfg_call_home_profile_addr_func() is called, address
atmahesh@cisco.com

*Aug  5 02:19:34.728 PDT: CALL-HOME-TRACE: is_modifying_tac_profile() is entered *Aug  5
02:19:34.728 PDT: CALL-HOME-TRACE: atul Profile's destination address: atmahesh@cisco.com

*Aug  5 02:19:34.728 PDT: CALL-HOME-TRACE: call_home_add_profile_destination(): atul, 1,
atmahesh@cisco.com, 0, 14

*Aug  5 02:19:43.584 PDT: CALL-HOME-TRACE: cfg_call_home_profile_addr_func() is called,
address atmahesh@cisco.com

*Aug  5 02:19:43.584 PDT: CALL-HOME-TRACE: is_modifying_tac_profile() is entered *Aug  5
02:19:43.584 PDT: CALL-HOME-TRACE: atul Profile's destination address: atmahesh@cisco.com

*Aug  5 02:19:43.584 PDT: CALL-HOME-TRACE: call_home_remove_profile_destination() profile
atul, dest_addr atmahesh@cisco.com, snmp_index 0

*Aug  5 02:19:43.584 PDT: CALL-HOME-TRACE: call_home_is_profile_destination_set() is
entered *Aug  5 02:19:43.584 PDT: CALL-HOME-TRACE: call_home_is_profile_destination_set():
http count 1, transport 3, http enable 1, email count 0 *Aug  5 02:19:51.560 PDT:
CALL-HOME-TRACE: cfg_call_home_profile_addr_func() is called, address atmahesh@cisco.com

*Aug  5 02:19:51.560 PDT: CALL-HOME-TRACE: is_modifying_tac_profile() is entered *Aug  5
02:19:51.560 PDT: CALL-HOME-TRACE: atul Profile's destination address: atmahesh@cisco.com

*Aug  5 02:19:51.560 PDT: CALL-HOME-TRACE: call_home_add_profile_destination(): atul, 1,
atmahesh@cisco.com, 0, 14

*Aug  5 02:19:51.560 PDT: CALL-HOME-TRACE: call_home_can_create_events() is entered,
profile atul, type 1 *Aug  5 02:19:51.560 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is
entered *Aug  5 02:19:51.560 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: Send from
active to standby

```

```
*Aug 5 02:19:51.560 PDT: CALL-HOME-TRACE: chkpt_call_home_issu_ha_msg_send() entered,
opcode 1 *Aug 5 02:20:21.902 PDT: CALL-HOME-TRACE: Received event: 1 *Aug 5 02:20:21.902
PDT: CALL-HOME-TRACE: Cleared rate limit counter *Aug 5 02:20:40.902 PDT:
CALL-HOME-TRACE: call_home_profile_save_func() is called *Aug 5 02:20:40.902 PDT:
%SYS-5-CONFIG_I: Configured from console by console *Aug 5 02:20:45.311 PDT:
CALL-HOME-TRACE: Retrieved mail-server <64.104.123.94> priority 1 *Aug 5 02:20:45.311
PDT: CALL-HOME-TRACE: Connect status for mail server 64.104.123.94 is -1 *Aug 5
02:20:45.311 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.193.198> priority 2 *Aug
5 02:20:45.456 PDT: CALL-HOME-TRACE: socket_recv status 11: Resource unavailable, try
again

*Aug 5 02:20:45.456 PDT: CALL-HOME-TRACE: call_home_can_connect_to_mail_server:
connection established *Aug 5 02:21:15.742 PDT: CALL-HOME-TRACE:
cfg_service_call_home_func() is entered

*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: call_home_mode_cmd() is called *Aug 5
02:21:15.745 PDT: CALL-HOME-TRACE: call_home_is_all_default_config(): is entered!
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: call_home_is_database_default_config(): is
entered!
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE:
call_home_get_reply_to_address(): reply_to_address atmahesh@cisco.com

*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.745 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.746 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.123.94> priority
1 *Aug 5 02:21:15.746 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.193.198>
priority 2 *Aug 5 02:21:15.746 PDT: CALL-HOME-TRACE: cfg_call_home_nvgen() is called.
*Aug 5 02:21:15.746 PDT: CALL-HOME-TRACE: call_home_profile_mode_cmd() is called *Aug 5
02:21:15.746 PDT: CALL-HOME-TRACE: call_home_is_profile_default_config is called *Aug 5
02:21:15.746 PDT: CALL-HOME-TRACE: call_home_get_default_transport_method is called *Aug
5 02:21:15.746 PDT: CALL-HOME-TRACE: call_home_get_periodic_info() is entered *Aug 5
02:21:15.746 PDT: CALL-HOME-TRACE: Index of selected periodic timer 0 *Aug 5 02:21:15.746
PDT: CALL-HOME-TRACE: call_home_get_periodic_info() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is called *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_is_profile_default_config is called *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_get_default_transport_method is called *Aug 5 02:21:15.746
PDT: CALL-HOME-TRACE: call_home_get_periodic_info() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: Index of selected periodic timer 0 *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_get_periodic_info() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is called *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_is_profile_default_config is called *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: GaliosCallHome_platformGetTacDefault is called *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_get_default_transport_method is called *Aug 5 02:21:15.746
PDT: CALL-HOME-TRACE: GaliosCallHome_platformGetTacDefault is called *Aug 5 02:21:15.746
PDT: CALL-HOME-TRACE: call_home_get_periodic_info() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: Index of selected periodic timer 1 *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_get_periodic_info() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: Index of selected periodic timer 0 *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is entered *Aug 5 02:21:15.746 PDT:
CALL-HOME-TRACE: call_home_profile_exit_submode() is called *Aug 5 02:21:17.244 PDT:
%C4K_REDUNDANCY-5-CONFIGSYNC: The bootvar has been successfully synchronized to the
standby supervisor *Aug 5 02:21:17.445 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
private-config has been successfully synchronized to the standby supervisor *Aug 5
```

```

02:21:21.902 PDT: CALL-HOME-TRACE: Received event: 1 *Aug 5 02:21:21.902 PDT:
CALL-HOME-TRACE: Cleared rate limit counter *Aug 5 02:21:26.931 PDT:
%C4K_REDUNDANCY-3-COMMUNICATION: Communication with the peer Supervisor has been lost *Aug
5 02:21:26.956 PDT: %C4K_REDUNDANCY-3-SIMPLEX_MODE: The peer Supervisor has been lost *Aug
5 02:21:26.965 PDT: CALL-HOME-TRACE: call_home_event_callback: context 0x892BED30 timer
0x88E15DA8, callback 0x10DC2F60 *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: Callhome event
callback invoked *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: call_home_event_callback: info
0x87353318 *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: Event callback TYPE 141 ID 3 SEV 2
SN 0 *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: Non-Insert OIR Event (2) during boot *Aug
5 02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_profile_id() is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: Found profile id (-2034087768) for event (3) *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_alert_group_id() is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: Found alert group id (3) for event (3) *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: get_general_info(): is entered!
*Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: The subtype is delta *Aug 5 02:21:26.965 PDT:
CALL-HOME-TRACE: Time zone NAME=PDT, offset=61200, display=+17:00 *Aug 5 02:21:26.965
PDT: CALL-HOME-TRACE: Date/time is <2010-08-05 02:21:26 GMT+17:00> (fmt len=29, strlen=29)
*Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE:
get_reply_to_address(): reply_to_address atmahesh@cisco.com

*Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_transport_info() is entered,
transport 3 *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_recipient_list_for()
is entered, profile id 0x86C248A8, type 1 *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE:
call_home_get_transport_info(): profile id 2260879528, dest atmahesh@cisco.com, result 0
*Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_recipient_list_for() is entered,
profile id 0x86C248A8, type 2 *Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE:
call_home_get_transport_info() result1 0, http
https://172.17.46.17/its/service/oddce/services/DDCEService
*Aug 5 02:21:26.965 PDT: CALL-HOME-TRACE:
call_home_increment_inqueue_event_counter_profile() is entered *Aug 5 02:21:26.965 PDT:
CALL-HOME-TRACE: call_home_increment_inqueue_call_home_event_counter is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:26.965
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:26.965 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:26.965 PDT:
CALL-HOME-TRACE: call_home_increment_inqueue_call_home_event_counter is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:26.965 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:26.965
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:26.965 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:26.966 PDT:
CALL-HOME-TRACE: Have {4} to convert to int *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE:
is_stdby_oir_insert_event_after_bootup() slot 4, et 141 *Aug 5 02:21:26.966 PDT:
CALL-HOME-TRACE: is_stdby_oir_insert_event_after_bootup() RETURN FALSE *Aug 5
02:21:26.966 PDT: CALL-HOME-TRACE: Creating long text msg for Alert Group inventory (3)
*Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Have {4} to convert to int *Aug 5 02:21:26.966
PDT: CALL-HOME-TRACE: call_home_get_event_src_slot: slot for given event is 4 *Aug 5
02:21:26.966 PDT: CALL-HOME-TRACE: Time zone NAME=PDT, offset=61200, display=+17:00 *Aug
5 02:21:26.966 PDT: CALL-HOME-TRACE: Date/time is <2010-08-05 02:21 GMT+17:00> (fmt
len=26, strlen=26) *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Event 141 for alert-group 3
at index 1 is not inventory *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Have {4} to convert
to int *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: collector:Total allotted entries =1 *Aug
5 02:21:26.966 PDT: CALL-HOME-TRACE: collector: frus value is =1 *Aug 5 02:21:26.966
PDT: CALL-HOME-TRACE: GaliosCallHome_platformSpecificSlotString(): vslot=4, module=4.
*Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Event 141 description <Module 4: Unknown is
removed> *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Unable to get SNMP contact string *Aug
5 02:21:26.966 PDT: CALL-HOME-TRACE: SNMP Contact is <?> *Aug 5 02:21:26.966 PDT:
CALL-HOME-TRACE: call_home_collect_card_info() is entered *Aug 5 02:21:26.966 PDT:
CALL-HOME-TRACE: Have {4} to convert to int *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE:
collector:Total allotted entries =1 *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: collector:
frus value is =1 *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Have OIR FRU data (1) for

```

```

slot 4 *Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Collector has 1 FRUs *Aug 5
02:21:26.966 PDT: CALL-HOME-TRACE: GaliosCallHome_platformSpecificSlotString(): vslot=4,
module=4.
*Aug 5 02:21:26.966 PDT: CALL-HOME-TRACE: Collected card information for 1 slots *Aug 5
02:21:26.966 PDT: CALL-HOME-TRACE: Attempting to run 5 commands *Aug 5 02:21:26.966 PDT:
CALL-HOME-TRACE: Making sure system ready before processing CLI commands *Aug 5
02:21:26.967 PDT: CALL-HOME-TRACE: Opened console for CLI commands (3:0) *Aug 5
02:21:26.967 PDT: CALL-HOME-TRACE: call_home_event_callback: context 0x8A79EDD0 timer
0x88E160B4, callback 0x10DC2F60 *Aug 5 02:21:26.967 PDT: CALL-HOME-TRACE: Callhome event
callback invoked *Aug 5 02:21:26.967 PDT: CALL-HOME-TRACE: call_home_event_callback: info
0x87359348 *Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE: Event callback TYPE 141 ID 8 SEV 2
SN 0 *Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE: Non-Insert OIR Event (2) during boot *Aug
5 02:21:26.968 PDT: CALL-HOME-TRACE: call_home_get_profile_id() is entered *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: Found profile id (-2035082968) for event (8) *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: call_home_get_alert_group_id() is entered *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: Found alert group id (3) for event (8) *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: get_general_info(): is entered!
*Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE: The subtype is delta *Aug 5 02:21:26.968 PDT:
CALL-HOME-TRACE: Time zone NAME=PDT, offset=61200, display=+17:00 *Aug 5 02:21:26.968
PDT: CALL-HOME-TRACE: Date/time is <2010-08-05 02:21:26 GMT+17:00> (fmt len=29, strlen=29)
*Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE:
get_reply_to_address(): reply_to_address atmahesh@cisco.com

*Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE: call_home_get_transport_info() is entered,
transport 1 *Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE: call_home_get_recipient_list_for()
is entered, profile id 0x86B31928, type 1 *Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE:
call_home_get_transport_info(): profile id 2259884328, dest atmahesh@cisco.com, result 0
*Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE:
call_home_increment_inqueue_event_counter_profile() is entered *Aug 5 02:21:26.968 PDT:
CALL-HOME-TRACE: call_home_increment_inqueue_call_home_event_counter is entered *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:26.968 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:26.968
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:26.968 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:26.968 PDT:
CALL-HOME-TRACE: Have {4} to convert to int *Aug 5 02:21:26.968 PDT: CALL-HOME-TRACE:
is_stdby_oir_insert_event_after_bootup() slot 4, et 141 *Aug 5 02:21:26.968 PDT:
CALL-HOME-TRACE: is_stdby_oir_insert_event_after_bootup() RETURN FALSE *Aug 5
02:21:26.987 PDT: CALL-HOME-TRACE: Sent 'enable' to prepare for CLI commands *Aug 5
02:21:26.987 PDT: CALL-HOME-TRACE: GaliosCallHome_platformShowSystemCommand() is entered
*Aug 5 02:21:26.987 PDT: CALL-HOME-TRACE: Running CLI action show module *Aug 5
02:21:27.000 PDT: CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5
02:21:27.498 PDT: CALL-HOME-TRACE: Running CLI action show version *Aug 5 02:21:27.612
PDT: CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5 02:21:28.110 PDT:
CALL-HOME-TRACE: Running CLI action show inventory oid *Aug 5 02:21:28.125 PDT:
CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5 02:21:28.622 PDT:
CALL-HOME-TRACE: Running CLI action show idprom all *Aug 5 02:21:28.638 PDT:
CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5 02:21:29.135 PDT:
CALL-HOME-TRACE: Running CLI action show power *Aug 5 02:21:29.149 PDT: CALL-HOME-TRACE:
sleeping for 500 ms to avoid high CPU *Aug 5 02:21:29.646 PDT: CALL-HOME-TRACE: Closed
CLI connection *Aug 5 02:21:29.647 PDT: CALL-HOME-TRACE: Allocated 25682 bytes for long
message body *Aug 5 02:21:29.647 PDT: CALL-HOME-TRACE: Long text msg created (25682) *Aug
5 02:21:29.648 PDT: CALL-HOME-TRACE: call_home_send_msg() is entered, transport 3,
httpc_enabled 1 *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: xml args: <?xml version="1.0"
encoding="UTF-8"?><fh_smtp_args><fh_smtp_vrf_name>vrf1</fh_smtp_vrf_name></fh_smtp_args>
*Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: call_home_send_msg triggering http messages to
url https://172.17.46.17/its/service/oddce/services/DDCEService
*Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: call_home_httpc_post() url
https://172.17.46.17/its/service/oddce/services/DDCEService, sid 2, len 25682 *Aug 5
02:21:29.648 PDT: CALL-HOME-TRACE: call_home_httpc_post() sid 2, tid 1, mime_type
SOAPAction: "urn:ddce"
*Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: call_home_wait_for_httpc_resp : is entered *Aug
5 02:21:29.648 PDT: CALL-HOME-TRACE: call_home_add_httpc_resp_node : is entered *Aug 5
02:21:29.648 PDT: CALL-HOME-TRACE: call_home_add_httpc_resp_node: create new resp node

```

```

call_home_tid is 1 call_home_httpc_resp_recvd false, resp_status 128 *Aug 5 02:21:29.648
PDT: CALL-HOME-TRACE: call_home_wait_for_httpc_resp insert the current httpc response
recvd status is (128) *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: Creating XML msg for
Alert Group inventory (3) *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE:
call_home_collect_card_info() is entered *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: Have
{4} to convert to int *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: collector:Total allotted
entries =1 *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: collector: frus value is =1 *Aug 5
02:21:29.648 PDT: CALL-HOME-TRACE: Have OIR FRU data (1) for slot 4 *Aug 5 02:21:29.648
PDT: CALL-HOME-TRACE: Collector has 1 FRUs *Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE:
GaliosCallHome_platformSpecificSlotString(): vslot=4, module=4.
*Aug 5 02:21:29.648 PDT: CALL-HOME-TRACE: Collected card information for 1 slots *Aug 5
02:21:29.648 PDT: CALL-HOME-TRACE: Attempting to run 5 commands *Aug 5 02:21:29.648 PDT:
CALL-HOME-TRACE: Making sure system ready before processing CLI commands *Aug 5
02:21:29.649 PDT: CALL-HOME-TRACE: call_home_httpc_resp_data(): Received response for
0x8894E16C tid 1 sid 2 status 1 *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE: HTTP req data
free *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
RESPONSE DATA STARTS HERE

*Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE: call_home_httpc_resp_data() status = 1 *Aug 5
02:21:29.649 PDT: CALL-HOME-TRACE: call_home_set_httpc_resp_status: is entered. tid (1),
status (106), err_string () *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_httpc_resp_data : set tid (1) resp status to (106) *Aug 5 02:21:29.649 PDT:
CALL-HOME-TRACE: call_home_wait_for_httpc_resp : unblocked wait for tid (1), status is
(106)err string is (Unkown) *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_remove_httpc_resp_node : is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_httpc_resp_stat_clean_up is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
http resp from https://172.17.46.17/its/service/oddce/services/DDCEService failed, tid
(1), response status (106), err string (Unkown) *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_sync_statistics() is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_get_statistics() is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_ha_incr_sync: is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_get_statistics() is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_ha_incr_sync: is entered *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE:
call_home_decrement_inqueue_call_home_event_counter is entered *Aug 5 02:21:29.649 PDT:
CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5 02:21:29.649 PDT:
CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:29.649 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:29.649 PDT:
CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:29.649 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:29.649 PDT:
%CALL_HOME-3-HTTP_REQUEST_FAILED: failed to send HTTP request to :
    https://172.17.46.17/its/service/oddce/services/DDCEService
    (ERR 106 : Unkown)
*Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE: Sending message to [atmahesh@cisco.com]
(size=25682) *Aug 5 02:21:29.649 PDT: CALL-HOME-TRACE: mail servers 0 round retry *Aug 5
02:21:29.649 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.123.94> priority 1 *Aug
5 02:21:29.651 PDT: CALL-HOME-TRACE: Opened console for CLI commands (8:0) *Aug 5
02:21:29.662 PDT: CALL-HOME-TRACE: Sent 'enable' to prepare for CLI commands *Aug 5
02:21:29.662 PDT: CALL-HOME-TRACE: GaliosCallHome_platformShowSystemCommand() is entered
*Aug 5 02:21:29.662 PDT: CALL-HOME-TRACE: Running CLI action show module *Aug 5
02:21:29.776 PDT: CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5
02:21:29.847 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.193.198> priority 2 *Aug
5 02:21:30.274 PDT: CALL-HOME-TRACE: Running CLI action show version *Aug 5 02:21:30.288
PDT: CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5 02:21:30.787 PDT:
CALL-HOME-TRACE: Running CLI action show inventory oid *Aug 5 02:21:30.906 PDT:
CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5 02:21:31.406 PDT:
CALL-HOME-TRACE: Running CLI action show idprom all *Aug 5 02:21:31.520 PDT:
CALL-HOME-TRACE: sleeping for 500 ms to avoid high CPU *Aug 5 02:21:32.018 PDT:
CALL-HOME-TRACE: Running CLI action show power *Aug 5 02:21:32.034 PDT: CALL-HOME-TRACE:
sleeping for 500 ms to avoid high CPU *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Closed
CLI connection *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Event 141 for alert-group 3 at
index 1 is not inventory *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE:
create_element_table_from_templates: Created table to hold XML info (228) *Aug 5
02:21:32.535 PDT: CALL-HOME-TRACE: Time zone NAME=PDT, offset=61200, display=+17:00 *Aug
5 02:21:32.535 PDT: CALL-HOME-TRACE: Date/time is <2010-08-05 02:21:32 GMT+17:00> (fmt

```

```

len=29, strlen=29) *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Have {4} to convert to int
*Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: call_home_get_event_src_slot: slot for given
event is 4 *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Time zone NAME=PDT, offset=61200,
display=+17:00 *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Date/time is <2010-08-05
02:21:26 GMT+17:00> (fmt len=29, strlen=29) *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE:
Have {4} to convert to int *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: collector:Total
alloted entries =1 *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: collector: frus value is =1
*Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: GaliosCallHome_platformSpecificSlotString():
vslot=4, module=4.
*Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Event 141 description <Module 4: Unknown is
removed> *Aug 5 02:21:32.535 PDT: CALL-HOME-TRACE: Unable to get SNMP contact string *Aug
5 02:21:32.536 PDT: CALL-HOME-TRACE: call_home_make_xml: Formatting XML message body
(29004) *Aug 5 02:21:32.537 PDT: CALL-HOME-TRACE: call_home_send_msg() is entered,
transport 1, httpc_enabled 1 *Aug 5 02:21:32.537 PDT: CALL-HOME-TRACE: xml args: <?xml
version="1.0"
encoding="UTF-8"?><fh_smtp_args><fh_smtp_vrf_name>vrf1</fh_smtp_vrf_name></fh_smtp_args>
*Aug 5 02:21:32.537 PDT: CALL-HOME-TRACE: Sending message to [atmahesh@cisco.com]
(size=29004) *Aug 5 02:21:32.537 PDT: CALL-HOME-TRACE: mail servers 0 round retry *Aug 5
02:21:32.537 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.123.94> priority 1 *Aug
5 02:21:32.734 PDT: CALL-HOME-TRACE: Retrieved mail-server <64.104.193.198> priority 2
*Aug 5 02:21:36.893 PDT: CALL-HOME-TRACE: Mail sent successfully *Aug 5 02:21:36.893
PDT: CALL-HOME-TRACE: call_home_increment_success_call_home_event_counter is entered *Aug
5 02:21:36.893 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:36.893
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_decrement_inqueue_call_home_event_counter is entered *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:36.893
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_set_test_result_with_lock is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:36.893 PDT:
CALL-HOME-TRACE: call_home_event_callback context 0x892BED30, info 0x87353318 *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE: Callback done TYPE 141 ID 3 SEV 2 SN 0 *Aug 5
02:21:36.893 PDT: CALL-HOME-TRACE:
clean_up_notification_info() is entered....
*Aug 5 02:21:39.716 PDT: CALL-HOME-TRACE: Mail sent successfully *Aug 5 02:21:39.716
PDT: CALL-HOME-TRACE: call_home_increment_success_call_home_event_counter is entered *Aug
5 02:21:39.716 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:39.716
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_decrement_inqueue_call_home_event_counter is entered *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:39.716
PDT: CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_set_test_result_with_lock is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_sync_statistics() is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_get_statistics() is entered *Aug 5 02:21:39.716 PDT:
CALL-HOME-TRACE: call_home_ha_incr_sync: is entered *Aug 5 02:21:39.716 PDT:

```

```

CALL-HOME-TRACE: call_home_event_callback context 0x8A79EDD0, info 0x87359348 *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE: Callback done TYPE 141 ID 8 SEV 2 SN 0 *Aug 5
02:21:39.716 PDT: CALL-HOME-TRACE:
clean_up_notification_info() is entered....
*Aug 5 02:25:18.597 PDT: %C4K_REDUNDANCY-6-DUPLEX_MODE: The peer Supervisor has been
detected *Aug 5 02:25:57.514 PDT: %C4K_IOSMODPORTMAN-6-MODULEONLINE: Module 4
(WS-X45-SUP7-E S/N: CAT1351L02E Hw: 0.6) is online *Aug 5 02:25:57.523 PDT:
%C4K_REDUNDANCY-6-MODE: ACTIVE supervisor initializing for sso mode *Aug 5 02:25:57.568
PDT: %C4K_REDUNDANCY-3-COMMUNICATION: Communication with the peer Supervisor has been
established *Aug 5 02:26:01.578 PDT: %CALL_HOME-3-HTTP_REQUEST_FAILED: failed to send
HTTP request to :
    https://172.17.46.17/its/service/oddce/services/DDCEService
    (ERR 106 : Unkown)
*Aug 5 02:26:10.286 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The bootvar has been successfully
synchronized to the standby supervisor *Aug 5 02:26:10.286 PDT:
%C4K_REDUNDANCY-5-CONFIGSYNC: The config-reg has been successfully synchronized to the
standby supervisor *Aug 5 02:26:10.287 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
startup-config has been successfully synchronized to the standby supervisor *Aug 5
02:26:10.706 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The private-config has been successfully
synchronized to the standby supervisor *Aug 5 02:26:11.953 PDT:
%C4K_REDUNDANCY-5-CONFIGSYNC_RATELIMIT: The vlan database has been successfully
synchronized to the standby supervisor *Aug 5 02:26:20.713 PDT:
%CALL_HOME-3-HTTP_REQUEST_FAILED: failed to send HTTP request to :
    https://172.17.46.17/its/service/oddce/services/DDCEService
    (ERR 106 : Unkown)
*Aug 5 02:26:22.769 PDT: %XDR-6-ISSUCLIENABSENT: XDR client IPv6 table broker absent on
slot 4. Client functionality may be affected.
*Aug 5 02:26:43.464 PDT: %HA_CONFIG_SYNC-6-BULK_CFGSYNC_SUCCEED: Bulk Sync succeeded *Aug
5 02:26:43.464 PDT: %RF-5-RF_TERMINAL_STATE: Terminal state reached for (SSO) *Aug 5
02:26:40.009 PDT: %SSH-5-DISABLED: STANDBY:SSH 1.99 has been disabled *Aug 5 02:26:40.011
PDT: %SSH-5-ENABLED: STANDBY:SSH 1.99 has been enabled *Aug 5 02:30:30.694 PDT:
%SYS-5-CONFIG_I: Configured from console by console *Aug 5 03:12:19.647 PDT:
%C4K_REDUNDANCY-5-CONFIGSYNC: The private-config has been successfully synchronized to the
standby supervisor *Aug 5 03:12:20.082 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
startup-config has been successfully synchronized to the standby supervisor *Aug 5
03:19:57.822 PDT: %SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: Root guard enabled on port
GigabitEthernet1/1.
*Aug 5 03:19:58.268 PDT: %SPANTREE-2-ROOTGUARD_BLOCK: Root guard blocking port
GigabitEthernet1/1 on VLAN0005.
*Aug 5 03:19:58.532 PDT: %SPANTREE-5-TOPOTRAP: Topology Change Trap for vlan 3 *Aug 5
03:19:58.193 PDT: %SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: STANDBY:Root guard enabled on port
GigabitEthernet1/1.
*Aug 5 03:20:27.822 PDT: %SPANTREE-5-TOPOTRAP: Topology Change Trap for vlan 3 *Aug 5
03:21:00.304 PDT: %SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: Root guard disabled on port
GigabitEthernet1/1.
*Aug 5 03:21:00.304 PDT: %SPANTREE-2-ROOTGUARD_UNBLOCK: Root guard unblocking port
GigabitEthernet1/1 on VLAN0003.
*Aug 5 03:21:00.596 PDT: %SPANTREE-5-ROOTCHANGE: Root Changed for vlan 306: New Root Port
is GigabitEthernet1/1. New Root Mac Address is 001b.d474.ec80 *Aug 5 03:21:00.361 PDT:
%SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: STANDBY:Root guard disabled on port
GigabitEthernet1/1.
*Aug 5 03:21:01.710 PDT: %SPANTREE-5-ROOTCHANGE: Root Changed for vlan 1523: New Root
Port is GigabitEthernet1/1. New Root Mac Address is 001b.d474.ec80 *Aug 5 03:21:02.238
PDT: %SPANTREE-5-TOPOTRAP: Topology Change Trap for vlan 3 *Aug 5 03:21:30.606 PDT:
%SPANTREE-5-TOPOTRAP: Topology Change Trap for vlan 306 *Aug 5 03:21:31.719 PDT:
%SPANTREE-5-TOPOTRAP: Topology Change Trap for vlan 1523 *Aug 5 03:23:22.289 PDT:
%SYS-5-CONFIG_I: Configured from console by console *Aug 5 03:23:24.801 PDT:
%C4K_REDUNDANCY-5-CONFIGSYNC: The private-config has been successfully synchronized to the
standby supervisor *Aug 5 03:23:25.230 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
startup-config has been successfully synchronized to the standby supervisor *Aug 5
03:24:10.410 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug 5 03:24:12.641
PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The private-config has been successfully synchronized
to the standby supervisor *Aug 5 03:24:13.077 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
startup-config has been successfully synchronized to the standby supervisor *Aug 5

```



```

21:00:05.302 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug 5 21:00:24.989
PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug 5 21:00:33.674 PDT:
%LINK-5-CHANGED: Interface GigabitEthernet1/9, changed state to administratively down *Aug
5 21:00:34.675 PDT: %LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet1/9,
changed state to down Callista-4507E# Command Output Name : show inventory Attachment Type
: command output MIME Type : text/plain Command Output Text : NAME: "Switch System",
DESCR: "Cisco Systems, Inc. WS-C4507R-E 7 slot switch "
PID: WS-C4507R-E      , VID: V01  , SN: FOX1310GHG7

NAME: "Clock Module", DESCR: "Clock Module"
PID: WS-X4K-CLOCK-E   , VID: V01  , SN: JAE130627GH

NAME: "Mux Buffer 1 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YQZ

NAME: "Mux Buffer 2 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YV4

NAME: "Mux Buffer 5 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YSP

NAME: "Mux Buffer 6 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YRI

NAME: "Mux Buffer 7 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YSJ

NAME: "Linecard(slot 1)", DESCR: "10/100/1000BaseT (RJ45)V with 48 10/100/1000 baseT voice
power ports (Cisco/IEEE)"
PID: WS-X4548-GB-RJ45V , VID: V08  , SN: JAE1121HUQ8

NAME: "Linecard(slot 2)", DESCR: "10/100/1000BaseT (RJ45)+V E Series with 48 10/100/1000
baseT Premium PoE ports (Cisco/IEEE)"
PID: WS-X4748-RJ45V+E  , VID: V00  , SN: CAT1418L03K

NAME: "Linecard(slot 3)", DESCR: "Sup 7-E 10GE (SFP+), 1000BaseX (SFP) with 4 SFP+ Ports"
PID: WS-X45-SUP7-E     , VID: V00  , SN: CAT1351L02Q

NAME: "TenGigabitEthernet3/1", DESCR: "SFP-10Gbase-SR"
PID: SFP-10G-SR        , VID: V02  , SN: ECL132001XE

NAME: "Linecard(slot 4)", DESCR: "Sup 7-E 10GE (SFP+), 1000BaseX (SFP) with 4 SFP+ Ports"
PID: WS-X45-SUP7-E     , VID: V00  , SN: CAT1351L02E

NAME: "TenGigabitEthernet4/1", DESCR: "1000BaseSX"
PID: Unspecified      , VID:      , SN: OPA10365002

NAME: "Linecard(slot 5)", DESCR: "10/100/1000BaseT (RJ45)+V E Series with 48 10/100/1000
baseT Premium PoE ports (Cisco/IEEE)"
PID: WS-X4748-RJ45V+E  , VID: V00  , SN: CAT1340L01T

NAME: "Linecard(slot 6)", DESCR: "10/100/1000BaseT (RJ45)V with 48 10/100/1000 baseT voice
power ports (Cisco/IEEE)"
PID: WS-X4548-GB-RJ45V , VID: V08  , SN: JAE1120HNVZ

NAME: "Linecard(slot 7)", DESCR: "10GE SFP+ with 12 SFP+ ports"
PID: WS-X4712-SFP+E     , VID: V00  , SN: CAT1348L00J

NAME: "TenGigabitEthernet7/2", DESCR: "SFP-10Gbase-SR"
PID: SFP-10G-SR        , VID: V02  , SN: ECL1321003H

NAME: "TenGigabitEthernet7/3", DESCR: "SFP-10Gbase-SR"
PID: SFP-10G-SR        , VID: V02  , SN: AGD12344196

```

```

NAME: "Fan", DESCR: "FanTray"
PID: WS-X4597-E      , VID: V01  , SN: FOX1309HCYF

NAME: "Power Supply 1", DESCR: "Power Supply ( AC 1400W )"
PID: PWR-C45-1400AC  , VID: V04  , SN: DTH11177255

NAME: "Power Supply 2", DESCR: "Power Supply ( AC 1300W )"
PID: PWR-C45-1300ACV , VID: V05  , SN: DTML23900VH

```

Sample Syslog Alert Notification in XML Format

```

<?xml version="1.0" encoding="UTF-8"?>
<soap-env:Envelope xmlns:soap-env="http://www.w3.org/2003/05/soap-envelope">
<soap-env:Header>
<aml-session:Session xmlns:aml-session="http://www.cisco.com/2004/01/aml-session"
soap-env:mustUnderstand="true"
soap-env:role="http://www.w3.org/2003/05/soap-envelope/role/next">
<aml-session:To>http://tools.cisco.com/neddce/services/DDCEService</aml-session:To>
<aml-session:Path>
<aml-session:Via>http://www.cisco.com/appliance/uri</aml-session:Via>
</aml-session:Path>
<aml-session:From>http://www.cisco.com/appliance/uri</aml-session:From>
<aml-session:MessageId>M0:FOX1310GHG7:D0038D3D</aml-session:MessageId>
</aml-session:Session>
</soap-env:Header>
<soap-env:Body>
<aml-block:Block xmlns:aml-block="http://www.cisco.com/2004/01/aml-block">
<aml-block:Header>
<aml-block:Type>http://www.cisco.com/2005/05/callhome/syslog</aml-block:Type>
<aml-block:CreationDate>2010-08-04 23:54:53 GMT+17:00</aml-block:CreationDate>
<aml-block:Builder>
<aml-block:Name>Cat4500/4900</aml-block:Name>
<aml-block:Version>2.0</aml-block:Version>
</aml-block:Builder>
<aml-block:BlockGroup>
<aml-block:GroupId>G1:FOX1310GHG7:D0038D3D</aml-block:GroupId>
<aml-block:Number>0</aml-block:Number>
<aml-block:IsLast>true</aml-block:IsLast>
<aml-block:IsPrimary>true</aml-block:IsPrimary>
<aml-block:WaitForPrimary>false</aml-block:WaitForPrimary>
</aml-block:BlockGroup>
<aml-block:Severity>4</aml-block:Severity>
</aml-block:Header>
<aml-block:Content>
<ch:CallHome xmlns:ch="http://www.cisco.com/2005/05/callhome" version="1.0">
<ch:EventTime>2010-08-04 23:54:52 GMT+17:00</ch:EventTime> <ch:MessageDescription>*Aug 4
23:54:52.350 PDT: %LINK-3-UPDOWN: Interface GigabitEthernet1/9, changed state to
down</ch:MessageDescription> <ch:Event> <ch:Type>syslog</ch:Type>
<ch:SubType></ch:SubType> <ch:Brand>Cisco Systems</ch:Brand> <ch:Series>Cat4500 Series
Switches</ch:Series> </ch:Event> <ch:CustomerData> <ch:UserData>
<ch:Email>atmahesh@cisco.com</ch:Email>
</ch:UserData>
<ch:ContractData>
<ch:CustomerId>cis1</ch:CustomerId>
<ch:SiteId>hsr-sec-7</ch:SiteId>
<ch:ContractId>cisco123</ch:ContractId>
<ch:DeviceId>WS-C4507R-E@C@FOX1310GHG7</ch:DeviceId>
</ch:ContractData>
<ch:SystemInfo>
<ch:Name>Callista-4507E</ch:Name>
<ch>Contact></ch>Contact>
<ch>ContactEmail>atmahesh@cisco.com</ch>ContactEmail>

```

```

<ch:ContactPhoneNumber>+919901233008</ch:ContactPhoneNumber>
<ch:StreetAddress>9th Main, HSR, Bangalore, 560034</ch:StreetAddress> </ch:SystemInfo>
<ch:CCOID></ch:CCOID> </ch:CustomerData> <ch:Device> <rme:Chassis
xmlns:rme="http://www.cisco.com/rme/4.0">
<rme:Model>WS-C4507R-E</rme:Model>
<rme:HardwareVersion>1.1</rme:HardwareVersion>
<rme:SerialNumber>FOX1310GHG7</rme:SerialNumber>
<rme:AdditionalInformation>
<rme:AD name="PartNumber" value="73-9975-04" /> <rme:AD name="SoftwareVersion"
value="15.0(100)XO(1.42)" /> <rme:AD name="SystemObjectId" value="1.3.6.1.4.1.9.1.876" />
<rme:AD name="SystemDescription" value="Cisco IOS Software, Catalyst 4500 L3 Switch
Software (cat4500e-UNIVERSALK9-M), Version 15.0(100)XO(1.42), INTERIM SOFTWARE Copyright
(c) 1986-2010 by Cisco Systems, Inc.
Compiled Sun 01-Aug-10 02:58 by gsbuprod" /> </rme:AdditionalInformation> </rme:Chassis>
</ch:Device> </ch:CallHome> </aml-block:Content> <aml-block:Attachments>
<aml-block:Attachment type="inline"> <aml-block:Name>show logging</aml-block:Name>
<aml-block:Data encoding="plain"> <![CDATA[ Syslog logging: enabled (9172 messages
dropped, 1 messages rate-limited, 161 flushes, 0 overruns, xml disabled, filtering
disabled)

```

No Active Message Discriminator.

No Inactive Message Discriminator.

```

Console logging: level debugging, 2082 messages logged, xml disabled,
filtering disabled
Monitor logging: level debugging, 0 messages logged, xml disabled,
filtering disabled
Buffer logging: level debugging, 1905 messages logged, xml disabled,
filtering disabled
Exception Logging: size (8192 bytes)
Count and timestamp logging messages: disabled
Persistent logging: disabled

```

No active filter modules.

```

Trap logging: level informational, 111 message lines logged

```

```

Log Buffer (32768 bytes):
ableid:FFFFFFFF vrfid:FFFF tid:0 name:}
*Aug 4 22:38:57.564 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.564 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:3
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.564 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:2 as:3 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.564 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.564 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.564 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:3
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.564 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:2 as:3 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.564 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.564 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.564 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:3
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.564 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:2 as:3 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.564 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.564 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE

```

```

*Aug  4 22:38:57.564 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:3
tableid:0 vrfid:0 tid:0 name:} *Aug  4 22:38:57.564 PDT: EIGRP(parser):
CGC__intf_summ_nvgen: CTX{vrid:0 afi:2 as:3 tableid:0 vrfid:0 tid:0 name:} *Aug  4
22:38:57.564 PDT: EIGRP(parser): FIND:(119) CTX{vrid:FFFF afi:2 as:0 tableid:0 vrfid:0
tid:0 name:} *Aug  4 22:38:57.564 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.565 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:0 vrfid:0 tid:0 name:} *Aug  4 22:38:57.565 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:0 vrfid:0 tid:0 name:} *Aug  4
22:38:57.565 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.565 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.567 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:2 vrfid:2 tid:0 name:} *Aug  4
22:38:57.567 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.567 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:2 vrfid:2 tid:0 name:} *Aug  4
22:38:57.567 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.567 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:2 vrfid:2 tid:0 name:} *Aug  4
22:38:57.567 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.567 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:2 vrfid:2 tid:0 name:} *Aug  4
22:38:57.567 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.567 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.567 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:2 vrfid:2 tid:0 name:} *Aug  4
22:38:57.567 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.568 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.568 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:3
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.568 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:3 tableid:2 vrfid:2 tid:0 name:} *Aug  4
22:38:57.568 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug  4 22:38:57.568 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug  4 22:38:57.568 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:1
tableid:2 vrfid:2 tid:0 name:} *Aug  4 22:38:57.568 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:1 tableid:2 vrfid:2 tid:0 name:} *Aug  4

```



```

22:38:57.593 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.593 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.593 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.593 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.593 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.593 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.593 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.593 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.594 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:1
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.594 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:1 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.594 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.594 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.594 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:1
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.594 PDT: EIGRP(parser):
CGC__intf_summ_nvgens: CTX{vrid:0 afi:1 as:1 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.594 PDT: EIGRP(parser): FIND:(119) CTX{vrid:FFFF afi:1 as:0 tableid:0 vrfid:0
tid:0 name:} *Aug 4 22:38:57.594 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.595 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.595 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:2 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.595 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.595 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0
afi:2 as:1 tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.595 PDT: EIGRP(parser):
FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF vrfid:FFFF tid:0 name:} *Aug 4
22:38:57.595 PDT: EIGRP(parser): rc/hotice_rc: PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.595 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.595 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:2 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.595 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.595 PDT: EIGRP(parser):
FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF vrfid:FFFF tid:0 name:} *Aug 4
22:38:57.595 PDT: EIGRP(parser): rc/hotice_rc: PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.596 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:2 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.596 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:2 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.596 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.596 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0
afi:2 as:1 tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.596 PDT: EIGRP(parser):
FIND:(106) CTX{vrid:0 afi:2 as:0 tableid:FFFFFFFF vrfid:FFFF tid:0 name:} *Aug 4
22:38:57.596 PDT: EIGRP(parser): rc/hotice_rc: PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE

```



```

*Aug 4 22:38:57.597 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.597 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.598 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.598 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser): rc/hotice_rc:
PASS_NOCHANGE/CONFIG_RC_OK_NO_CHANGE
*Aug 4 22:38:57.601 PDT: EIGRP(parser): CSC_classic_int_csb2ctx: CTX{vrid:0 afi:1 as:0
tableid:0 vrfid:0 tid:0 name:} *Aug 4 22:38:57.601 PDT: EIGRP(parser):
CGC_classic_intf_nvgen: CTX{vrid:0 afi:1 as:0 tableid:0 vrfid:0 tid:0 name:} *Aug 4
22:38:57.601 PDT: EIGRP(parser): FIND:(106) CTX{vrid:0 afi:1 as:0 tableid:FFFFFFFF
vrfid:FFFF tid:0 name:} *Aug 4 22:38:59.467 PDT: %SYS-3-LOGGER_DROPPED: System dropped
9172 console debug messages.

*Aug 4 22:43:57.163 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug 4
23:26:05.141 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug 4 23:28:15.251
PDT: %IOSXE-5-PLATFORM: 4 %SYSTEM-3-SYSTEM_SHELL_LOG: Shell started:
*Aug 4 23:29:16.074 PDT: %IOSXE-5-PLATFORM: 4 %SYSTEM-3-SYSTEM_SHELL_LOG: Shell ended:
*Aug 4 23:29:16.078 PDT: %IOSXE-5-PLATFORM: 4 %SYSTEM-3-SYSTEM_SHELL_LOG: Log:
bootflash:tracelogs/system_shell.log.20100804232815
*Aug 4 23:29:16.093 PDT: %IOSXE-5-PLATFORM: 4 %SYSTEM-3-SYSTEM_SHELL_LOG: (fingerprint:
4d8f4f1753ac61d9ef63a264fe7b5e50) *Aug 4 23:29:33.122 PDT: %IOSXE-5-PLATFORM: STANDBY:3
%SYSTEM-3-SYSTEM_SHELL_LOG: Shell started:
*Aug 4 23:29:52.479 PDT: %IOSXE-6-PLATFORM: STANDBY:3 sshd[3866]: Did not receive
identification string from 10.64.71.85 *Aug 4 23:29:52.616 PDT: %IOSXE-6-PLATFORM:
STANDBY:3 sshd[3871]: Did not receive identification string from 10.64.71.49 *Aug 4
23:29:52.775 PDT: %IOSXE-6-PLATFORM: STANDBY:3 sshd[3876]: Did not receive identification
string from 10.64.71.80 *Aug 4 23:29:53.006 PDT: %IOSXE-6-PLATFORM: STANDBY:3 sshd[3881]:
Did not receive identification string from 10.64.71.40 *Aug 4 23:29:53.290 PDT:

```

```

%IOSXE-6-PLATFORM: STANDBY:3 sshd[3886]: Did not receive identification string from
10.64.71.39 *Aug  4 23:32:18.027 PDT: %IOSXE-5-PLATFORM: STANDBY:3
%SYSTEM-3-SYSTEM_SHELL_LOG: Shell ended:
*Aug  4 23:32:18.029 PDT: %IOSXE-5-PLATFORM: STANDBY:3 %SYSTEM-3-SYSTEM_SHELL_LOG: Log:
bootflash:tracelogs/system_shell.log.20100804232933
*Aug  4 23:32:18.036 PDT: %IOSXE-5-PLATFORM: STANDBY:3 %SYSTEM-3-SYSTEM_SHELL_LOG:
(fingerprint: ad3f9da7b85e2de2c6d1b4375bc222ad) *Aug  4 23:38:24.689 PDT: %SYS-5-CONFIG_I:
Configured from console by console *Aug  4 23:38:26.896 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC:
The private-config has been successfully synchronized to the standby supervisor *Aug  4
23:38:27.348 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The startup-config has been successfully
synchronized to the standby supervisor *Aug  4 23:42:26.473 PDT: %SYS-5-CONFIG_I:
Configured from console by console *Aug  4 23:42:28.562 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC:
The private-config has been successfully synchronized to the standby supervisor *Aug  4
23:42:28.995 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The startup-config has been successfully
synchronized to the standby supervisor *Aug  4 23:44:25.813 PDT: %SYS-5-CONFIG_I:
Configured from console by console *Aug  4 23:48:37.729 PDT: %SYS-5-CONFIG_I: Configured
from console by console *Aug  4 23:49:05.825 PDT: %SYS-5-CONFIG_I: Configured from console
by console *Aug  4 23:51:24.813 PDT: %SYS-5-CONFIG_I: Configured from console by console
*Aug  4 23:51:47.705 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug  4
23:52:44.909 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug  4 23:52:47.190
PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The private-config has been successfully synchronized
to the standby supervisor *Aug  4 23:52:47.655 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
startup-config has been successfully synchronized to the standby supervisor *Aug  4
23:53:40.201 PDT: %SYS-5-CONFIG_I: Configured from console by console *Aug  4 23:53:42.482
PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The private-config has been successfully synchronized
to the standby supervisor *Aug  4 23:53:42.882 PDT: %C4K_REDUNDANCY-5-CONFIGSYNC: The
startup-config has been successfully synchronized to the standby supervisor
Callista-4507E#]]></aml-block:Data>
</aml-block:Attachment>
<aml-block:Attachment type="inline">
<aml-block:Name>show inventory</aml-block:Name> <aml-block:Data encoding="plain">
<![CDATA[NAME: "Switch System", DESCR: "Cisco Systems, Inc. WS-C4507R-E 7 slot switch "
PID: WS-C4507R-E      , VID: V01  , SN: FOX1310GHG7

NAME: "Clock Module", DESCR: "Clock Module"
PID: WS-X4K-CLOCK-E   , VID: V01  , SN: JAE130627GH

NAME: "Mux Buffer 1 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YQZ

NAME: "Mux Buffer 2 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YV4

NAME: "Mux Buffer 5 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YSP

NAME: "Mux Buffer 6 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YRI

NAME: "Mux Buffer 7 ", DESCR: "Mux Buffers for Redundancy Logic"
PID: WS-X4590-EX=    , VID:      , SN: JAE13093YSJ

NAME: "Linecard(slot 1)", DESCR: "10/100/1000BaseT (RJ45)V with 48 10/100/1000 baseT voice
power ports (Cisco/IEEE)"
PID: WS-X4548-GB-RJ45V , VID: V08  , SN: JAE1121HUQ8

NAME: "Linecard(slot 2)", DESCR: "10/100/1000BaseT (RJ45)+V E Series with 48 10/100/1000
baseT Premium PoE ports (Cisco/IEEE)"
PID: WS-X4748-RJ45V+E  , VID: V00  , SN: CAT1418L03K

NAME: "Linecard(slot 3)", DESCR: "Sup 7-E 10GE (SFP+), 1000BaseX (SFP) with 4 SFP+ Ports"
PID: WS-X45-SUP7-E     , VID: V00  , SN: CAT1351L02Q

NAME: "TenGigabitEthernet3/1", DESCR: "SFP-10Gbase-SR"

```

```

PID: SFP-10G-SR          , VID: V02  , SN: ECL132001XE

NAME: "Linecard(slot 4)", DESCR: "Sup 7-E 10GE (SFP+), 1000BaseX (SFP) with 4 SFP+ Ports"
PID: WS-X45-SUP7-E      , VID: V00  , SN: CAT1351L02E

NAME: "TenGigabitEthernet4/1", DESCR: "1000BaseSX"
PID: Unspecified       , VID:      , SN: OPA10365002

NAME: "Linecard(slot 5)", DESCR: "10/100/1000BaseT (RJ45)+V E Series with 48 10/100/1000
baseT Premium PoE ports (Cisco/IEEE)"
PID: WS-X4748-RJ45V+E  , VID: V00  , SN: CAT1340L01T

NAME: "Linecard(slot 6)", DESCR: "10/100/1000BaseT (RJ45)V with 48 10/100/1000 baseT voice
power ports (Cisco/IEEE)"
PID: WS-X4548-GB-RJ45V , VID: V08  , SN: JAE1120HNVZ

NAME: "Linecard(slot 7)", DESCR: "10GE SFP+ with 12 SFP+ ports"
PID: WS-X4712-SFP+E    , VID: V00  , SN: CAT1348L00J

NAME: "TenGigabitEthernet7/2", DESCR: "SFP-10Gbase-SR"
PID: SFP-10G-SR       , VID: V02  , SN: ECL1321003H

NAME: "TenGigabitEthernet7/3", DESCR: "SFP-10Gbase-SR"
PID: SFP-10G-SR       , VID: V02  , SN: AGD12344196

NAME: "Fan", DESCR: "FanTray"
PID: WS-X4597-E        , VID: V01  , SN: FOX1309HCYF

NAME: "Power Supply 1", DESCR: "Power Supply ( AC 1400W )"
PID: PWR-C45-1400AC   , VID: V04  , SN: DTH11177255

NAME: "Power Supply 2", DESCR: "Power Supply ( AC 1300W )"
PID: PWR-C45-1300ACV  , VID: V05  , SN: DTM123900VH

Callista-4507E#]]></aml-block:Data>
</aml-block:Attachment>
</aml-block:Attachments>
</aml-block:Block>
</soap-env:Body>
</soap-env:Envelope>

```

