Support Privacy during Exchange of Telemetry Information when Registered with CSSM or Satellite

Contents

Introduction

This document describes how to support the privacy of CUCM information when registered with Cisco Smart Software Manager (CSSM) or Satellite.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco Unified Communications Manager (CUCM) version 12.5

Components Used

The information in this document is based on Cisco Call Manager version 12.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

When you try to register CUCM product instance with CSSM or Satellite, normally the CUCM IP and Hostname are sent when a registered request is sent to CSSM or Satellite.

Once this privacy feature is enabled, CUCM no longer sends the Hostname or IP address to CSSM or Satellite, instead, it sends the UDI (Unique for each product instances) to the CSSM or Satellite server during product instance registration.

Procedure

1. In order to enable this privacy, the administrator checks the box **Do not share my hostname or IP address with Cisco** under Transport setting, as shown in the image.

2. In order to enable this checkbox, you have to ensure your product instance in unregistered state.

3. After you enable this check box, Smart License Manager Service is restarted in the backend.

4. Once the service is successfully restarted, it gives the prompt as shown in this image, the transport settings successfully updated.

─ Status ───
ⓘ Cisco Smart License Manager service restarted and Transport settings updated successfully.
───

Configure how the product instance will communicate with Cisco.

🔘 Direct - product communicates directly with Cisco licensing servers.
   URL : https://tools.cisco.com/its/service/oddce/services/DDCEService

⚪ Transport Gateway - proxy data via Transport Gateway or Smart Software Manager satellite.
   URL : [   ]

⚪ HTTP/HTTPS Proxy - send data via an intermediate HTTP or HTTPS Proxy.
   IP Address/Host Name : [   ]
   Port : [   ]

☑ Do not share my hostname or IP address with Cisco.

5. You have to re-register your product instance after you perform these changes.

Verify

License Management and CSSM UI Changes

After you enable this privacy checkbox, It displays the Product Instance Name with Product UDI.

In this image the Privacy Mode is disabled.

License Management

─ Smart Software Licensing ───

Registration Status   ☑ Registered
License Authorization Status   ☑ Authorized (Tuesday, February 12, 2019 10:31:55 AM IST)
Smart Account   BU Production Test
Virtual Account   TAC-CollabTesting
Product Instance Name   cucm125.anton.lab
Export-Controlled Functionality   Allowed
Transport Settings   Direct View/Edit the Licensing Smart Call Home settings
Licensing Mode   Enterprise

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| General | Licenses | **Product Instances** | Event Log |

Name	Product Type	Last Contact
ccm12pub	UCL	2018-Dec-23 23:19:23
cer	UCL	2019-Feb-11 12:30:41
cucm125	UCL	2019-Feb-12 08:13:44
cucm125.anton.lab	UCL	2019-Feb-12 05:02:13

In this image, the Privacy Mode is Enabled.

Troubleshoot

Need to collect these logs if any issue :

CLI: **activelog/cm/trace/slm/log4j/slm.log**

1. Smart agent logs become the part of **slm.log**

2. Call home logs are written into:
   activelog/cm/trace/slm/log4j/gch.log

   activelog/cm/trace/slm/log4j/tp.log