



---

## 如何自动创建Cisco TAC支持案例

[https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/How\\_to\\_automatically\\_create\\_Cisco\\_TA...](https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/How_to_automatically_create_Cisco_TA...)

Updated: Wed, 22 Apr 2026 07:32:32 GMT

### 适用场景

- 从NetApp购买的Cisco Nexus和MDS交换机
- 不适用于/支持MetroCluster 配置

### 问题描述

#### 什么是Cisco Smart Call Home功能？

- 可以在Cisco集群交换机上启用Cisco Smart Call Home、以便通过Cisco技术支持中心(TAC)自动为严重事件创建案例
- 创建Cisco TAC案例的特定事件可在每个交换机型号 [的智能自动通报监控详细信息](#) 中找到

#### 要确保成功部署、必须采取哪些步骤？

- 验证 [智能自动通报功能是否可用于您的设备](#) 注意：需要 [Cisco.com帐户\(CCOID\)](#)

---

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information

- 确保 [设备已包含在有效且有效的服务合同中](#)
- 确保要注册智能自动通报设备的人员拥有 [Cisco.com帐户](#) 并已登录
- [验证涉及设备的合同是否与](#) 向智能自动通报注册设备的人员 [的Cisco.com帐户相关联](#)