Actifio Tech Brief

Enhanced HTTPS Call Home

Introduction

Actifio Call Home sends an email routed through SMTP to Actifio Customer Support every six hours. In the event of a problem, Actifio Support can refer to this information to minimize time to recovery. In the v9.0 release, the Call Home capability has been extended over HTTPS to increase usage and reliability of call-home, improve security, and create a foundation for call home from the other Actifio products like AGM.

Advantages of HTTPS Call Home

Using HTTPS over SMTP will solve:

- Operational problems like setting up mail accounts, email relays over firewalls and other filters.

- Security concerns, as SMTP email is not encrypted

- Difficulty in diagnosing issues since customers and partners could not easily identify if an email was actually reaching Actifio.

- Issues related to lost messages or gaps in message delivery because of the vagaries of SMTP transport.

In addition, using SMTP limited the size of the payload and therefore how much information could be sent back.

The HTTPS Call Home functionality has changes for the CLI, Actifio Desktop and the Actifio Global Manager. For information on the changes, see:

Actifio CLI

configcallhome

A new command `configcallhome` is now available. Use this command to configure Call Home functionality, with HTTP or email. The Call Home functionality is disabled by default.

Rights

You must have 'System View' role to configure email server.

Parameters

Parameter	Description
-customername *name*	Optional. Specifies the customer name.
-disable *true|false*	Optional. Specifies whether to enable or disable Call Home functionality. It is disabled by default.
-mailfailback *true|false*	Optional. Specifies whether to failback to using mail when http or https fails to send the message.
-mode *https|mail*	Optional. Specifies one of mail, http, https, default to https.
-proxy-password *password*	Optional. Specifies proxy password.
-proxy-server *server*	Optional. Specifies proxy server to use.
-proxy-username *server*	Optional. Specifies proxy username.
-proxy-type *http|socks*	Optional. Specifies proxy type.
-recipient	Optional. Specifies the recipient(s) of the email. Use a comma (,) to separate multiple recipients. **Note:** *This will replace any existing recipient(s) previously configured.*

CLI Syntax:

```
>>- udstask -- -- configcallhome -- --------------------------->
>--+-------------------------+-- --+-------------------------+-->
   '- -customername -- name -'     '- -mode --+- email -+-- -'
                                              '- https -'
>--+-------------------------+-- -------------------------->
   '- -disable --+- true --+-- -'
                '- false -'
>--+-------------------------------+-- --------------------->
   '- -mailfailback --+- true --+-- -'
                      '- false -'
>--+-------------------------------+-- --------------------->
   '- -proxy-password -- password -'
>--+-------------------------------+-- --------------------->
```

```
   '- -proxy-server -- proxyserver -'
>--+-----------------------------+-- ----------------------->
   '- -proxy-type --+- http --+-- -'
                    '- socks -'
>--+-----------------------------+-- ----------------------->
   '- -proxy-username -- username -'
>--+-----------------------------+----------------------------->< 
   '- -recipient -- recipient -'
```

CLI Example

```
$ udstask configcallhome -customername Actifio-CustomerA -mode https
```

getcallhomeconfig

A new command `getcallhomeconfig` is now available. Use this command to retrieve your Call Home configuration.

Rights

You must have 'System View' or 'System View' role to configure email server.

Parameters

Parameter	Description
-delim *delimiter*	Optional. Specifies the delimiter to be used when displaying the results, default to ' '.

CLI Example

```
$ udsinfo  getcallhomeconfig

disable false
customername Actifio_CustomeA
recipient support-bot@actifio.com
```

Actifio Desktop

Configuring Actifio Call-Home

To send Actifio appliance statistics to Actifio Support every 6 hours:

1. Open the **Domain Manager** to **System** > **Configuration** > **Notification**.

2. On the **Email** tab, click the **Call Home** tab. Call Home is disabled by default.

3. Click the **Enabled** option to enable Call Home.

4. In the Customer Name, enter the name of the Actifio customer.

5. In the Call home method section, select **HTTPS** (preferred).

6. You can optionally select **Try SMTP if failure** if you want to send email via SMTP if connection to proxy server fails.

7. Configure connection to the proxy server (required for HTTPS connection).

    a. For **Proxy Server**, enter the IP address of the server.

    b. For **Proxy Method**, choose from SOCKS or HTTP.

    c. For **Port**, enter the port to use when sending data to the proxy server.

      d.   For **Proxy Username** and **Proxy Password**, enter the username and password to use for proxy authentication.
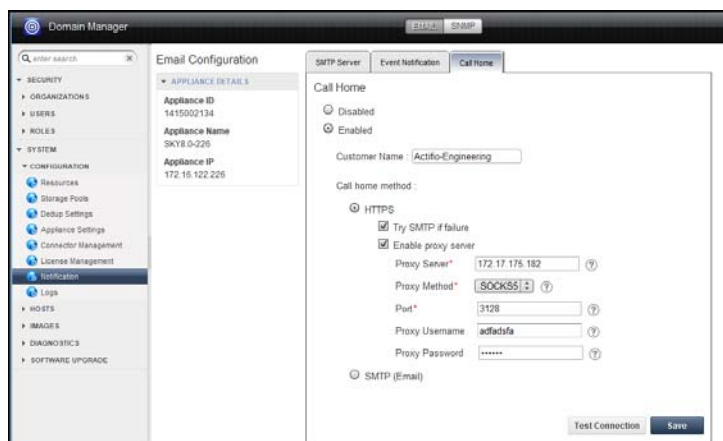
**Configuring the Call Home Health Check Feature**

8. Click **Save** to save the configuration.

9. Optionally, click on **Test Connection**. If the connection is configured correctly, you will see the message *Call Home Connection Test succeeded*

Actifio Global Manager

Configuring Actifio Call-Home

To view the Call Home status of Actifio appliances managed by AGM:

1. In AGM, click on **Domain Manager** to view the list of appliances managed by AGM.

2. For each appliance, review the Call Home Status column.
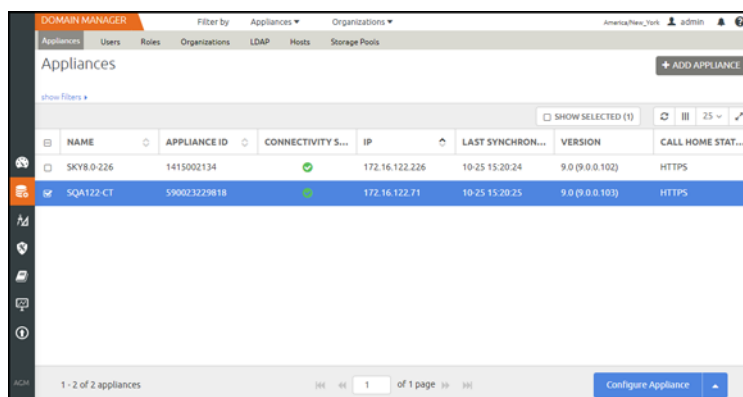
Depending on Call Home configuration done via the Actifio CLI or Actifio Desktop, the status will be Disabled, HTTPS or SMTP.

3. To change the Call Home configuration, select an appliance and click **Configure Appliance**. The Actifio Desktop opens on a separate browser.

4. Go to **Domain Manager > Configuration > Notification > Call Home** and make the necessary changes using instructions in Actifio Desktop on page 3.