Configure Debug Level in MPP Phones Registered in Webex Calling

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Introduction

This document describes the procedure to set the log level to Debug in MPP (Multiplatform Firmware) Phones from Control Hub.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub

Components Used

The information in this document is based on these software versions:

- Cisco 8851 IP Phone - MPP Firmware 12.0.7

The information in this document was created from the devices in a specific lab environment. All of the

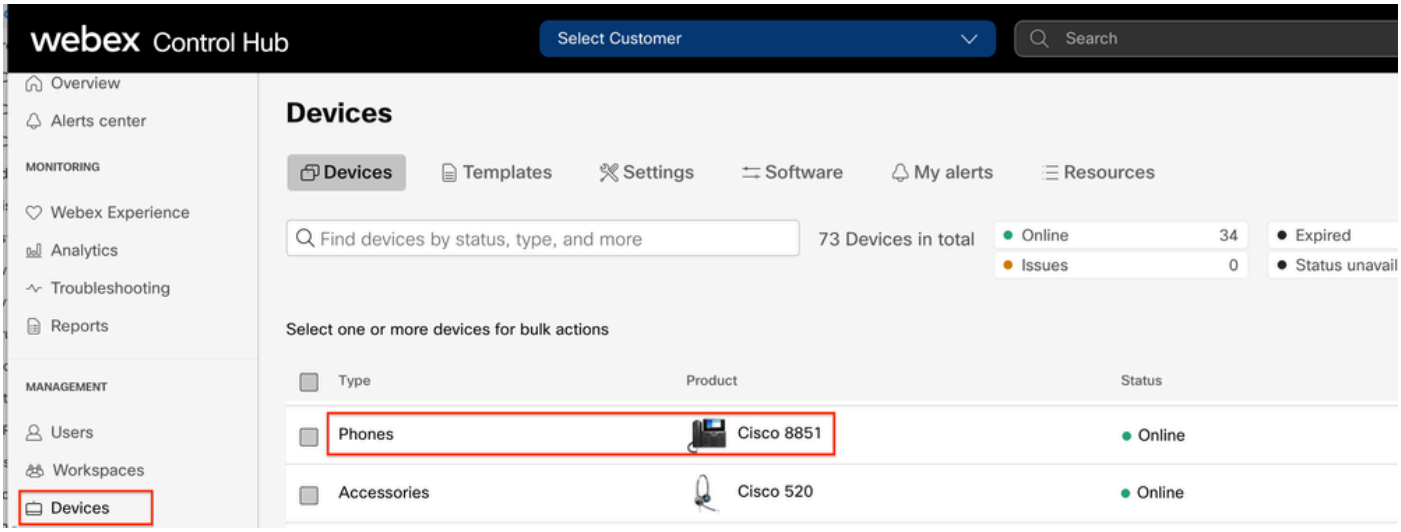
devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

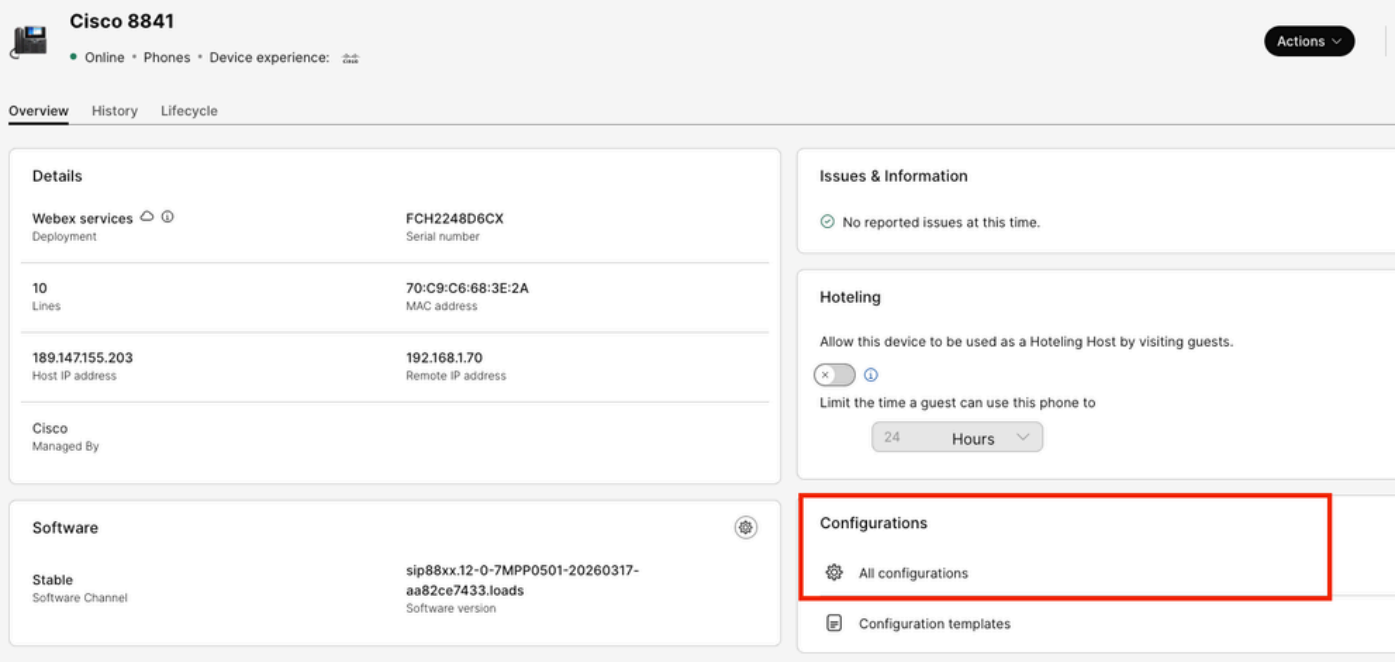
When an MPP Phone has a problem or error, the log level must be set in Debug before a PRT (Problem Report Tool) is retrieved from the device to troubleshoot.

Set the log level

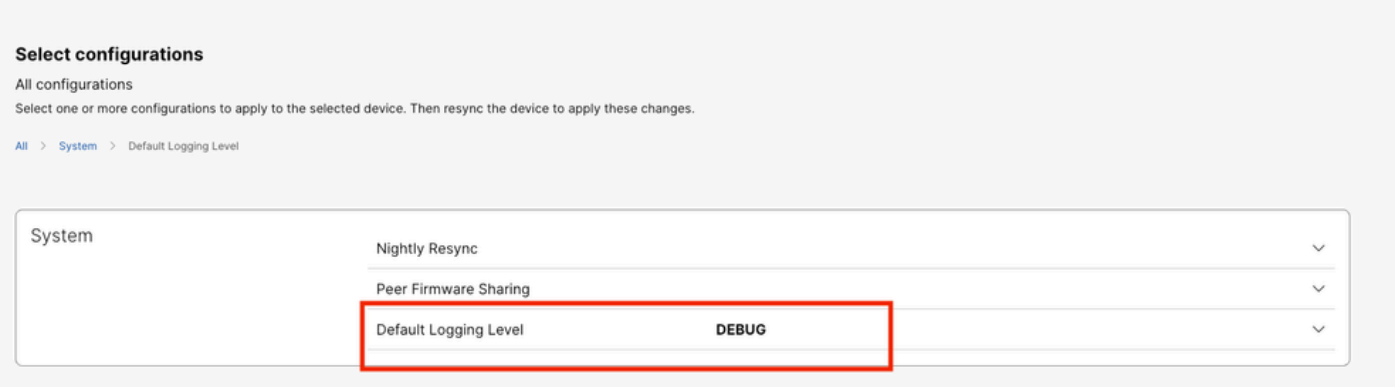
In order to correctly configure the log level, navigate to **Control Hub** > **Devices** and select the device that has the issue. Confirm that the device shows **Online**:



On the Device Page, navigate to the **Configurations** section and select **All Configurations.**



On **All configurations**, confirm that **Default Logging Level** is set to **DEBUG** and select **Save.**



Note: In order for the changes to take place, reset the device so that it downloads the updated configuration file.

Generate the PRT

Once the correct log level has been configured in the device, allow time for the problem to occur and generate the PRT.

Generate the PRT from the Device

Step 1. On the device, press the **Applications** button .

Step 2. Go to **Status** > **Report Problem.**

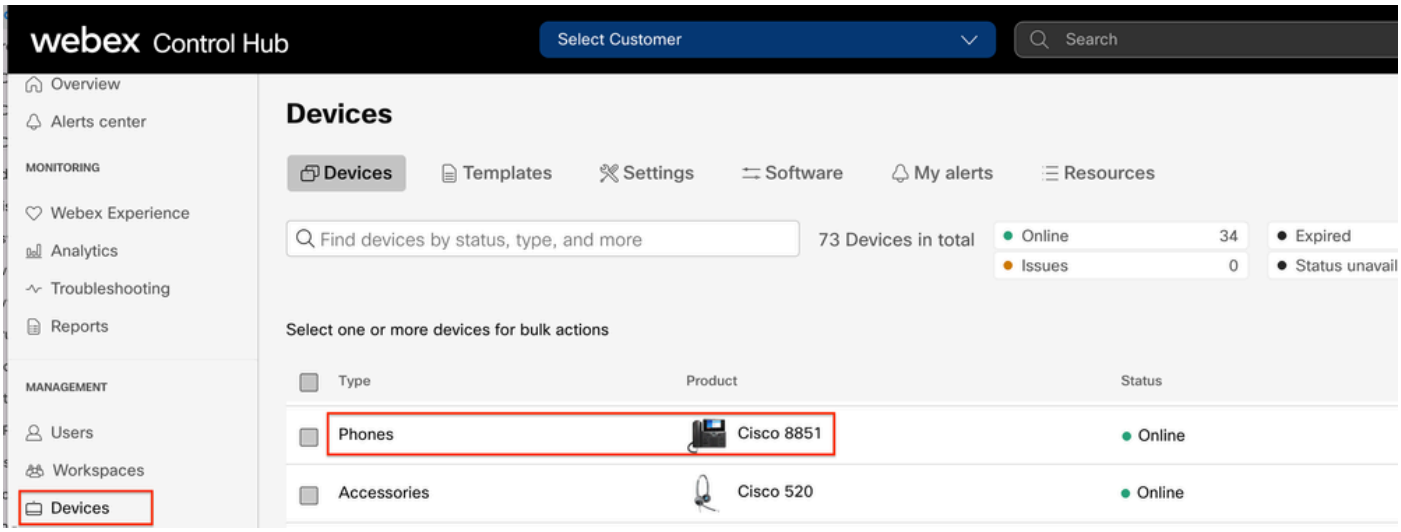
Step 3. Enter Date and Time of the problem.

Step 4. Select a Description from the list.

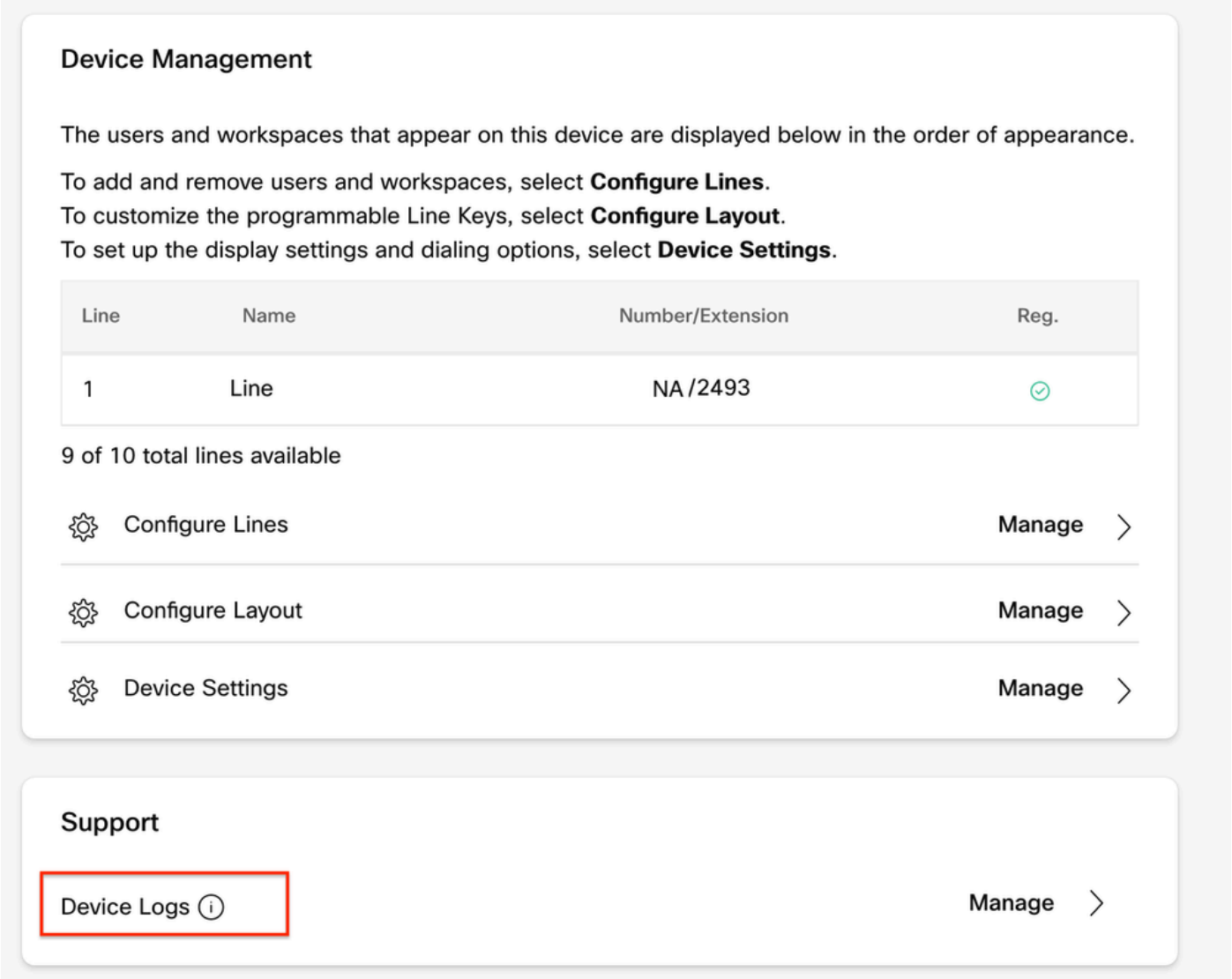
Step 5. Press **Submit.**

Generate the PRT from Control Hub

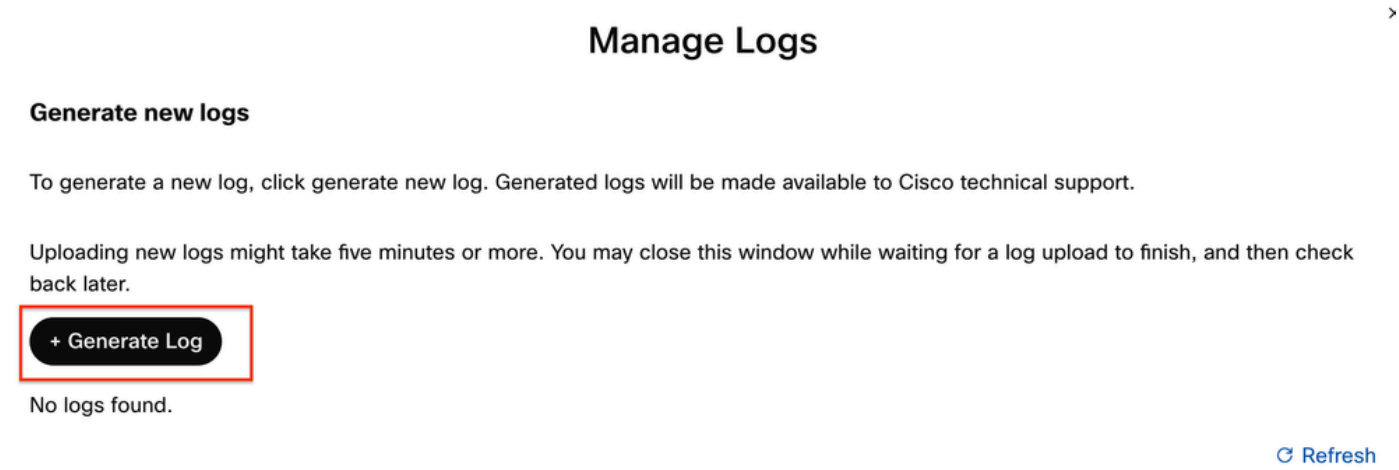
Step 1. Navigate to **Control Hub** > **Devices** and select the device:



Step 2. On the Phone page go to **Support** > **Device Logs.**

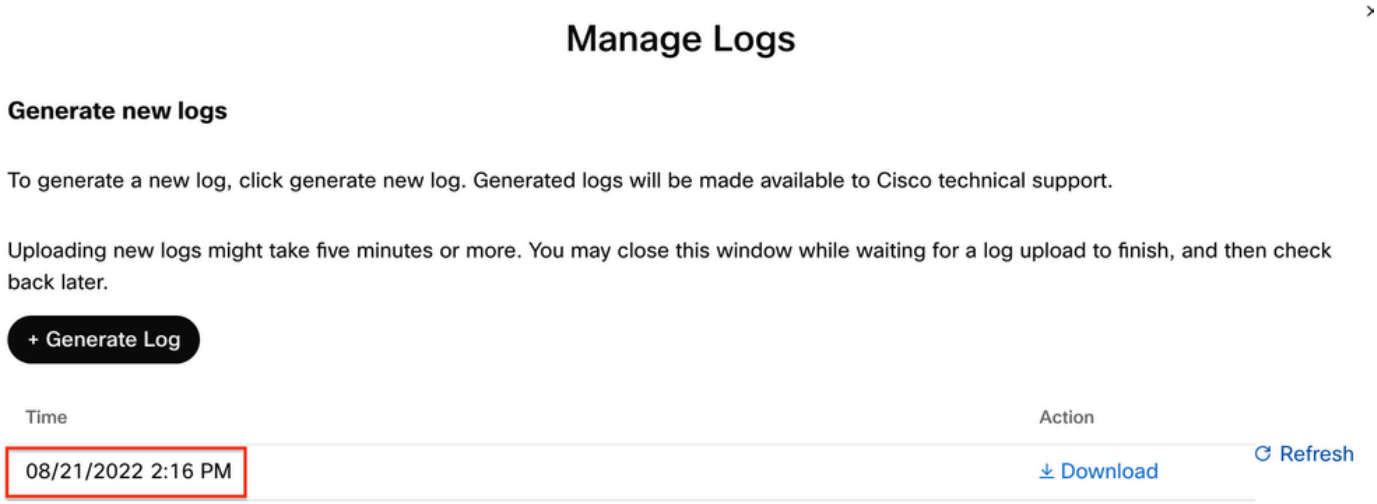


Step 3. On the **Manage Logs** page, select **Generate Log.**



Verify

Once the PRT has been submitted either manually or via Control Hub, the available logs are listed on the **Manage Logs** section:



Related information

- Demand PRT Collection in Control Hub
- Report All Phone Issues

- Cisco Technical Support and Documentation