Collect PCAP Trace from MPP IP Phones

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Introduction

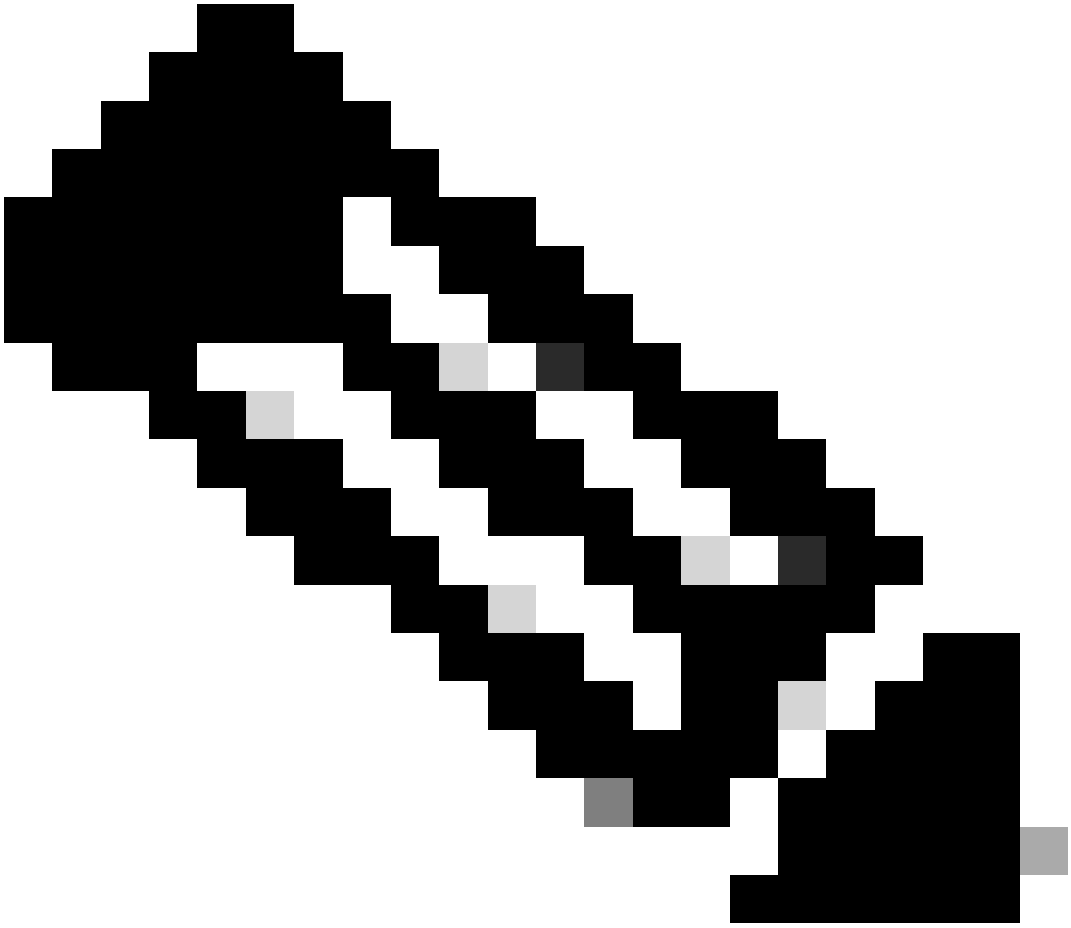
This document describes the process to collect a PCAP trace from MPP Cisco IP phones.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Control Hub Administration.
- How to access to Cisco IP Phone Web Page.
- Admin Password Device.



Note: For Webex Calling (WxC) provisioned devices ask WxC support.

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

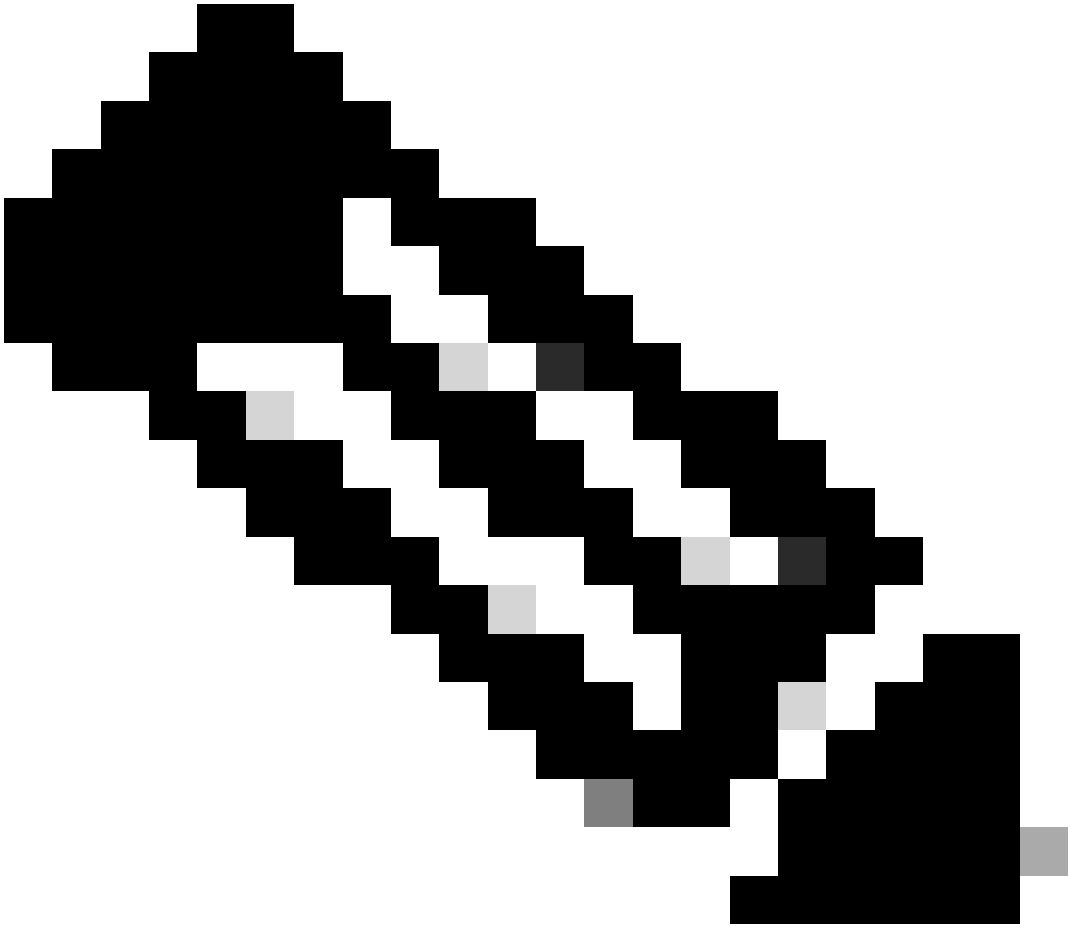
A **Packet Capture** (**PCAP**) Trace is a capture taken from a network interface to do a network analysis and troubleshooting. The output file is a **.pcap** and can be read in any **Network Packet Analyzer** like **Wireshark**.

Cisco IP Phones, at times, do not take the config files to be provisioned or they have problems registering Webex Calling sevices.

In that case, is very helpful to get a **PCAP** trace directly from the IP Phone to know what is happening in the network.

Procedure

Step 1. Navigate to Admin Page https://IP_ADDRESS_PHONE/Admin



Note: If the IP Address is unknown, it can be obtained from **Settings** > **Status** > **Network Status** > **IPv4 Status**.

Step 2. Log in as username **Admin**, enter the password, and select **Login** button.


Cisco IP Phone for 3rd Party Call Control
CISCO
Username
Admin
Password
Login

Log In Page

Note: For factory reset devices, the log in page doesn`t appear. The config page appears directly

Step 3. Select **Info** and then **Debug Info** in the top menu.



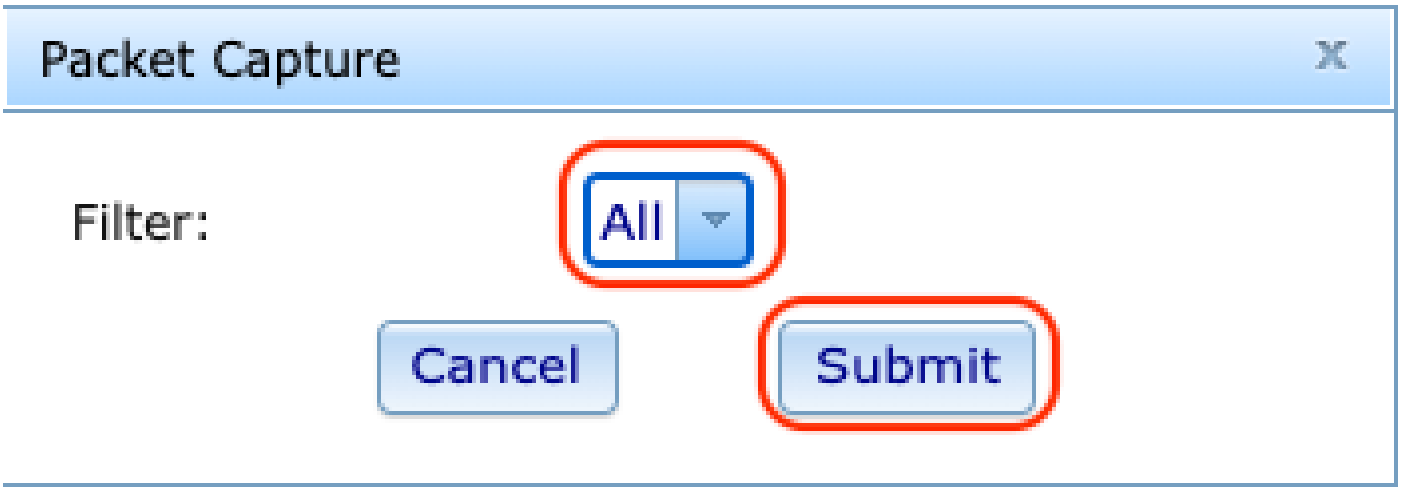
Top Menu

Step 4. Select **Start Packet Capture** located in the right of the page.



Start Packet Capture

Step 5. Packet Capture options appears. Select Filter **All** and select the button **Submit**.



Packet Capture Options

Step 6. Attempt to recreate or reproduce the specific problem or issue that you currently have.

Step 7. After successfully recreating the issue, proceed to select the **Stop Packet Capture** option.



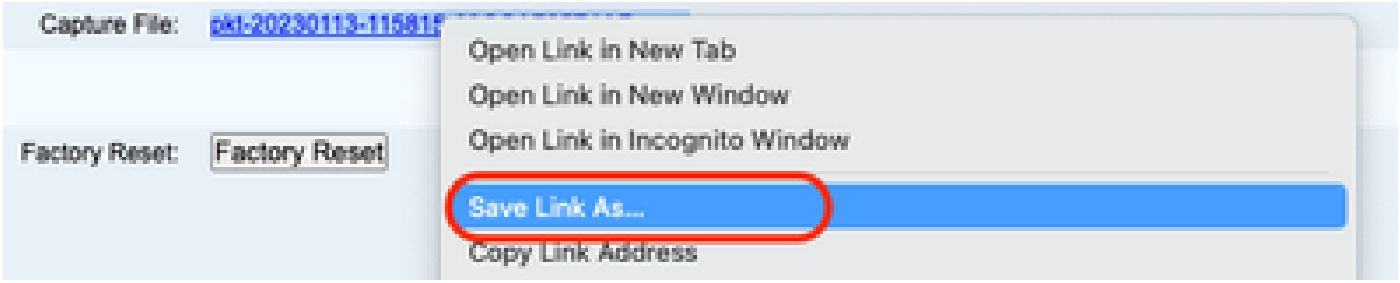
Stop Packet Capture

Step 8. Once the phone has finished to create the pcap, the new file appears.



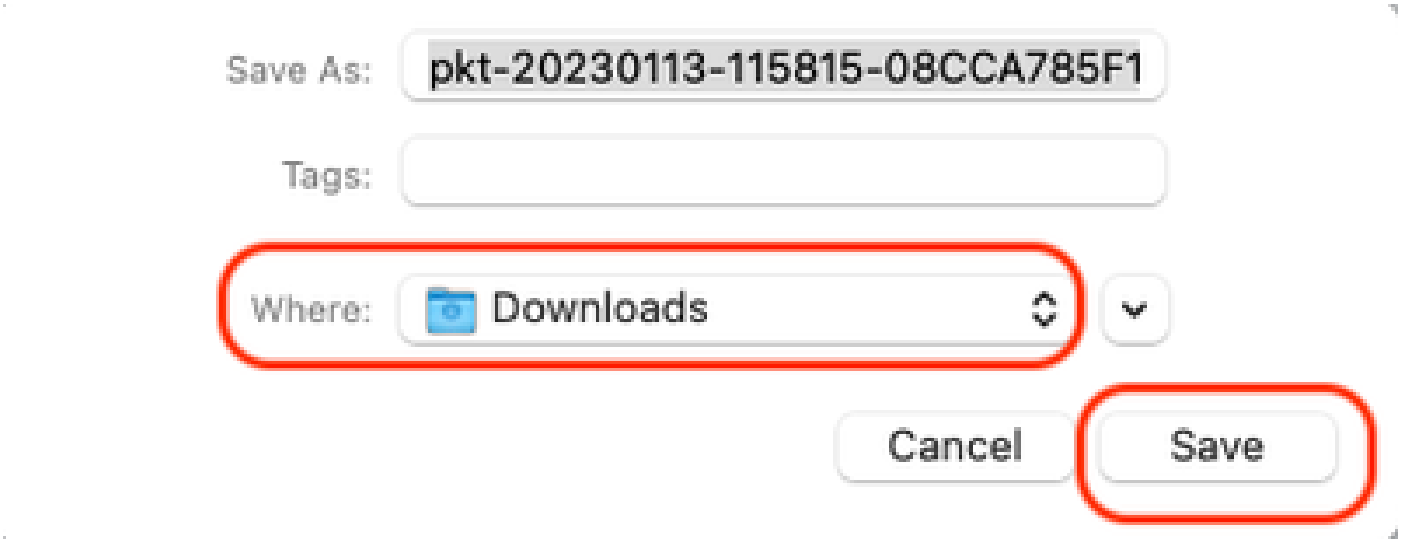
New Pcap File

Step 9. Download the PRT Log. Right-click on the link pcap and choose **Save link as...** in order to download the logs.



Save link

Step 10. Select the directory where you want to save and the button **Save**.



Save

Related Information

- **Configure and manage Webex Calling devices**
- **Configure and modify device settings in Webex Calling**
- **Generate PRT Manually for MPP Phones**