



# Troubleshooting

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This section describes troubleshooting procedures for the Cisco ATA:

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**Note**

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The term *Cisco ATA* is used throughout this manual to refer to both the Cisco ATA 186 and the Cisco ATA 188, unless differences between the Cisco ATA 186 and Cisco ATA 188 are explicitly stated.

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## General Troubleshooting Tips

The suggestions in this section are general troubleshooting tips.

- Make sure that the DHCP server is operating correctly. Note that the function button blinks slowly when the Cisco ATA attempts to acquire the DHCP configuration.
- If the green activity LED is not flashing after you connect the Ethernet cable, make sure that both the power cord and the Ethernet connection are secure.
- If there is no dial tone, make sure that the telephone line cord from the telephone is plugged into the appropriate port on the Cisco ATA. Make sure that your Cisco ATA is properly registered on your Call Control system. Test another phone; if this phone does not work either, there may be a problem with the current configuration or with the Cisco ATA.
- A busy tone indicates that the party you called is not available. Try your call again later. A fast-busy tone indicates that you dialed an invalid number.
- After power up, if the function button continues to blink slowly, the Cisco ATA cannot locate the DHCP server. Check the Ethernet connection and the availability of the DHCP server.
- The DHCP server should show an incoming request from the MAC address listed on the product label or given by the voice prompt.

# Symptoms and Actions

**Symptom** Parameters with values set by using the web server interface or voice configuration menu revert to their original settings.

**Possible Cause** You are using TFTP for configuration (UseTFTP parameter is set to 1). The Cisco ATA has a cached version of its configuration file stored in its flash memory; this is what displayed or played through the web server interface or voice configuration menu. If UseTFTP is set to 1, then the cached value of its configuration file is synchronized with its configuration file located at the TFTP server.

**Recommended Action** If you are using TFTP for configuration, do not use the web server interface or voice configuration menu to modify the value of the Cisco ATA configuration file. Use the web server interface or voice configuration menu only to initially configure the Cisco ATA to use TFTP for configuration.

**Symptom** Unable to access the web configuration page.

**Possible Cause** Software versions earlier than 2.0 require the web configuration page to be enabled using option 80# on the voice configuration menu.

**Recommended Action** Upgrade the software.

**Symptom** The Cisco ATA does not seem to be configured using the TFTP server.

**Possible Cause** TFTP server address is not properly set.

**Recommended Action** Ensure that the TftpURL is correctly set to the URL or IP address of the TFTP server that is hosting the configuration file for the Cisco ATA. If you are using DHCP to supply the TFTP server IP address, make sure that the TftpURL is set to 0. Also, unless the TftpURL is an IP address, be sure that the DNS1IP and DNS2IP values are properly set to resolve the TftpURL supplied by DHCP.

**Symptom** Two records of a Cisco ATA registration—one **Cisco ATA 186** record and one **Cisco 7960 record**—are shown on the Cisco CallManager.

**Possible Cause** Backward compatibility requirements cause a Cisco ATA to attempt to register as both a **Cisco ATA 186** and a **Cisco 7960** device type.

**Recommended Action** Upgrade the Cisco ATA signaling image to a version number of 2.15 or later.

**Symptom** Cannot place call.

**Possible Cause** Equipment failure on the network.

**Recommended Action** Replace defective network equipment.

**Possible Cause** Recipient has not registered the IP phone.

**Recommended Action** Register the IP phone.

**Possible Cause** Ethernet cable is not connected.

**Recommended Action** Make sure that all cables are connected.

## Installation and Upgrade Issues

**Symptom** The red LED is flashing slowly on the function button.

**Possible Cause** The Cisco ATA is trying to obtain the DHCP address or the software image is being upgraded.

**Possible Cause** The Ethernet cable is unplugged.

**Recommended Action** Plug in the Ethernet cable.

**Symptom** Voice prompt returns *Upgrade not available* message. This can only occur if you are using the executable-file upgrade method.

**Possible Cause** You are attempting to upgrade to the existing version.

**Recommended Action** You do not need to upgrade.

**Symptom** After you upgrade the Cisco ATA to a new signaling image, you receive an incorrect "Not Registered" status from the Cisco CallManager.

**Possible Cause** The Cisco CallManager is unable to properly process the registration change after the Cisco ATA upgrades its image from a version prior to the ata186-v2-15-ms-020911b image.

**Recommended Action** Follow the procedure in the [“Restarting the Cisco CallManager”](#) section on page 8-4.

**Symptom** Voice prompt returns *Upgrade failed* message. This can only occur if you are using the executable-file upgrade method.

**Possible Cause** You have entered an incorrect IP address.

**Recommended Action** Enter the correct IP address.

**Possible Cause** Software image is corrupted.

**Recommended Action** Upgrade software image.

**Symptom** No dial tone.

**Possible Cause** No user ID was entered.

**Recommended Action** Enter the correct user ID.

**Symptom** Incorrect dial tone.

**Possible Cause** Check the web interface for your DialTone setting. The default is *U.S.*

**Recommended Action** Set the correct country DialTone value.

## Restarting the Cisco CallManager

If you need to restart the Cisco CallManager after a signaling image upgrade, follow the steps below:

### Procedure

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- Step 1** Open your web browser
  - Step 2** Access the CallManager administration page:  
http://<IP address>/ccmadmin
  - Step 3** From the Application menu, select **Cisco CallManager Serviceability**.
  - Step 4** From the Tools menu, **Control Center**.
  - Step 5** From the Servers list, choose the applicable Cisco CallManager. Select only the Cisco CallManager from the list.
  - Step 6** Click the **Restart** button if available. If this button is not available, click **Stop** then click **Start**.
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# Debugging

The MS-DOS Windows-based debugging program tool, `prserv.exe`, is included in every software upgrade package. The tool is also available from Cisco TAC. The `prserv` program is used in conjunction with the `NPrintf` configuration parameter (see the “[NPrintf](#)” section on page 5-26). This file serves as an upgrade server that captures debug information sent by the Cisco ATA software to your PC’s IP address and port number. This debug file (`prserv.exe`) compiles the information from the Cisco ATA into a readable log file. To capture this `NPrintf` information, you must know the IP address of the PC using the `prserv` program, illustrated as follows:

*IP address.port*

where *IP address* is the IP address of your PC, and *port* is 9001. If another process on your PC already uses port 9001, you may use some other value (legal values are from 1024 to 65535). If no port value is entered, the default value is 9001.

To enter the IP address and port number, use voice menu option 81#. You must enter the IP address and port number in alphanumeric format, which requires entering the \* key after every character entered. To enter the "." character, you must enter the sequence 1 1#.

For example, for a computer with the IP address 172.28.78.90 and port number 9001 (172.28.78.90.9001), you would enter the following on your telephone handset:

**1\* 7\* 2\* 1 1\* 2\* 8\* 1 1\* 7\* 8\* 1 1\* 9\* 0\* 1 1\* 9\* 0\* 0\* 1\* \***

To operate the debug capture program `prserv.exe`, place the `prserv` program in a folder on your PC; then at the DOS prompt of the folder where you have placed it, enter:

`C:> prserv port.log`

where *port* is the port number you have selected. If you do not enter `port.log`, debug information still appears on your screen, but it is not saved to a log file.

After you finish capturing debug information, you can stop the log program by entering Ctrl-C at the DOS prompt. The log file created is named `port.log`. If you restart the process without changing the name of the log file, any new debug information is appended to the end of the original file.

Contact Cisco TAC for more information. See the “[Obtaining Technical Assistance](#)” section on page xiv for instructions.

You should also have access to a sniffer or LAN analyzer.



## Caution

For security reasons, Cisco recommends that you do not use the web interface over the public network. Disable the web interface, using the `UIPassword` parameter, before the Cisco ATA is moved from the service provider site.

# Frequently Asked Questions

**Q.** How can I recover the box if I forgot the password?

**A.** There are two important passwords. One is the UIPassword, which protects access to the Cisco ATA Web Server interface; the other is the EncryptKey, which protects access to the TFTP configuration file. If you forget the value for the UIPassword but still have access to TFTP-stored configuration file, you can modify the UIPassword via TFTP. However, if you are not configuring the Cisco ATA via TFTP, or if you forget both passwords, the only way you can recover the box is to have physical access to the box and do a factory reset on the box via the box voice configuration menu interface (Access Code: FACTRESET#).

**Q.** What is the maximum distance from which I can drive an analog device with a Cisco ATA?

**A.** Table 8-1 provides maximum distances for this question.

**Table 8-1** Ring Loads and Distances

Ring Load (per RJ-11 FXS Port)	Maximum Distance
5 REN	200 feet (61 m)
4 REN	1000 feet (305 m)
3 REN	1700 feet (518 m)
2 REN	2500 feet (762 m)
1 REN	3200 feet (975 m)

Cisco ATA, however, is not designed for long-distance usage. The simple test is to determine if the phone or phones that are connected to the Cisco ATA work properly in their environment.

Pay attention to the following questions:

1. Can the Cisco ATA detect on/off hook from the analog phone?
2. Can the Cisco ATA detect the DTMF signal?
3. Can you dial the remote side?
4. Can the Cisco ATA ring the phone?
5. Is voice quality satisfactory?

If you answer no to any of the above questions, you may have a loop impedance greater than 400 ohm. In this case, perform the following procedure.

## Procedure

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- Step 1** Increase the wire gauge to reduce the impedance until the Cisco ATA can detect on/off hook and DTMF signal.
- Step 2** If the Cisco ATA cannot ring the phone, find a phone that can ring at a lower ringing voltage. Also, try to use only one phone instead of multiple phones in parallel.
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**Q.** Does the Cisco ATA support network address translation (NAT) when it is loaded with an SCCP image?

**A.** No, NAT is not supported by the Cisco ATA with the SCCP image.

**Q.** Can I change the RTP frame size of voice codecs for the Cisco ATA when using with SCCP image?

**A.** Yes. The RTP frame size is controlled by the Cisco CallManager when the Cisco ATA uses the SCCP image. To change the RTP frame size for a voice codec, follows the steps below:

#### Procedure

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- Step 1** Open your web browser
  - Step 2** Access the CallManager administration page:  
`http://<IP address>/ccmadmin`
  - Step 3** From the Service menu, select **Service Parameters**.
  - Step 4** From the Server drop-down list, select the Cisco CallManager for the Cisco ATA.
  - Step 5** From the Service drop-down list, select **Cisco CallManager**.
  - Step 6** On the Service Parameters Configuration screen, locate the category for the Preferred G711/G723/G729 Millisecond PacketSize menu. From the corresponding drop-down list, select the RTP packet size for the G.711/G.723/G.729 voice codec.
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**Q.** Can I enable/disable silence suppression for G.711/G.723/G.729 for the Cisco ATA when using the SCCP image?

**A.** Yes. If the Cisco ATA silence suppression configuration bit (AudioMode Bit 1) is available in this version of the SCCP signaling image, you should always set this bit to a value of 1. The Cisco CallManager will then control silence suppression for the voice codec. To change the silence suppression option, follows the steps below:

#### Procedure

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- Step 1** Open your web browser
  - Step 2** Access the Cisco CallManager administration page:  
`http://<IP address>/ccmadmin`
  - Step 3** From the Service menu, select **Service Parameters**.
  - Step 4** From the Server drop-down list, select the Cisco CallManager for the Cisco ATA.
  - Step 5** From the Service drop-down list, select **CiscoCallManager**.
  - Step 6** On the Service Parameters Configuration screen, locate the category for System Wide Silence Suppression. From the corresponding drop-down list, select **True** to enable silence suppression or select **False** to disable silence suppression.
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# Contacting TAC

Qualified customers who need to contact the Cisco Technical Assistance Center (TAC) must provide the following information:

- Product codes.
- Software version number—To identify the software revision number, use the configuration menu number **123**.
- Software build information—To identify the software build information, use the voice menu option **123123**.
- Cisco ATA serial number.
- Hardware version number—To identify the hardware revision number, use the serial number and MAC address found on the label on the bottom of the Cisco ATA. The MAC address can also be obtained using voice menu option 24.

For instructions on contacting TAC, see the [“Obtaining Technical Assistance”](#) section on page xiv.



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**Note**

Customers who obtained their equipment through service providers, independent dealers and other third parties must contact their equipment provider for technical assistance.

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