

Collect Collaboration Endpoint PRT File for 78XX and 88XX IP Phones

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Introduction

This document describes how to create and collect the Problem Report Tool (PRT) file from Cisco 78XX/88XX Series endpoints.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- How to enable web access on the endpoint configuration
- Internet Protocol (IP) connectivity to the phone for access to the phone web interface

Components Used

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

- Cisco IP Phone firmware version 10.3(1) and later
- In this example, a Cisco 8845 Phone is used; however, the PRT feature is available on these phones.

At the bottom of this page, you are able to also gather a PRT from the 8821 from firmware 11.0(4) and later.

78XX Series Phones with PRT Support

- Cisco IP Phone 7811
- Cisco IP Phone 7821
- Cisco IP Phone 7841
- Cisco IP Phone 7861

88XX Series Phones with PRT Support

- Cisco IP Phone 8811
- Cisco IP Phone 8821
- Cisco IP Phone 8841
- Cisco IP Phone 8845
- Cisco IP Phone 8851
- Cisco IP Phone 8851NR
- Cisco IP Phone 8861
- Cisco IP Phone 8865

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

The Cisco Collaboration endpoint user interface displays basic information. In order to troubleshoot complex issues collect the PRT file. Please see [Related Information](#) for review process by [VIDEO - Unified Communications Manager - 7800 and 8800 Problem Report Tool Collection](#).

With firmware 10.3(1) and later some 78XX & 88XX Series Collaboration Endpoints support the PRT feature.

Note: The Cisco DX650 also supports the PRT feature as seen here [DX650 FAQ: How do you create a problem report?](#); however, the focus of this document is 78XX/88XX Series Collaboration Endpoints.

Note: The collaborations endpoint default level of console logging can be sufficient for basic analysis. If additional debugs are needed, refer to the [How to login to a Cisco IP Phone to set debug level](#) document for more information.

Warning: A packet capture (pcap) from the endpoint is required for conclusive analysis. The pcap procedure is covered in the [Collecting a packet capture from a Cisco IP Phone](#) document.

PRT Creation and Collection

Summary Steps

Step 1. Press the **Settings** button on the phone.

Step 2. Navigate to **Phone Information**.

Step 3. Press soft key **Report problem**.

Step 4. Select **Other** in the **Problem Description**.

Step 5. Press the **Submit** soft key on the phone.

Step 6. Browse to the phone web interface and select **Console Logs**. Once at the console logs webpage, scroll to the bottom of the page and notice the **Problem Report Tool Logs**. Download the **prt-xxxxxxxxx.tar.gz** file.

Note: The **xxxxxxxxxx** in the example name **prt-xxxxxxxxx.tar.gz** displays the date and time the PRT file is created. It looks similar to this: **prt-20160721-163034-1C6A7AE05D37.tar.gz**.

Detailed Creation Steps

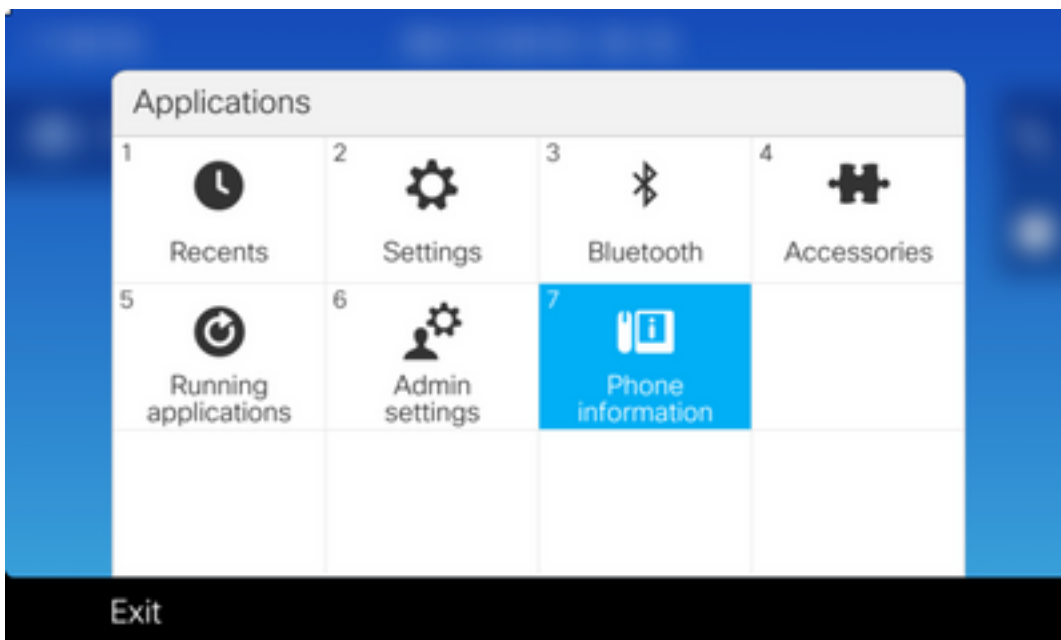
Begin at the endpoint home screen.



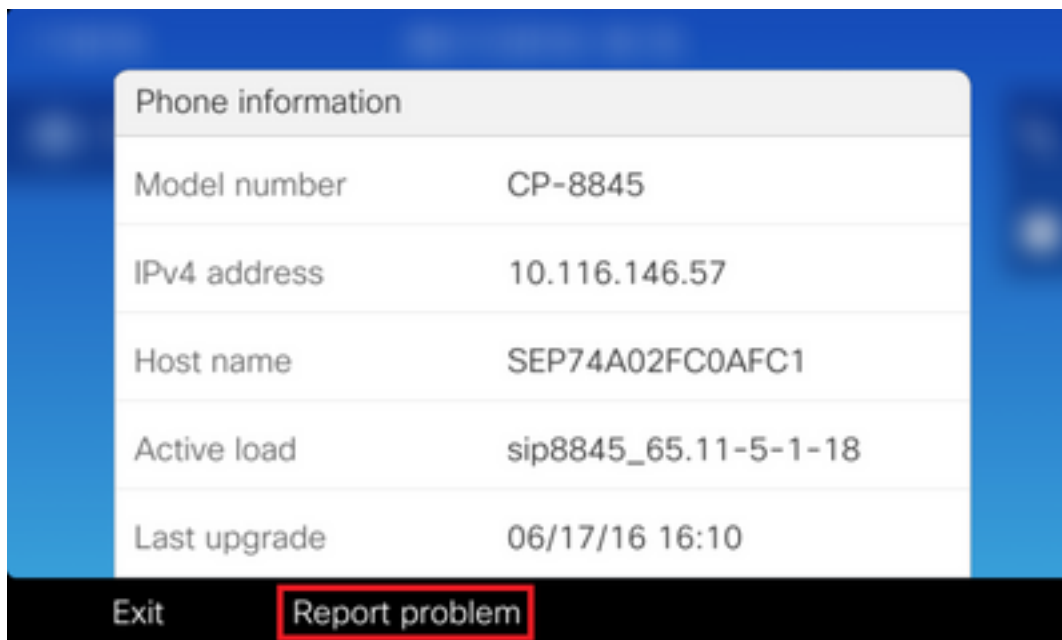
From the endpoint keypad, press the **Settings** button



On the Applications menu, press **Phone information** as shown in the image.



The **Report problem** button appears in a black ribbon at the bottom of the screen.



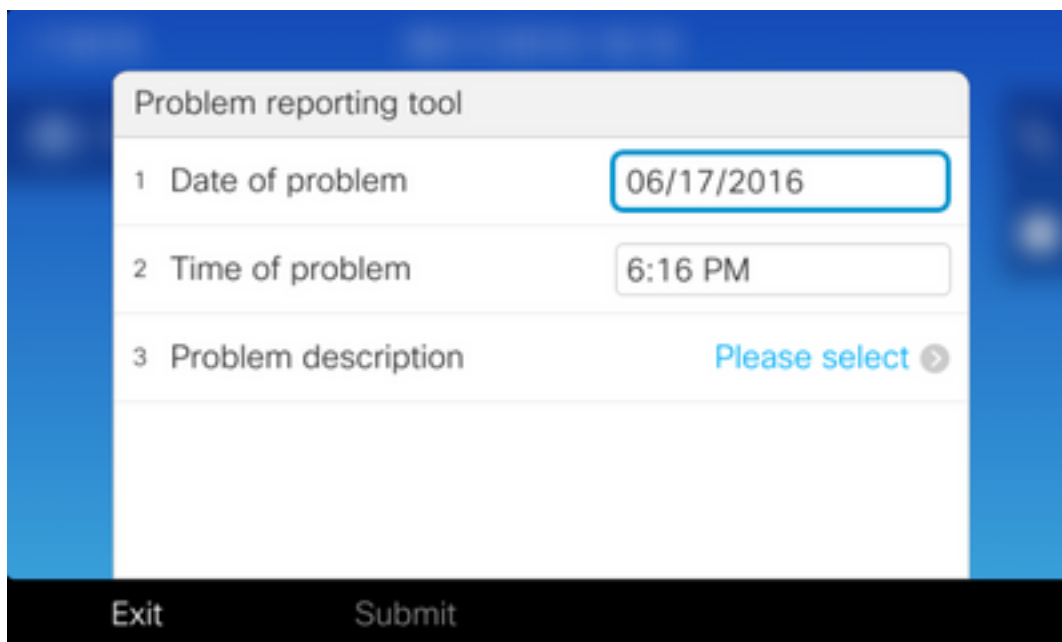
Phone information

Model number	CP-8845
IPv4 address	10.116.146.57
Host name	SEP74A02FC0AFC1
Active load	sip8845_65.11-5-1-18
Last upgrade	06/17/16 16:10

Exit Report problem

This screenshot shows a 'Phone information' screen with a table of device details. At the bottom, there are two buttons: 'Exit' and 'Report problem'. The 'Report problem' button is highlighted with a red rectangular border.

The **Problem reporting tool** screen is presented on the phone. Enter the date and time that indicates when the issue occurred.



Problem reporting tool

- 1 Date of problem 06/17/2016
- 2 Time of problem 6:16 PM
- 3 Problem description Please select >

Exit Submit

This screenshot shows the 'Problem reporting tool' screen. It contains three numbered input fields. The first field, 'Date of problem', has '06/17/2016' entered. The second field, 'Time of problem', has '6:16 PM' entered. The third field, 'Problem description', shows 'Please select' with a right-pointing arrow. At the bottom, there are two buttons: 'Exit' and 'Submit'.

Once the date and time of the problem are entered, press the **Problem description**

Problem reporting tool

1 Date of problem 06/17/2016

2 Time of problem 6:16 PM

3 Problem description Please select >

Exit Submit

Make a selection from the **Problem description** list. This example shows that **Phone disconnect or reboot** is selected as the description of the problem.

Problem description

1 Phone disconnect or reboot

2 Network connection failure

3 Phone registration failure

4 Failed to place a call

5 Cannot answer a call

Cancel Select

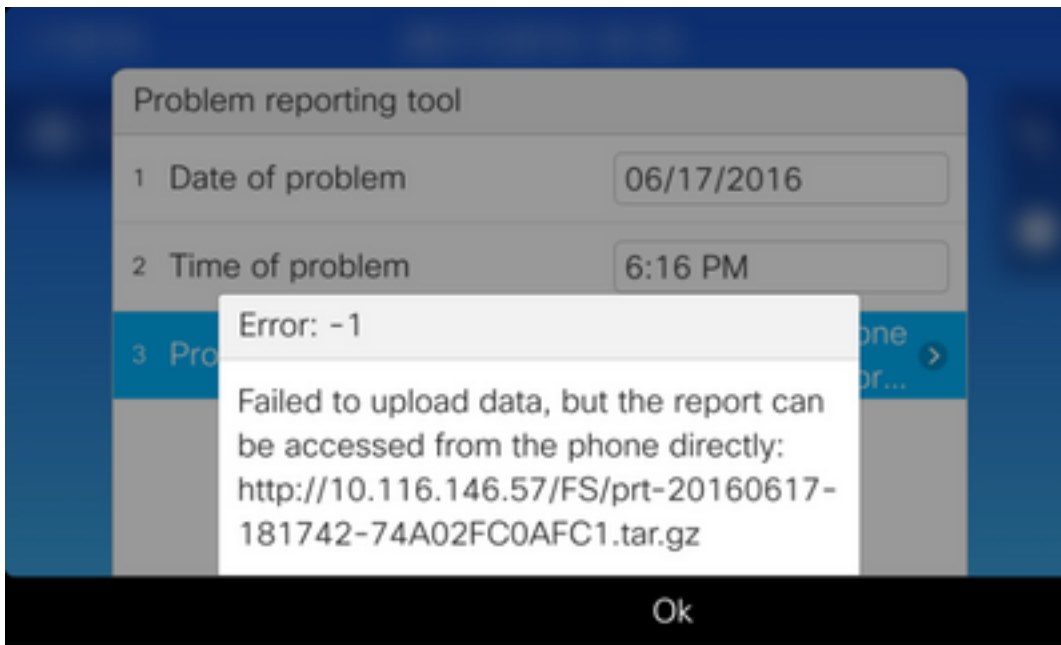
The **Problem reporting tool** page opens with the **Submit** button activated.

The image shows a mobile application interface titled "Problem reporting tool". It contains three input fields: "1 Date of problem" with the value "06/17/2016", "2 Time of problem" with the value "6:16 PM", and "3 Problem description" which is currently empty. To the right of the "Problem description" field is a link that says "Phone disconnect or..." with a right-pointing arrow. At the bottom of the screen, there is a black bar with two white buttons: "Exit" and "Submit". The "Submit" button is highlighted with a red rectangular border.

Gathering logs display on the screen when you click the submit button as shown in the image.

This image shows the same "Problem reporting tool" interface as the first image, but with an error message displayed. A dark grey rectangular box with rounded corners is overlaid on the "Time of problem" and "Problem description" fields. Inside this box, the text "Gathering logs ..." is visible in white, followed by a white circular progress indicator. The "Submit" button at the bottom remains highlighted with a red border.

An error is displayed on the phone screen. Ignore this error as access to the PRT File from the phone web interface is possible.



Tip: In order to avoid this error message, refer to the [Problem Report Tool Upload Enhancement](#) document.

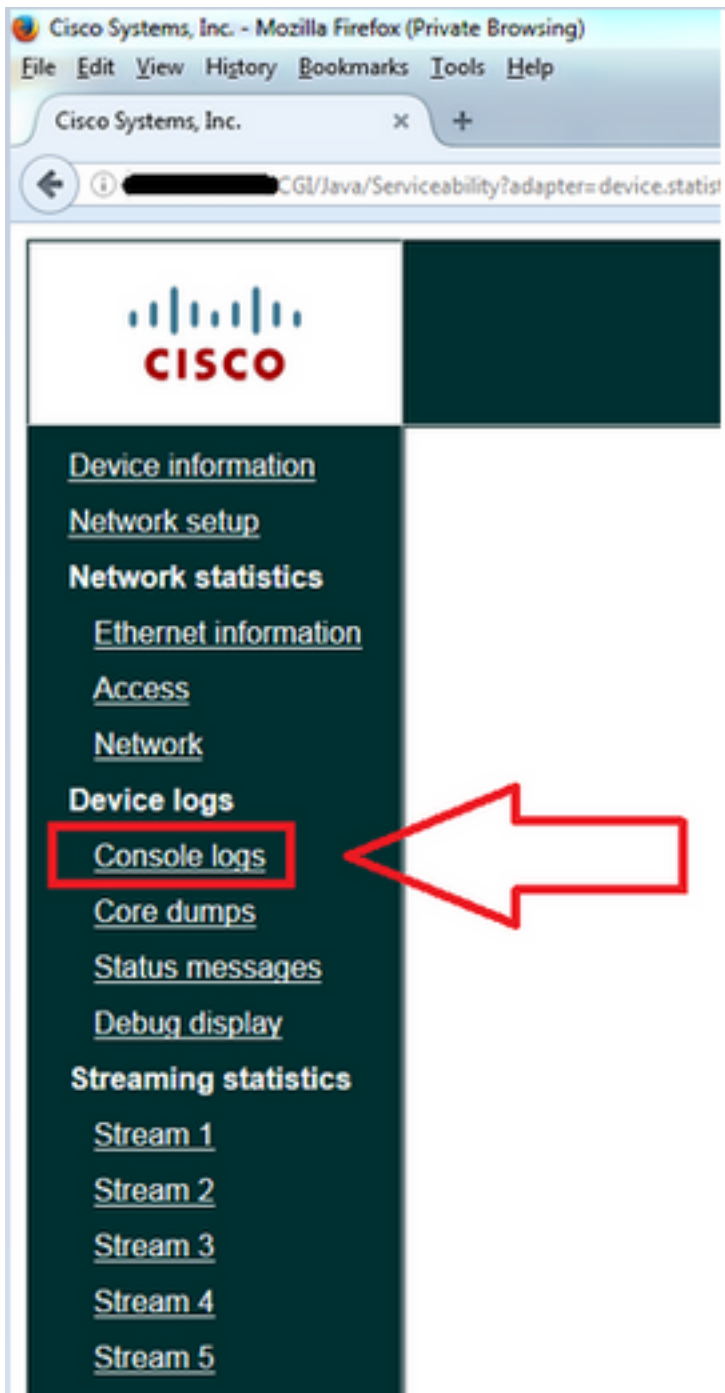
Detailed Collection Steps

In order to navigate to the phoneweb interface enter the phone IP Address in a web browser.

Note: In order to enable web access, refer to [Enabling Web Access on the phone.](#)

Note: In the newer software versions, the error displayed on the phone screen indicates the path where the last PRT is stored, is not shown within the IP Phone. The PRT file can be collected directly from the IP Phone once the file name in the event log is reviewed. This method can be used for not registered IP Phones, like the ones over MRA.

Click on **Console logs** as shown in the image.



At the bottom of the **Console logs**, page finds the section **Problem Report Tool Logs** as shown in the image.

Console logs

Cisco IP Phone CP-8845 (SEP74A02FC0AFC1)

Current logs in /var/log:

[messages](#)
[messages.0](#)
[messages.1](#)

Archived logs in /cisco/logsave/main:

[main_20160617_181916.tar.gz](#)
[main_20160617_164218.tar.gz](#)
[main_20160617_163433.tar.gz](#)
[main_20160617_161937.tar.gz](#)
[main_20160617_161021.tar.gz](#)
[main_20160604_161556.tar.gz](#)
[main_20160604_155457.tar.gz](#)
[main_20160604_153151.tar.gz](#)

Archived logs in /cisco/logsave/lastimage:

[lastimage_20160617_161015.tar.gz](#)

Archived logs in /cisco/logsave/lasthour:

[lasthour_20160604_160101.tar.gz](#)

Problem Report Tool Logs:

[prt-20160617-181742-74A02FC0AFC1.tar.gz](#)

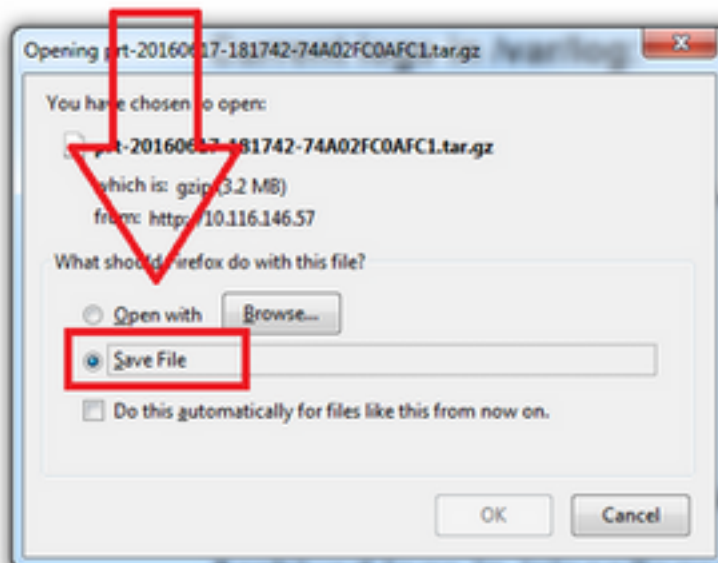


Click on the PRT you want. A new popup appears for you to download the prt-xxxxxxxxxx.tar.gz file.

Note: The file can automatically download based on your browser settings.

Console logs

Cisco IP Phone CP-8845 (SEP74A02FC0AFC1)



ive/main:

ive/lastimage:

Archived logs in /cisco/logsave/lasthour:

[lasthour_20160604_160101.tar.gz](#)

Problem Report Tool Logs:

[prt-20160617-181742-74A02FC0AFC1.tar.gz](#)

PRT Collection Procedure for 8821 IP Phone

Step 1. Press the down button to select **Settings** on the phone.

Step 2. Navigate to **Phone Information**.

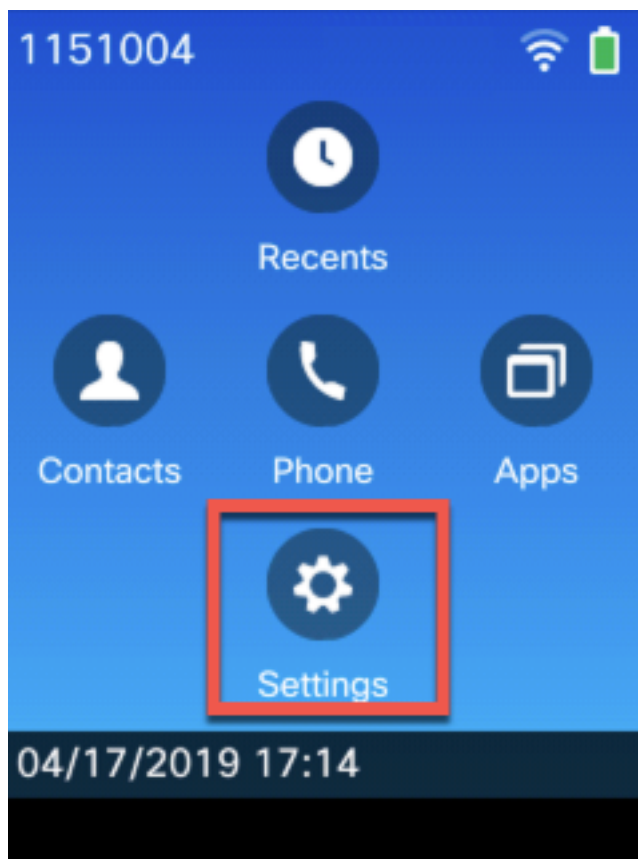
Step 3. Navigate to **Report problem**.

Step 4. Press the **Submit** soft key on the phone.

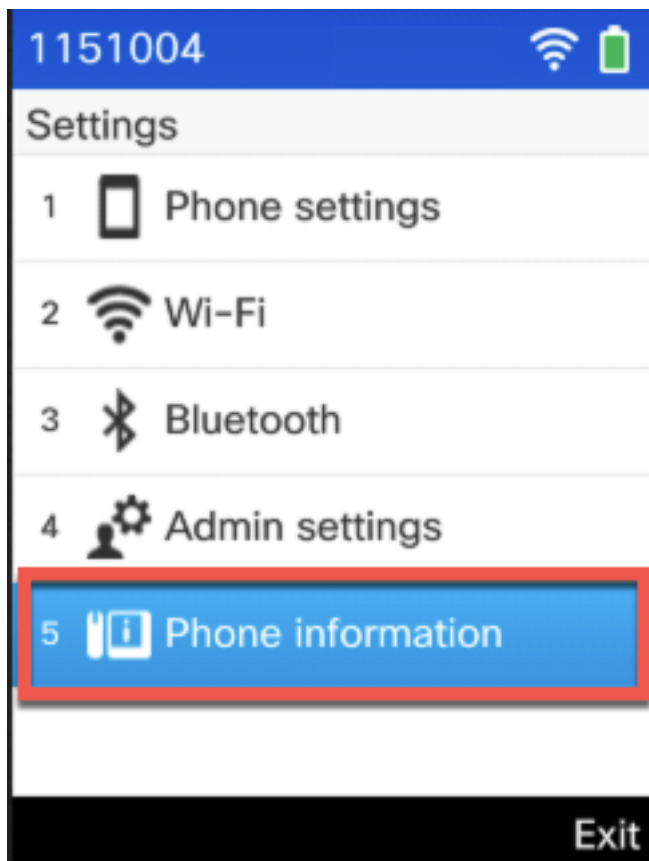
Step 5. Browse to the phone web interface and select **Console Logs**. Once at the console logs webpage scroll to the bottom of the page and notice the **Problem Report Tool Logs**. Download the **prt-xxxxxxxxxx.tar.gz** file.

Detailed Creation Steps for 8821 IP Phone

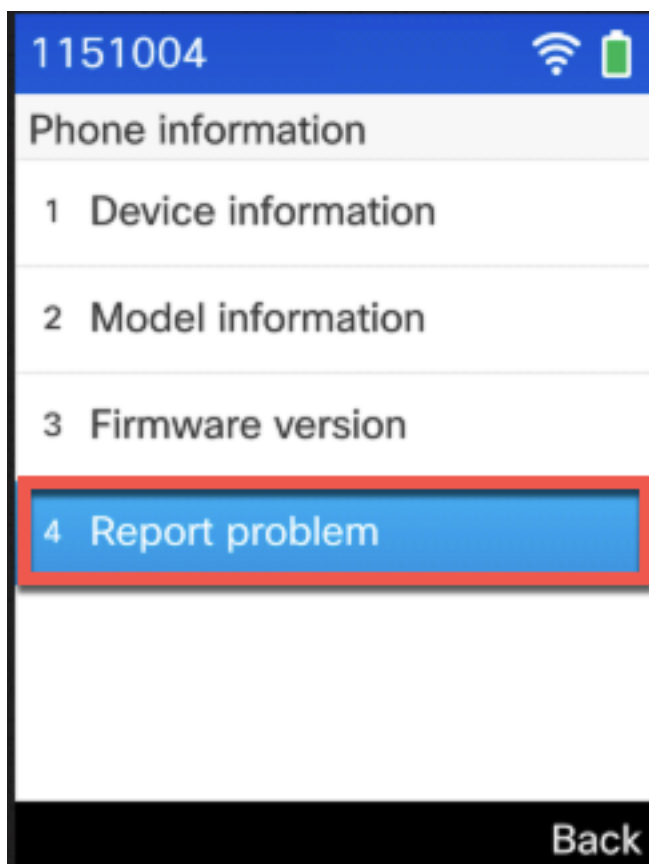
Begin from the home screen on the 8821 and then press the down button on the keypad in order to select **Settings**.



Select **Phone information** as shown in the image.



Then select **Report problem** as shown in the image.



Select **Submit** from the softkey.

1151004

Report problem

Date of problem
04/17/2019

Time of problem
5:16 PM

Submit

Back

Detailed Collection Steps for 8821 IP Phone

Log into the 8821 web interface and select **Console logs**.

Device information

Cisco IP Phone CP-8821 (SEP)

Active network interface	WLAN
MAC address	
Wireless MAC address	
Host name	
Phone DN	1151004
App load ID	rootfs8821.11-0-4-14
Boot load ID	sb28821.HE-01-020
Version	sip8821.11-0-4-14
Hardware revision	1.0
Serial number	FCH2119DW8S
Model number	CP-8821
Message waiting	No
UDI	phone
	Cisco IP Phone 8821, Global
	CP-8821
	V02
	FCH2119DW8S
Time	17:19:46
Time zone	Etc/GMT
Date	04/17/19
System free memory	2147483647
Java heap free memory	1602480
Java pool free memory	2147483647
FIPS mode enabled	No

Device information

Network setup

Network statistics

Network

Device logs

Console logs

Core dumps

Status messages

Debug display

Streaming statistics

Stream 1

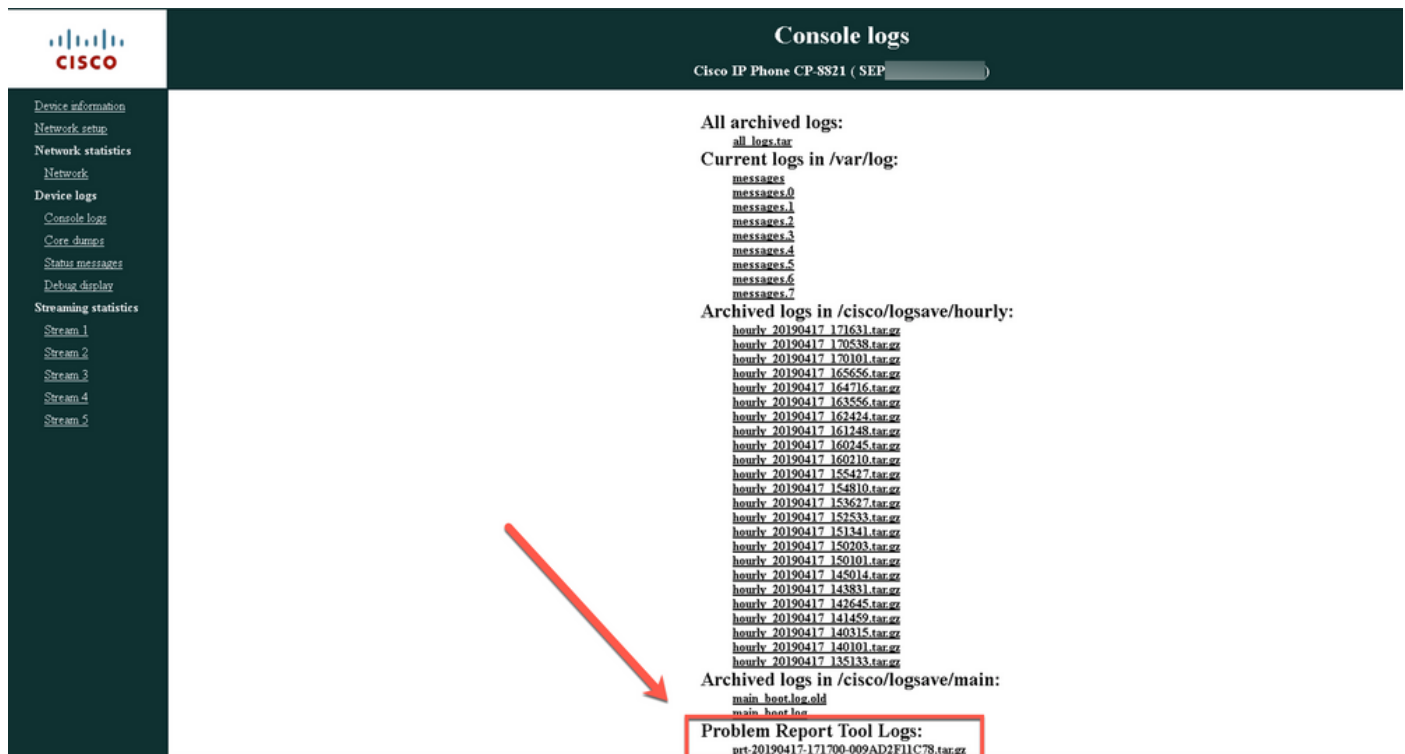
Stream 2

Stream 3

Stream 4

Stream 5

Then, select **Problem Report Tool Logs** as seen here in order to download the PRT file.



The screenshot shows the Cisco IP Phone web interface. The left sidebar contains a menu with the following items: Device information, Network setup, Network statistics, Network, Device logs, Console logs, Core dumps, Status messages, Debug display, Streaming statistics, Stream 1, Stream 2, Stream 3, Stream 4, and Stream 5. The main content area is titled 'Console logs' and shows the device 'Cisco IP Phone CP-8821 (SEP-...)'. It lists 'All archived logs: all_logs.tar', 'Current logs in /var/log: messages, messages.0, messages.1, messages.2, messages.3, messages.4, messages.5, messages.6, messages.7', 'Archived logs in /cisco/logsave/hourly: hourly_20190417_171631.tar.gz, hourly_20190417_170538.tar.gz, hourly_20190417_170101.tar.gz, hourly_20190417_165656.tar.gz, hourly_20190417_164716.tar.gz, hourly_20190417_163556.tar.gz, hourly_20190417_162424.tar.gz, hourly_20190417_161248.tar.gz, hourly_20190417_160245.tar.gz, hourly_20190417_160210.tar.gz, hourly_20190417_155427.tar.gz, hourly_20190417_154810.tar.gz, hourly_20190417_153627.tar.gz, hourly_20190417_152533.tar.gz, hourly_20190417_151341.tar.gz, hourly_20190417_150203.tar.gz, hourly_20190417_150101.tar.gz, hourly_20190417_145014.tar.gz, hourly_20190417_143831.tar.gz, hourly_20190417_142645.tar.gz, hourly_20190417_141459.tar.gz, hourly_20190417_140315.tar.gz, hourly_20190417_140101.tar.gz, hourly_20190417_135133.tar.gz', and 'Archived logs in /cisco/logsave/main: main_hont.log.old, main_hont.log'. At the bottom, there is a red-bordered box containing the text 'Problem Report Tool Logs: prt-20190417-171700-009AD2F11C78.tar.gz'. A red arrow points from the 'Console logs' section to this box.

Related Information

- [Collecting console logs from Cisco Unified 7900 Series IP Phone](#)
- [89XX and 99XX IP Phone SSH and USBtoSerial Debugging Instructions](#)
- [Collecting debugs from 6900 Series IP Phones](#)
- [DX650 FAQ: How do you create a problem report?](#)
- [How to login to a Cisco IP Phone to set debug level](#)
- [Collecting a packet capture from a Cisco IP Phone](#)
- [Enabling Web Access on the phone](#)
- [VIDEO - Unified Communications Manager - 7800 and 8800 Problem Report Tool Collection](#)
- [Technical Support & Documentation - Cisco Systems](#)