

SPA962 Series Phone Experiencing Reboots

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Introduction

Why is my SPA962 phone rebooting randomly?

Related Information

Introduction

This document is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. Why is my SPA962 phone rebooting randomly?

A. There are few steps you can try in order to isolate problems regarding random reboots on your SPA962 phones:

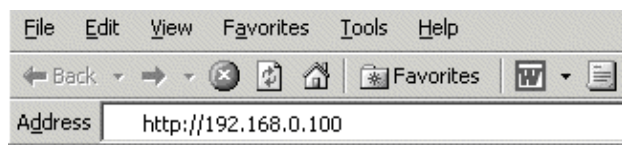
Replace the switch

If possible, you may try replacing the switch where the SPA9XX phones are connected. You may also want to check the physical connections of your SPA9XX to it by inspecting the cables and LED light.

Disable Provisioning

You may temporarily disable provisioning on your SPA9XX to check if that is causing the reboot.

1. Check your SPA962 IP Address. You can obtain the IP address through the LCD screen on the IP phone. Press the **Setup Button**, then press **9**. The LCD screen displays the current IP address.
2. Launch your browser, type **http://IP_Address_of_your_SPA962** in the address field, and then click **Enter**.



You are now ready to configure the SPA962. If the web interface is asking for a username and password, this means that the unit was locked by your Provider. Please contact your respective VoIP Provider for assistance.

3. Go to **Admin Login > Advanced**, click the **Provisioning** tab, and then set Provision Enable to **no**.

Info	System	SIP	Provisioning	Regional	Phone	Ext 1	Ext 2	Ext 3	Ext 4	Ext 5	Ext 6	User
				SPA932								
User Login basic advanced Personal Directory Call History SPA932 Status												
Configuration Profile												
Provision Enable:	no		← Set to "No".		Resync On Reset:	yes						
Resync Random Delay:	2				Resync Periodic:	3600						
Resync Error Retry Delay:	3600				Forced Resync Delay:	14400						
Resync From SIP:	yes				Resync After Upgrade Attempt:	yes						
Resync Trigger 1:												
Resync Trigger 2:												
Resync Fails On FNF:	yes											

Click **Submit All Changes**.

Debug your SPA and configure Syslog

The SPA9XX sends out debug information via syslog to a syslog server. It is recommended to capture SIP packets on your SPA9XX in order to determine the reason for the reboot. By default, it uses port 514.

1. Access your SPA9XX web user interface. Perform the instruction mentioned above.
2. Go to **Admin**, then **Advanced**. Click on the **System** tab, set Debug Server to the IP address of your syslog server (i.e. x.y.z.w:PORT). This IP address must be reachable from the SPA device. Set the Debug Level to **3**. Click **Submit All Changes**.

Optional Network Configuration			
HostName:	Jamo	Domain:	
Primary DNS:		Secondary DNS:	
DNS Server Order:	Manual	DNS Query Mode:	Parallel
Syslog Server:		Debug Server:	192.168.0.100
Debug Level:	3 ← Set to level 3.	Primary NTP Server:	
Secondary NTP Server:		↑ IP address of Syslog Server.	

3. In order to capture SIP signaling messages, under the line tab, set SIP Debug Option to **full**. File output will be "syslog.514.log". Click **Submit All Changes**.

SIP Settings			
SIP Port:	5060	SIP 100REL Enable:	no
EXT SIP Port:		Auth Resync-Reboot:	yes
SIP Proxy-Require:		SIP Remote-Party-ID:	no
Referor Bye Delay:	4	Refer-To Target Contact:	yes
Referee Bye Delay:	0	SIP Debug Option:	none
Refer Target Bye Delay:	0	Sticky 183:	none
Call Feature Settings		MOH Server:	
Blind Attn-Xfer Enable:	no	Auth Page:	full ← Select "full".
Message Waiting:	no	Auth Page Rea:	
Default Ring:	1	Auth Page Password:	
Conference Bridge URL:		Voice Mail Server:	
Mailbox ID:		CFWD Notify Serv:	no
State Agent:			

Note: Make sure that your PC's firewall will not block port 514.

Related Information

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