# **Troubleshoot MPP Phone in WxC for Provision and Registration**

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# Introduction

This document describes how to troubleshoot MPP phones in WxC for provision and registration issues when the device is added by MAC Address.

### Requirements

Cisco recommends that you have knowledge of these topics:

- Basic Network knowledge
- MPP phones

### **Components Used**

The information in this document is based only on MPP Phones such as 78XX, 88XX.

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.

# Add the Device in Control Hub

Step 1. Navigate to admin.webex.com and use the admin credentials. In the organization, navigate to **Devices > Add device**:

webex Control Hub		Q Search				40	1 0 Nemici h Cel
MANAGEMENT	Action required to complete locations migration Merge duplicated locations according to your business needs to complete the migration by September 29, 2023. Check the resolution guide for instructions. Duplicated locations resolution guide						
© Locations	Devices						
성 Workspaces	🗇 Devices 🕞 Templates 🖇	% Settings ≒ Software	E Resources				
88 Apps	Q Find devices by status, type, and	more 🗘 🛧 🗸	8 devices			Add de	evice
Organization Settings	Select one or more devices for bulk action	Offline (1) Issues (0)	Activating (3) Status un	navaila			
SERVICES	Type Product	t	Status	Platform ©	Belongs to		
C Updates & Migrations	Rooms & Desks	Cisco Webex DX70	Offline	alaala, cisco	User1 PSTN		Î
Meeting	Phones	Cisco 191	<ul> <li>Status unavailable</li> </ul>	dada. cisco			
% Calling	Phones	Cisco 8865	Online	alaala. CHCH	Iazoclaudiafi+barge1@gmail.com		
Vidcast  Inrique TAC Test	🗋 Phones 🔎	Cisco 8875	<ul> <li>Status unavailable</li> </ul>	alada, cinco	Test Cisco calling plan test		-

Devices tab

Step 2. Select **Personal usage** to be assigned to a user or select **Shared Usage** to be assigned for a workspace. (In this scenario a user is used.)

webex Control Hub		Q Search			⊘ 👘
MANAGEMENT		v	Add Device What are you setting up for?		× Sution guide for
A Groups C Locations C Locatio	Devi Do C Fin Filter by Select c	al usage a personal device Ac	⑦ ⑦ ⑦ □ □ □ □ □ □ □ □ □ Shared usage Id shared device and services to a workspace	Multiple Cisco IP phones Bulk activate devices using a CSV file	Add device
SERVICES C Updates & Migrations Messaging Meeting Calling Vidcast	<ul> <li>T</li> <li>F</li> <li>Phones</li> <li>Phones</li> <li>Phones</li> </ul>	Cisco 191     Cisco 8865     Cisco 8875	Status unavailable     Online     Status unavailable	Cancel Ca	laudiafi+barge1@gmail.com

Add device

Step 3. Search and select the user that you want to assign to this device and click on Next:

webex Control Hub		_	Q Search					40	
MANAGEMENT		× Which user will this device belong to?							×
As       Groups         O       Locations         45       Workspaces         Image: Devices       Image: Devices         83       Apps         Image: Devices       Image: Devices         Image: Devices       Image:	Devi De Q Fin Filter by Select o	User Q User1 PSTN Enter 3 character	s or more to search			Back Next		Add de	evice
SERVICES	Πī	уре	Product		Platform ©	Belongs to			
C Updates & Migrations	R	looms & Desks	Cisco Webex DX70	Offline	ndundu. Essee	User1 PSTN			
Meeting	P	Phones	Cisco 191	<ul> <li>Status una</li> </ul>	available dete				
% Calling	P	Phones	Lisco 8865	Online	da-da. CINCO	lazoclaudiafi+b	arge1@gmail.com		
Vidcast  Inrique TAC Test	P	Phones	Cisco 8875	Status una	available the	Test Cisco calli	ng plan test		I.

Search for a user

#### Step 4. Select **Cisco IP Phone** and search for your device model:

webex Control Hub	Q. Search		4 💿 🌐
MANAGEMENT	Add E What kind of device do you w	× × viution guide for	
As Groups Concations	Cisco Collaboration device		Add device
Account Filter I     Organization Settings     Select	e.g. Cisco Navigator, Room, Board, and Desk Series device	e.g. Cisco 8845, 8865, 8800 and Analog Telephone Adapter ports	
C Updates & Migrations C Messaging	r (FC)	Select device	i
<ul> <li>Scalling</li> <li>▷ Vidcast</li> <li>➡ Enrique TAC Test</li> </ul>	Phones Cisco 88/5	Back Save     Save     Status unavailable     inst Cisco e	rge1@gmail.com

Select model of device

Step 5. Once the device is selected, select the option **By MAC Address** and enter the MAC Address of the device and click **Save**:

webex Control Hub	Q Search			4 📀 🌐
MANAGEMENT	Add	Device	×	×
A Users A Groups O Locations A Workspaces	Cisco Collaboration device e.g. Cisco Navigator, Room, Board, and Desk Series device	Cisco IP Phone e.g. Cisco 8845, 8865, 8800 and Analog Telephone Adapter ports		
Devices     Q Fin     Account     Filter by     Organization Settings     Select c		Select device Cisco 8865 How would you like to setup this device? By Activation Code		Add device
SERVICES	Webex Go Device e.g. iPhone 11 models, iPhone XS, Samsung Galaxy S21 series, etc. See Compatible devices	By MAC Address  Enter MAC address  Enter the MAC address of the IP phone you want to add.  ABBCCDDEEFF  Back Save  • Status unavailable  • Status unavailable • Status un	rge1@gmail.com co califing plan test	

Add MAC Address

Step 6. Once the device is in Control Hub, you can verify that was added correctly when you search the MAC Address in the search bar:

webex Control Hub	Q Search	40 💮						
MANAGEMENT Q Users	Action required to complete locations migration Merge duplicated locations according to your business needs to complete the migration by September 29, 2023. Check the resolution guide for instructions. Duplicated locations resolution guide							
A Groups  C Locations  S Workspaces  Devices  Apps  Account  Organization Settings	Devices       Templates       Settings       Software       Resources         Q       AABBCCDDEEFF       Idevice         Filter by       Online (0)       Expired (0)       Offline (0)    Status unavaila	Add device						
SERVICES C Updates & Migrations Messaging Meeting Calling Colling Vidcast Enrique TAC Test	Select one or more devices for bulk actions       Type     Product     Status     Platform ©     Belongs to       Phones     Eisco 8865        • Status unavailable       • Status unavailable       • Status unavailable         • O User1 PSTN							

Verification of device

The status shows as "Unavailable" since the device is still not provisioned. Once the device is in Control Hub, the next step is to factory reset the device. After the factory reset, the device must make a request to the WxC servers to get config files. (That is the provision process.) The device is provisioned successfully when the device displays the phone number and/or the extension in the screen.

If you see that the device is not showing the proper configuration, the process for provision the device failed.

## Brief Summary of the Process for Provision a Device in WxC



Provisioning diagram

# Troubleshoot the process for Provision a Device in WxC

The MPP device can not provision with WxC if it is configured with:

- A TFTP server configured in the DHCP server
- If Option (OPT66, OPT160, OPT159 or OPT150) is configured and provided by the DHCP Server

To see if the phone took a TFTP configuration from a DHCP server, the PRT logs are needed.

#### Genereate the PRT logs from an MPP device

Submit from the PRT logs from the phone. The next steps shows how to generate the PRT logs.

#### Generate the PRT from the Device

Step 1.On the device, press the Applications button



Settings 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.PressSubmit.

Once the logs are submitted, see the next steps to download the PRT logs:

Step 1. Login to https://IP ADDRESS PHONE/



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

Step 2. Navigate to **Info > Debug Info >** Download the PRT log (Right click on the link and select **Save As...**)



Web GUI

#### **PRT logs**

When you open the logs, you can see a view like this:



Note: You can open the logs with a program like WinRAR since the logs are compressed.

Name	Size	Packed	Туре	Modified	CRC32
<b>—</b> .			File folder		
<b>1</b> .	774,619	?	File folder	5/10/2023 11:0	
Cert	1,627	?	File folder	5/10/2023 11:0	
🔯 .\archive.tar.gz	133	?	WinRAR archive	5/10/2023 11:0	
🔯 .\backtraces.tar.gz	75	?	WinRAR archive	5/10/2023 11:0	
🔯 .\messages.tar.gz	74,437	?	WinRAR archive	5/10/2023 11:0	
"D .∖cfg.xml	126,544	?	XML Document	5/10/2023 11:0	
description-20230510-100139.log	344	?	Text Document	5/10/2023 11:0	
logcat-20230510-170152.log	427,496	?	Text Document	5/10/2023 11:0	
Anet.cfg	1,001	?	CFG File	5/10/2023 11:0	
show-output-20230510-100139.log	65,669	?	Text Document	5/10/2023 11:0	
💭 .\status.xml	13,594	?	XML Document	5/10/2023 11:0	
.\usrlog_kernel_cur_boot.log	32,343	?	Text Document	5/10/2023 11:0	
.\usrlog_kernel_prev_boot.log	31,000	?	Text Document	5/10/2023 11:0	
J.\webex_service_status.json	356	?	JSON File	5/10/2023 11:0	

PRT Log view

In order to analyze the process for provision the device, the log called logcat needs to be opened. It can be

opened with a text editor like Notepad or Notepad++.

The function "Find" from the text editor can be used in order to find if the phone has an TFTP server configured. Use **DHCP-tftpsvr1** or **DHCP-tftpsvr2** to find the specific line for that log. If you take a look and the other lines of the logs, more information about the DHCP configuration can be found:

2154 NOT Aug 10 16:58:12.226653 (689-695) DHCP-IP Address: 192.168.238.1 2155 NOT Aug 10 16:58:12.226688 (689-695) DHCP-Subnet Mask: 255.255.255.0 2156 NOT Aug 10 16:58:12.226702 (689-695) DHCP-Default Gwy: 192.168.238.240 2157 NOT Aug 10 16:58:12.226734 (689-695) DHCP- \*\*\*\*\*\*\* dhcpConvConfToExtOptionFile(): Usin 2158 NOT Aug 10 16:58:12.226790 (689-695) DHCP-hostname:SEP14A2A0E0837A 2159 NOT Aug 10 16:58:12.226835 (689-695) DHCP-ipaddr:192.168.238.1 2160 NOT Aug 10 16:58:12.226858 (689-695) DHCP-netmask:255.255.255.0 2161 NOT Aug 10 16:58:12.226878 (689-695) DHCP-router1:192.168.238.240 2162 NOT Aug 10 16:58:12.226894 (689-695) DHCP-domain: 2163 NOT Aug 10 16:58:12.226911 (689-695) DHCP-ntpsvr1:0.0.0.0 2164 NOT Aug 10 16:58:12.226929 (689-695) DHCP-ntpsvr2:0.0.0.0 2165 NOT Aug 10 16:58:12.226947 (689-695) DHCP-tftpsvr1:192.168.150.20 2166 NOT Aug 10 16:58:12.226966 (689-695) DHCP-tftpsvr2:0.0.0.0 2167 NOT Aug 10 16:58:12.226983 (689-695) DHCP-dns1:172.25.6.14 2168 NOT Aug 10 16:58:12.227001 (689-695) DHCP-dns2:172.25.10.31 2169 NOT Aug 10 16:58:12.227017 (689-695) DHCP-option160: 2170 NOT Aug 10 16:58:12.227032 (689-695) DHCP-option159: 2171 NOT Aug 10 16:58:12.227047 (689-695) DHCP-option125: 2172 NOT Aug 10 16:58:12.227061 (689-695) DHCP-option66:

As you can see in the log, a TFTP IP Address is configured in the DHCP server. This cause that the phone tried to provision to this TFTP server instead of the Webex Calling servers.

```
3677 NOT Aug 10 16:58:50.718451 (823-940) voice-fapp-Provisioning using DHCP..
3678 NOT Aug 10 16:58:50.718479 (823-940) voice-FUNCTION:fprv_update, proxy_Config:0
3679 NOT Aug 10 16:58:50.718507 (823-940) voice-fprv_eval_profile_rule assemble url=tftp://192.168.150.
3680 NOT Aug 10 16:58:50.718521 (823-940) voice-DHCP pending acquired=1
3681 NOT Aug 10 16:58:50.718772 (823-940) voice-fapp-[resync] fprv_eval_profile_rule - must resync
3682 NOT Aug 10 16:58:50.721954 (823-940) voice-fapp-CP-8851-3PCC 14:a2:a0:e0:83:7a -- Requesting resyn
```

After remove any TFTP configuration and any OPT configuration from the DHCP server, you must factory reset the device in order to start the process to provision the device with WxC again. The first attempt that the phone do with the process for provisiong the device is to make a request to the URL activate.cisco.com. The phone makes a query to the DNS server in order to resolve the domain. If the DNS Resolution fail, it can look like this:

<#root>

```
1753 NOT Aug 10 16:56:46.129550 (975-1286) voice-reqByCurlInternal sending http request out..., url: <u>ht</u>
1754 INF Aug 10 16:56:46.142687 dnsmasq[564]: query[A] activate.cisco.com from 127.0.0.1
1755 INF Aug 10 16:56:46.142742 dnsmasq[564]: forwarded activate.cisco.com to 192.168.100.3
1774 NOT Aug 10 16:56:54.146585
```

Couldn't resolve host 'activate.cisco.x'

```
1777 NOT Aug 10 16:56:54.146325 (975-1286) voice-reqByCurlInternal return from http request, [res] = 6
1780 NOT Aug 10 16:56:54.147416 (975-1286) voice-fapp-CP-8865-3PCC <MAC_ADDRESS> -- Resync failed: Down
1781 ERR Aug 10 16:56:54.148845 (975-1286) voice-fapp-fprv_eval_profile_rule return status=FPRV_ERR_SER
```

If the phone can resolve the domain, it can look like this:

1664 NOT Aug 10 16:56:35.440901 (968-1290) voice-reqByCurlInternal sending http request out..., url: ht 1666 INF Aug 10 16:56:35.454585 dnsmasq[560]: forwarded activate.cisco.x to 192.168.100.1 1669 INF Aug 10 16:56:35.488147 dnsmasq[560]: reply activate.cisco.x is <CNAME> 1670 INF Aug 10 16:56:35.488194 dnsmasq[560]: [cache\_insert] activate.cisco.x[4008]: Wed May 10 17:21:4 1671 INF Aug 10 16:56:35.488219 dnsmasq[560]: reply activate.xglb.cisco.com is 173.36.XXX.XXX 1683 NOT Aug 10 16:56:36.018143 GET /software/edos/callhome/rc?id=<MAC\_ADDRESS>:FCH2305DMH0:CP-8865-3PC User-Agent: Cisco-CP-8865-3PCC/12.0.2 (MAC\_ADDRESS)^M Host: activate.cisco.x^M Accept-Encoding: deflate, gzip^M Accept: \*/\*^M Accept-Language: en/M Accept-Charset: iso-8859-1^M ٨M 1684 NOT May 10 16:56:36.137337 < 1685 NOT May 10 16:56:36.137446 HTTP/1.1 200 ^M 1760 NOT Sep 04 22:49:25.017943 (968-1290) voice-fapp-pal data updated for property name: Profile Rule

After receiveing the 200 OK from the GET request to activate.cisco.com the phone makes a request to cisco.siplash.com. It is the same process, the phone tries to resolve the domain and if it fails it can look like this:

2460 NOT May 10 17:03:14.644821 (975-975) voice-QPE:RESYNC profile=[https://cisco.sipflash.x/ ] 2487 NOT May 10 17:03:14.924347 (975-1286) voice-reqByCurlInternal sending http request out..., url: ht 2488 INF May 10 17:03:14.925286 dnsmasq[564]: query[A] cisco.sipflash.x from 127.0.0.1 2489 INF May 10 17:03:14.925318 dnsmasq[564]: forwarded cisco.sipflash.x to 192.168.100.3 2503 NOT May 10 17:03:22.926249 "Couldn't resolve host 'cisco.sipflash.x"

If the phone can resolve the domain, it can look like this:

```
1980 NOT Sep 04 22:49:28.832733 (968-1290) voice-reqByCurlInternal sending http request out..., url: ht
1981 INF Sep 04 22:49:28.833577 dnsmasq[560]: query[A] cisco.sipflash.x from 127.0.0.1
1982 INF Sep 04 22:49:28.833628 dnsmasq[560]: forwarded cisco.sipflash.x to 192.168.100.1
1985 INF Sep 04 22:49:28.844068 dnsmasq[560]: reply cisco.sipflash.x is 199.59.XXX.XXX
1993 NOT Sep 04 22:49:29.189918 (968-1290) voice-sec_set_min_TLS_version: min_TLS_verson is TLS 1.1, ret
1994 NOT Sep 04 22:49:29.428716 >
1995 NOT Sep 04 22:49:29.428776 GET / HTTP/1.1^M
User-Agent: Cisco-CP-8865-3PCC/12.0.2 (MAC_ADDRESS)^M
Host: cisco.sipflash.x^M
Accept-Encoding: deflate, gzip^M
Accept: */*^M
Accept-Language: en/M
Accept-Charset: iso-8859-1^M
٨M
1996 NOT Sep 04 22:49:29.506969 <
1997 NOT Sep 04 22:49:29.507037 HTTP/1.1 200 OK^M
```

#### **Trobuleshoot DNS (Provision URLs)**

If you are in the same network where the devices has problems with the DNS resolution, an nslookup can be used to check if the DNS server is able to resolve the domain. Open the command line interface and do the next steps:

nslookup -> Enter

- set type=A -> Enter
- activate.cisco.com

If the PC can resolve the domain, it can look like this:

C:\Users\josemar5>nslookup Default Server: Address:
<pre>&gt; set type=A &gt; activate.cisco.x Server: Address:</pre>
Name: activate.xglb.cisco.com Address: 72.163.XXX.XXX Aliases: activate.cisco.x

nslookup activate.cisco

The same process can be made for cisco.sipflash.x to resolve the domain:

C:\Users\josemar5>nslookup Default Server: Address:

> set type=A > cisco.sipflash.X Server: Address:

Non-authoritative answer: Name: cisco.sipflash Addresses: 199.59.XXX.XXX 199.59.XXX.XXX

nslookup cisco sipflash

If the PC is unable to resolve the domains, look at your DNS server.

### Trobleshoot the Registration for an MPP device in WxC

For this example, the outbound proxy is da02.hosted-us10.bcld.webex.com. The phone tries to resolve the SRV domain:

```
1721 NOT Sep 04 22:50:32.068857 (2059-2271) voice-[SIP_resolveHostName] host=da02.hosted-us10.bcld.weber
1722 NOT Sep 04 22:50:32.068912 (2059-2271) voice-RSE_DEBUG: rse_unref context: 0x5213bab8
1723 NOT Sep 04 22:50:32.068933 (2059-2271) voice-RSE_DEBUG: rse_unref ref_cnt:0
1724 NOT Sep 04 22:50:32.068950 (2059-2271) voice-RSE_DEBUG: rse_get_server_addr, name: _sips._tcp.da02
1725 NOT Sep 04 22:50:32.068975 (2059-2271) voice-RSE_DEBUG: rse_refresh_addr_list target:_sips._tcp.da02
1726 NOT Sep 04 22:50:32.069001 (2059-2271) voice-RSE_DEBUG: rse_refresh_addr_list target:_sips._tcp.da02
1727 INF Sep 04 22:50:32.069517 dnsmasq[560]: query[SRV] _sips._tcp.da02.hosted-us10.bcld.webex.com from
1728 INF Sep 04 22:50:32.069549 dnsmasq[560]: forwarded _sips._tcp.da02.hosted-us10.bcld.webex.com to 1
1729 INF Sep 04 22:50:32.082459 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1730 INF Sep 04 22:50:32.082661 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bcld.webex.com
1731 INF Sep 04 22:50:32.082661 dnsmasq[560]: [cache_insert] _sips._tcp.da02.hosted-us10.bcld.webex.com
1732 INF Sep 04 22:50:32.082689 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1732 INF Sep 04 22:50:32.082689 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bcld.webex.com
1732 INF Sep 04 22:50:32.082661 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1732 INF Sep 04 22:50:32.082689 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1733 INF Sep 04 22:50:32.082714 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1734 INF Sep 04 22:50:32.082738 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1734 INF Sep 04 22:50:32.082738 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
```

1735	INF	Sep	04	22:50:32.082762	dnsmasq[560]:	<pre>caching SRV record=_sipstcp.da02.hosted-us10.bcld.webex</pre>
1736	INF	Sep	04	22:50:32.082786	dnsmasq[560]:	reply _sipstcp.da02.hosted-us10.bcld.webex.com is hoste
1737	INF	Sep	04	22:50:32.082810	dnsmasq[560]:	<pre>[cache_insert] _sipstcp.da02.hosted-us10.bcld.webex.com</pre>
1738	INF	Sep	04	22:50:32.082838	dnsmasq[560]:	<pre>caching SRV record=_sipstcp.da02.hosted-us10.bcld.webex</pre>
1739	INF	Sep	04	22:50:32.082864	dnsmasq[560]:	<pre>reply _sipstcp.da02.hosted-us10.bcld.webex.com is hoste</pre>
1740	INF	Sep	04	22:50:32.082888	dnsmasq[560]:	<pre>[cache_insert] _sipstcp.da02.hosted-us10.bcld.webex.com</pre>
1741	INF	Sep	04	22:50:32.082911	dnsmasq[560]:	<pre>caching SRV record=_sipstcp.da02.hosted-us10.bcld.webex</pre>
1742	INF	Sep	04	22:50:32.082936	dnsmasq[560]:	<pre>reply _sipstcp.da02.hosted-us10.bcld.webex.com is hoste</pre>
1743	INF	Sep	04	22:50:32.082958	dnsmasq[560]:	[cache_insert] _sipstcp.da02.hosted-us10.bcld.webex.com
1744	INF	Sep	04	22:50:32.082981	dnsmasq[560]:	<pre>caching SRV record=_sipstcp.da02.hosted-us10.bcld.webex</pre>
1745	INF	Sep	04	22:50:32.083006	dnsmasg[560]:	<pre>reply _sipstcp.da02.hosted-us10.bcld.webex.com is hoste</pre>

If the phone is able to resolve the SRV domain it gets the hostnames:

```
1746 NOT Sep 04 22:50:32.082468 (2059-2271) voice-RSE_DEBUG: getting SRV:_sips._tcp.da02.hosted-us10.bc
1747 NOT Sep 04 22:50:32.082525 (2059-2271) voice-RSE_DEBUG: new priority:a by host: hosted02aj-us10.bc
1748 NOT Sep 04 22:50:32.082548 (2059-2271) voice-RSE_DEBUG: old priority:a by host: hosted02as-us10.bc
1749 NOT Sep 04 22:50:32.082565 (2059-2271) voice-RSE_DEBUG: new priority:5 by host: hosted01as-us10.bc
1750 NOT Sep 04 22:50:32.082581 (2059-2271) voice-RSE_DEBUG: old priority:5 by host: hosted01aj-us10.bc
1751 NOT Sep 04 22:50:32.082598 (2059-2271) voice-RSE_DEBUG: old priority:5 by host: hosted01aj-us10.bc
1752 NOT Sep 04 22:50:32.082613 (2059-2271) voice-RSE_DEBUG: old priority:a by host: hosted01aj-us10.bc
```

From one of those hostnames the phone takes one of them to register de device to the WxC SBC:

```
1774 NOT Sep 04 22:50:32.083015 (2059-2271) voice-RSE_DEBUG: Refreshing host[3]:hosted01aj-us10.bcld.we
1775 INF Sep 04 22:50:32.083539 dnsmasg[560]: guery[A] hosted01aj-us10.bcld.webex.com from 127.0.0.1
1776 INF Sep 04 22:50:32.083567 dnsmasq[560]: found A record=hosted01aj-us10.bcld.webex.com with TTL=81
1777 INF Sep 04 22:50:32.083590 dnsmasq[560]: cached hosted01aj-us10.bcld.webex.com is 139.177.XXX.XXX
1778 INF Sep 04 22:50:32.083668 dnsmasq[560]: query[AAAA] hosted01aj-us10.bcld.webex.com from 127.0.0.1
1779 INF Sep 04 22:50:32.083698 dnsmasq[560]: found A record=hosted01aj-us10.bcld.webex.com with TTL=26
1780 INF Sep 04 22:50:32.083723 dnsmasq[560]: cached hosted01aj-us10.bcld.webex.com is 2607:fcf0:9000:X
1781 NOT Sep 04 22:50:32.084094 (2059-2271) voice-RSE_DEBUG: Refresh host:hosted01aj-us10.bcld.webex.co
1782 NOT Sep 04 22:50:32.084133 (2059-2271) voice-RSE_DEBUG: rse_save_addr_list res = 0x43227cc8 af = 2
1783 NOT Sep 04 22:50:32.084152 (2059-2271) voice-RSE_DEBUG: skip AF_INET6 addr
1784 NOT Sep 04 22:50:32.084185 (2059-2271) voice-RSE_DEBUG: Found one old entry<4320b538> [139.177.XXX
3673 NOT Sep 04 22:51:08.127871 (2656-2764) voice- ====> Send (TLS) [139.177.XXX.XXX]:8934 SIP MSG::
Via: SIP/2.0/TLS 192.168.100.6:5072;branch=z9hG4bK-c77bd320^M
From: <sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M
To: <sip:w3nca1a025@XXXXX.example.com>^M
 Call-ID: 98126dba-9df06bd9@192.168.100.6^M
 CSeq: 6367 REGISTER^M
Max-Forwards: 70^M
Contact: <sip:w3nca1a025@192.168.100.6:5072;transport=tls>;expires=3600^M
 User-Agent: Cisco-CP-8865-3PCC/12.0.2_<MAC_ADDRESS>_47cff26a-4713-41a1-8d75-28d7b638ffe8_2c01b5e7-53d5
 Peripheral-Data: none^M
 Content-Length: 0^M
Allow: ACK, BYE, CANCEL, INFO, INVITE, NOTIFY, OPTIONS, REFER, UPDATE^M
Allow-Events: hold,talk,conference^M
 Supported: replaces, sec-agree, record-aware^M
Accept-Language: en/M
```

The device must get a 401 Unauthorized message from the WxC side:

```
3857 NOT Sep 04 22:51:08.176087 (2656-2764) voice- <==== Recv (TCP) [139.177.XXX.XXX]:8934 SIP MSG:: S
Via:SIP/2.0/TLS 192.168.100.6:5072;received=187.190.XXX.XXX;branch=z9hG4bK-c77bd320^M
From:<sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M
To:<sip:w3nca1a025@XXXXX.example.com>;tag=799618563-1693867868150^M
Call-ID:98126dba-9df06bd9@192.168.100.6^M
CSeq:6367 REGISTER^M
Session-ID:d1b7e5b700804ca4a817949623258793;remote=300e21a200105000a0002c01b5e753d5^M
WWW-Authenticate:DIGEST realm="BroadWorks",qop="auth",nonce="BroadWorksXlm5h6zucT8ymkkBW",algorithm=MD5
Contact:<sip:w3nca1a025@192.168.100.6:5072;transport=tls>;expires=120^M
Content-Length:0^M
^M
```

The device sends the REGISTER with the Authorization header:

3863 NOT Sep 04 22:51:08.186602 (2656-2764) voice- =====> Send (TLS) [139.177.XXX.XXX]:8934 SIP MSG:: R Via: SIP/2.0/TLS 192.168.100.6:5072;branch=z9hG4bK-be588fb^M From: <sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M To: <sip:w3nca1a025@XXXX.example.com>^M Call-ID: 98126dba-9df06bd9@192.168.100.6^M CSeq: 6368 REGISTER^M Max-Forwards: 70^M Authorization: Digest username="+1XXXXXXXXX",realm="BroadWorks",nonce="BroadWorksXlm5h6zucT8ymkkBW",ur Contact: <sip:w3nca1a025@192.168.100.6:5072;transport=tls>;expires=3600^M User-Agent: Cisco-CP-8865-3PCC/12.0.2\_<MAC\_ADDRESS>\_47cff26a-4713-41a1-8d75-28d7b638ffe8\_2c01b5e7-53d5-Peripheral-Data: none^M Session-ID: 300e21a200105000a0002c01b5e753d5;remote=d1b7e5b700804ca4a817949623258793^M Content-Length: 0^M Allow: ACK, BYE, CANCEL, INFO, INVITE, NOTIFY, OPTIONS, REFER, UPDATE^M Allow-Events: hold,talk,conference^M

And then, the device gets a SIP 200 OK:

```
4056 NOT Sep 04 22:51:08.236092 (2656-2764) voice- <==== Recv (TCP) [139.177.XXX.XXX]:8934 SIP MSG:: S
Via:SIP/2.0/TLS 192.168.100.6:5072;received=187.190.XXX.XXX;branch=z9hG4bK-be588fb^M
From:<sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M
To:<sip:w3nca1a025@XXXXX.example.com>;tag=258864438-1693867868205^M
Call-ID:98126dba-9df06bd9@192.168.100.6^M
CSeq:6368 REGISTER^M
Session-ID:d1b7e5b700804ca4a817949623258793;remote=300e21a200105000a0002c01b5e753d5^M
Allow-Events:call-info,line-seize,dialog,message-summary,as-feature-event,x-broadworks-hoteling,x-broad
Contact:<sip:w3nca1a025@192.168.100.6:5072;transport=tls>;q=0.5;expires=120^M
Content-Length:0^M
^M
```

After this process, the device must be up and registered to the WxC services.

#### **Troubleshoot DNS (Register URLs)**

If you are in the same network where the devices have problems with the DNS resolution, nslookup can be used to check if the DNS server is able to resolve the domain. Open the command line interface and do the next steps:

- nslookup -> Enter
- set type=SRV -> Enter

• \_sips.\_tcp.da02.hosted-us10.bcld.webex.com

If the PC is able to resolve the domain it can look like this:

C:\Users\j	josemar5>nslooku	ιp			
Default Se	erver:				
Address:					
> set type	e=SRV				
> _sipst	cp.da02.hosted-	-us10.bc	ld.webex.com:		
Server:					
Address:					
Non-author	ritative answer:	:			
_sipstcp	.da02.hosted-us	510.bcld	l.webex.com	SRV service locatio	n:
	priority	= 5			
	weight	= 50			
	port	= 8934			
	svr hostname	= hoste	d01ai-us10.bcld.	webex.com	
_sipstcp	o.da02.hosted-us	510.bcld	l.webex.com	SRV service location	n:
	priority	= 10			
	weight	= 50			
	port	= 8934			
	svr hostname	= hoste	d02as-us10.bcld.	webex.com	
_sipstcp	.da02.hosted-us	s10.bcld	.webex.com	SRV service location	n:
	priority	= 5			
	weight	= 50			
	port	= 8934			
	svr hostname	= hoste	d01as-us10.bcld.	webex.com	
_sipstcp	o.da02.hosted-us	510.bcld	l.webex.com	SRV service location	n:
	priority	= 10			
	weight	= 50			
	port .	= 8934			
	svr hostname	= hoste	d02a1-us10.bcld.	webex.com	
_sipstcp	.da02.hosted-us	510.bcld	l.webex.com	SRV service location	n:
	priority	= 10			
	weight	= 50			
	port	= 8934			
ataa taa	svr nostname	= noste	dezaj-usie.dcid.	webex.com	
_sipstcp	nosted-us	510.DCl0 - E	I.WeDex.com	SRV SErvice Location	1:
	prioricy	- 5			
	weight	- 202/1			
	port	- 0954	delai-ucle bold	webey com	
	svr nostname	- nosce	delaj-usie.dcia.	webex.com	
bactod@1ai	ucle hold woh		internet address	- 120 177 VVV VVV	
hosted@laj	i-us10.beld.web		internet address	-139.177.000.000	
hostedela	-usi0.bcld.web		internet address	= 139.177.000.000	
hosted@2ai	i-us10.bcld.web		internet address	= 139.177.000000	
hosted02a	i-us10.bcld.web		internet address	= 139.177.000.000	
hosted02a	s-us10.bcld.web		internet address	= 139.177. XXX XXX	
hosted01ai	i-us10 bcld web		AAAA TDy6 address	$s = 2607 \cdot f_{c} f_{0} \cdot 9000 \cdot 1000 \cdot 1000 \cdot 1000 \cdot 1000 \cdot 1000 \cdot 10000 \cdot 100000 \cdot 1000000 \cdot 10000000 \cdot 10000000 \cdot 10000000 \cdot 10000000 \cdot 100000000$	
nosceaora.			ANA INTO AUGUES	2007.1010.9000.	

nslookup SRV OBP

### **Packet Capture (Registration Process)**

You can take the IP Address that the phone has for register, a filter can be used in the packet capture to look at the TLS handshake:

📕 PCA	P_SSE_Registration.pcapng					-	0	>
File E	dit View Go Capture Analyze Star	tistics Telephony Wireles	s Tools Help					
# H	d 🛛 🗀 🗋 🕅 🖉 🔍 🗰 🗯 😫	Ŧ 🛃 🔲 🔍 Q	Q 11					
II ip.ad	dr==139.177						8 -	
No.	Time	Source	Destination	Protocol	Length Info		_	
<b>_</b>	1 2023-09-04 14:46:25.058289	139.177. 🎴 💶	192.168.100.4	TCP	66 8934 → 5065 [ACK] Seq=1 Ack=1 Win=13287 Len=0 TSval=1462427392 TSecr=4294945993			
1	2 2023-09-04 14:47:21.456262	192.168.100.4	139.177. 🖬 🖿	TCP	74 5074 → 8934 [SYN] Seq=0 Win=14600 Len=0 MSS=1460 SACK_PERM_TSval=4294948960 TSecr=0 WS=4			
1	3 2023-09-04 14:47:21.487816	139.177.	192.168.100.4	TCP	74 8934 → 5074 [SYN, ACK] Seq=0 Ack=1 Win=28960 Len=0 MSS=1400 SACK_PERM TSval=1462483821 TSec	-429494	8960 W	
	4 2023-09-04 14:47:21.487920	192.168.100.4	139.177	TCP	66 5074 → 8934 [ACK] Seq=1 Ack=1 Win=14600 Len=0 TSval=4294948964 TSecr=1462483821			
	5 2023-09-04 14:47:21.489582	192.168.100.4	139.177. 1	TLSv1.2	292 Client Hello			
	6 2023-09-04 14:47:21.520005	139.177. 4	192.168.100.4	TCP	66 8934 → 5074 [ACK] Seq=1 Ack=227 Win=30032 Len=0 TSval=1462483853 TSecr=4294948964			
	7 2023-09-04 14:47:21.521539	139.177. 4 🛂	192.168.100.4	TLSv1.2	1454 Server Hello			
	8 2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TCP	1454 8934 → 5074 [ACK] Seq=1389 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCF	segmen	t of a	
	9 2023-09-04 14:47:21.521539	139.177. 🖬 🖌	192.168.100.4	TCP	1454 8934 → 5074 [ACK] Seq=2777 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCF	e segmen	t of a	
	10 2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TCP	1454 8934 → 5074 [ACK] Seq=4165 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCF	segmen	t of a	
	11 2023-09-04 14:47:21.521539	139.177. 4	192.168.100.4	TCP	1454 8934 → 5074 [ACK] Seq=5553 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCf	segmen	t of a	
	12 2023-09-04 14:47:21.521539	139.177. 4	192.168.100.4	TLSv1.2	742 Certificate, Server Key Exchange, Server Hello Done			
	13 2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66 5074 → 8934 [ACK] Seq=227 Ack=1389 Win=17376 Len=0 TSval=4294948967 TSecr=1462483855			
	14 2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66 5074 → 8934 [ACK] Seq=227 Ack=2777 Win=20152 Len=0 TSval=4294948967 TSecr=1462483855			
	15 2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66 5074 → 8934 [ACK] Seq=227 Ack=4165 Win=22928 Len=0 TSval=4294948967 TSecr=1462483855			
	16 2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66 5074 → 8934 [ACK] Seq=227 Ack=5553 Win=25704 Len=0 TSval=4294948967 TSecr=1462483855			
	17 2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66 5074 → 8934 [ACK] Seq=227 Ack=6941 Win=28480 Len=0 TSval=4294948967 TSecr=1462483855			
	18 2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66 5074 → 8934 [ACK] Seq=227 Ack=7617 Win=31256 Len=0 TSval=4294948967 TSecr=1462483855			
	19 2023-09-04 14:47:21.539018	192.168.100.4	139.177. 🔳	TLSv1.2	159 Client Key Exchange, Change Cipher Spec, Encrypted Handshake Message			
	20 2023-09-04 14:47:21.568331	139.177.	192.168.100.4	TLSv1.2	117 Change Cipher Spec, Encrypted Handshake Message			
	21 2023-09-04 14:47:21.590612	192.168.100.4	139.177. 🖬 🖿	TLSv1.2	903 Application Data			
	22 2023-09-04 14:47:21.627413	139.177. • •	192.168.100.4	TLSv1.2	693 Application Data			=
	23 2023-09-04 14:47:21.656792	192.168.100.4	139.177. 🖬 📲	TCP	66 5074 → 8934 [ACK] Seq=1157 Ack=8295 Win=34032 Len=0 TSval=4294948981 TSecr=1462483959			

PCAP SSE

The packet capture can help in order to see if the TLS handshake failed.

### **Cisco Webex Calling TAC Support**

If you need support in order to analyze the logs and find the root cause of the issue, please contact the Cisco Webex Calling TAC team.

#### **Support Related Information**

Port Reference Information for Webex Calling