

Troubleshoot Hoteling in MPP Devices for Webex Calling

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Introduction

This document describes the most common issues encountered with Hoteling in MPP devices for Webex calling and how to troubleshoot them.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub
- Hoteling feature
- MPP devices PRT

Components Used

This document is not restricted to specific hardware and software version. 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

Hoteling is a Calling feature enables a user's calling profile information such as, number, features and calling plan, to be temporarily loaded into another phone to be accessible from it.

Common Configuration Issues

Ensure Voice Portal is Set for the Location

Step 1. Click the Location for the users facing the issue.

Step 2. Click **Calling**.

Step 3. In **Calling features settings**, click **Voice Portal**.

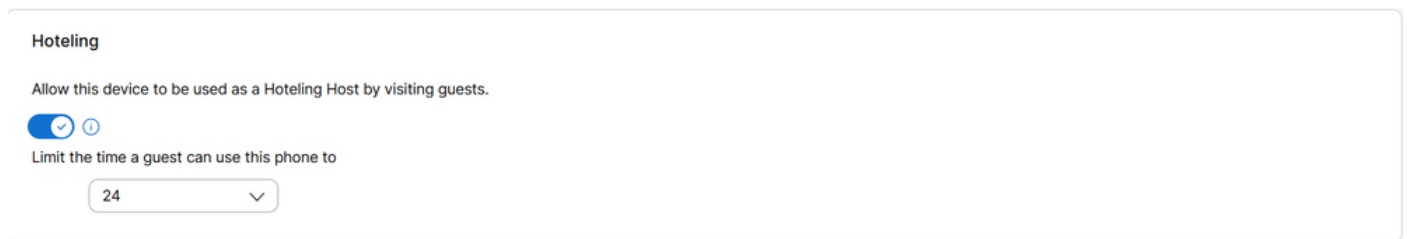
Step 4. In **Incoming Call**, add a Phone Number available from the drop-down menu in the Location or an Extension or both.

Step 5. Click **Save**.

Ensure that the Host Device is Set as a Hoteling Host

Step 1. Under **MANAGEMENT**, click **Devices** and click the device to be set as Hoteling Host.

Step 2. Under **Overview > Hoteling** enable the Toggle **Allow this device to be used as a Hoteling Host by visiting guests**.



Hoteling

Allow this device to be used as a Hoteling Host by visiting guests.

☒ ⓘ

Limit the time a guest can use this phone to

24 ▼

Allow This Device to be Used as a Hoteling Host by Visiting Guests

Step 3. Power reset the device.

Step 4. The Guest In softkey must appear in Host device display.

Sign-In Failed Issues

If a Sing-In Failed prompts after an attempt of authentication for Guest In, follow these troubleshooting steps:

Obtainment and Basic Analysis of the PRT from the Device

Step 1. Set the **Default Logging Level** to **Debugging** for the device.

Step 2. Enable the **MPP Web Access (User)** toggle.

Step 3. Power reset the device.

Step 4. Reproduce the Sing-In issue.

Step 5. Access the device GUI through a web browser.

Step 6. Click **Info > Debug Info > Generate PRT**.

Step 7. Click the file generated to download it.

In the PRT you can find the SIP **SUBSCRIBE** and **NOTIFY** the device uses for Hoteling.

The device sends a SUBSCRIBE e.g:

```
SUBSCRIBE sip:2X.8X.X.1XX:89XX;transport=tls SIP/2.0^M
  Via: SIP/2.0/TLS 1XX.1XX.X.1XX:50XX;branch=z9hG4bK-5c65a186^M
  From: <sip:dckvbcsohk@9044XXXX.cisco-bcld.com>;tag=316c637a772774e7^M
  To: <sip:dckvbcsohk@9044XXXX.cisco-bcld.com>;tag=394818446-1712859294626^M
  Call-ID: ae75b30c-16372ea@1XX.1XX.X.1XX^M
  CSeq: 20314 SUBSCRIBE^M
  Max-Forwards: 70^M
  Authorization: Digest username="+121035XXXX",realm="BroadWorks",nonce="BroadWorksX1uvk76avT78ohryBW
  Contact: <sip:dckvbcsohk@1XX.1XX.X.1XX:50XX;transport=tls>^M
  Accept: application/x-broadworks-hoteling+xml^M
  Expires: 3600^M
  Event: x-broadworks-hoteling^M
  User-Agent: Cisco-CP-8865-3PCC/12.0.3_dcf719f39350_d4e6994b-60bc-4fba-a490-fe5f8e74ceea_dcf719f3-93
  Session-ID: 4e85b7ad00105000a000dcf719f39350;remote=1abed7e0008042159d92c35291039b58^M
  Content-Length: 152^M
  Content-Type: applicati
NOT Apr 11 18:16:44.288201 (1745-1842) voice-on/x-broadworks-hoteling+xml^M
^M
<?xml version="1.0" encoding="ISO-8859-1"?>
<SetHoteling xmlns="http://schema.broadsoft.com/hoteling">
  <guestAddress>Guest Extension</guestAddress>
</SetHoteling>
```

In response to the **SUBSCRIBE**, a 200 OK is sent:

```
SIP/2.0 200 OK^M
  Via:SIP/2.0/TLS 1xx.1xx.x.1xx:5061;received=2xx.2xx.2xx.4x;branch=z9hG4bK-5c65a186^M
  From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
  To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
  Call-ID:ae75b30c-16372ea@1xx.1xx.x.1xx^M
  CSeq:20314 SUBSCRIBE^M
  Session-ID:1abed7e0008042159d92c35291039b58;remote=4e85b7ad00105000a000dcf719f39350^M
  Expires:3424^M
  Contact:<sip:2x.8x.x.1xx:89xx;transport=tls>^M
  Content-Length:0^M
^M
```

The Webex Calling cloud sends a **NOTIFY**:

In this **NOTIFY** example the <guestAddress/> does not contain the Guest Extension which is the result of the Sing-In failed attempt.

NOTIFY sip:dckvbcsohk@1XX.1XX.X.1XX:50XX;transport=tls SIP/2.0^M
 Via:SIP/2.0/TLS 2X.8X.X.1XX:89XX;branch=z9hG4bKBroadworksSSE.-2XX.2XX.2XX.4XV5061-0-101-394818446-1
 From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
 To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
 Call-ID:ae75b30c-16372ea@1XX.1XX.X.1XX^M
 CSeq:101 NOTIFY^M
 Contact:<sip:2X.8X.X.1XX:89XX;transport=tls>^M
 Subscription-State:active;expires=3424^M
 Max-Forwards:69^M
 Session-ID:1abed7e0008042159d92c35291039b58;remote=4e85b7ad00105000a000dcf719f39350^M
 Event:x-broadworks-hoteling^M
 Content-Type:application/x-broadworks-hoteling+xml^M
 Content-Length:134^M
 ^M
 <?xml version="1.0" encoding="UTF-8"?>
 <HotelingEvent xmlns="http://schema.broadsoft.com/hoteling">
 <guestAddress/>
 </HotelingEvent>^M

In response to the NOTIFY, a 200 OK is sent:

SIP/2.0 200 OK^M
 To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
 From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
 Call-ID:ae75b30c-16372ea@1xx.1xx.x.1xx^M
 CSeq:101 NOTIFY^M
 Via:SIP/2.0/TLS 2x.8x.x.1xx:89xx;branch=z9hG4bKBroadworksSSE.-2xx.2xx.2xx.4xV5061-0-101-394818446-17128
 Server: Cisco-CP-8865-3PCC/12.0.3_dcf719f39350^M
 Session-ID: dbb009eb00105000a000dcf719f39350;remote=1abed7e0008042159d92c35291039b58^M
 Content-Length: 0^M
 ^M

Ensure that the Voicemail PIN is Correct

In case a new Voicemail PIN is needed:

Step 1. Log in with the User credentials in [User Hub](#).

Step 2. Click **Settings > Calling > Voicemail**.

Step 3. Click **Voicemail PIN > Reset voicemail PIN**.

Step 4. Enter a new **Voicemail PIN** that meets the requirements.

Step 5. Click **Save**.

Ensure Hoteling is Enabled for the Guest

Step 1. Under **MANAGEMENT > Users**, click the Hoteling guest user.

Step 2. Click **Calling > Between-user permissions > Hoteling**.

Between-user permissions	Monitoring		>
	Barge in	Disabled	>
	Call Bridging Warning Tone	Enabled	>
	Hoteling	Enabled	>
	Hot Desking		>
	Push-to-Talk	Auto answer calls; Two-way; Allowed users	>
	Privacy	Allow dialed by extension, Allow dialed by first or last name, Disabled privacy	>
	Executive / Executive assistant	Disabled	>

Between-User Permissions

Step 3. Click the toggle **Allow this user to connect to a Hoteling host device**.

Hoteling

Allow this user to connect to a Hoteling host device. Hoteling will allow this user to send and receive calls from the host device and have it appear as their number.

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Limit Association Period

12 hours before logout

Hoteling Location

Search for a hoteling location

No hoteling Locations Added

Hoteling Toggle

Step 4. Select a **Limit Association Period**.

Step 5. Click **Save**.

Successful NOTIFY for Hoteling SUBSCRIBE from Webex Calling Cloud

The successful **NOTIFY** shows the Guest Extension and Subscription expiration Time.

```
NOTIFY sip:dckvbcsohk@1xx.1xx.x.1xx:50xx;transport=tls SIP/2.0^M
Via:SIP/2.0/TLS 2x.8x.x.1xx:89xx;branch=z9hG4bKBroadworksSSE.-2xx.2xx.2xx.4xV5061-0-103-3948184
From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
Call-ID:ae75b30c-16372ea@1xx.1x.x.1xx^M
CSeq:103 NOTIFY^M
Contact:<sip:2x.8x.x.1xx:89xx;transport=tls>^M
Subscription-State:active;expires=3324^M
Max-Forwards:69^M
Session-ID:1abed7e0008042159d92c35291039b58;remote=4e85b7ad00105000a000dcf719f39350^M
Event:x-broadworks-hoteling^M
Content-Type:application/x-broadworks-hoteling+xml^M
Content-Length:176^M
^M
<?xml version="1.0" encoding="UTF-8"?>
<HotelingEvent xmlns="http://schema.broadsoft.com/hoteling">
<guestAddress>Guest Extension</guestAddress>
<expires>Subscription Time</expires>
</HotelingEvent>^M
```

In response to the **NOTIFY**, a 200 OK is sent:

SIP/2.0 200 OK^M

To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M

From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M

Call-ID:ae75b30c-16372ea@1xx.1xx.x.1xx^M

CSeq:102 NOTIFY^M

Via:SIP/2.0/TLS 2x.8x.x.1xx:89xx;branch=z9hG4bKBroadworksSSE.-2xx.2xx.2xx.4xV5061-0-102-394818446-17128

Server: Cisco-CP-8865-3PCC/12.0.3_dcf719f39350^M

Session-ID: 7e64aa9c00105000a000dcf719f39350;remote=1abed7e0008042159d92c35291039b58^M

Content-Length: 0^M

^M

Recommended Information for a TAC Case

If an issue persists after the troubleshooting steps in this document have been performed and a TAC case is needed, Cisco recommends to include this information:

- Organization ID
- Location ID or Location Name
- Host User's Number, extension and mail
- Guest User's Number, extension and mail
- Sing-In example where the issue was experienced.
 - Time zone and Timestamp of the Sing-In attempt
 - A detailed description of the issue experienced.
- Attach the **PRT** obtained file from the device.

Related Information

[Hoteling in Control Hub](#)