



Support Information

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If You Need Phone Information

Find the IP Address of the Phone

You can gather information about your phone IP address to help your administrator troubleshoot.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Network Status** > ..
- Step 3** View the phone IP address in the **IPv4 status** or in the **IPv6 status** fields.
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Find the Current Firmware Load

You can gather information about your phone firmware to help your administrator troubleshoot.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Product Information** > **Software version** to view the firmware version of the phone.
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If You Have Firmware Migration Problems

If you experience problems during the firmware migration, your administrator can help troubleshoot the root cause of the problem. You can gather information to help your administrator troubleshoot.

You can provide the following report to your administrator to help resolve the issues:

1. Increase the Log Debug Level. See [Change the Log Levels](#) , on page 2
2. Start capturing ethernet packets, reproduce the problem, and stop the packet capture. Collect the packet captures. See [Capture Ethernet Packets](#), on page 2
3. Generate a problem report and download the report with a Problem Report Tool (PRT). See [Generate a Problem Report](#), on page 3 and [Download the Problem Reports](#), on page 3
4. Reset the Debug Level to **NOTICE**. See [Change the Log Levels](#) , on page 2

Change the Log Levels

By default, the log files capture routine information. When you are troubleshooting problems, you can increase the debug level to capture detailed logs.

**Caution**

A debug log level of **DEBUG** can cause delays in the system. Only use **DEBUG** while you collect logs about a problem and return the level to **NOTICE** as soon as possible.

Procedure

- Step 1** On the phone web page, select **Admin Login > Advanced**.
- Step 2** Select **Voice > System**.
- Step 3** In the **Optional Network Configuration** section, set the **Debug Level** field to **DEBUG**.
- Step 4** Click **Submit All Changes**.
- Step 5** After the detailed log files are captured, set the **Debug Level** to **NOTICE**.
- Step 6** Click **Submit All Changes**.

Capture Ethernet Packets

The Ethernet packets contain detailed information that can be used to troubleshoot problems.

Procedure

- Step 1** On the phone web page, select **Admin Login > Advanced**.
- Step 2** Select **Info > Debug Info**.

- Step 3** In the **Problem Report Tool** section, click the **Start Packet Capture** button in the **Packet Capture** field.
- Step 4** Choose **All** to capture all packets that the phone receives and select **Host IP Address** to capture packets only when source or destination is the IP address of the phone.
- Step 5** Reproduce your problem.
- Step 6** When you want to stop the packet capture, click **Stop Packet Capture**.
- Step 7** Click **Submit**.
You see a file name link in the **Capture File** field. This file contains the filtered packets. Click this file name link to download it.
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Generate a Problem Report

To help troubleshoot the issues that you experience during firmware migration, logs from the Problem Report Tool can be used. You can generate PRT logs using the phone web page and upload them to a remote log server.

Procedure

- Step 1** On the phone web page, select **Admin Login > Advanced**.
- Step 2** Select **Info > Debug Info**.
- Step 3** In the **Problem Reports** section, click **Generate PRT**.
- Step 4** Enter the following information in the **Report Problem** screen:
- Enter the date that you experienced the problem in the **Date** field. The current date appears in this field by default.
 - Enter the time that you experienced the problem in the **Time** field. The current time appears in this field by default.
 - In the **Select Problem** drop-down list box, choose the description of the problem from the available options.
- Step 5** Click **Submit** in the **Report Problem** screen.
- The **Submit** button is enabled only if you select a value in the **Select Problem** drop-down list box.
- You get a notification alert on the phone web page that indicates if the PRT upload was successful or not.
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Download the Problem Reports

After you generate the problem reports, you need to download the reports to help resolve any issues that you experience during firmware migration.

Procedure

- Step 1** On the phone web page, select **Admin Login** > **Advanced**.
 - Step 2** Select **Info** > **Debug Info**.
 - Step 3** In the **Problem Reports** area, click the problem report file to download.
 - Step 4** Save the file to your local system and open the file to access the problem reporting logs.
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Additional Information and Help

If you experience problems while running migration firmware, you can factory reset the phone to troubleshoot the problem. To factory reset your phone, perform one of the following instructions.

Access the Phone Web Interface

The phone firmware provides mechanisms for restricting end-user access to some parameters. The firmware provides specific privileges for sign-in to an **Admin** account or a **User** account. Each can be independently password-protected.

- Admin account—Allows the full access to all administration web server parameters
- User account—Allows the access to a subset of the administration web server parameters

If your service provider has disabled access to the configuration utility, contact the service provider before proceeding.

Procedure

- Step 1** Ensure that the computer can communicate with the phone. No VPN in use.
- Step 2** Start a web browser.
- Step 3** Enter the IP address of the phone in your web browser address bar.
 - User Access: **http://<ip address>**
 - Admin Access: **http://<ip address>/admin/advanced**
 - Admin Access: **http://<ip address>**, click **Admin Login** and click **advanced**

For example, <http://10.64.84.147/admin>

- Step 4** Enter the password when prompted.
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Factory Reset the Phone from the Phone Menu

To troubleshoot the phone you can perform a factory reset.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device Administration**.
- Step 3** Select **Factory reset** and confirm.
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Factory Reset the Phone with the Keypad

Use these steps to reset the phone to factory default settings using the phone keypad.

Before you begin

You must know if your phone is an original hardware release or if the hardware has been updated and re-released.

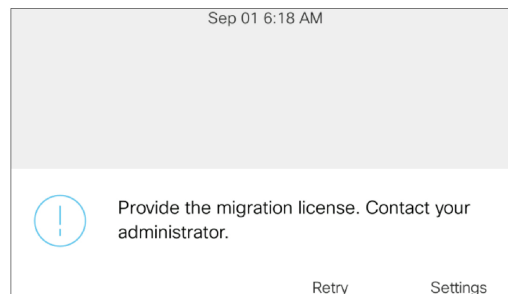
Procedure

- Step 1** Unplug the phone:
- If using PoE, unplug the LAN cable.
 - If using the power cube, unplug the power cube.
- Step 2** Wait 5 seconds.
- Step 3** On earlier hardware versions, the Mute button lights up. Wait for the Mute button to turn off.
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Triage

You may encounter the following situations during the migration process.

- **Problem:** The device does not have a license after the migration



Solution: Contact your administrator to obtain and authorize the license from the server.

- **Problem:** Unauthorized license causes migration failure

Transition Authorization Status	
Transition Authorization Status 1:	[08/20/2021 14:23:43][http://10.74.51.81/prov/chenyu/CC7F758AD4BC.lic]Authorization Failed. Reason: License Not Authorized
Transition Authorization Status 2:	[08/20/2021 13:53:43][http://10.74.51.81/prov/chenyu/CC7F758AD4BC.lic]Authorization Failed. Reason: License Not Authorized

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Firmware Upgrade Status	
Firmware Upgrade Status 1:	[08/11/2021 19:13:19][http://10.74.51.83/prov/chenyu/be02/sp38xx-14-1-1MN-286dev/bads]Upgrade Failed. Reason: Transition not authorized.
Firmware Upgrade Status 2:	
Firmware Upgrade Status 3:	

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Solution: Check the license and complete the authorization.

- When a failure is reported during the migration, the support engineer can
 - Open a support case
 - Assign the case to the phone's team.
 - Generate and attach PRT to the ticket.
 - Generate a Wireshark pcap file under such situation, which gets the failure.