

收集88XX & 78XX型号的电话控制台日志的程序

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Introduction

本文描述是有用排除问题故障的步骤通过电话控制台日志集高效地指导您。

Prerequisites

Requirements

Cisco建议您有呼叫管理器和电话配置知识。

Components Used

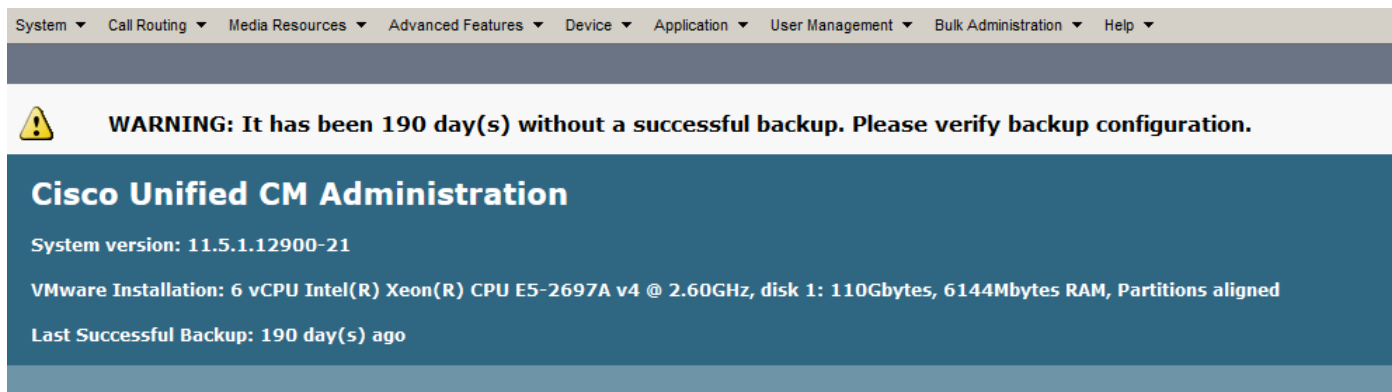
本文档中的信息基于以下软件和硬件版本：

- 88XX寄存器或accessible通过Web访问的电话型号。
- 78XX寄存器或accessible通过Web访问的电话型号。

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. 如果您的网络实际，请保证您了解所有命令的潜在影响。

收集电话控制台日志的进程

步骤1. CM管理页面的洛金。



The screenshot shows the top navigation bar of the Cisco Unified CM Administration interface with the following menu items: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. Below the navigation bar is a warning message: **WARNING: It has been 190 day(s) without a successful backup. Please verify backup configuration.** The main header area displays the following information: **Cisco Unified CM Administration**, System version: 11.5.1.12900-21, VMware Installation: 6 vCPU Intel(R) Xeon(R) CPU E5-2697A v4 @ 2.60GHz, disk 1: 110Gbytes, 6144Mbytes RAM, Partitions aligned, and Last Successful Backup: 190 day(s) ago.

步骤2.连接对Device > Phone，然后搜索您必须收集日志的MAC地址。

System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Bulk Administration > Help

Find and List Phones Related Links: [Actively Logged In Device Report](#) > [Go](#)

[Add New](#)
[Select All](#)
[Clear All](#)
[Delete Selected](#)
[Reset Selected](#)
[Apply Config to Selected](#)

Status

1 records found

Phone (1 - 1 of 1) Rows per Page: 50

Find Phone where Device Name begins with SEP74A02FC09CDF [Find](#) [Clear Filter](#)

Device Name(Line)	Description	Device Pool	Device Protocol	Status	IPv4 Address	Copy	Super Copy
SEP74A02FC09CDF	SEP74A02FC09CDF	CUC-test-device-pool	SIP	Registered with 10.106.99.199	10.106.99.230	Copy	Super Copy

[Add New](#)
[Select All](#)
[Clear All](#)
[Delete Selected](#)
[Reset Selected](#)
[Apply Config to Selected](#)

步骤3. 点击MAC地址并且连接对配置页：

保证Web访问选项是Enable (event)。 否则，请完成更改，并且保存，运用设置。

Video Capabilities*	Enabled	<input type="checkbox"/>
Web Access*	Enabled	<input checked="" type="checkbox"/>

第4.步。如镜像所显示，现在请点击电话的IP地址，：

Phone Type


Product Type: Cisco 8845
Device Protocol: SIP

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager 10.106.99.199
IPv4 Address: 10.106.99.230
Active Load ID: sip8845_65.12-1-1SR1-4
Inactive Load ID: sip8845_65.11-7-1-17

第5.步。一旦访问IP地址，如镜像所显示的页打开。

10.106.99.230/CGI/Java/Serviceability?adapter=device.statistics.device



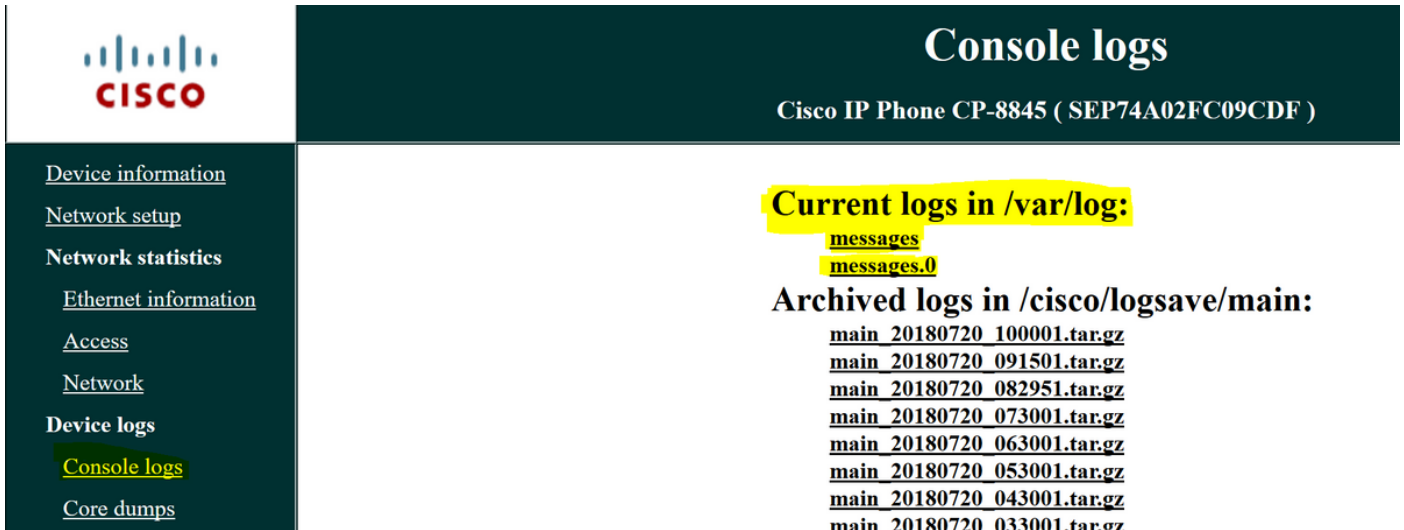
- [Device information](#)
- [Network setup](#)
- [Network statistics](#)
- [Ethernet information](#)
- [Access](#)
- [Network](#)
- Device logs**
- [Console logs](#)
- [Core dumps](#)
- [Status messages](#)
- [Debug display](#)
- Streaming statistics**
- [Stream 1](#)
- [Stream 2](#)
- [Stream 3](#)
- [Stream 4](#)

Device information

Cisco IP Phone CP-8845 (SEP74A02FC09CDF)

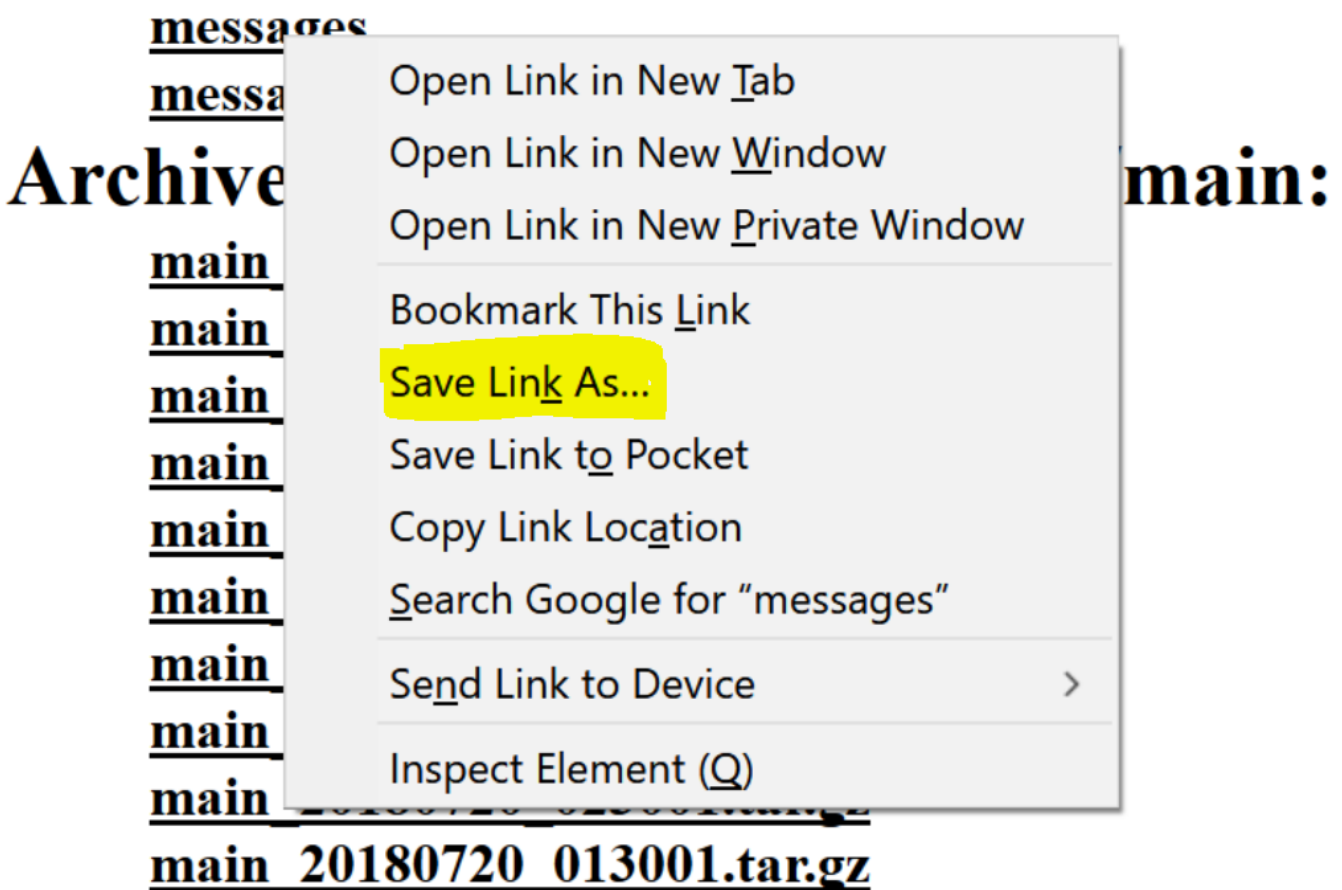
Service mode	Enterprise
Service domain	
Service state	Idle
MAC address	74A02FC09CDF
Host name	SEP74A02FC09CDF
Phone DN	3000
App load ID	rootfs8845_65.12-1-1SR1-4
Boot load ID	sb28845_65.BEV-01-015
Version	sip8845_65.12-1-1SR1-4
Hardware revision	V01
Serial number	PUC1924025S
Model number	CP-8845
Message waiting	No
UDI	phone
	Cisco IP Phone 8845, Global
	CP-8845

步骤6. 点击用镜像突出显示的控制台日志。



步骤7. 如镜像所显示，用鼠标右键单击在消息并且保存文件。

Current logs in /var/log:



步骤8. 重复上述步骤对download所有消息。

有时，从电话的问题报告将收集。

这是遵从步骤的链路：

<https://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/ip-phone-8800->

<series/200770-How-to-Collect-a-Collaboration-Endpoint.html>