Cisco MPP: Troubleshooting MOP

I. Find Information About Your Phone

Procedure

Step 1	Press Applications blocked URL.
Step 2	Select Status > Product Information. You can view the following information: Product name— Model number of the Cisco IP Phone. Serial number— Serial number of the Cisco IP Phone. MAC address—Hardware address of the Cisco IP Phone. Software version—Version number of the Cisco IP Phone firmware. Hardware version—Version number of the Cisco IP Phone hardware. Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone. Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.
Step 3	Press Exit to return to the Applications screen.

II. Set Up Wireless LAN from the Phone

Only the Cisco IP Phone 8861 and 8865 support wireless LAN connections

Procedure

Step 1	Press Applications blocked URL.
Step 2	Select Network configuration > Wi-Fi configuration.
Step 3	In the Connect to Wi-Fi screen, click Scan to get a list of available Wi-Fi networks (SSIDs).
Step 4	Select an SSID when the scan is complete, and set up the fields for your phone to connect to that network as described in the Scan List Menus table. You can also click Cancel to stop the scan process. If your phone is associated with an SSID, the associated SSID appears at the top of scanned list with a check mark in front of it.
Step 5	(Optional) Press Other to add a new network name to which you want to connect your phone. Set up the fields as described in the Wi-Fi Other Menu table.

III. View the Network Status

Procedure

Step 1	Press **Applications** blocked URL.

Step 2	**Select Status > Network Status.** You can view the following information: • **Network type**—Indicates the type of Local Area Netwrok (LAN) connection that the phone uses. • **Network status**—Indicates if the phone is connected to a network. • **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone. • **IPv6 status** —IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone. • **VLAN ID**—VLAN ID of the phone. • **MAC address**—Unique Media Access Control (MAC) address of the phone. • **Host name**—Displays the current host name assigned to the phone. • **Domain**—Displays the network domain name of the phone. Default: cisco.com • **Switch port link**—Status of the switch port. • **Switch port config**—Indicates speed and duplex of the network port. • **PC port config**—Indicates speed and duplex of the PC port. • **PC port link**—Indicates speed and duplex of the PC port.

IV. VLAN details

Procedure

Step 1	Press Applications blocked URL.
Step 2	Select Network configuration.
Step 3	Use the navigation arrows to select the desired menu and edit.
Step 4	To display a submenu, repeat step 3.
Step 5	To exit a menu, press blocked URL.

Ethernet Configuration Submenu

FIELD	FIELD TYPE OR CHOICES	DEFAULT	DESCRIPTION
VLAN	On Off	Off	Enable or disable VLAN. Permits you to enter a VLAN ID when you use VLAN without CDP or LLDP. When you use a VLAN with CDP or LLDP, that associated VLAN takes precedent over the VLAN ID you manually entered.
VLAN ID		1	Enter a VLAN ID for the IP phone when you use a VLAN without CDP (VLAN enabled and CDP disabled). Note that only voice packets are tagged with the VLAN ID. Do not use the 1 value for the VLAN ID. If VLAN ID is 1, you cannot tag voice packets with the VLAN ID.
PC port VLAN ID		1	Enter a value of the VLAN ID that is used to tag communications from the PC port on the phone. The phone tags all the untagged frames coming from the PC (it does not tag any frames with an existing tag). Valid values: 0 through 4095 Default: 0
DHCP VLAN option			Enter a predefined DHCP VLAN option to learn the voice VLAN ID. When you use a VLAN ID with CDP, LLDP, or manually select a VLAN ID, that VLAN ID takes precedent over the selected DHCP VLAN option. Valid values are: • Null • 128 to 149 • 151 to 158 • 161 to 254 Default value is null. Cisco recommends that you use DHCP Option 132.

V. Ethernet Connection Type - DHCP and Static IP

IPv4 Address Settings Submenu

Field	Field Type or Choices	Default	Description
Connection type	DHCP		Indicates whether the phone has DHCP enabled. • DNS1—Identifies the primary Domain Name System (DNS) server that the phone uses. • DNS2—Identifies the secondary Domain Name System (DNS) server that the phone uses. • DHCP address released—Releases the IP address that DHCP assigned. You can edit this field if DHCP is enabled. To remove the phone from the VLAN and release the IP address for reassignment, set this field to Yes and press Set.

	Static IP		When DHCP is disabled, you must set the Internet Protocol (IP) address of the phone. • Static IP address—Identifies the IP that you assign to the phone. The phone uses this IP address instead of acquiring an IP from the DHCP server on the network. • Subnet Mask—Identifies the subnet mask used by the phone. When DHCP is disabled, you must set the subnet mask. • Gateway address—Identifies the default router used by the phone. • DNS1—Identifies the primary Domain Name System (DNS) server that the phone uses. When DHCP is disabled, you must set this field manually. • DNS2—Identifies the primary Domain Name System (DNS) server that the phone uses. When DHCP is disabled, you must set this field manually. When you assign an IP address using this field, you must also assign a subnet mask and a gateway address. See the Subnet Mask and Default Router fields in this table.

IPv6 Address Settings Submenu

Field	Field Type or Choices	Default	Description
Connection type	DHCP		Indicates whether the phone has Dynamic Host Configuration Protocol (DHCP) enabled. • DNS1—Identifies the primary DNS server that the phone uses. • DNS2—Identifies the secondary DNS server that the phone uses. • Broadcast Echo—Identifies if the phone responses to multicast ICMPv6 message with destination address of ff02::1. • Auto config— Identifies if the phone uses automatic configuration for the address.
	Static IP		When DHCP is disabled, you must set the Internet Protocol (IP) address of the phone and must set the values of the fields: • Static IP—Identifies the IP that you assign to the phone. The phone uses this IP address instead of acquiring an IP from the DHCP server on the network. • Prefix length—Identifies how many bits of a Global Unicast IPv6 Address are there in the network part. • Gateway—Identifies the default router used by the phone. • Primary DNS—Identifies the primary DNS server that the phone uses. When DHCP is disabled, you must set this field manually. • Secondary DNS—Identifies the primary DNS server that the phone uses. When DHCP is disabled, you must set this field manually. • Broadcast Echo—Identifies if the phone responses to multicast ICMPv6 message with the destination address of ff02::1.

VI. Remote User Setup

Configuration/Provisioning Server: Settings (key) Device Administration Profile Rule (ENTER the WEB URL)

Set up the Profile Account

You need to enter the authentication credentials to resynchronize your phone with the provisioning profile when prompted with the Profile account setup screen.

Before you begin

Your administrator specifies the profile authentication type on your phone and provides you with the authentication credentials.

Procedure

Step 1	Press Applications blocked URL.
Step 2	Select Device administration **(Option 5)** > Profile account setup.
Step 3	Enter: https://pconf.evolveip.net/fs/cisco-provisioning.xml

NOTE: Review specifics with VE, details on Admin Guide is specific to Web Portal.