Configure Debug Level in MPP Phones Registered in Webex Calling

Contents

Introduction

This document describes the procedure to set the log level to Debug in MPP (Multiplatform Firmware) Phones from Control Hub.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub

Components Used

The information in this document is based on these software versions:

- Cisco 8851 IP Phone - MPP Firmware 11.3.7

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

When an MPP Phone has a problem or error, the log level must be set in Debug before a PRT (Problem Report Tool) is retrieved from the device to troubleshoot.

Set the log level

In order to correctly configure the log level, navigate to **Control Hub** > **Devices** and select the device that has the issue. Confirm that the device shows **Online**:
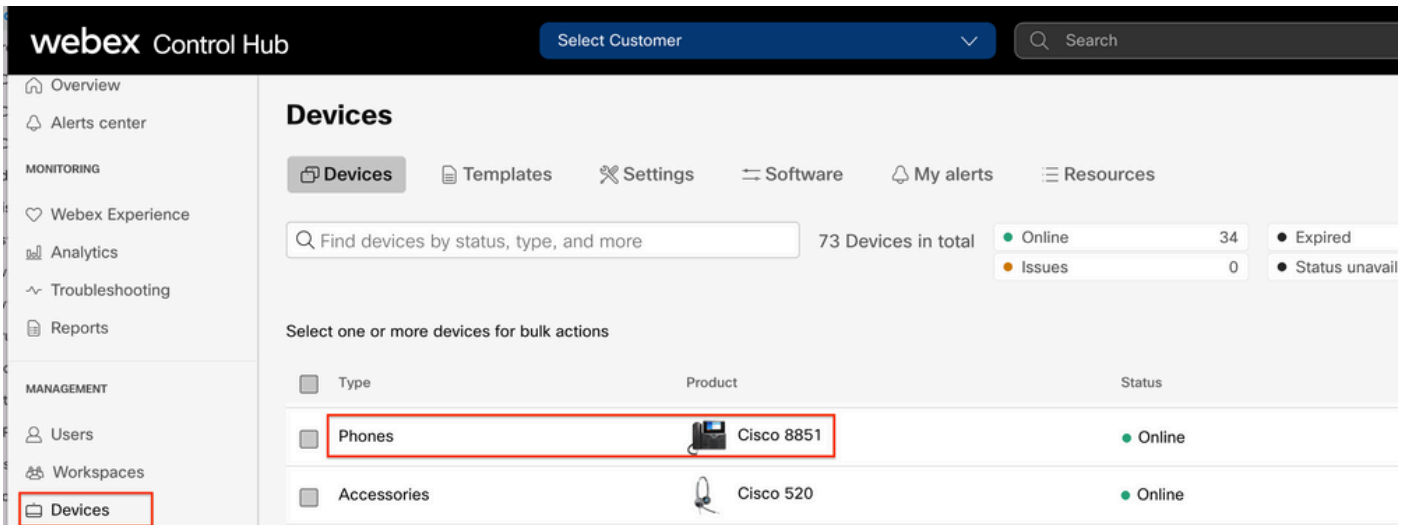
On the Device Page, navigate to the **Device Management** section and select **Device Settings.**

On **Device Settings**, confirm that **Default Logging Level** is set to **Debugging** and select **Save.**

**Note**: In order for the changes to take place, reset the device so that it downloads the updated configuration file.

Generate the PRT

Once the correct log level has been configured in the device, allow time for the problem to occur and generate the PRT.

Generate the PRT from the Device

Step 1. On the device, press the **Applications** 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. Press **Submit.**

Generate the PRT from Control Hub

Step 1. Navigate to **Control Hub** > **Devices** and select the device:

Step 2. On the Phone page go to **Support** > **Device Logs.**

Device Management

The users and workspaces that appear on this device are displayed below in the order of appearance.

To add and remove users and workspaces, select **Configure Lines**.
To customize the programmable Line Keys, select **Configure Layout**.
To set up the display settings and dialing options, select **Device Settings**.

Line	Name	Number/Extension	Reg.
1	Line	NA /2493	⊘

9 of 10 total lines available

⚙ Configure Lines	Manage >
⚙ Configure Layout	Manage >
⚙ Device Settings	Manage >

Support

| Device Logs ⓘ | Manage > |

Step 3. On the **Manage Logs** page, select **Generate Log.**

Manage Logs

Generate new logs

To generate a new log, click generate new log. Generated logs will be made available to Cisco technical support.

Uploading new logs might take five minutes or more. You may close this window while waiting for a log upload to finish, and then check back later.

+ Generate Log

No logs found.

↻ Refresh

Verify

Once the PRT has been submitted either manually or via Control Hub, the available logs are listed on the **Manage Logs** section:

Manage Logs

Generate new logs

To generate a new log, click generate new log. Generated logs will be made available to Cisco technical support.

Uploading new logs might take five minutes or more. You may close this window while waiting for a log upload to finish, and then check back later.

+ Generate Log

Time	Action
08/21/2022 2:16 PM	↓ Download

↻ Refresh

Related information

- [Demand PRT Collection in Control Hub](#)
- [Report All Phone Issues](#)

- [Cisco Technical Support and Documentation](#)