

Report Phone Issues on the Cisco IP Phone 8800 Series Multiplatform Phone

Objective

The Problem Reporting Tool (PRT) on the Cisco 8800 Series IP Phone allows you to collect and send phone logs to your administrator. These logs are necessary for troubleshooting in case you run into phone issues.

This article aims to show you how to report phone issues by generating PRT file on the Cisco IP Phone 8800 Series Multiplatform through its web-based utility and phone GUI.

Applicable Devices

- 8800 Series

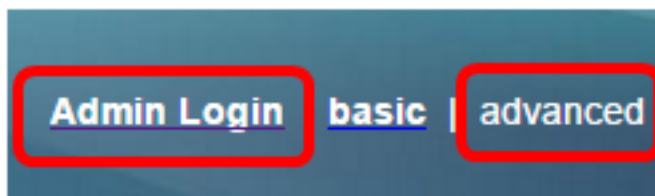
Software Version

- 11.0.1

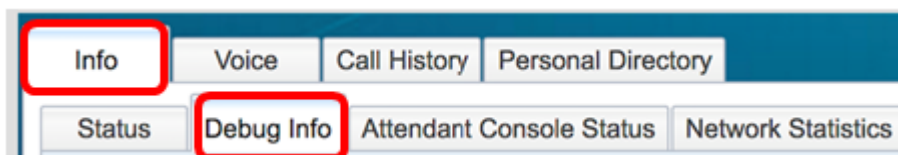
Report Phone Issues

Through the Web-based Utility

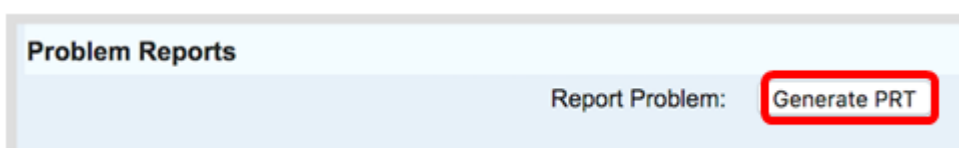
Step 1. Log in to the web-based utility of the IP phone and click **Admin Login > advanced**.



Step 2. Click **Info > Debug Info**.

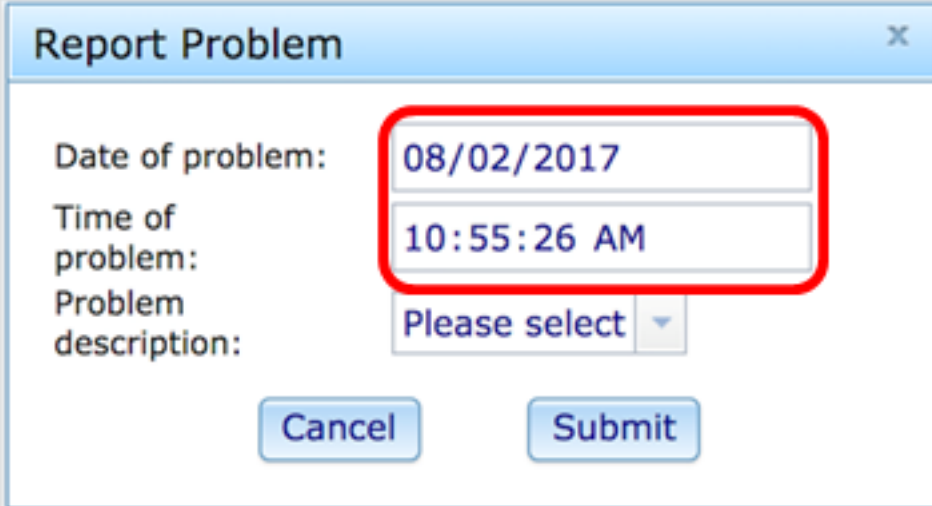


Step 3. Under Problem Reports, click the **Generate PRT** button to report a problem.



Step 4. In the Report Problem pop-up window, enter the date and time when the problem occurred in their respective fields.

Note: In this example, the date used is August 2, 2017 and the time is 10:55:26 AM.



Report Problem

Date of problem: 08/02/2017

Time of problem: 10:55:26 AM

Problem description: Please select

Cancel Submit

Step 5. Click the drop-down arrow in the Problem description area to choose the exact issue you are having with the IP Phone. The options are:

- Phone disconnect or reboot
- Network connection failure
- Phone registration failure
- Failed to place a call
- Cannot answer a call
- Call features do not work
- Poor audio/video quality
- One way audio/video
- No audio/video
- Slow UI response
- UI display error
- Other

Report Problem [x]

Date of problem: 08/02/2017

Time of problem: 10:55:26 AM

Problem description: Please select [v]

Please select

- Phone disconnect or reboot
- Network connection failure**
- Phone registration failure
- Failed to place a call
- Cannot answer a call
- Call features do not work
- Poor audio/video quality
- One way audio/video
- No audio/video
- Slow UI response
- UI display error
- Other

Cancel

Note: In this example, Network connection failure is chosen.

Step 6. Click **Submit**.

Report Problem [x]

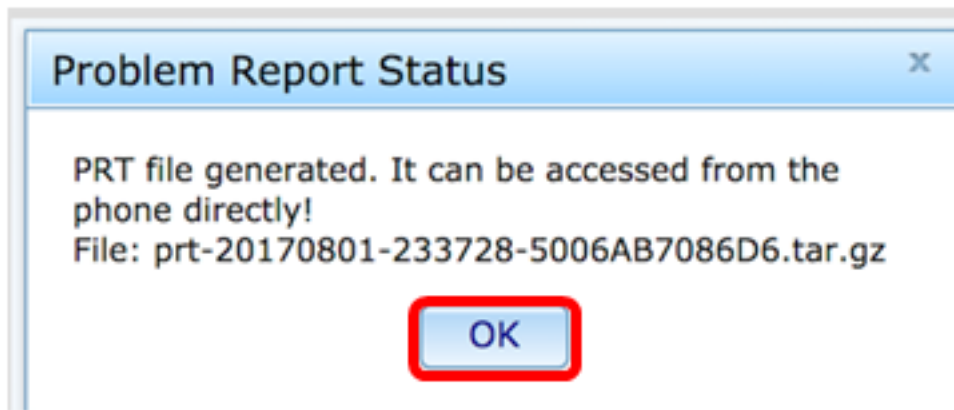
Date of problem: 08/02/2017 [x] [v]

Time of problem: 10:55:26 AM

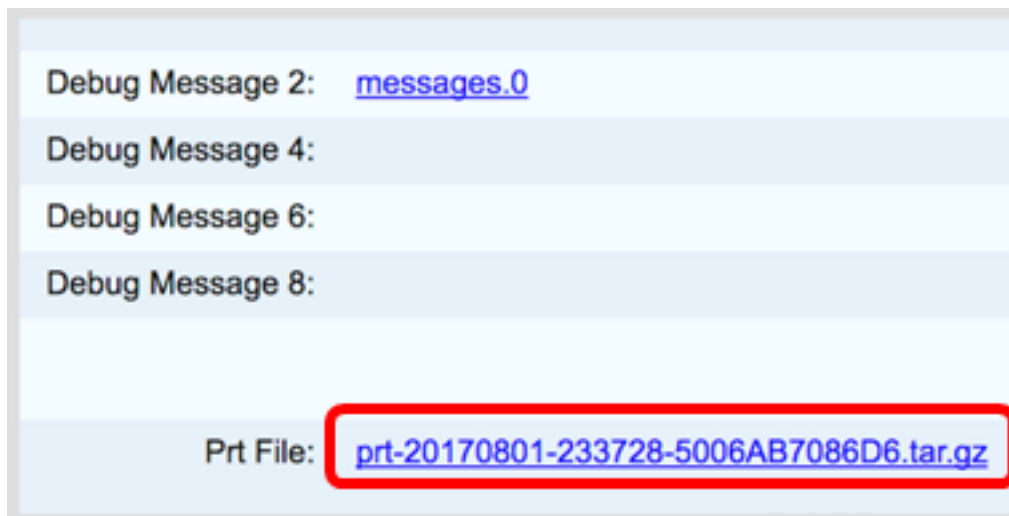
Problem description: Network connection failure [v]

Cancel Submit

Step 7. The Problem Report Status pop-up window appears to inform you that the PRT file is now generated. Click **OK**.

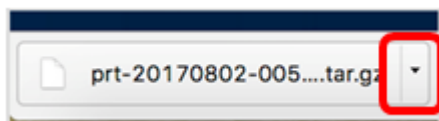


Step 8. (Optional) Click on the file link in the Prt File area to view the problem report. The file will be automatically downloaded when you click the link.



Note: In this example, the PRT File generated is named as prt-20170801-233728-5006AB7086D6.tar.gz.

Step 9. Click on the drop-down arrow beside the filename and click **Open**. It will take you to the location where the file is downloaded.





Step 10. Click on the description to view the report.


Name	Date Modified
archive.tar.gz	Aug 2, 2017, 3:37 PM
backtraces.tar.gz	Aug 2, 2017, 3:37 PM
cfg.xml	Aug 2, 2017, 3:37 PM
description-20170801-233728.log	Aug 2, 2017, 3:37 PM
logcat-20170802-073732.log	Aug 2, 2017, 3:37 PM
messages.tar.gz	Aug 2, 2017, 3:37 PM
net.cfg	Aug 2, 2017, 3:37 PM
show-output-20170801-175908.log	Aug 2, 2017, 3:37 PM
show-output-20170801-180111.log	Aug 2, 2017, 3:37 PM
show-output-20170801-233728.log	Aug 2, 2017, 3:37 PM
status.xml	Aug 2, 2017, 3:37 PM


Note: A .log file will open. In this example, description-20170801-233728.log is used.


description-20170801-233728.log



 Hide Log List


 Clear Display


 Reload


 Ignore Sender


 Insert Marker


 Inspector

SYSTEM LOG QUERIES

All Messages

DIAGNOSTIC AND USAGE INFORMATION

Diagnostic and Usage Messages

- ▶ User Diagnostic Reports
- ▶ System Diagnostic Reports

FILES

system.log


- ▶ ~/Library/Logs
- ▶ /Library/Logs
- ▶ /var/log

PRT Info

User reported date: 2017-08-02
 User reported time: 10:55:26
 Firmware version: sip88xx.11-0-1MPP-477.loads
 Serial Number: 5006AB7086D6

Description

Network connection failure


Size: 321 bytes


You now have successfully generated a problem report on your phone through its web-

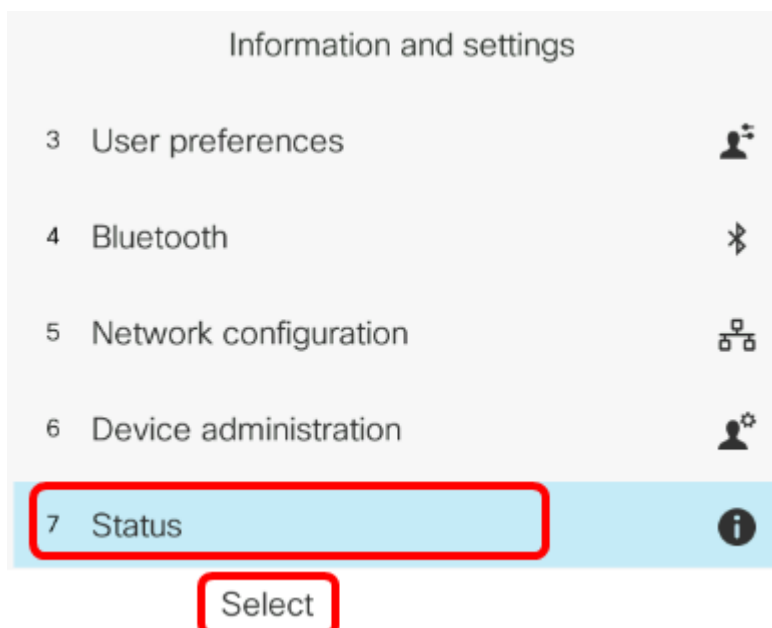
based utility.

Through the Phone GUI

Step 1. Press the **Applications** button on the IP Phone.



Step 2. Using the Navigation cluster  button, navigate to **Status** then press the **Select** softkey.



Step 3. Navigate to **Report problem** then press the **Select** softkey.

Status

- 1 Product information
- 2 Network status
- 3 Phone status
- 4 Report problem
- 5 Reboot history


[Select](#)

Step 4. Enter the date and time when the problem occurred in their respective fields.

Note: In this example, the date format used is day/month/year, thus showing 02/08/2017 for August 2, 2017 and the time is 1:45 AM.

Report problem

Date of problem	<input type="text" value="02/08/2017"/>
Time of problem	<input type="text" value="1:45 AM"/>
Problem description	Please select >

[Submit](#) 

Step 5. Navigate to **Problem description** and use the Navigation cluster right button to choose the exact description of the issue.

Report problem

Date of problem 02/08/2017

Time of problem 1:45 AM

Problem description Please select>

Submit

Step 6. Choose the exact problem description on the list then press the **Select** softkey. The options are:

- Phone disconnect or reboot
- Network connection failure
- Phone registration failure
- Failed to place a call
- Cannot answer a call
- Call features do not work
- Poor audio/video quality
- One way audio/video
- No audio/video
- Slow UI response
- UI display error
- Other

Problem description

- 1 Phone disconnect or reboot
- 2 Network connection failure
- 3 Phone registration failure
- 4 Failed to place a call
- 5 Cannot answer a call

Select Cancel

Note: In this example, Failed to place a call is chosen.

Step 7. Click the **Submit** softkey.

Report problem

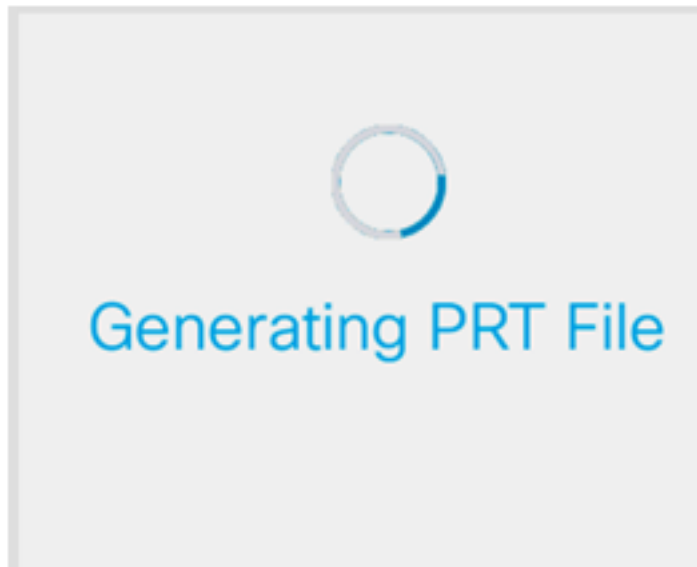
Date of problem 02/08/2017

Time of problem 1:45 AM

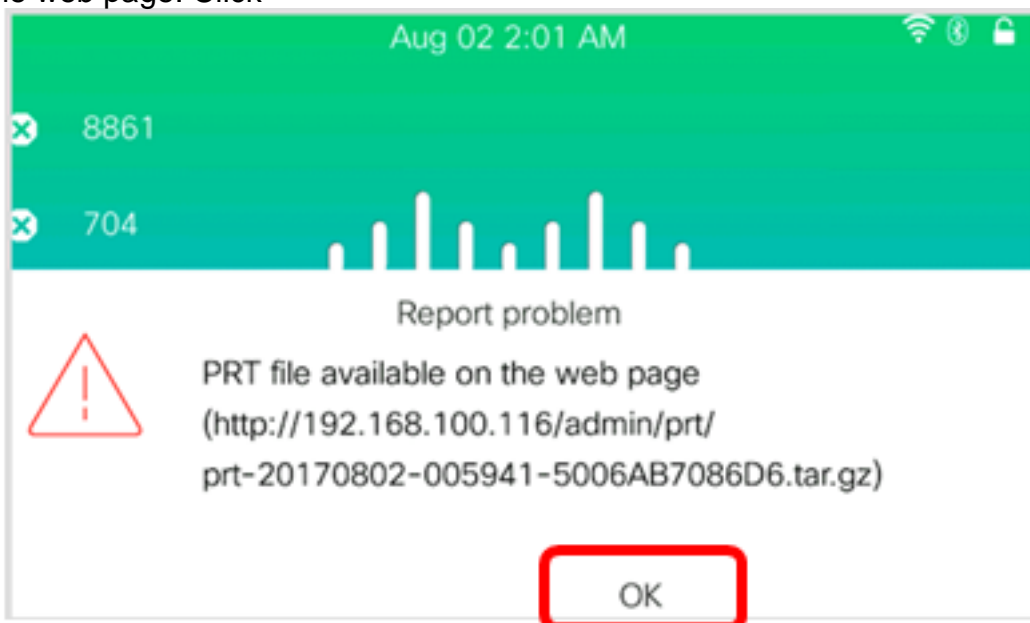
Problem description Failed to place a call >

Submit

Step 8. Wait while the phone is generating the PRT file.



Step 9. The Report problem prompt appears to notify you that the PRT file is now available on the web page. Click



OK.

You now have successfully reported a phone issue on your IP phone through the phone GUI.