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Introduction

This document describes two ways to obtain a phone's configuration file. It is not uncommon to require the phone's configuration file for review; however, many people are not familiar with how to get a phone's configuration file.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CUCM)
- Trivial File Transfer Protocol (TFTP)

Components Used

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

- CUCM 8.x and higher
- Cisco IP Phone model 7975 using phone load SCCP75.9-4-2-1S
- Wireshark version 2.0.5

Note: Wireshark can be downloaded [here](#).

Summary List

- From a web browser
- From a packet capture (pcap)

Note: It is possible to download the configuration file using the Command Prompt of a PC or using a TFTP client. Those options will not be discussed in this document.

From a web browser

This section describes the steps to obtain a phone's configuration file using a web browser.

Step 1. Open a web browser (i.e. Firefox, Internet Explorer, Google Chrome, etc...).

Step 2. Modify this Uniform Resource Locator (URL) to reflect your information.

ipofcallmanager:6970/SEPwhatever.cnf.xml.sgn

Replace **ipofcallmanager** with the IP address of your CUCM that is running the TFTP service

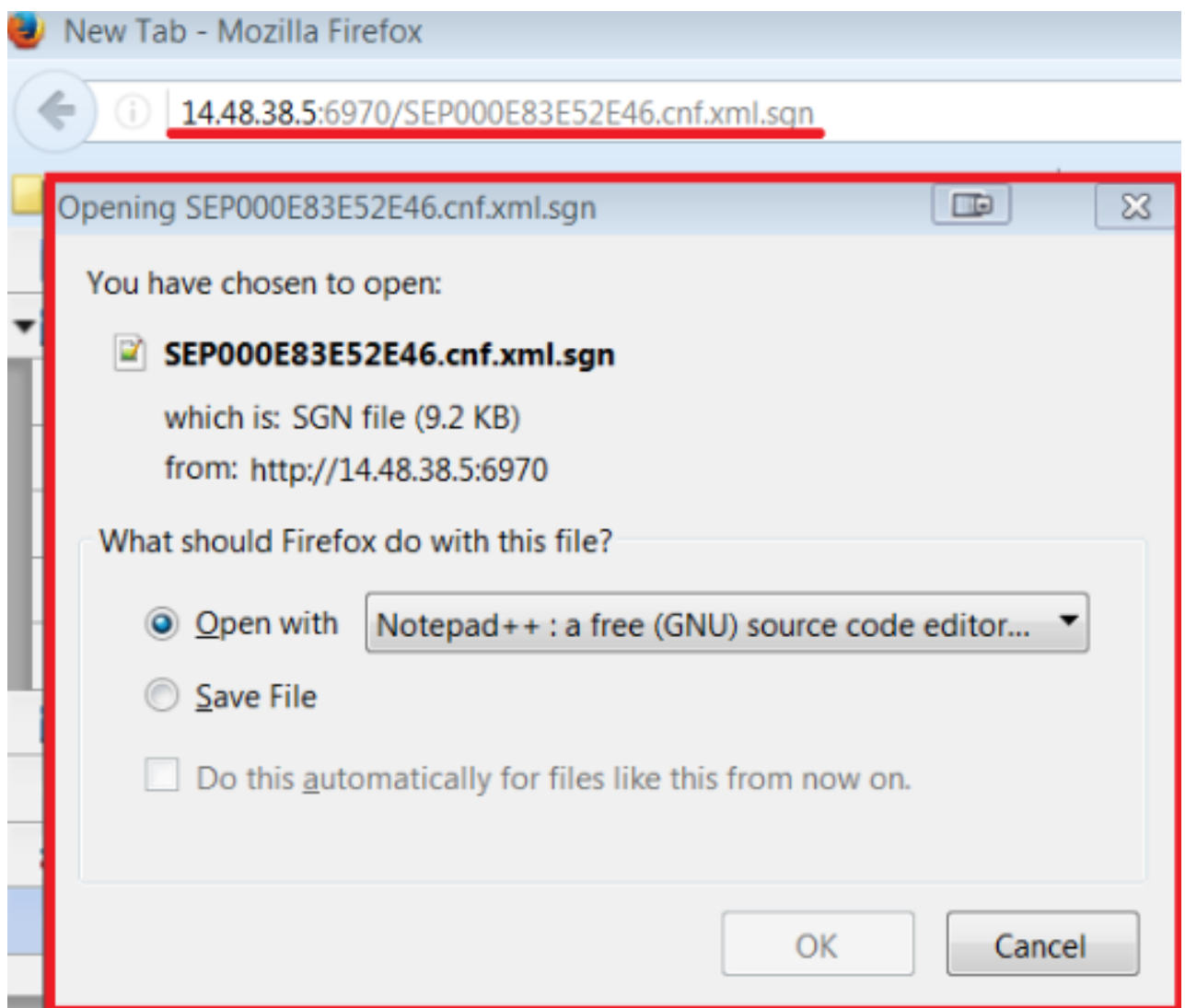
Replace **SEPwhatever** with the MAC address of the phone

Step 3. Enter the URL into the address bar on the web browser.

Step 4. If prompted to accept the download, chose what the browser should do then click OK.

Example:

This image shows the prompt I receive when downloading a phone's configuration file using Firefox.



From a Packet Capture

This section describes the steps to obtain a phone's configuration file using a pcap.

Note: The pcap must include the time of the phone's registration.

Step 1. Open the packet capture in Wireshark.

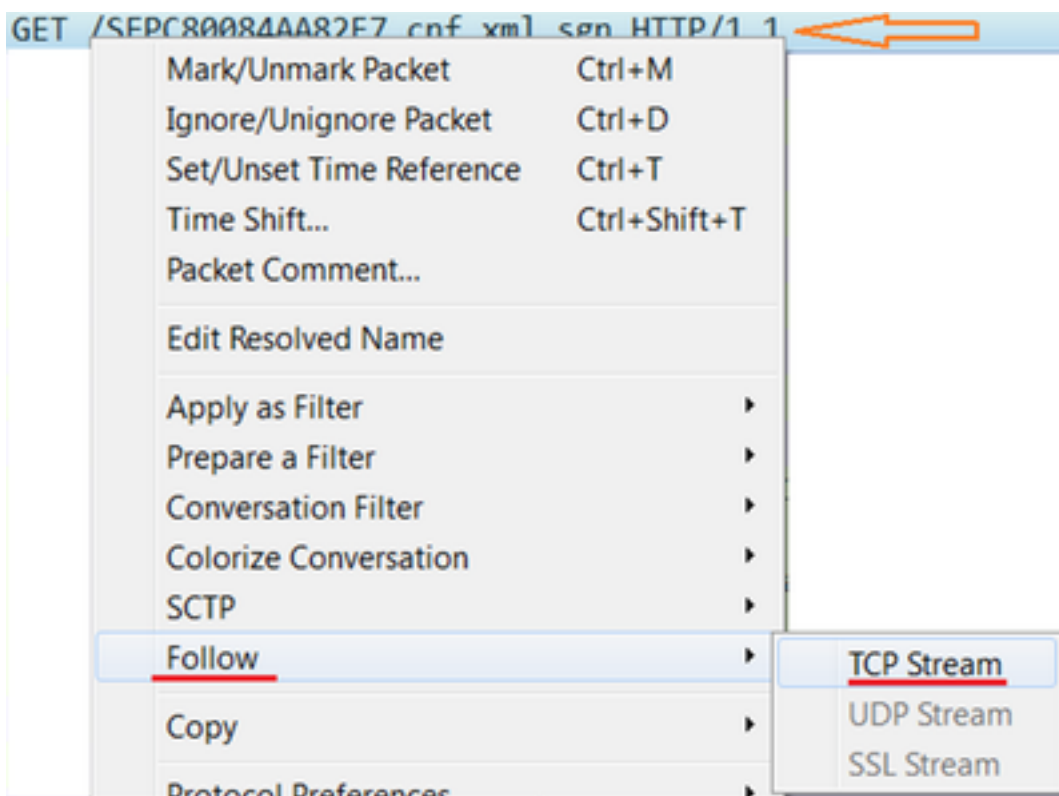
Step 2. Filter on HTTP.

Step 3. look for the GET message from the phone of interest to the CUCM for the CTL, ITL, and config file.

```
Info
GET /CTLSEPC80084AA82F7.tlv HTTP/1.1
HTTP/1.1 200 OK
GET /ITLSEPC80084AA82F7.tlv HTTP/1.1
HTTP/1.1 200 OK
GET /SEPC80084AA82F7.cnf.xml.sgn HTTP/1.1
HTTP/1.1 200 OK
```

Step 4a. Right click on the line that has **SEPXXXXXXXXXXXX** where the 12 X's are the phone's MAC address.

Step 4b. Navigate to **Follow** then click **TCP Stream**.



Step 5. Wireshark opens a pop up window that begins with the **GET** string from the phone to the CUCM, then we see the **200 OK** from the CUCM to the phone and we can look at the config file.

Step 6. Right click in the pop up window then click **Select All**.

Step 7. Right click in the pop up window again then click **Copy**.

At this point the text can be added to a text file and saved.

Example:

```
GET /SEP24B65744EBFE.cnf.xml.sgn HTTP/1.1
Host:14.48.38.5:6970

HTTP/1.1 200 OK
Content-length: 9144
Cache-Control: no-store
Content-type: */*

.....o..>CN=clstr-1-pub.pkinane.lab-ms;OU=TAC;O=Cisco;L=RTP;ST=NC;C=US...
...A.....CN=pkineane-WIN-FTD162BNE36-CA.....
.....$.lu yIC..O.k...A4R.X..m.#..U/..M..(Z...W..
.b.....u...B.Q..xx.M...1....3.NI8...+fq.....$.}.....p4X.Yb...Q.Y...O..{.}Q....0..P(...+.k.SU
*.1.....JY....^p....._Zq...
n.M..;9*...A.D.e.<;.....T.cCy.Hb..M&.....L.....(
...o.`.....3Hz.=k.`.i.....SEP24B65744EBFE.cnf.xml.sgn....WaW`
<?xml version="1.0" encoding="UTF-8"?>
<device xsi:type="axl:XIPPhone" ctiid="28" uuid="{71e36c76-94be-2fec-3718-1f2df5937781}">
<fullConfig>true</fullConfig>
<portalDefaultServer>impA.pkinane.lab</portalDefaultServer>
<deviceProtocol>SCCP</deviceProtocol>
<sshUserId>debug</sshUserId>
<sshPassword>debug</sshPassword>
<ipAddressMode>0</ipAddressMode>
<allowAutoConfig>true</allowAutoConfig>
<dadEnable>true</dadEnable>
<redirectEnable>false</redirectEnable>
<echoMultiEnable>false</echoMultiEnable>
<ipPreferenceModeControl>0</ipPreferenceModeControl>
<ipMediaAddressFamilyPreference>0</ipMediaAddressFamilyPreference>
<tzdata>
<tzolsonversion>2015a</tzolsonversion>
<tzupdater>tzupdater.jar</tzupdater>
</tzdata>
<mlppDomainId>000000</mlppDomainId>
<mlppIndicationStatus>Off</mlppIndicationStatus>
<preemption>Disabled</preemption>
<executiveOverridePreemptable>false</executiveOverridePreemptable>
<devicePool uuid="{04330028-1071-fdbf-3add-8ac67db81b81}">
<revertPriority>0</revertPriority>
<name>SJ_DP</name>
<dateTimeSetting uuid="{9ec4850a-7748-11d3-bdf0-00108302ead1}">
<name>CMLocal</name>
<dateTemplate>M/D/Y</dateTemplate>
<timeZone>Greenwich Standard Time</timeZone>
<olsonTimeZone>Etc/GMT</olsonTimeZone>
</dateTimeSetting>
<callManagerGroup>
<name>SJ_CMG</name>
<tftpDefault>true</tftpDefault>
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<name>clstr-1-subA.pkinane.lab</name>
<description>14.48.38.6</description>
```

```
<ports>
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<sipPort>5060</sipPort>
<securedSipPort>5061</securedSipPort>
<mgcpPorts>
<listen>2427</listen>
<keepAlive>2428</keepAlive>
</mgcpPorts>
</ports>
<processNodeName>clstr-1-subA.pkinane.lab</processNodeName>
</callManager>
</member>
<member priority="1">
<callManager>
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<description>14.48.38.7</description>
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<sipPort>5060</sipPort>
<securedSipPort>5061</securedSipPort>
<mgcpPorts>
<listen>2427</listen>
<keepAlive>2428</keepAlive>
</mgcpPorts>
</ports>
<processNodeName>clstr-1-subB.pkinane.lab</processNodeName>
</callManager>
</member>
</members>
</callManagerGroup>
<srstInfo uuid="{cd241e11-4a58-4d3d-9661-f06c912a18a3}">
<name>Disable</name>
<srstOption>Disable</srstOption>
<userModifiable>>false</userModifiable>
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<sipPort3>5060</sipPort3>
<isSecure>>false</isSecure>
</srstInfo>
<connectionMonitorDuration>120</connectionMonitorDuration>
</devicePool>
<TVS>
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<address>clstr-1-subA.pkinane.lab</address>
</member>
<member priority="1">
<port>2445</port>
<address>clstr-1-subB.pkinane.lab</address>
</member>
</members>
</TVS>
<MissedCallLoggingOption>10</MissedCallLoggingOption>
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```

```
<phonePassword></phonePassword>
<backgroundImageAccess>>true</backgroundImageAccess>
<callLogBlfEnabled>2</callLogBlfEnabled>
</commonProfile>
<loadInformation>SCCP75.9-4-2-1S</loadInformation>
<vendorConfig>
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<forwardingDelay>1</forwardingDelay><pcPort>0</pcPort><garp>1</garp><voiceVlanAccess>0</voiceVlanAccess>
<autoSelectLineEnable>0</autoSelectLineEnable><webAccess>0</webAccess><spanToPCPort>0</spanToPCPort>
<loggingDisplay>1</loggingDisplay><recordingTone>0</recordingTone><recordingToneLocalVolume>100</recordingToneLocalVolume>
<recordingToneRemoteVolume>50</recordingToneRemoteVolume><recordingToneDuration></recordingToneDuration>
<moreKeyReversionTimer>5</moreKeyReversionTimer><autoCallSelect>1</autoCallSelect>
<g722CodecSupport>0</g722CodecSupport><headsetWidebandUIControl>0</headsetWidebandUIControl>
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<sideToneLevel>0</sideToneLevel><sendGain>0</sendGain><handsetHeadsetMonitor>1</handsetHeadsetMonitor>
<headsetRecording>0</headsetRecording><useEnblocDialing>1</useEnblocDialing><sshAccess>0</sshAccess></vendorConfig>
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<desktopClient></desktopClient></commonConfig>
<enterpriseConfig>
</enterpriseConfig>
<versionStamp>1465997151-6130dfd6-dd80-4f10-880b-bacd7ef0f255</versionStamp>
<userLocale>
<name>English_United_States</name>
<uid>1</uid>
<langCode>en_US</langCode>
<version>10.0.0.0(1)</version>
<winCharSet>iso-8859-1</winCharSet>
</userLocale>
<networkLocale>United_States</networkLocale>
<networkLocaleInfo>
<name>United_States</name>
<uid>64</uid>
<version>10.0.0.0(1)</version>
</networkLocaleInfo>
<deviceSecurityMode>1</deviceSecurityMode>
<idleTimeout>0</idleTimeout>
<authenticationURL>http://14.48.38.18:8081/InformaCast/phone/auth</authenticationURL>
<directoryURL>http://clstr-1-pub.pkinane.lab:8080/ccmcip/xmldirectory.jsp</directoryURL>
<idleURL></idleURL>
<informationURL>http://clstr-1-pub.pkinane.lab:8080/ccmcip/GetTelecasterHelpText.jsp</informationURL>
<messagesURL></messagesURL>
<proxyServerURL></proxyServerURL>
<servicesURL>http://clstr-1-pub.pkinane.lab:8080/ccmcip/getservicesmenu.jsp</servicesURL>
<secureAuthenticationURL>http://14.48.38.18:8081/InformaCast/phone/auth</secureAuthenticationURL>
<secureDirectoryURL>https://clstr-1-pub.pkinane.lab:8443/ccmcip/xmldirectory.jsp</secureDirectoryURL>
<secureIdleURL></secureIdleURL>
<secureInformationURL>https://clstr-1-pub.pkinane.lab:8443/ccmcip/GetTelecasterHelpText.jsp</secureInformationURL>
<secureMessagesURL></secureMessagesURL>
<secureServicesURL>https://clstr-1-pub.pkinane.lab:8443/ccmcip/getservicesmenu.jsp</secureServicesURL>
<dscpForSCCPPhoneConfig>96</dscpForSCCPPhoneConfig>
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<dscpForCm2Dvce>96</dscpForCm2Dvce>
<transportLayerProtocol>1</transportLayerProtocol>
<dndCallAlert>5</dndCallAlert>
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```
<singleButtonBarge>0</singleButtonBarge>
<joinAcrossLines>0</joinAcrossLines>
<autoCallPickupEnable>>false</autoCallPickupEnable>
<blfAudibleAlertSettingOfIdleStation>0</blfAudibleAlertSettingOfIdleStation>
<blfAudibleAlertSettingOfBusyStation>0</blfAudibleAlertSettingOfBusyStation>
<capfAuthMode>0</capfAuthMode>
<capfList>
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</capf>
</capfList>
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<advertiseG722Codec>1</advertiseG722Codec>
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<handoffdn></handoffdn>
<dtmfdn></dtmfdn>
<ivrdsn></ivrdsn>
<dtmfHoldCode>*81</dtmfHoldCode>
<dtmfExclusiveHoldCode>*82</dtmfExclusiveHoldCode>
<dtmfResumeCode>*83</dtmfResumeCode>
<dtmfTxfCode>*84</dtmfTxfCode>
<dtmfCnfCode>*85</dtmfCnfCode>
</mobility>
<TLSResumptionTimer>3600</TLSResumptionTimer>
<userId serviceProfileFile="SPDefault.cnf.xml">pkinane</userId>
<ownerId serviceProfileFile="SPDefault.cnf.xml">pkinane</ownerId>
<phoneServices useHTTPS="true">
<provisioning>0</provisioning>
<phoneService type="1" category="0">
<name>Missed Calls</name>
<url>Application:Cisco/MissedCalls</url>
<vendor></vendor>
<version></version>
</phoneService>
<phoneService type="2" category="0">
<name>Voicemail</name>
<url>Application:Cisco/Voicemail</url>
<vendor></vendor>
<version></version>
</phoneService>
<phoneService type="1" category="0">
<name>Received Calls</name>
<url>Application:Cisco/ReceivedCalls</url>
<vendor></vendor>
<version></version>
</phoneService>
<phoneService type="1" category="0">
<name>Placed Calls</name>
<url>Application:Cisco/PlacedCalls</url>
<vendor></vendor>
<version></version>
</phoneService>
<phoneService type="1" category="0">
<name>Personal Directory</name>
<url>Application:Cisco/PersonalDirectory</url>
<vendor></vendor>
<version></version>
</phoneService>
<phoneService type="1" category="0">
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<url>Application:Cisco/CorporateDirectory</url>
<vendor></vendor>
```

```
<version></version>
</phoneService>
<phoneService type="0" category="0">
<name>EM</name>
<url>http://14.48.38.6:8080/emapp/EMAppServlet?device=#DEVICENAME#</url>
<vendor></vendor>
<version></version>
</phoneService>
</phoneServices>
</device>
```

Note: If you are not familiar with how to gather a pcap from a phone or CUCM, the process is covered in the [Collecting a packet capture from a Cisco IP Phone](#) (PCAP from phone) and in the [Packet Capture on CUCM Appliance Model](#) (pcap from CUCM)

Tip: There will be a lot of traffic if the pcap is not gathered directly from the phone. This problem is bypassed by filtering the pcap using the MAC address of the phone or the ip address of the phone

Example:

eth.addr==12:34:45:78:91:00 for a phone with MAC **SEP123456789100**
ip.addr==14.48.38.33 for a phone with IP address **14.48.38.33**

Related Information

- [Collecting a packet capture from a Cisco IP Phone](#)
- [Packet Capture on CUCM Appliance Model](#)
- [Wireshark](#)