



Troubleshooting

This appendix provides solutions to problems that may occur during the installation and operation of the WRP500s.



Note

If you can't find an answer here, visit Cisco Community Central > Small Business Support Community at the following URL:

www.mycisco.com/community/smallbizsupport/voiceandconferencing/ata

- Q.** I want to access the Configuration Utility, but the address I entered did not work.
- A.** If the device has ever been configured to allow access from the WAN interface, use the Interactive Voice Response Menu to find the Internet IP address. Follow these steps:
 1. Use a telephone that is connected to the Phone 1 port of the WRP500.
 2. Press **** (in other words, press the star key four times).
 3. After the greeting plays, press **110#**.
 4. Write down the IP address as it is announced.
 5. Open a web browser on a networked computer.
 6. Start Internet Explorer and enter the IP address of the WRP500.
- A.** If the device has never been configured (that is, it still has the factory default configuration):
 1. Connect PC to the LAN port. The PC should obtain the IP address through DHCP; the gateway is the IP address of the WRP500. For example, if the PC receives IP address 192.168.15.100, the WRP500 IP address is 192.168.15.1.
 2. Enter web page.
 3. Use default account admin: admin to login.
 4. Navigate to **Administration > Web Access Management**.
 5. Set *remote management* to *enabled* and *remote management port* to *80*.
 6. Follow the steps from the previous Answer (if the device has ever been configured) to access the device web page through the WAN interface.

- Q.** I am trying to access the Configuration Utility, but I do not see the login screen. Instead, I see a *404 Forbidden* screen.
- A.** If you are using Windows Explorer, perform the following steps until you see the Configuration Utility login screen. (Mozilla requires similar steps.)
1. Click **File**. Make sure *Work Offline* is NOT checked.
 2. Press **CTRL + F5**. This is a hard refresh, which forces Windows Explorer to load new web pages instead of cached ones.
 3. Click **Tools**.
 4. Click **Internet Options**.
 5. Click the **Security** tab.
 6. Click the **Default level** button.
 7. Ensure that the security level is Medium or lower.
 8. Click the **OK** button.
- Q.** How do I save the voice configuration for my WRP500?
1. Log in as admin.
 2. Navigate to **Administration > Backup & Restore > Backup Configuration**.
 3. Click the **Backup** button. The configuration is downloaded to your PC.
 4. This .cfg file is helpful to provide to the support team when you have a problem or technical question.
- Q.** How do I debug the WRP500? Is there a syslog?
- A.** The WRP500 provides the option to send messages to both a syslog and debug server. The ports can be configured (by default, the port is 514).
1. Make sure you do not have a firewall running on your computer that can block port 514.
 2. Start Internet Explorer, connect to the Configuration Utility.
 3. Login as admin. The default username and password are both **admin**.
 4. Under the **Voice > System** menu, set *Syslog Server* and *Debug Server* as the IP address and port number of your syslog server. Note that this address has to be reachable from the WRP500. For example, if the WRP500 is at 192.168.15.1, reachable addresses are in the range of 192.168.15.x, for example 192.168.15.100:514.
 5. Set *Debug level* to **3**. You do not need to change the value of the *syslog server* parameter.
 6. Set *Debug Option* to **dbg.all**.
 7. To capture SIP signaling messages, under the **Voice > Line** page, set *SIP Debug Option* to **Full**. The file output is `syslog.<portnum>.log` (for the default port setting, `syslog.514.log`).
- Q.** How do I access the WRP500 if I forget my password?
- A.** By default, the User and Admin accounts have no password. If the ITSP sets the password for either account and you do not know it, you need to contact the ITSP.

If the password for the user account was configured after you received the WRP500, you can reset the device to the user factory default, which preserves any provisioning that the ITSP completed.

If the Admin account needs to be reset, you have to perform a full factory reset, which also erases any provisioning.

To reset the WRP500 to the factory defaults, perform the following steps:

1. Connect an analog phone to the WRP500 and access the IVR by pressing ****.
 2. Press the appropriate code to reset the unit:
 - Press **73738#** to perform a full reset of the unit to the factory default settings. The Admin account password will be reset to the default of blank.
 3. Press **1** to confirm the operation, or press ***** to cancel the operation.
 4. Log in to the unit by using the User or Admin account without a password.
 5. Reconfigure the unit as necessary.
- Q.** The WRP500 is behind a NAT device or firewall. I am unable to make a call or I am only receiving a one-way connection. What should I do?
- A.** Complete the following steps:
1. Configure your router to port forward *TCP port 80* to the IP address of the WRP500. You should use a static IP address. (For help with port forwarding, consult the documentation for the NAT device or firewall.)
 2. On the Line tab of the Configuration Utility, change the value of *Nat Mapping Enable* to **yes**. On the SIP tab, change *Substitute VIA Addr* to **yes**, and the *EXT IP* parameter to the IP address of your router.
 3. Make sure you are not blocking the UDP PORT 5060,5061 and port for UDP packets in the range of 16384-16482.
 4. Disable SPI if this feature is provided by your firewall.
 5. Identify the SIP server to which the WRP500 is registering. If it supports NAT, using the *Outbound Proxy* parameter.
 6. Add a STUN server to allow traversal of UDP packets through the NAT device. On the SIP tab of the Configuration Utility, set *STUN Enable* to **yes**, and enter the IP address of the STUN server in *STUN Server*.

STUN (Simple Traversal of UDP through NATs) is a protocol defined by RFC 3489. STUN allows a client behind a NAT device to find out its public address, the type of NAT it is behind, and the port associated on the Internet connection with a particular local port. This information is used to set up UDP communication between two hosts that are both behind NAT routers. Open source STUN software can be obtained at the following address:

<http://www.voip-info.org/wiki-Open+Source+VOIP+Software>



Note STUN does not work with a symmetric NAT router. Enable debug through syslog (see FAQ#10), and set *STUN Test Enable* to **yes**. The messages indicate whether you have symmetric NAT or not.

Q. My computer cannot connect to the Internet. What should I do?

A. Follow this procedure:

1. Ensure that the Unified Communications Platform is powered on. The Power/Sys LED should be solid green and not flashing.

2. If the Power LED is flashing, power off all of your network devices, including the modem, the Unified Communications Platform, and the computers.
 3. Wait for 30 seconds.
 4. Power on each device in the following order:
 - Cable or DSL modem
 - Unified Communications Platform
 - Computer
 5. Check the cable connections. The computer should be connected to one of the ports numbered 1-4 on the Unified Communications Platform. The modem must be connected to the WAN (Internet) port on the Unified Communications Platform. For those ADSL devices that do not come with a modem, connect the ADSL line (normally, the digital phone line) to the WAN (Internet) port on the Unified Communications Platform.
- Q.** The computer cannot connect wirelessly to the network. What should I do?
- A.** Make sure the wireless network name or SSID is the same on both the computer and the Unified Communications Platform. If you have enabled wireless security, make sure the same security method and key are used by both the computer and the Unified Communications Platform.
- Q.** I upgraded my firmware and now the Unified Communications Platform is not working properly. Why?
- A.** If the Unified Communications Platform is not working properly after an upgrade, you may need to perform a factory reset. To perform a factory reset, use a ball pen point or a paper clip to poke through the hole labeled **reset** on the side of the Unified Communications Platform.
- Q.** There is no dial tone, and the Phone 1 or 2 LED is not solid green. What should I do?
- A.** Follow this procedure:
1. Make sure the telephone is plugged into the appropriate port, Phone 1 or 2.
 2. Disconnect and re-connect the RJ-11 telephone cable between the Unified Communications Platform and telephone.
 3. Ensure your telephone is set to its tone setting (not pulse).
 4. Ensure your network has an active Internet connection. Try to access the Internet, and check to see whether the Unified Communications Platform WAN LED flashes green.
 - a. If you do not have a connection, power off all of your network devices, including the modem, the Unified Communications Platform, and the computers.
 - b. Wait 30 seconds.
 - c. Power on each device in the following order:
 - Cable or DSL modem
 - Unified Communications Platform
 - Computers and other devices
 5. Verify your account information and confirm that the phone line is registered with your Internet Telephony Service Provider (ITSP).

Q. When I place an Internet phone call, words are dropped intermittently. Why?

A. Consider the following possible causes and solutions:

- Cordless phone

If you are using the Unified Communications Platform wireless function and a cordless phone, they may be using the same radio frequency and may interfere with each other. Move the cordless phone farther away from the Unified Communications Platform.

- Network activity

There may be heavy network activity, particularly if you are running a server or using a file sharing program. Try to limit network or Internet activity during Internet phone calls. For example, if you are running a file sharing program, files may be uploaded in the background even though you are not downloading any files, so be sure to exit the program before you make Internet phone calls.

- Bandwidth

There may not be enough bandwidth available for your Internet phone call. You may want to test your bandwidth by using one of the bandwidth tests that are available online. If necessary, access your Internet phone service account and reduce the bandwidth requirements for your service. For more information, refer to the website of your ITSP.

Q. The DSL telephone line does not fit into the Unified Communications Platform WAN (Internet) port. Why?

A. The Unified Communications Platform does not replace your modem. You still need your DSL modem in order to use the Unified Communications Platform. Connect the telephone line to the DSL modem, re-run the setup wizard, then follow the on-screen instructions.

Q. The modem does not have an Ethernet port.

A. If your modem does not have an Ethernet port, then it is a modem for traditional dial-up service. To use the Unified Communications Platform, you need a cable/DSL modem and a high-speed Internet connection.

Q. The Unified Communications Platform does not have a coaxial port for the cable connection.

A. The Unified Communications Platform does not replace your modem. You still need your cable modem in order to use the Unified Communications Platform. Connect your cable connection to the cable modem, re-run the setup wizard, then follow the on-screen instructions.

