

收集88XX和78XX型号电话控制台日志的程序

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简介

本文档介绍如何有效指导您完成电话控制台日志收集，这些日志收集对解决问题很有帮助。

先决条件

要求

思科建议您了解Call Manager和电话配置。

使用的组件

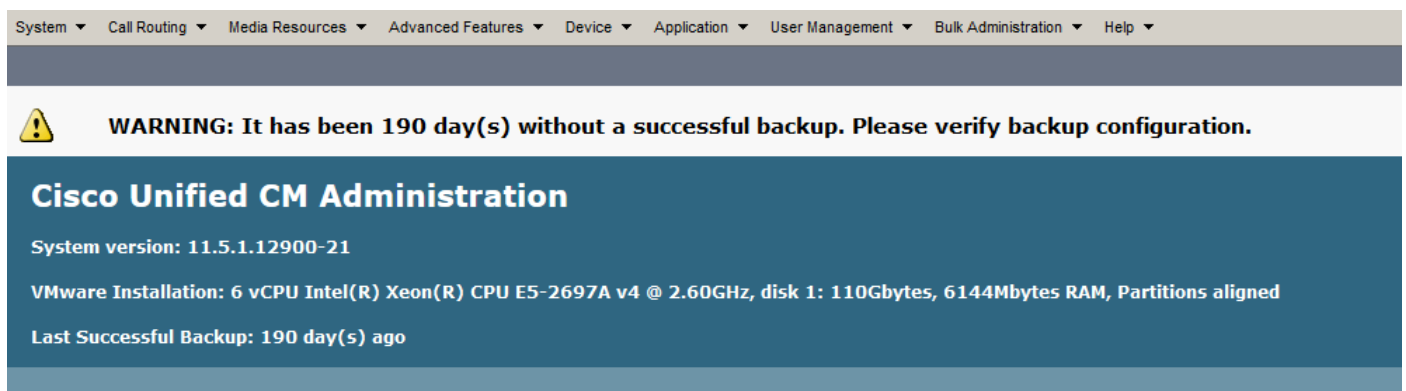
本文档中的信息基于以下软件和硬件版本：

- 88XX电话型号，可通过Web访问注册或访问。
- 78XX电话型号，可通过Web访问注册或访问。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

收集电话控制台日志的过程

步骤1.登录CM Administration页。



The screenshot shows the Cisco Unified CM Administration interface. At the top, there is a navigation menu with the following items: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. Below the menu, a warning message is displayed: **WARNING: It has been 190 day(s) without a successful backup. Please verify backup configuration.** The main content area has a dark blue header with the text **Cisco Unified CM Administration**. Below the header, the system version is listed as **System version: 11.5.1.12900-21**. The hardware information is listed as **VMware Installation: 6 vCPU Intel(R) Xeon(R) CPU E5-2697A v4 @ 2.60GHz, disk 1: 110Gbytes, 6144Mbytes RAM, Partitions aligned**. The last successful backup is listed as **Last Successful Backup: 190 day(s) ago**.

步骤2.导航至Device > Phone，然后搜索必须从中收集日志的MAC地址。

System > Call Routing > Media Resources > Advanced Features > Device > Application > User Management > Bulk Administration > Help

Find and List Phones Related Links: [Actively Logged In Device Report](#) > [Go](#)

[Add New](#)
[Select All](#)
[Clear All](#)
[Delete Selected](#)
[Reset Selected](#)
[Apply Config to Selected](#)

Status

1 records found

Phone (1 - 1 of 1) Rows per Page: 50

Find Phone where Device Name begins with SEP74A02FC09CDF [Find](#) [Clear Filter](#)

Device Name(Line)	Description	Device Pool	Device Protocol	Status	IPv4 Address	Copy	Super Copy
SEP74A02FC09CDF	SEP74A02FC09CDF	CUC-test-device-pool	SIP	Registered with 10.106.99.199	10.106.99.230	Copy	Super Copy

[Add New](#)
[Select All](#)
[Clear All](#)
[Delete Selected](#)
[Reset Selected](#)
[Apply Config to Selected](#)

步骤3. 点击MAC地址并导航至配置页面：

确保“Web访问”选项为“启用”。 否则，进行更改并保存，应用配置。

Video Capabilities*	Enabled	<input type="checkbox"/>
Web Access*	Enabled	<input checked="" type="checkbox"/>

步骤4. 现在单击电话的IP地址，如图所示：

Phone Type

Product Type: Cisco 8845
Device Protocol: SIP

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager 10.106.99.199


IPv4 Address: 10.106.99.230

Active Load ID: sip8845_65.12-1-1SR1-4

Inactive Load ID: sip8845_65.11-7-1-17

步骤5. 浏览IP地址后，将打开如图所示的页面。

10.106.99.230/CGI/Java/Serviceability?adapter=device.statistics.device



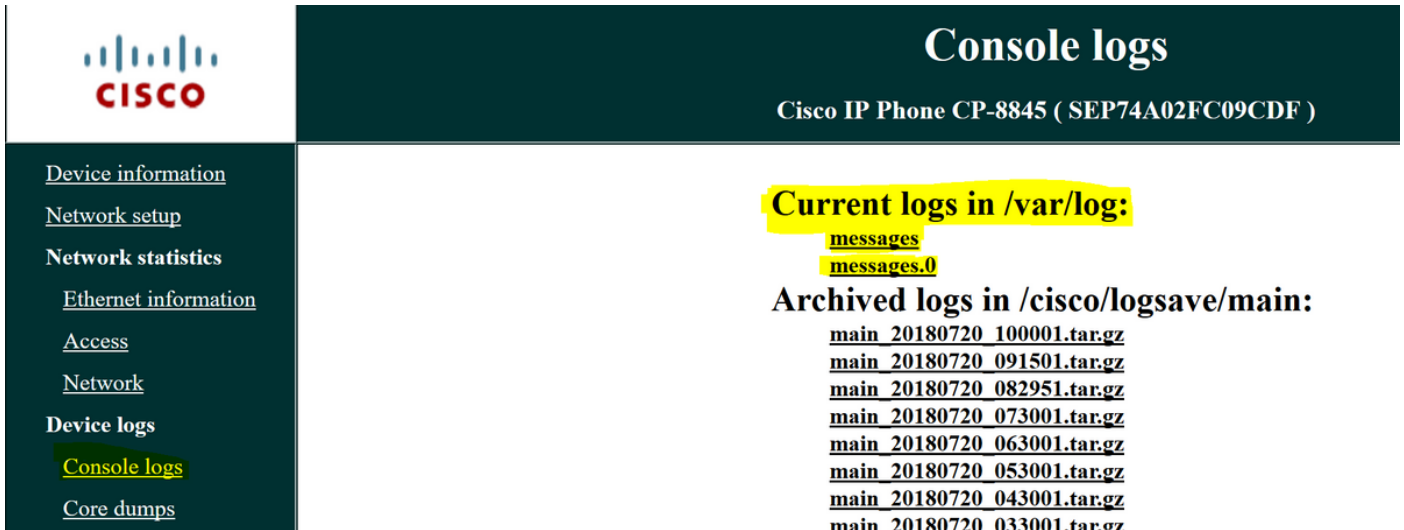
Device information

Cisco IP Phone CP-8845 (SEP74A02FC09CDF)

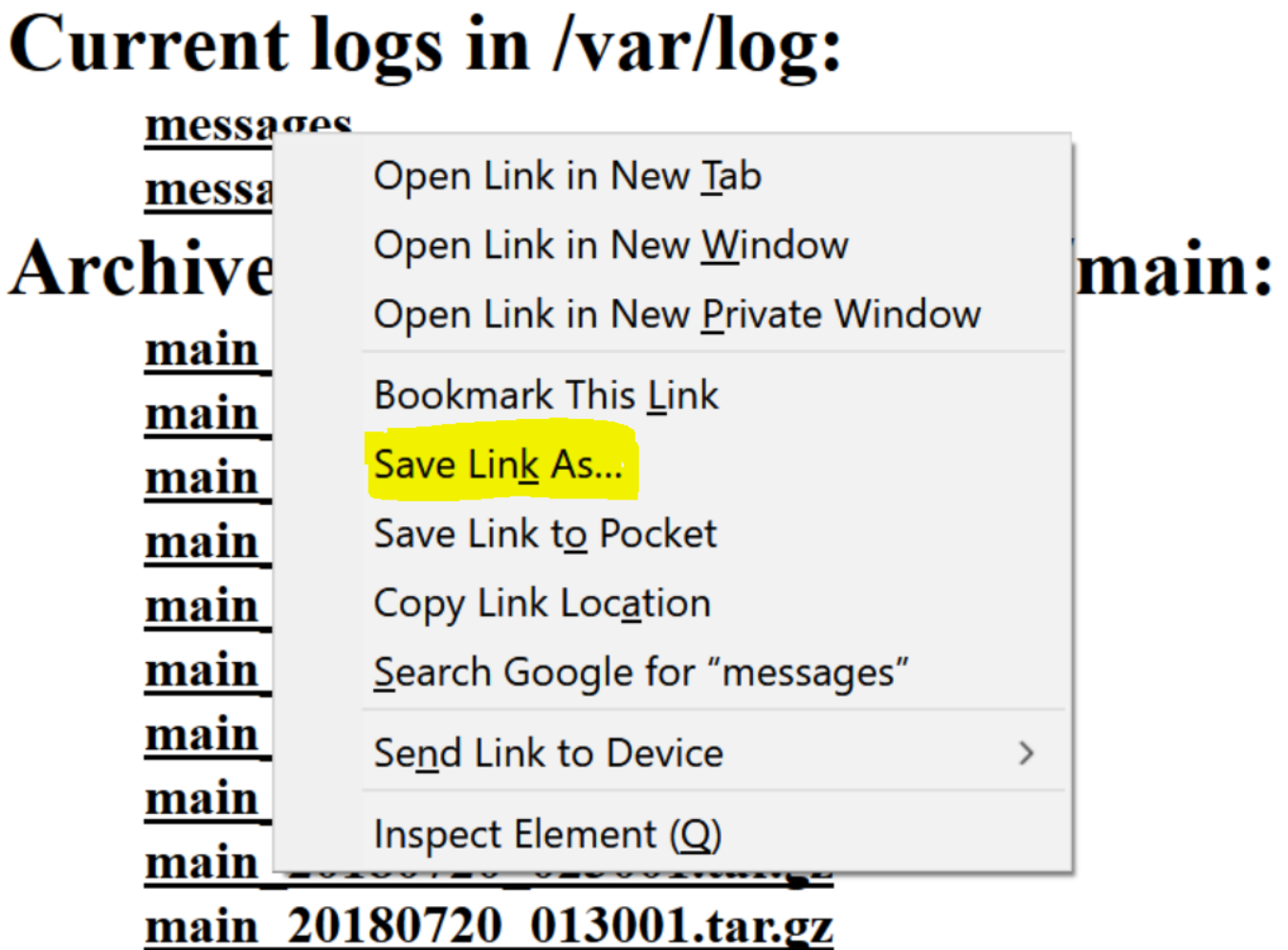
- [Device information](#)
- [Network setup](#)
- [Network statistics](#)
- [Ethernet information](#)
- [Access](#)
- [Network](#)
- Device logs**
- [Console logs](#)
- [Core dumps](#)
- [Status messages](#)
- [Debug display](#)
- Streaming statistics**
- [Stream 1](#)
- [Stream 2](#)
- [Stream 3](#)
- [Stream 4](#)

Service mode	Enterprise
Service domain	
Service state	Idle
MAC address	74A02FC09CDF
Host name	SEP74A02FC09CDF
Phone DN	3000
App load ID	rootfs8845_65.12-1-1SR1-4
Boot load ID	sb28845_65.BEV-01-015
Version	sip8845_65.12-1-1SR1-4
Hardware revision	V01
Serial number	PUC1924025S
Model number	CP-8845
Message waiting	No
UDI	phone
	Cisco IP Phone 8845, Global
	CP-8845

步骤6. 点击映像中突出显示的 Console Logs。



步骤7. 右键单击消息并保存图像中所示的文件。



步骤8. 重复上述步骤以下载所有消息。

在某些情况下，将从电话收集问题报告。

以下链接用于执行以下步骤：

<https://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/ip-phone-8800->

<series/200770-How-to-Collect-a-Collaboration-Endpoint.html>