

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background](#)

[PRT Creation and Collection](#)

[Summary Steps](#)

[Detailed Creation Steps](#)

[Detailed Collection Steps](#)

[Related Information](#)

Introduction

This document describes how to create and collect the Problem Report Tool (PRT) file from Cisco 78XX/88XX Series endpoints.

The Cisco Collaboration endpoint user interface displays basic information. To troubleshoot complex issues collect the PRT file.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- How to enable web access on the endpoint's configuration
- Internet Protocol (IP) connectivity to the phone for access to the phone's web interface

Components Used

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

- Cisco IP Phone firmware version 10.3(1) and later
- In this example a Cisco 8845 Phone is used; however, the PRT feature is available on these phones.

78XX Series Phones with PRT Support

Cisco IP Phone 7811

Cisco IP Phone 7821

Cisco IP Phone 7841

Cisco IP Phone 7861

88XX Series Phones with PRT Support

Cisco IP Phone 8811

Cisco IP Phone 8841

Cisco IP Phone 8845

Cisco IP Phone 8851

Cisco IP Phone 8851NR

Cisco IP Phone 8861

Cisco IP Phone 8865

Background

With firmware 10.3(1) and later some 78XX & 88XX Series Collaboration Endpoints support the PRT feature.

Note: The Cisco DX650 also supports the PRT feature as seen here [DX650 FAQ: How do you create a problem report?](#); however, the focus of this document is 78XX/88XX Series Collaboration Endpoints.

Note: The collaborations endpoint's default level of console logging can be sufficient for basic analysis. If additional debugs are needed, refer to the [How to login to a Cisco IP Phone to set debug level](#) document for more information.

Warning: A packet capture (pcap) from the endpoint is required for conclusive analysis. The pcap procedure is covered in the [Collecting a packet capture from a Cisco IP Phone](#) document.

PRT Creation and Collection

Summary Steps

Step 1. Press the **Settings** button on the phone.

Step 2. Navigate to **Phone Information**.

Step 3. Press soft key **Report problem**.

Step 4. Select **Other** in the **Problem Description**.

Step 5. Press the **Submit** soft key on the phone.

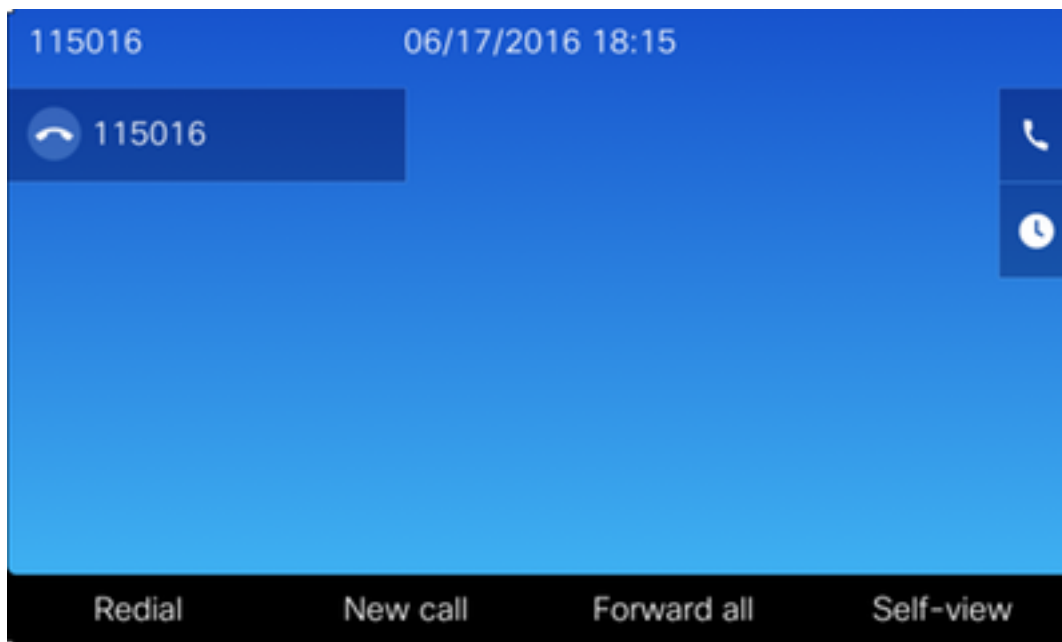
Step 6. Browse to the phone's web interface and select **Console Logs**. Once at the console logs

webpage scroll to the bottom of the page and you'll see the **Problem Report Tool Logs**.
Download the **prt-xxxxxxxxx.tar.gz** file.

Note: The **xxxxxxxxx** in the example name **prt-xxxxxxxxx.tar.gz** displays the date and time the PRT file is created. It looks similar to this: **prt-20160721-163034-1C6A7AE05D37.tar.gz**.

Detailed Creation Steps

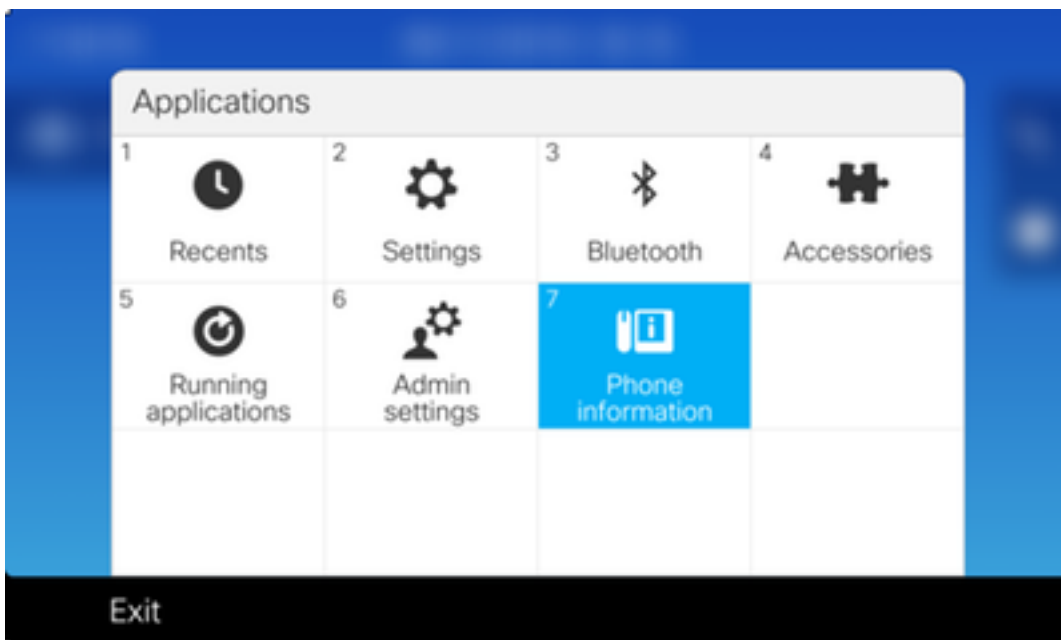
Begin at the endpoint's home screen.



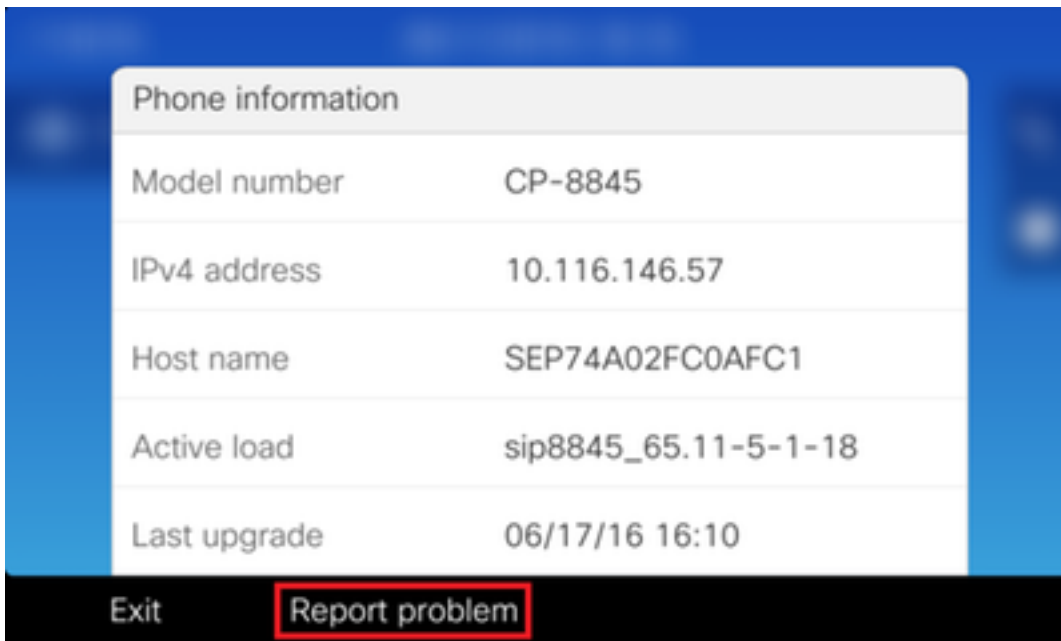
From the endpoint's keypad press the **Settings** button



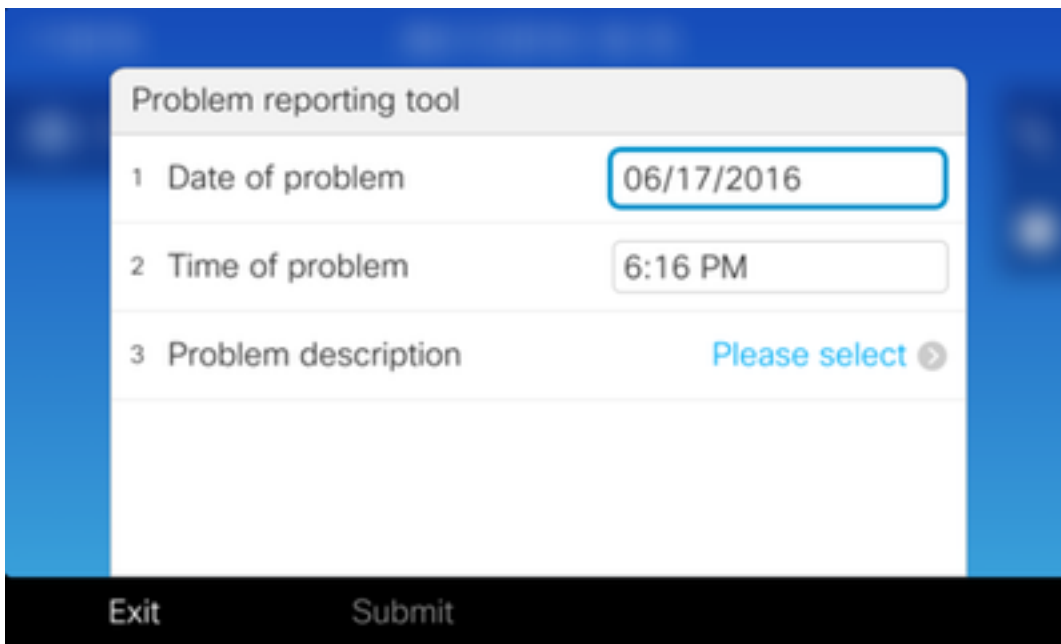
At the Applications menu press **Phone information**



The **Report problem** button appears in a black ribbon at the bottom of the screen.



The **Problem reporting tool** screen is presented on the phone. Enter the date and time that indicates when the issue occurred.



Once the date and time of the problem are entered press **Problem description**

Problem reporting tool

1 Date of problem 06/17/2016

2 Time of problem 6:16 PM

3 Problem description Please select >

Exit Submit

Make a selection from the **Problem Description** list. This example shows **Phone disconnect or reboot** is selected as the description of the problem.

Problem description

1 Phone disconnect or reboot

2 Network connection failure

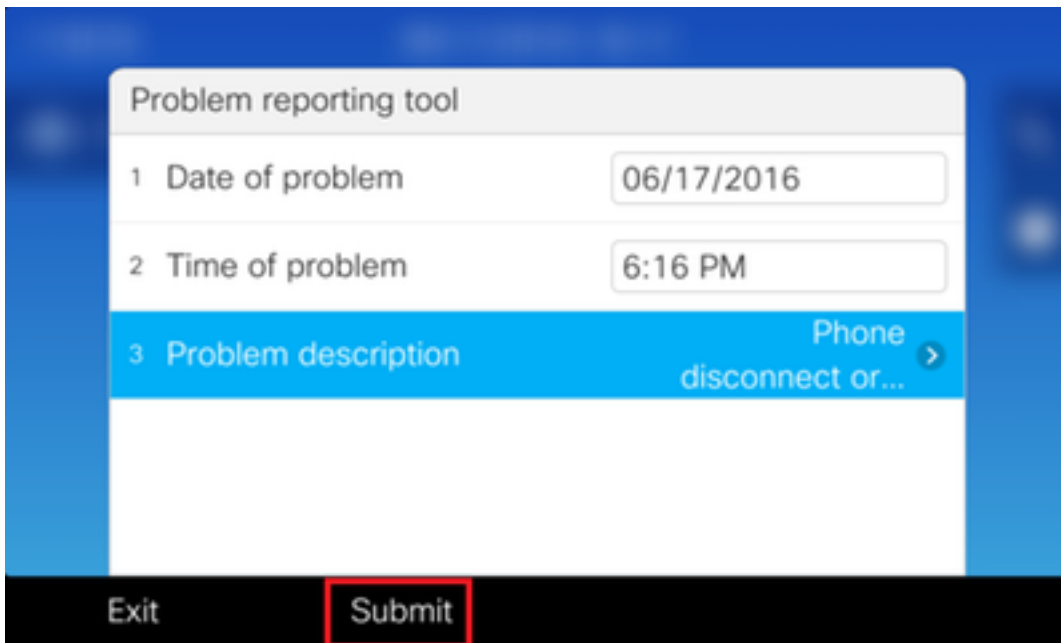
3 Phone registration failure

4 Failed to place a call

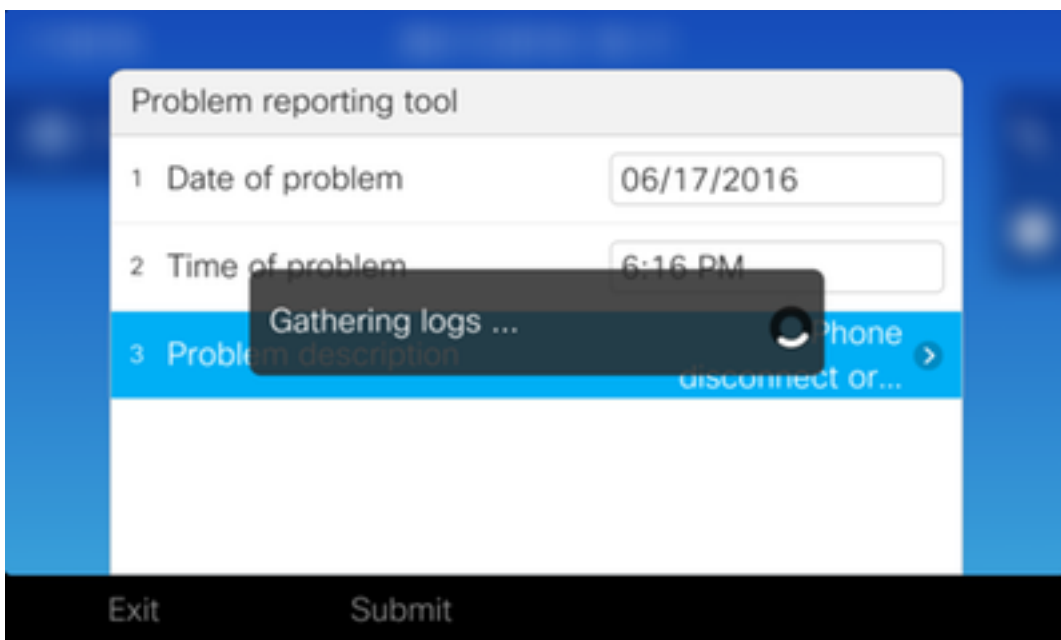
5 Cannot answer a call

Cancel Select

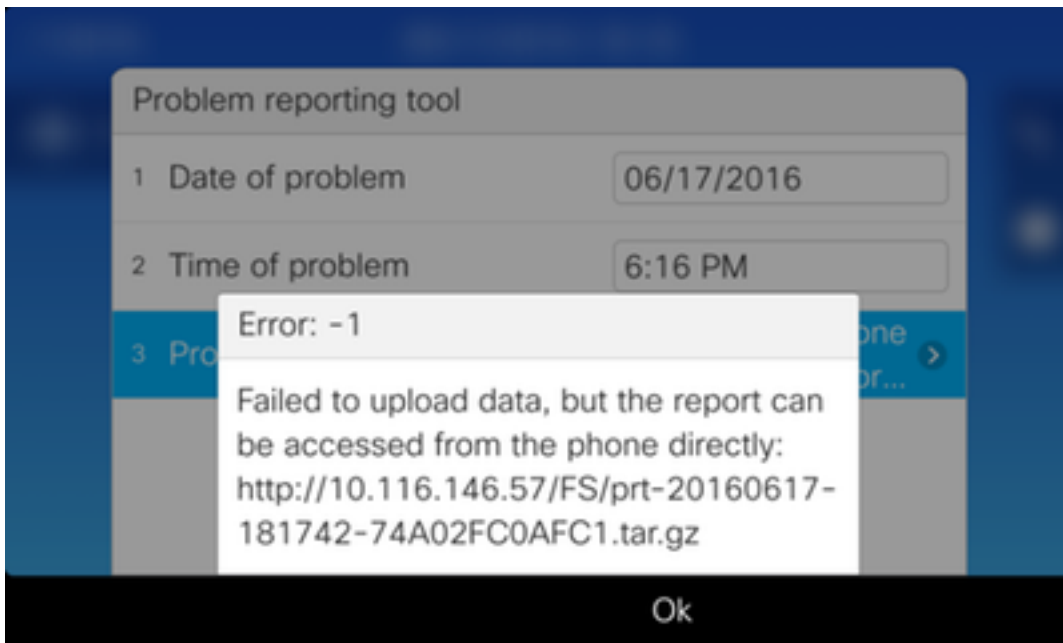
The **Problem reporting tool** page opens with the **Submit** button activated.



Gathering logs displays on the screen when you click the submit button.



An error is displayed on the phone's screen. Ignore this error as access to the PRT File from the phone's web interface is possible.



Tip: To avoid this error message, refer to the [Problem Report Tool Upload Enhancement](#) document.

Detailed Collection Steps

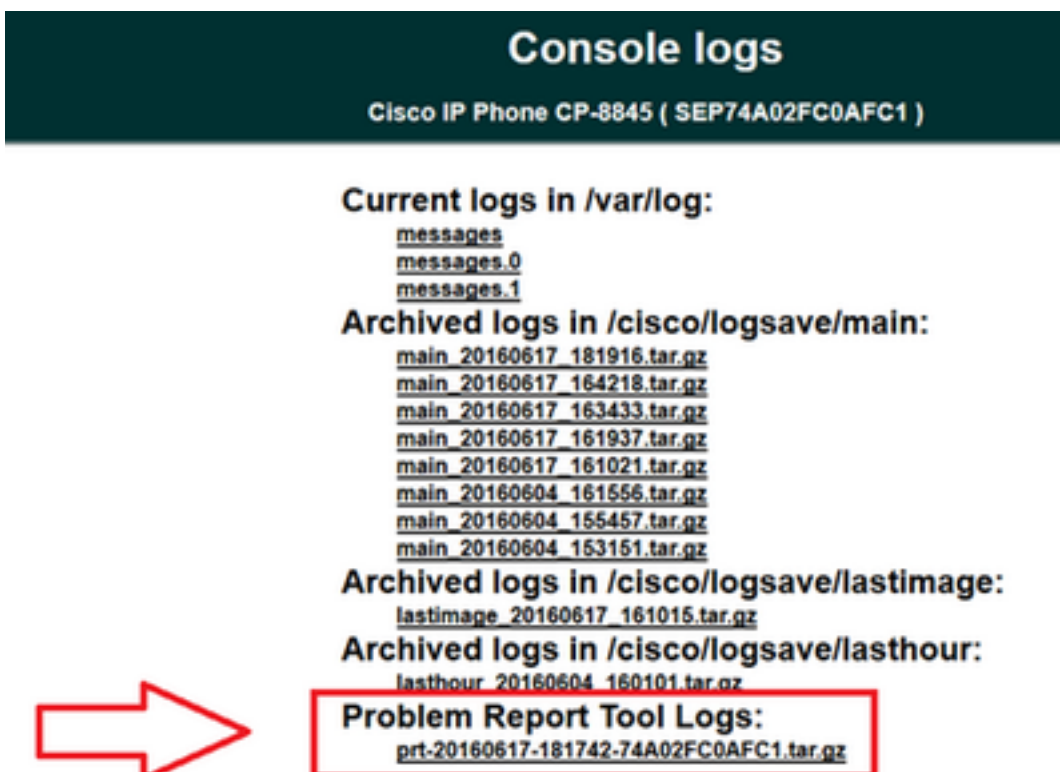
To navigate to the phone's web interface enter the phone's IP Address in a web browser.

Note: To enable web access refer to [Enabling Web Access on the phone](#)

Click on **Console logs**

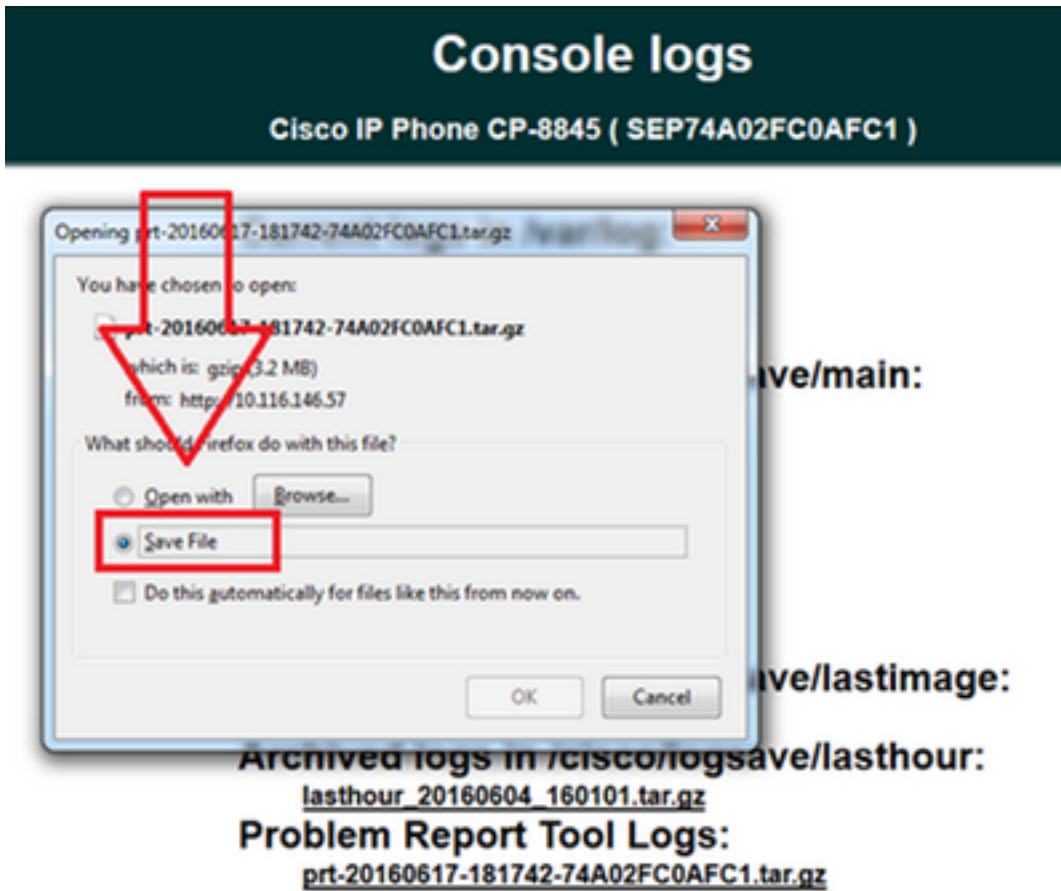


At the bottom of the **Console logs** page find the section **Problem Report Tool Logs**



Click on the PRT you want. A new popup appears for you to download the **prt-xxxxxxxxxx.tar.gz** file.

Note: The file can automatically download based on your browser settings.



Related Information

- [Collecting console logs from Cisco Unified 7900 Series IP Phone](#)
- [89XX and 99XX IP Phone SSH and USBtoSerial Debugging Instructions](#)
- [Collecting debugs from 6900 Series IP Phones](#)
- [DX650 FAQ: How do you create a problem report?](#)
- [How to login to a Cisco IP Phone to set debug level](#)
- [Collecting a packet capture from a Cisco IP Phone](#)
- [Enabling Web Access on the phone](#)
- [Technical Support & Documentation - Cisco Systems](#)