



CHAPTER 8

Monitoring the Cisco Unified IP Phone Remotely

Each Cisco Unified IP Phone has a web page from which you can view a variety of information about the phone, including:

- Device information
- Network configuration information
- Network statistics
- Device logs
- Streaming statistics

This chapter describes the information that you can obtain from the phone's web page. You can use this information to remotely monitor the operation of a phone and to assist with troubleshooting.

You can also obtain much of this information directly from a phone. For more information, see [Chapter 7, “Viewing Model Information, Status, and Statistics on the Cisco Unified IP Phone.”](#)

For more information about troubleshooting the Cisco Unified IP Phone 7970 Series, see [Chapter 9, “Troubleshooting and Maintenance.”](#)

This chapter includes these topics:

- [Accessing the Web Page for a Phone, page 8-2](#)
- [Disabling and Enabling Web Page Access, page 8-3](#)
- [Device Information, page 8-4](#)
- [Network Configuration, page 8-6](#)

- [Network Statistics](#), page 8-11
- [Device Logs](#), page 8-14
- [Streaming Statistics](#), page 8-15

Accessing the Web Page for a Phone

To access the web page for a Cisco Unified IP Phone, perform these steps.



Note

If you cannot access the web page, it may be disabled. See the [“Disabling and Enabling Web Page Access”](#) section on page 8-3 for more information.

Procedure

-
- Step 1** Obtain the IP address of the Cisco Unified IP Phone using one of these methods:
- Search for the phone in Cisco Unified Communications Manager by choosing **Device > Phone**. Phones registered with Cisco Unified Communications Manager display the IP address at the top of the Phone Configuration web page.
 - On the phone, press the **Settings** button, choose **Network Configuration**, and then scroll to the IP Address option.
- Step 2** Open a web browser and enter the following URL, where *IP_address* is the IP address of the Cisco Unified IP Phone:
- `http://IP_address`
-

The web page for a Cisco Unified IP Phone 7970 Series includes these hyperlinks:

- **Device Information**—Displays device settings and related information for the phone. For more information, see the [“Device Information”](#) section on page 8-4.
- **Network Configuration**—Displays network configuration information and information about other phone settings. For more information, see the [“Network Configuration”](#) section on page 8-6.

- **Network Statistics**—Includes the following hyperlinks, which provide information about network traffic:
 - **Ethernet Information**—Displays information about Ethernet traffic. For more information, see the [“Network Statistics” section on page 8-11](#).
 - **Access**—Displays information about network traffic to and from the PC port on the phone. For more information, see the [“Network Statistics” section on page 8-11](#).
 - **Network**—Displays information about network traffic to and from the network port on the phone. For more information, see the [“Network Statistics” section on page 8-11](#).
- **Device Logs**—Includes the following hyperlinks, which provide information that you can use for troubleshooting:
 - **Console Logs**—Includes hyperlinks to individual log files. For more information, see the [“Device Logs” section on page 8-14](#).
 - **Core Dumps**—Includes hyperlinks to individual dump files.
 - **Status Messages**—Displays up to the 10 most recent status messages that the phone has generated since it was last powered up. For more information, see the [“Device Logs” section on page 8-14](#).
 - **Debug Display**—Displays messages that might be useful to the Cisco TAC if you require assistance with troubleshooting. For more information, see the [“Device Logs” section on page 8-14](#).
- **Streaming Statistics**—Includes the **Stream 1**, **Stream 2**, and **Stream 3** hyperlinks, which display a variety of streaming statistics. For more information, see the [“Streaming Statistics” section on page 8-15](#).

Disabling and Enabling Web Page Access

For security purposes, you may choose to prevent access to the web pages for a phone. If you do so, you will prevent access to the web pages that are described in this chapter and to the phone’s User Options web pages.

To control access to the web pages for a phone, follow these steps from Cisco Unified Communications Manager Administration:

-
- Step 1** Choose **Device > Phone**.
- Step 2** Specify the criteria to find the phone and click **Find**, or click **Find** to display a list of all phones.
- Step 3** Click the device name to open the Phone Configuration window for the device.
- Step 4** From the Web Access drop-down list box, choose one of these options:
- **Disabled**—Prevents access to web pages for a phone.
 - **Enabled**—Allows access to web pages for a phone.
- Step 5** Click **Update**.



Note Some features, such as Cisco Quality Report Tool, do not function properly without access to the phone web pages. Disabling web access also affects any serviceability application that relies on web access.

Device Information

The Device Information area on a phone's web page displays device settings and related information for the phone. [Table 8-1](#) describes these items.

To display the Device Information area, access the web page for the phone as described in the [“Accessing the Web Page for a Phone”](#) section on page 8-2, and then click the **Device Information** hyperlink.

Table 8-1 Device Information Area Items

Item	Description
MAC Address	Media Access Control (MAC) address of the phone
Host Name	Unique, fixed name that is automatically assigned to the phone based on its MAC address
Phone DN	Directory number assigned to the phone

Table 8-1 Device Information Area Items (continued)

Item	Description
App Load ID	Identifier of the firmware running on the phone
Boot Load ID	Identifier of the factory-installed load running on the phone
Version	Version of the firmware running on the phone
Expansion Module 1	Phone load ID for the first Cisco Unified IP Phone Expansion Module 7914, if connected to a SCCP phone
Expansion Module 2	Phone load ID for the second Cisco Unified IP Phone Expansion Module 7914, if connected to a SCCP phone
Hardware Revision	Revision value of the phone hardware
Serial Number	Serial number of the phone
Model Number	Model number of the phone
Message Waiting	Indicates if there is a voice message waiting on any line for this phone
UDI	<p>Displays the following Cisco Unique Device Identifier (UDI) information about the phone:</p> <ul style="list-style-type: none"> • Device Type—Indicates hardware type. For example, <i>phone</i> displays for all phone models • Device Description—Displays the name of the phone associated with the indicated model type • Product Identifier—Specifies the phone model • Version Identifier¹—Represents the hardware version of the phone • Serial Number—Displays the phone's unique serial number
Time	Time obtained from the Date/Time Group in Cisco Unified Communications Manager to which the phone belongs

Table 8-1 Device Information Area Items (continued)

Item	Description
Time Zone	Timezone obtained from the Date/Time Group in Cisco Unified Communications Manager to which the phone belongs
Date	Date obtained from the Date/Time Group in Cisco Unified Communications Manager to which the phone belongs

1. The Version Identifier field might display blank if using an older model Cisco Unified IP Phone because the hardware does not provide this information.

Network Configuration

The Network Configuration area on a phone's web page displays network configuration information and information about other phone settings. [Table 8-2](#) describes this information.

You can view and set many of these items from the Network Configuration Menu and the Device Configuration Menu on the Cisco Unified IP Phone. For more information, see [Chapter 5, “Configuring Features, Templates, Services, and Users.”](#)

To display the Network Configuration area, access the web page for the phone as described in the [“Accessing the Web Page for a Phone”](#) section on [page 8-2](#), and then click the **Network Configuration** hyperlink.

Table 8-2 Network Configuration Area Items

Item	Description
DHCP Server	IP address of the Dynamic Host Configuration Protocol (DHCP) server from which the phone obtains its IP address.
BOOTP Server	Indicates whether the phone obtains its configuration from a Bootstrap Protocol (BootP) server.
MAC Address	Media Access Control (MAC) address of the phone.

Table 8-2 *Network Configuration Area Items (continued)*

Item	Description
Host Name	Host name that the DHCP server assigned to the phone.
Domain Name	Name of the Domain Name System (DNS) domain in which the phone resides.
IP Address	Internet Protocol (IP) address of the phone.
Subnet Mask	Subnet mask used by the phone.
TFTP Server 1	Primary Trivial File Transfer Protocol (TFTP) server used by the phone.
Default Router 1–5	Default router used by the phone (Default Router 1) and optional backup routers (Default Router 2–5).
DNS Server 1–5	Primary Domain Name System (DNS) server (DNS Server 1) and optional backup DNS servers (DNS Server 2–5) used by the phone.
Operational VLAN ID	Auxiliary Virtual Local Area Network (VLAN) configured on a Cisco Catalyst switch in which the phone is a member.
Admin. VLAN ID	Auxiliary VLAN in which the phone is a member.

Table 8-2 Network Configuration Area Items (continued)

Item	Description
CallManager 1–5	<p>Host names or IP addresses, in prioritized order, of the Cisco Unified Communications Manager servers with which the phone can register. An item can also show the IP address of an SRST router that is capable of providing limited Cisco Unified Communications Manager functionality, if such a router is available.</p> <p>For an available server, an item will show the Cisco Unified Communications Manager server IP address and one of the following states:</p> <ul style="list-style-type: none"> • Active—Cisco Unified Communications Manager server from which the phone is currently receiving call-processing services. • Standby—Cisco Unified Communications Manager server to which the phone switches if the current server becomes unavailable. • Blank—No current connection to this Cisco Unified Communications Manager server. <p>An option may also include the Survivable Remote Site Telephony (SRST) designation, which indicates an SRST router capable of providing Cisco Unified Communications Manager functionality with a limited feature set. This router assumes control of call processing if all other Cisco Unified Communications Manager servers become unreachable. The SRST Cisco Unified Communications Manager always appears last in the list of servers, even if it is active. You configure the SRST router address in the Device Pool section in Cisco Unified Communications Manager.</p>
Information URL	URL of the help text that appears on the phone.
Directories URL	URL of the server from which the phone obtains directory information.

Table 8-2 Network Configuration Area Items (continued)

Item	Description
Messages URL	URL of the server from which the phone obtains message services.
Services URL	URL of the server from which the phone obtains Cisco Unified IP Phone services.
DHCP Enabled	Indicates whether DHCP is being used by the phone.
DHCP Address Released	Indicates the setting of the DHCP Address Released option on the phone's Network Configuration menu.
Alternate TFTP	Indicates whether the phone is using an alternative TFTP server.
Idle URL	URL that the phone displays when the phone has not been used for the time specified by Idle URL Time and no menu is open.
Idle URL Time	Number of seconds that the phone has not been used and no menu is open before the XML service specified by Idle URL is activated.
Proxy Server URL	URL of proxy server, which makes HTTP requests to non-local host addresses on behalf of the phone HTTP client and provides responses from the non-local host to the phone HTTP client.
Authentication URL	URL that the phone uses to validate requests made to the phone web server.
SW Port Configuration	Speed and duplex of the switch port, where: <ul style="list-style-type: none"> • A—Auto Negotiate • 10H—10-BaseT/half duplex • 10F—10-BaseT/full duplex • 100H—100-BaseT/half duplex • 100F—100-BaseT/full duplex • 1000H—1000-BaseT/half duplex • 1000F—1000-BaseT/full duplex • No Link—No connection to the switch port

Table 8-2 Network Configuration Area Items (continued)

Item	Description
PC Port Configuration	Speed and duplex of the switch port, where: <ul style="list-style-type: none"> • A—Auto Negotiate • 10H—10-BaseT/half duplex • 10F—10-BaseT/full duplex • 100H—100-BaseT/half duplex • 100F—100-BaseT/full duplex • 1000H—1000-BaseT/half duplex • 1000F—1000-BaseT/full duplex • No Link—No connection to the PC port
TFTP Server 2	Backup TFTP server that the phone uses if the primary TFTP server is unavailable.
User Locale	User locale associated with the phone user. Identifies a set of detailed information to support users, including language, font, date and time formatting, and alphanumeric keyboard text information.
Network Locale	Network locale associated with the phone user. Identifies a set of detailed information to support the phone in a specific location, including definitions of the tones and cadences used by the phone.
Headset enabled	Indicates whether the Headset button is enabled on the phone.
User Locale Version	Version of the user locale loaded on the phone.
Network Locale Version	Version of the network locale loaded on the phone.
PC Port Disabled	Indicates whether the PC port on the phone is enabled or disabled.
Speaker Enabled	Indicates whether the speakerphone is enabled on the phone.
GARP Enabled	Indicates whether the phone learns MAC addresses from Gratuitous ARP responses.

Table 8-2 Network Configuration Area Items (continued)

Item	Description
Video Capability Enabled	Indicates whether the phone can participate in video calls when connected to an appropriately equipped PC.
Voice VLAN Enabled	Indicates whether the phone allows a device attached to the PC port to access the Voice VLAN.
Auto Line Select	Indicates whether the phone shifts the call focus to incoming calls on all lines.
DSCP for Call Control	DSCP IP classification for call control signaling.
DSCP for Configuration	DSCP IP classification for any phone configuration transfer.
DSCP for Services	DSCP IP classification for phone-based services.
Security Mode	Displays the security mode that is set for the phone.
Web Access Enabled	Indicates whether web access is enabled (Yes) or disabled (No) for the phone.
Span to PC Port	Indicates whether the phone will forward packets transmitted and received on the network port to the access port.
PC VLAN	VLAN used to identify and remove 802.1P/Q tags from packets sent to the PC.

Network Statistics

These network statistics areas on a phone's web page provide information about network traffic on the phone:

- Ethernet Information area—Displays information about Ethernet traffic. [Table 8-3](#) describes the items in this area.
- Access area—Displays information about network traffic to and from the PC port on the phone. [Table 8-4](#) describes the items in this area.
- Network area—Displays information about network traffic to and from the network port on the phone. [Table 8-4](#) describes the items in this area.

To display a network statistics area, access the web page for the phone as described in the [“Accessing the Web Page for a Phone”](#) section on page 8-2, and then click the **Ethernet Information**, the **Access**, and or the **Network** hyperlink.

Table 8-3 Ethernet Information Area Items

Item	Description
Tx Frames	Total number of packets transmitted by the phone
Tx broadcast	Total number of broadcast packets transmitted by the phone
Tx multicast	Total number of multicast packets transmitted by the phone
Tx unicast	Total number of unicast packets transmitted by the phone
Rx Frames	Total number of packets received by the phone
Rx broadcast	Total number of broadcast packets received by the phone
Rx multicast	Total number of multicast packets received by the phone
Rx unicast	Total number of unicast packets received by the phone
RxPacketNoDes	Total number of shed packets caused by no DMA descriptor

Table 8-4 Access Area and Network Area Items

Item	Description
Rx totalPkt	Total number of packets received by the phone
Rx crcErr	Total number of packets received with CRC failed
Rx alignErr	Total number of packets received between 64 and 1522 bytes in length that have a bad FCS
Rx multicast	Total number of multicast packets received by the phone
Rx broadcast	Total number of broadcast packets received by the phone

Table 8-4 Access Area and Network Area Items (continued)

Item	Description
Rx unicast	Total number of unicast packets received by the phone
Rx shortErr	Total number of FCS error packets or Align error packets received that are less than 64 bytes in size
Rx shortGood	Total number of good packets received that are less than 64 bytes size
Rx longGood	Total number of good packets received that are greater than 1522 bytes in size
Rx longErr	Total number of FCS error packets or Align error packets received that are greater than 1522 bytes in size
Rx size64	Total number of packets received, including bad packets, that are between 0 and 64 bytes in size
Rx size65to127	Total number of packets received, including bad packets, that are between 65 and 127 bytes in size
Rx size128to255	Total number of packets received, including bad packets, that are between 128 and 255 bytes in size
Rx size256to511	Total number of packets received, including bad packets, that are between 256 and 511 bytes in size
Rx size512to1023	Total number of packets received, including bad packets, that are between 512 and 1023 bytes in size
Rx size1024to1518	Total number of packets received, including bad packets, that are between 1024 and 1518 bytes in size
Rx tokenDrop	Total number of packets dropped due to lack of resources (for example, FIFO overflow)
Tx excessDefer	Total number of packets delayed from transmitting due to medium being busy
Tx lateCollision	Number of times that collisions occurred later than 512 bit times after the start of packet transmission
Tx totalGoodPkt	Total number of good packets (multicast, broadcast, and unicast) received by the phone

Table 8-4 Access Area and Network Area Items (continued)

Item	Description
Tx Collisions	Total number of collisions that occurred while a packet was being transmitted
Tx excessLength	Total number of packets not transmitted because the packet experienced 16 transmission attempts
Tx broadcast	Total number of broadcast packets transmitted by the phone
Tx multicast	Total number of multicast packets transmitted by the phone
Neighbor Device ID	Identifier of a device connected to this port
Neighbor IP Address	IP address of the neighbor device
Neighbor Port	Neighbor device port to which the phone is connected

Device Logs

The Device Logs area on a phone's web page provides information you can use to help monitor and troubleshoot the phone.

- **Console Logs**—Includes hyperlinks to individual log files. The console log files include debug and error messages received on the phone.
- **Core Dumps**—Includes hyperlinks to individual dump files.
- **Status Messages area**—Displays up to the 10 most recent status messages that the phone has generated since it was last powered up. You can also see this information from the Status Messages screen on the phone. [Table 7-2](#) describes the status messages that can appear.

To display the Status Messages, access the web page for the phone as described in the [“Accessing the Web Page for a Phone”](#) section on page 8-2, and then click the **Status Messages** hyperlink.

- **Debug Display area**—Displays debug messages that might be useful to Cisco TAC if you require assistance with troubleshooting.

Streaming Statistics

A Cisco Unified IP Phone can stream information to and from up to three devices simultaneously. A phone streams information when it is on a call or running a service that sends or receives audio or data.

The streaming statistics areas on a phone's web page provide information about the streams. Most calls use only one stream (Stream 1), but some calls use two or three streams. For example, a barged call uses Stream 1 and Stream 2.

To display a Streaming Statistics area, access the web page for the phone as described in the [“Accessing the Web Page for a Phone”](#) section on page 8-2, and then click the **Stream 1**, the **Stream 2**, or the **Stream 3** hyperlink.

[Table 8-5](#) describes the items in the Streaming Statistics areas.

Table 8-5 *Streaming Statistics Area Items*

Item	Description
Remote Address	IP address and UDP port of the destination of the stream.
Local Address	IP address and UDP port of the phone.
Start Time	Internal time stamp indicating when Cisco Unified Communications Manager requested that the phone start transmitting packets.
Stream Status	Indication of whether streaming is active or not.
Host Name	Unique, fixed name that is automatically assigned to the phone based on its MAC address.
Sender Packets	Total number of RTP data packets transmitted by the phone since starting this connection. The value is 0 if the connection is set to receive only mode.
Sender Octets	Total number of payload octets transmitted in RTP data packets by the phone since starting this connection. The value is 0 if the connection is set to receive only mode.
Sender Codec	Type of audio encoding used for the transmitted stream.

Table 8-5 Streaming Statistics Area Items (continued)

Item	Description
Sender Reports Sent ¹	Number of times the RTCP Sender Reports have been sent.
Sender Report Time Sent ¹	Internal time stamp indicating when a RTCP Sender Report was sent.
Rcvr Lost Packets	Total number of RTP data packets that have been lost since starting receiving data on this connection. Defined as the number of expected packets less the number of packets actually received, where the number of received packets includes any that are late or duplicate. The value displays as 0 if the connection was set to send-only mode.
Avg Jitter	Estimate of mean deviation of the RTP data packet inter-arrival time, measured in milliseconds. The value displays as 0 if the connection was set to send-only mode.
Rcvr Codec	Type of audio encoding used for the received stream.
Rcvr Reports Sent ¹	Number of times the RTCP Receiver Reports have been sent.
Rcvr Report Time Sent ¹	Internal time stamp indicating when a RTCP Receiver Report was sent.
Rcvr Packets	Total number of RTP data packets received by the phone since starting receiving data on this connection. Includes packets received from different sources if this is a multicast call. The value displays as 0 if the connection was set to send-only mode.
Rcvr Octets	Total number of payload octets received in RTP data packets by the device since starting reception on the connection. Includes packets received from different sources if this is a multicast call. The value displays as 0 if the connection was set to send-only mode.

Table 8-5 Streaming Statistics Area Items (continued)

Item	Description
MOS LQK	<p>Score that is an objective estimate of the mean opinion score (MOS) for listening quality (LQK) that rates from 5 (excellent) to 1 (bad). This score is based on audible concealment events due to frame loss in the preceding 8-second interval of the voice stream. For more information, see the “Monitoring the Voice Quality of Calls” section on page 9-24.</p> <p>Note The MOS LQK score can vary based on the type of codec that the Cisco Unified IP Phone uses.</p>
Avg MOS LQK	Average MOS LQK score observed for the entire voice stream.
Min MOS LQK	Lowest MOS LQK score observed from start of the voice stream.
Max MOS LQK	<p>Baseline or highest MOS LQK score observed from start of the voice stream.</p> <p>These codecs provide the following maximum MOS LQK score under normal conditions with no frame loss:</p> <ul style="list-style-type: none"> • G.711 gives 4.5 • G.729 A /AB gives 3.7
MOS LQK Version	Version of the Cisco proprietary algorithm used to calculate MOS LQK scores.
Cumulative Conceal Ratio	Total number of concealment frames divided by total number of speech frames received from start of the voice stream.
Interval Conceal Ratio	Ratio of concealment frames to speech frames in preceding 3-second interval of active speech. If using voice activity detection (VAD), a longer interval might be required to accumulate 3 seconds of active speech.
Max Conceal Ratio	Highest interval concealment ratio from start of the voice stream.

Table 8-5 Streaming Statistics Area Items (continued)

Item	Description
Conceal Secs	Number of seconds that have concealment events (lost frames) from the start of the voice stream (includes severely concealed seconds).
Severely Conceal Secs	Number of seconds that have more than 5 percent concealment events (lost frames) from the start of the voice stream.
Latency ¹	Estimate of the network latency, expressed in milliseconds. Represents a running average of the round-trip delay, measured when RTCP receiver report blocks are received.
Max Jitter	Maximum value of instantaneous jitter, in milliseconds.
Sender Size	RTP packet size, in milliseconds, for the transmitted stream.
Sender Reports Received ¹	Number of times RTCP Sender Reports have been received.
Sender Report Time Received ¹	Last time at which an RTCP Sender Report was received.
Rcvr Size	RTP packet size, in milliseconds, for the received stream.
Rcvr Discarded	RTP packets received from network but discarded from jitter buffers.
Rcvr Reports Received ¹	Number of times RTCP Receiver Reports have been received.
Rcvr Report Time Received ¹	Last time at which an RTCP Receiver Report was received.

Table 8-5 Streaming Statistics Area Items (continued)

Item	Description
Voice Quality Metrics	
MOS LQK	<p>Score that is an objective estimate of the mean opinion score (MOS) for listening quality (LQK) that rates from 5 (excellent) to 1 (bad). This score is based on audible concealment events due to frame loss in the preceding 8-second interval of the voice stream. For more information, see the “Monitoring the Voice Quality of Calls” section on page 9-24.</p> <p>Note The MOS LQK score can vary based on the type of codec that the Cisco Unified IP Phone uses.</p>
Avg MOS LQK	Average MOS LQK score observed for the entire voice stream.
Min MOS LQK	Lowest MOS LQK score observed from start of the voice stream.
Max MOS LQK	<p>Baseline or highest MOS LQK score observed from start of the voice stream.</p> <p>These codecs provide the following maximum MOS LQK score under normal conditions with no frame loss:</p> <ul style="list-style-type: none"> • G.711 gives 4.5 • G.729 A /AB gives 3.7
MOS LQK Version	Version of the Cisco proprietary algorithm used to calculate MOS LQK scores.
Cmltve Conceal Ratio	Total number of concealment frames divided by total number of speech frames received from start of the voice stream.
Interval Conceal Ratio	Ratio of concealment frames to speech frames in preceding 3-second interval of active speech. If using voice activity detection (VAD), a longer interval might be required to accumulate 3 seconds of active speech.

Table 8-5 Streaming Statistics Area Items (continued)

Item	Description
Max Conceal Ratio	Highest interval concealment ratio from start of the voice stream.
Conceal Secs	Number of seconds that have concealment events (lost frames) from the start of the voice stream (includes severely concealed seconds).
Severely Conceal Secs	Number of seconds that have more than 5 percent concealment events (lost frames) from the start of the voice stream.

1. When the RTP Control Protocol is disabled, no data generates for this field and thus displays as 0.

Related Topics

- [“Configuring Settings on the Cisco Unified IP Phone”](#) chapter
- [“Configuring Features, Templates, Services, and Users”](#) chapter
- [“Call Statistics Screen”](#) section on page 7-18
- [“Monitoring the Voice Quality of Calls”](#) section on page 9-24