

# 排除WxC中MPP电话的调配和注册故障

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## 简介

本文档介绍在通过MAC地址添加设备时，如何排除WxC中的MPP电话的调配和注册问题。

## 要求

Cisco 建议您了解以下主题：

- 基本网络知识
- MPP电话

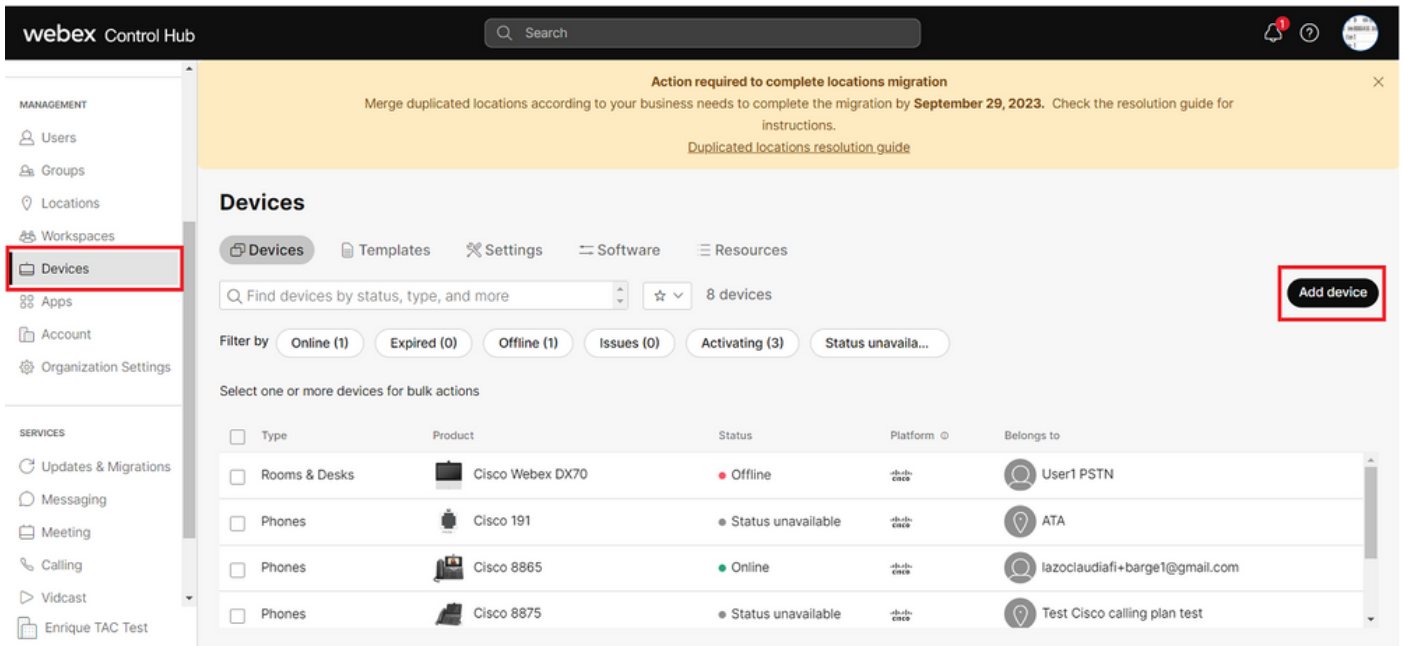
## 使用的组件

本文档中的信息仅基于MPP电话，例如78XX、88XX。

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。

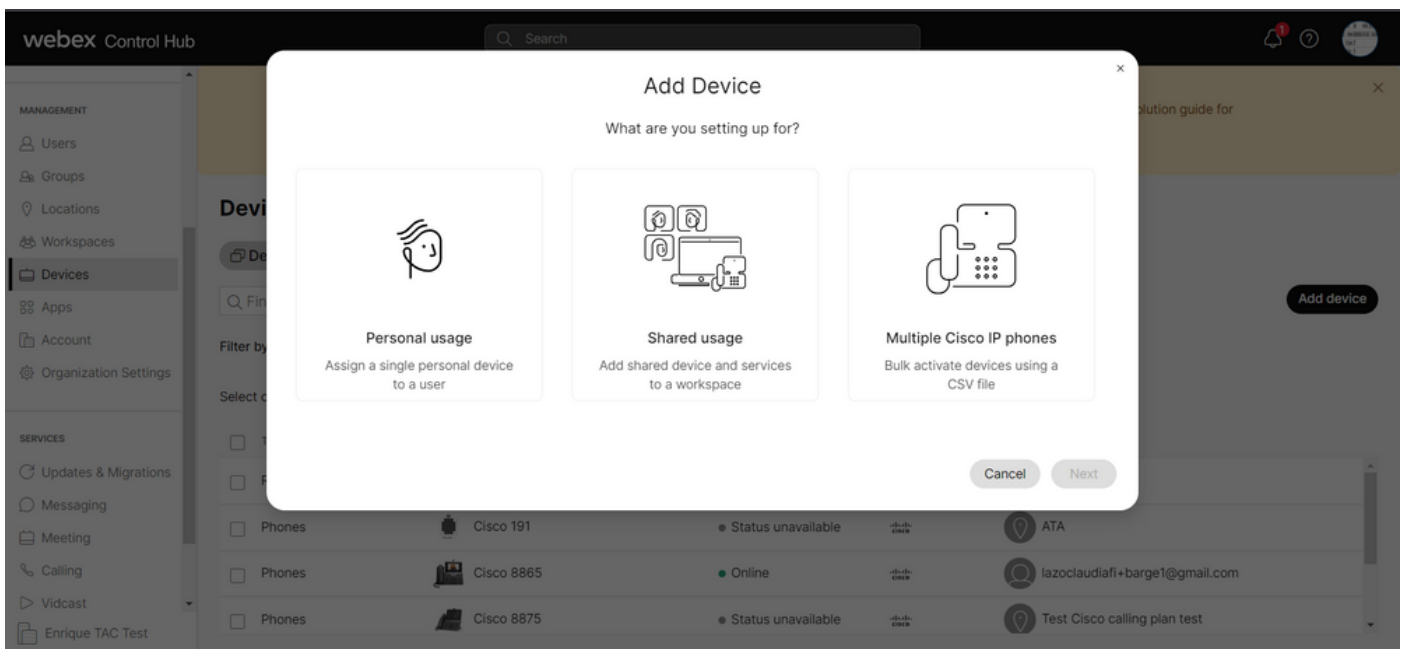
## 在Control Hub中添加设备

步骤1:导航到admin.webex.com并使用管理员凭证。在组织中，导航到设备>添加设备：



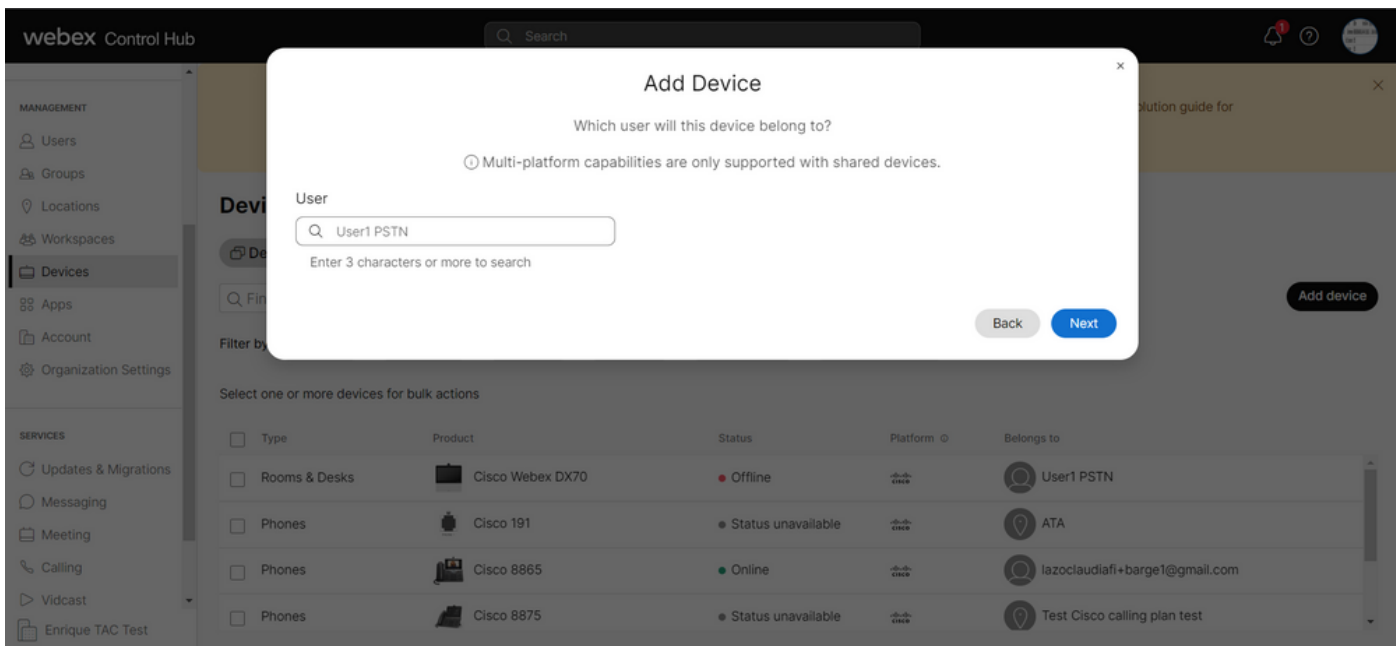
“设备”选项卡

第二步：选择要分配给用户的个人使用情况，或选择要分配给工作区的共享使用情况。（在此场景中用户使用用户。）



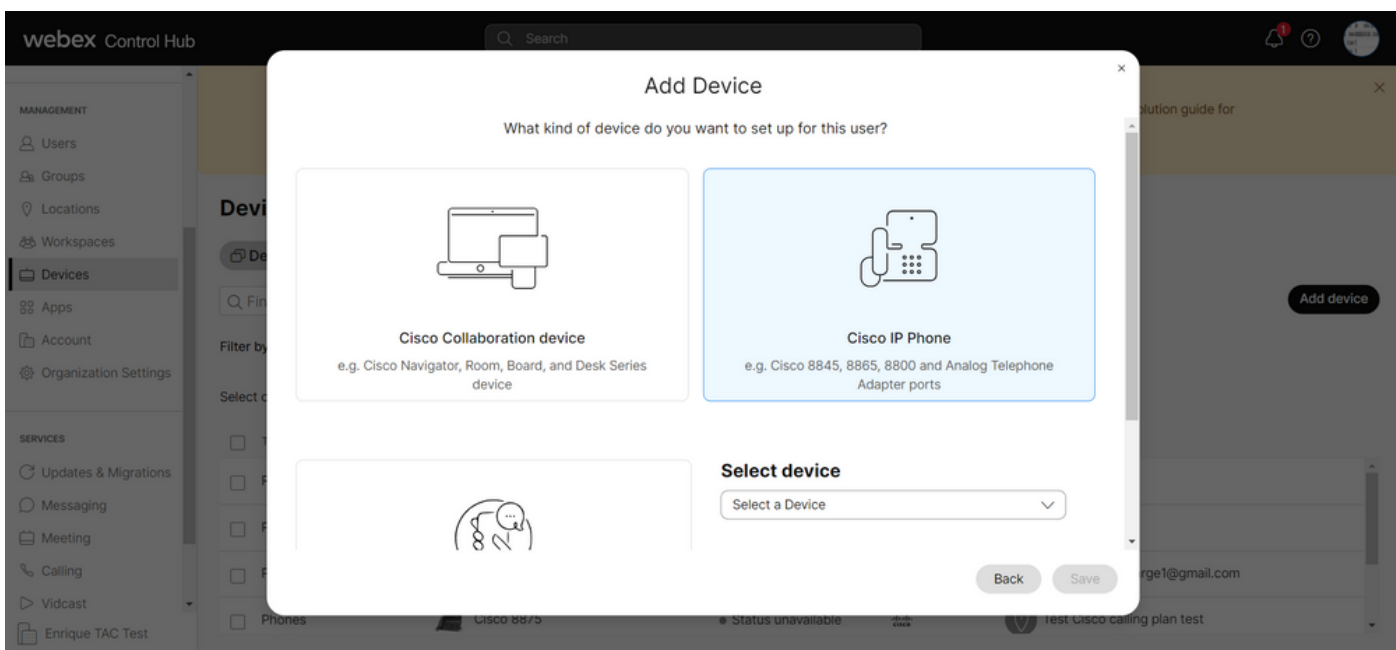
添加设备

第三步：搜索并选择要分配给此设备的用户，然后单击Next：



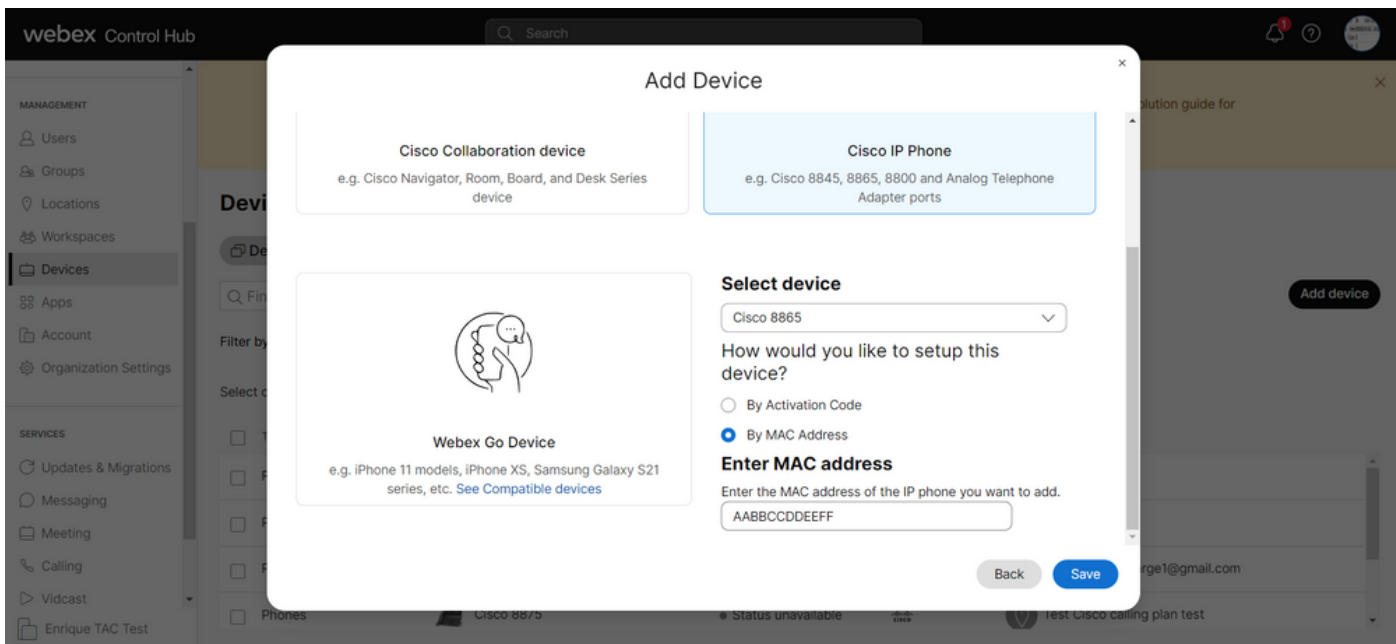
搜索用户

第四步：选择Cisco IP电话并搜索您的设备型号：



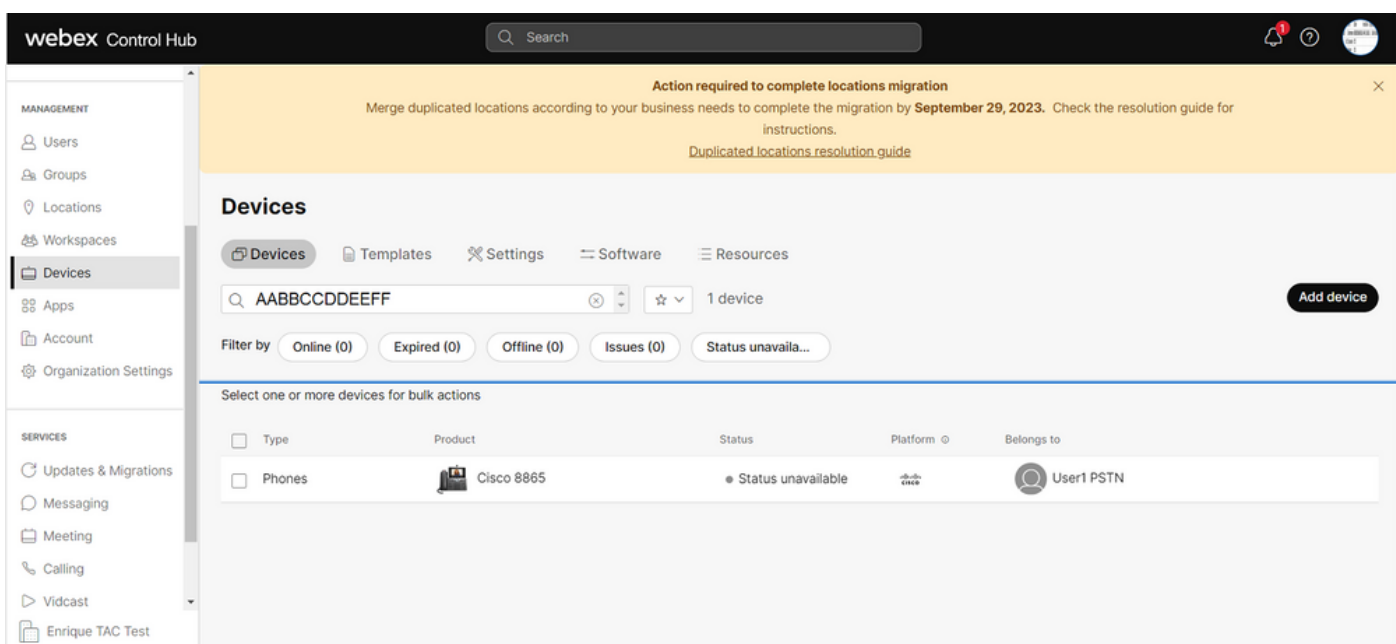
选择设备型号

第五步：选择设备后，选择By MAC Address选项并输入设备的MAC地址，然后单击Save：



添加 MAC 地址

第六步：设备进入Control Hub后，您可以在搜索栏中搜索MAC地址时验证添加正确：

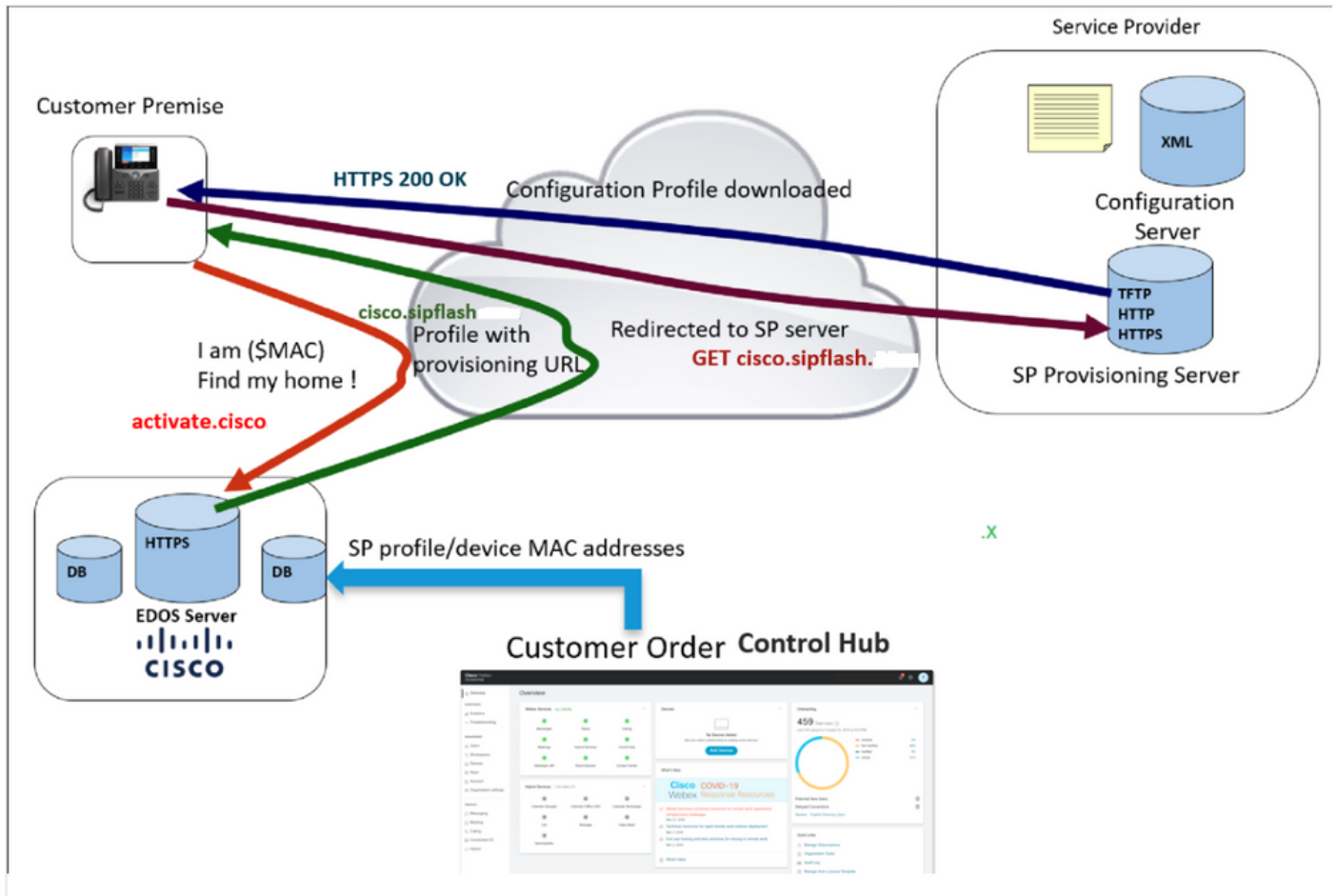


设备验证

由于设备仍未调配，状态显示为“不可用”。一旦设备在Control Hub中，下一步就是出厂重置设备。出厂重置后，设备必须向WxC服务器发出请求以获取配置文件。（这是调配过程。）当设备在屏幕上显示电话号码和/或分机时，设备调配成功。

如果您看到设备未显示正确的配置，则调配设备的过程失败。

## 在WxC中调配设备的流程摘要



调配图

## 在WxC中调配设备的过程故障排除

如果MPP设备配置有以下内容，则无法通过WxC进行调配：

- DHCP服务器中配置的TFTP服务器
- 如果选项 ( OPT66、OPT160、OPT159或OPT150 ) 由DHCP服务器配置和提供

要查看电话是否从DHCP服务器获取了TFTP配置，需要PRT日志。

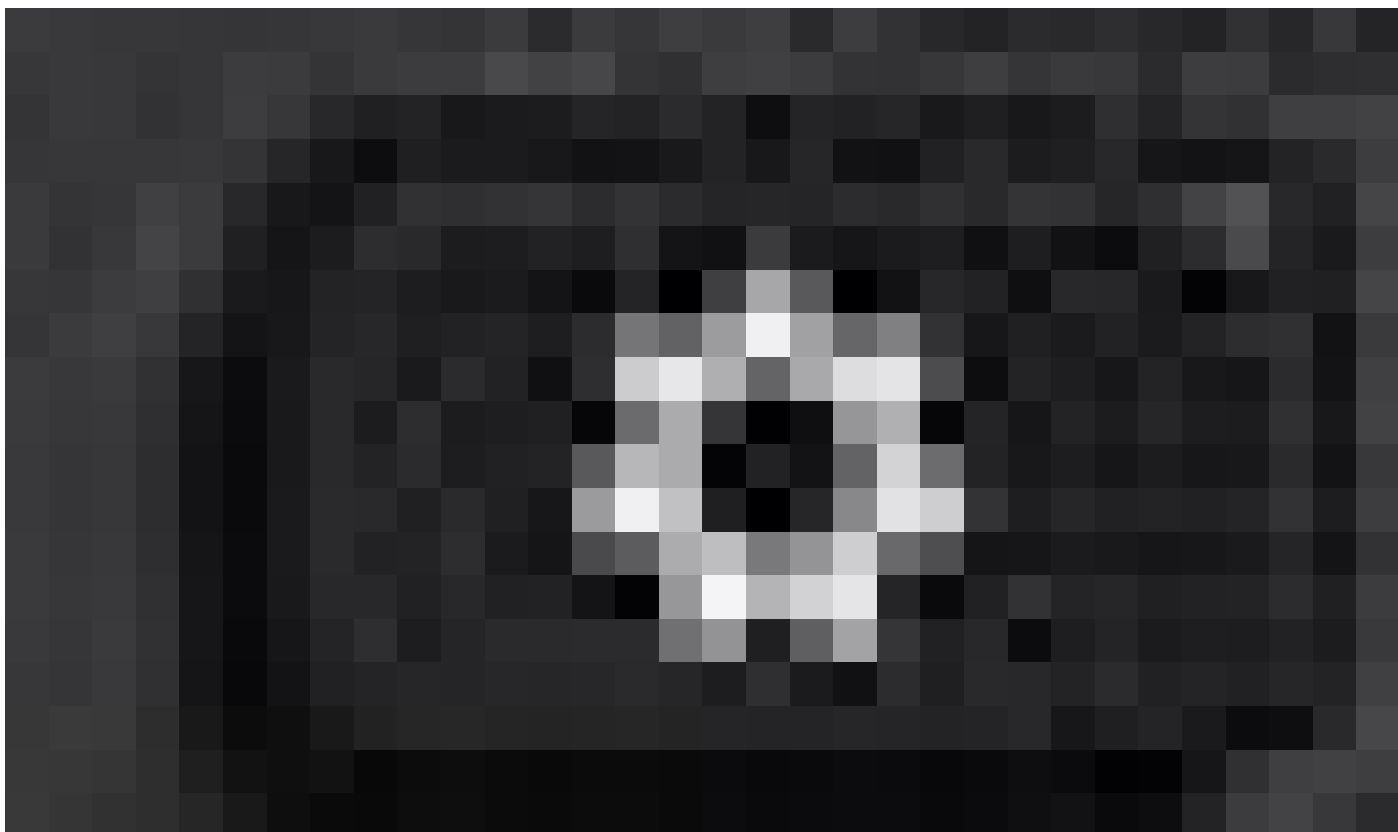
### 从MPP设备生成PRT日志

通过电话提交PRT日志。接下来的步骤显示如何生成PRT日志。

### 从设备生成PRT

第1步：在设备上，按Applicationsbutton

Settings按



钮

。

第2步：转至状态>报告问题。

步骤3.输入问题的日期和时间。

第4步：从列表中选择描述。

第5步：按提交。

提交日志后，请参阅以下步骤下载PRT日志：

步骤1: 登录[https://IP\\_ADDRESS\\_PHONE/](https://IP_ADDRESS_PHONE/)

注意：注意：如果IP地址未知，可从设置>状态>网络状态> IPv4状态获取它

第二步：导航到信息>调试信息>下载PRT日志(右键单击链接并选择另存为.....)



Web GUI

## PRT日志

打开日志时，您可以看到如下所示的视图：



注意：由于日志已压缩，因此可以使用类似WinRAR的程序打开日志。

Name	Size	Packed	Type	Modified	CRC32
..			File folder		
.	774,619	?	File folder	5/10/2023 11:0...	
.\cert	1,627	?	File folder	5/10/2023 11:0...	
.\archive.tar.gz	133	?	WinRAR archive	5/10/2023 11:0...	
.\backtraces.tar.gz	75	?	WinRAR archive	5/10/2023 11:0...	
.\messages.tar.gz	74,437	?	WinRAR archive	5/10/2023 11:0...	
.\cfg.xml	126,544	?	XML Document	5/10/2023 11:0...	
.\description-20230510-100139.log	344	?	Text Document	5/10/2023 11:0...	
.\logcat-20230510-170152.log	427,496	?	Text Document	5/10/2023 11:0...	
.\net.cfg	1,001	?	CFG File	5/10/2023 11:0...	
.\show-output-20230510-100139.log	65,669	?	Text Document	5/10/2023 11:0...	
.\status.xml	13,594	?	XML Document	5/10/2023 11:0...	
.\usrlog_kernel_cur_boot.log	32,343	?	Text Document	5/10/2023 11:0...	
.\usrlog_kernel_prev_boot.log	31,000	?	Text Document	5/10/2023 11:0...	
.\webex_service_status.json	356	?	JSON File	5/10/2023 11:0...	

PRT日志视图

要分析调配设备的过程，需要打开名为 logcat 的日志。它可以通过 记事本或 记事本++ 等文本编辑



器打开。

可以使用文本编辑器中的“Find”功能来查找电话是否配置了TFTP服务器。使用 DHCP-tftpsvr1或 DHCP-tftpsvr2查找该日志的特定行。如果您查看日志和其他行，可以找到有关DHCP配置的详细信息：

```
2154 NOT Aug 10 16:58:12.226653 (689-695) DHCP-IP Address: 192.168.238.1
2155 NOT Aug 10 16:58:12.226688 (689-695) DHCP-Subnet Mask: 255.255.255.0
2156 NOT Aug 10 16:58:12.226702 (689-695) DHCP-Default Gwy: 192.168.238.240
2157 NOT Aug 10 16:58:12.226734 (689-695) DHCP- ***** dhcpConvConfToExtOptionFile(): Usin
2158 NOT Aug 10 16:58:12.226790 (689-695) DHCP-hostname:SEP14A2A0E0837A
2159 NOT Aug 10 16:58:12.226835 (689-695) DHCP-ipaddr:192.168.238.1
2160 NOT Aug 10 16:58:12.226858 (689-695) DHCP-netmask:255.255.255.0
2161 NOT Aug 10 16:58:12.226878 (689-695) DHCP-router1:192.168.238.240
2162 NOT Aug 10 16:58:12.226894 (689-695) DHCP-domain:
2163 NOT Aug 10 16:58:12.226911 (689-695) DHCP-ntpsvr1:0.0.0.0
2164 NOT Aug 10 16:58:12.226929 (689-695) DHCP-ntpsvr2:0.0.0.0
2165 NOT Aug 10 16:58:12.226947 (689-695) DHCP-tftpsvr1:192.168.150.20
2166 NOT Aug 10 16:58:12.226966 (689-695) DHCP-tftpsvr2:0.0.0.0
2167 NOT Aug 10 16:58:12.226983 (689-695) DHCP-dns1:172.25.6.14
2168 NOT Aug 10 16:58:12.227001 (689-695) DHCP-dns2:172.25.10.31
2169 NOT Aug 10 16:58:12.227017 (689-695) DHCP-option160:
2170 NOT Aug 10 16:58:12.227032 (689-695) DHCP-option159:
2171 NOT Aug 10 16:58:12.227047 (689-695) DHCP-option125:
2172 NOT Aug 10 16:58:12.227061 (689-695) DHCP-option66:
```

如日志所示，DHCP服务器中配置了TFTP IP地址。导致电话尝试向此TFTP服务器而不是Webex呼叫服务器进行调配。

```
3677 NOT Aug 10 16:58:50.718451 (823-940) voice-fapp-Provisioning using DHCP..
3678 NOT Aug 10 16:58:50.718479 (823-940) voice-FUNCTION:fprv_update, proxy_Config:0
3679 NOT Aug 10 16:58:50.718507 (823-940) voice-fprv_eval_profile_rule assemble url=tftp://192.168.150.
3680 NOT Aug 10 16:58:50.718521 (823-940) voice-DHCP pending acquired=1
3681 NOT Aug 10 16:58:50.718772 (823-940) voice-fapp-[resync] fprv_eval_profile_rule - must resync
3682 NOT Aug 10 16:58:50.721954 (823-940) voice-fapp-CP-8851-3PCC 14:a2:a0:e0:83:7a -- Requesting resync
```

从DHCP服务器中删除任何TFTP配置和任何OPT配置后，您必须出厂重置设备，以便开始再次使用WxC调配设备的过程。

电话在设置设备过程中做的第一次尝试是向URL activate.cisco.com发出请求。电话向DNS服务器发出查询以解析域。如果DNS解析失败，其可能如下所示：

<#root>

```
1753 NOT Aug 10 16:56:46.129550 (975-1286) voice-reqByCurlInternal sending http request out..., url: ht
1754 INF Aug 10 16:56:46.142687 dnsmasq[564]: query[A] activate.cisco.com from 127.0.0.1
1755 INF Aug 10 16:56:46.142742 dnsmasq[564]: forwarded activate.cisco.com to 192.168.100.3
1774 NOT Aug 10 16:56:54.146585
```

```
Couldn't resolve host 'activate.cisco.x'
```

```
1777 NOT Aug 10 16:56:54.146325 (975-1286) voice-reqByCurlInternal return from http request, [res] = 6
1780 NOT Aug 10 16:56:54.147416 (975-1286) voice-fapp-CP-8865-3PCC <MAC_ADDRESS> -- Resync failed: Down
1781 ERR Aug 10 16:56:54.148845 (975-1286) voice-fapp-fprv_eval_profile_rule return status=PRV_ERR_SER
```

如果电话可以解析域，其可能如下所示：

```
1664 NOT Aug 10 16:56:35.440901 (968-1290) voice-reqByCurlInternal sending http request out..., url: ht
1666 INF Aug 10 16:56:35.454585 dnsmasq[560]: forwarded activate.cisco.x to 192.168.100.1
1669 INF Aug 10 16:56:35.488147 dnsmasq[560]: reply activate.cisco.x is <CNAME>
1670 INF Aug 10 16:56:35.488194 dnsmasq[560]: [cache_insert] activate.cisco.x[4008]: Wed May 10 17:21:4
1671 INF Aug 10 16:56:35.488219 dnsmasq[560]: reply activate.xglb.cisco.com is 173.36.XXX.XXX
1683 NOT Aug 10 16:56:36.018143 GET /software/edos/callhome/rc?id=<MAC_ADDRESS>:FCH2305DMH0:CP-8865-3PC
User-Agent: Cisco-CP-8865-3PCC/12.0.2 (MAC_ADDRESS)^M
Host: activate.cisco.x^M
Accept-Encoding: deflate, gzip^M
Accept: */*^M
Accept-Language: en^M
Accept-Charset: iso-8859-1^M
^M
1684 NOT May 10 16:56:36.137337 <
1685 NOT May 10 16:56:36.137446 HTTP/1.1 200 ^M
1760 NOT Sep 04 22:49:25.017943 (968-1290) voice-fapp-pal data updated for property name: Profile Rule
```

收到activate.cisco.com的GET请求中的200 OK后，电话向cisco.siplash.com发出请求。这是同一过程，电话尝试解析域，如果失败，则可能如下所示：

```
2460 NOT May 10 17:03:14.644821 (975-975) voice-QPE:RESYNC profile=[https://cisco.sipflash.x/ ]
2487 NOT May 10 17:03:14.924347 (975-1286) voice-reqByCurlInternal sending http request out..., url: ht
2488 INF May 10 17:03:14.925286 dnsmasq[564]: query[A] cisco.sipflash.x from 127.0.0.1
2489 INF May 10 17:03:14.925318 dnsmasq[564]: forwarded cisco.sipflash.x to 192.168.100.3
2503 NOT May 10 17:03:22.926249 "Couldn't resolve host 'cisco.sipflash.x'"
```

如果电话可以解析域，其可能如下所示：

```
1980 NOT Sep 04 22:49:28.832733 (968-1290) voice-reqByCurlInternal sending http request out..., url: ht
1981 INF Sep 04 22:49:28.833577 dnsmasq[560]: query[A] cisco.sipflash.x from 127.0.0.1
1982 INF Sep 04 22:49:28.833628 dnsmasq[560]: forwarded cisco.sipflash.x to 192.168.100.1
1985 INF Sep 04 22:49:28.844068 dnsmasq[560]: reply cisco.sipflash.x is 199.59.XXX.XXX
1993 NOT Sep 04 22:49:29.189918 (968-1290) voice-sec_set_min_TLS_version: min_TLS_verson is TLS 1.1,ret
1994 NOT Sep 04 22:49:29.428716 >
1995 NOT Sep 04 22:49:29.428776 GET / HTTP/1.1^M
User-Agent: Cisco-CP-8865-3PCC/12.0.2 (MAC_ADDRESS)^M
Host: cisco.sipflash.x^M
Accept-Encoding: deflate, gzip^M
Accept: */*^M
Accept-Language: en^M
Accept-Charset: iso-8859-1^M
^M
1996 NOT Sep 04 22:49:29.506969 <
1997 NOT Sep 04 22:49:29.507037 HTTP/1.1 200 OK^M
```

## 故障排除DNS ( 调配URL )

如果您所在的网络中的设备存在DNS解析问题，可以使用nslookup检查DNS服务器是否能够解析域

。打开命令行界面，然后执行以下步骤：

- nslookup ->输入
- set type=A -> Enter
- activate.cisco.com

如果PC可以解析域，则其可能如下所示：

```
C:\Users\josemar5>nslookup
Default Server:
Address:

> set type=A
> activate.cisco.x
Server:
Address:

Name:      activate.xglb.cisco.com
Address:   72.163.XXX.XXX
Aliases:   activate.cisco.x
```

nslookup activate.cisco

对cisco.sipflash.x可以执行相同的过程来解析域：

```
C:\Users\josemar5>nslookup
Default Server:
Address:

> set type=A
> cisco.sipflash.X
Server:
Address:

Non-authoritative answer:
Name:      cisco.sipflash
Addresses: 199.59.XXX.XXX
           199.59.XXX.XXX
```

nslookup cisco sipflash

如果PC无法解析域，请查看您的DNS服务器。

## 排除MPP设备在WxC中的注册故障

在本示例中，出站代理是da02.hosted-us10.bcld.webex.com。电话尝试解析SRV域：

```
1721 NOT Sep 04 22:50:32.068857 (2059-2271) voice-[SIP_resolveHostName] host=da02.hosted-us10.bcld.webex.com
1722 NOT Sep 04 22:50:32.068912 (2059-2271) voice-RSE_DEBUG: rse_unref context: 0x5213bab8
1723 NOT Sep 04 22:50:32.068933 (2059-2271) voice-RSE_DEBUG: rse_unref ref_cnt:0
1724 NOT Sep 04 22:50:32.068950 (2059-2271) voice-RSE_DEBUG: rse_get_server_addr, name: _sips._tcp.da02.hosted-us10.bcld.webex.com
1725 NOT Sep 04 22:50:32.068975 (2059-2271) voice-RSE_DEBUG: rse_refresh_addr_list target:_sips._tcp.da02.hosted-us10.bcld.webex.com
1726 NOT Sep 04 22:50:32.069001 (2059-2271) voice-RSE_DEBUG: RR[0], name:_sips._tcp.da02.hosted-us10.bcld.webex.com
1727 INF Sep 04 22:50:32.069517 dnsmasq[560]: query[SRV] _sips._tcp.da02.hosted-us10.bcld.webex.com from 10.10.10.10
1728 INF Sep 04 22:50:32.069549 dnsmasq[560]: forwarded _sips._tcp.da02.hosted-us10.bcld.webex.com to 10.10.10.10
1729 INF Sep 04 22:50:32.082459 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1730 INF Sep 04 22:50:32.082512 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bcld.webex.com is hosted by 10.10.10.10
1731 INF Sep 04 22:50:32.082661 dnsmasq[560]: [cache_insert] _sips._tcp.da02.hosted-us10.bcld.webex.com
1732 INF Sep 04 22:50:32.082689 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
1733 INF Sep 04 22:50:32.082714 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bcld.webex.com is hosted by 10.10.10.10
1734 INF Sep 04 22:50:32.082738 dnsmasq[560]: [cache_insert] _sips._tcp.da02.hosted-us10.bcld.webex.com
1735 INF Sep 04 22:50:32.082762 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bcld.webex.com
```

```
1736 INF Sep 04 22:50:32.082786 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bc1d.webex.com is hosted
1737 INF Sep 04 22:50:32.082810 dnsmasq[560]: [cache_insert] _sips._tcp.da02.hosted-us10.bc1d.webex.com
1738 INF Sep 04 22:50:32.082838 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bc1d.webex
1739 INF Sep 04 22:50:32.082864 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bc1d.webex.com is hosted
1740 INF Sep 04 22:50:32.082888 dnsmasq[560]: [cache_insert] _sips._tcp.da02.hosted-us10.bc1d.webex.com
1741 INF Sep 04 22:50:32.082911 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bc1d.webex
1742 INF Sep 04 22:50:32.082936 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bc1d.webex.com is hosted
1743 INF Sep 04 22:50:32.082958 dnsmasq[560]: [cache_insert] _sips._tcp.da02.hosted-us10.bc1d.webex.com
1744 INF Sep 04 22:50:32.082981 dnsmasq[560]: caching SRV record=_sips._tcp.da02.hosted-us10.bc1d.webex
1745 INF Sep 04 22:50:32.083006 dnsmasq[560]: reply _sips._tcp.da02.hosted-us10.bc1d.webex.com is hosted
```

如果电话能够解析SRV域，它将获取主机名：

```
1746 NOT Sep 04 22:50:32.082468 (2059-2271) voice-RSE_DEBUG: getting SRV:_sips._tcp.da02.hosted-us10.bc
1747 NOT Sep 04 22:50:32.082525 (2059-2271) voice-RSE_DEBUG: new priority:a by host: hosted02aj-us10.bc
1748 NOT Sep 04 22:50:32.082548 (2059-2271) voice-RSE_DEBUG: old priority:a by host: hosted02as-us10.bc
1749 NOT Sep 04 22:50:32.082565 (2059-2271) voice-RSE_DEBUG: new priority:5 by host: hosted01as-us10.bc
1750 NOT Sep 04 22:50:32.082581 (2059-2271) voice-RSE_DEBUG: old priority:5 by host: hosted01aj-us10.bc
1751 NOT Sep 04 22:50:32.082598 (2059-2271) voice-RSE_DEBUG: old priority:5 by host: hosted01ai-us10.bc
1752 NOT Sep 04 22:50:32.082613 (2059-2271) voice-RSE_DEBUG: old priority:a by host: hosted02ai-us10.bc
```

从其中一个主机名中，电话使用其中一个主机名将设备注册到WxC SBC：

```
1774 NOT Sep 04 22:50:32.083015 (2059-2271) voice-RSE_DEBUG: Refreshing host[3]:hosted01aj-us10.bc1d.we
1775 INF Sep 04 22:50:32.083539 dnsmasq[560]: query[A] hosted01aj-us10.bc1d.webex.com from 127.0.0.1
1776 INF Sep 04 22:50:32.083567 dnsmasq[560]: found A record=hosted01aj-us10.bc1d.webex.com with TTL=81
1777 INF Sep 04 22:50:32.083590 dnsmasq[560]: cached hosted01aj-us10.bc1d.webex.com is 139.177.XXX.XXX
1778 INF Sep 04 22:50:32.083668 dnsmasq[560]: query[AAAA] hosted01aj-us10.bc1d.webex.com from 127.0.0.1
1779 INF Sep 04 22:50:32.083698 dnsmasq[560]: found A record=hosted01aj-us10.bc1d.webex.com with TTL=26
1780 INF Sep 04 22:50:32.083723 dnsmasq[560]: cached hosted01aj-us10.bc1d.webex.com is 2607:fcf0:9000:X
1781 NOT Sep 04 22:50:32.084094 (2059-2271) voice-RSE_DEBUG: Refresh host:hosted01aj-us10.bc1d.webex.co
1782 NOT Sep 04 22:50:32.084133 (2059-2271) voice-RSE_DEBUG: rse_save_addr_list res = 0x43227cc8 af = 2
1783 NOT Sep 04 22:50:32.084152 (2059-2271) voice-RSE_DEBUG: skip AF_INET6 addr
1784 NOT Sep 04 22:50:32.084185 (2059-2271) voice-RSE_DEBUG: Found one old entry<4320b538> [139.177.XXX
3673 NOT Sep 04 22:51:08.127871 (2656-2764) voice- =====> Send (TLS) [139.177.XXX.XXX]:8934 SIP MSG::
Via: SIP/2.0/TLS 192.168.100.6:5072;branch=z9hG4bK-c77bd320AM
From: <sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0AM
To: <sip:w3nca1a025@XXXXX.example.com>AM
Call-ID: 98126dba-9df06bd9@192.168.100.6AM
CSeq: 6367 REGISTERAM
Max-Forwards: 70AM
Contact: <sip:w3nca1a025@192.168.100.6:5072;transport=tls>;expires=3600AM
User-Agent: Cisco-CP-8865-3PCC/12.0.2_MAC_ADDRESS>_47cfff26a-4713-41a1-8d75-28d7b638ffe8_2c01b5e7-53d5
Peripheral-Data: noneAM
Session-ID: 300e21a200105000a0002c01b5e753d5;remote=00000000000000000000000000000000AM
Content-Length: 0AM
Allow: ACK, BYE, CANCEL, INFO, INVITE, NOTIFY, OPTIONS, REFER, UPDATEAM
Allow-Events: hold,talk,conferenceAM
Supported: replaces, sec-agree, record-awareAM
Accept-Language: enAM
```

设备必须从WxC端收到401 Unauthorized消息：

```
3857 NOT Sep 04 22:51:08.176087 (2656-2764) voice- <==== Recv (TCP) [139.177.XXX.XXX]:8934 SIP MSG:: S
Via:SIP/2.0/TLS 192.168.100.6:5072;received=187.190.XXX.XXX;branch=z9hG4bK-c77bd320^M
From:<sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M
To:<sip:w3nca1a025@XXXXX.example.com>;tag=799618563-1693867868150^M
Call-ID:98126dba-9df06bd9@192.168.100.6^M
CSeq:6367 REGISTER^M
Session-ID:d1b7e5b700804ca4a817949623258793;remote=300e21a200105000a0002c01b5e753d5^M
WWW-Authenticate:DIGEST realm="BroadWorks",qop="auth",nonce="BroadWorksX1m5h6zucT8ymkkBW",algorithm=MD5
Contact:<sip:w3nca1a025@192.168.100.6:5072;transport=tls>;expires=120^M
Content-Length:0^M
^M
```

设备发送带有授权报头的REGISTER：

```
3863 NOT Sep 04 22:51:08.186602 (2656-2764) voice- =====> Send (TLS) [139.177.XXX.XXX]:8934 SIP MSG:: R
Via: SIP/2.0/TLS 192.168.100.6:5072;branch=z9hG4bK-be588fb^M
From: <sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M
To: <sip:w3nca1a025@XXXXX.example.com>^M
Call-ID: 98126dba-9df06bd9@192.168.100.6^M
CSeq: 6368 REGISTER^M
Max-Forwards: 70^M
Authorization: Digest username="+1XXXXXXXXXX", realm="BroadWorks", nonce="BroadWorksX1m5h6zucT8ymkkBW", ur
Contact: <sip:w3nca1a025@192.168.100.6:5072;transport=tls>;expires=3600^M
User-Agent: Cisco-CP-8865-3PCC/12.0.2-<MAC_ADDRESS>_47cff26a-4713-41a1-8d75-28d7b638ffe8_2c01b5e7-53d5-
Peripheral-Data: none^M
Session-ID: 300e21a200105000a0002c01b5e753d5;remote=d1b7e5b700804ca4a817949623258793^M
Content-Length: 0^M
Allow: ACK, BYE, CANCEL, INFO, INVITE, NOTIFY, OPTIONS, REFER, UPDATE^M
Allow-Events: hold,talk,conference^M
```

然后，设备获得SIP 200 OK：

```
4056 NOT Sep 04 22:51:08.236092 (2656-2764) voice- <==== Recv (TCP) [139.177.XXX.XXX]:8934 SIP MSG:: S
Via:SIP/2.0/TLS 192.168.100.6:5072;received=187.190.XXX.XXX;branch=z9hG4bK-be588fb^M
From:<sip:w3nca1a025@XXXXX.example.com>;tag=fcd8304d2abdd95co0^M
To:<sip:w3nca1a025@XXXXX.example.com>;tag=258864438-1693867868205^M
Call-ID:98126dba-9df06bd9@192.168.100.6^M
CSeq:6368 REGISTER^M
Session-ID:d1b7e5b700804ca4a817949623258793;remote=300e21a200105000a0002c01b5e753d5^M
Allow-Events:call-info,line-seize,dialo,message-summary,as-feature-event,x-broadworks-hoteling,x-broad
Contact:<sip:w3nca1a025@192.168.100.6:5072;transport=tls>;q=0.5;expires=120^M
Content-Length:0^M
^M
```

完成此过程后，设备必须启动并注册到WxC服务。

## 排除DNS故障（注册URL）

如果您所在的网络中存在与DNS解析有关的设备，可以使用nslookup检查DNS服务器是否能够解析域。打开命令行界面，然后执行以下步骤：

- nslookup ->输入
- set type=SRV -> Enter
- \_sips.\_tcp.da02.hosted-us10.bclld.webex.com

如果PC能够解析域，则其可能如下所示：

```

C:\Users\josemar5>nslookup
Default Server: ██████████
Address: ██████████

> set type=SRV
> _sips._tcp.da02.hosted-us10.bclld.webex.com
Server: ██████████
Address: ██████████

Non-authoritative answer:
_sips._tcp.da02.hosted-us10.bclld.webex.com      SRV service location:
    priority      = 5
    weight        = 50
    port          = 8934
    svr hostname  = hosted01ai-us10.bclld.webex.com
_sips._tcp.da02.hosted-us10.bclld.webex.com      SRV service location:
    priority      = 10
    weight        = 50
    port          = 8934
    svr hostname  = hosted02as-us10.bclld.webex.com
_sips._tcp.da02.hosted-us10.bclld.webex.com      SRV service location:
    priority      = 5
    weight        = 50
    port          = 8934
    svr hostname  = hosted01as-us10.bclld.webex.com
_sips._tcp.da02.hosted-us10.bclld.webex.com      SRV service location:
    priority      = 10
    weight        = 50
    port          = 8934
    svr hostname  = hosted02ai-us10.bclld.webex.com
_sips._tcp.da02.hosted-us10.bclld.webex.com      SRV service location:
    priority      = 10
    weight        = 50
    port          = 8934
    svr hostname  = hosted02aj-us10.bclld.webex.com
_sips._tcp.da02.hosted-us10.bclld.webex.com      SRV service location:
    priority      = 5
    weight        = 50
    port          = 8934
    svr hostname  = hosted01aj-us10.bclld.webex.com

hosted01ai-us10.bclld.webex.com  internet address = 139.177.XXX.XXX
hosted01aj-us10.bclld.webex.com  internet address = 139.177.XXX.XXX
hosted01as-us10.bclld.webex.com  internet address = 139.177.XXX.XXX
hosted02ai-us10.bclld.webex.com  internet address = 139.177.XXX.XXX
hosted02aj-us10.bclld.webex.com  internet address = 139.177.XXX.XXX
hosted02as-us10.bclld.webex.com  internet address = 139.177.XXX.XXX
hosted01ai-us10.bclld.webex.com  AAAA IPv6 address = 2607:fcf0:9000:██████████

```



## 数据包捕获 (注册过程)

您可以获取电话用于注册的IP地址，可在数据包捕获中使用过滤器来查看TLS握手：

No.	Time	Source	Destination	Protocol	Length	Info
1	2023-09-04 14:46:25.058289	139.177.	192.168.100.4	TCP	66	8934 → 5065 [ACK] Seq=1 Ack=1 Win=13287 Len=0 TSval=1462427392 TSecr=4294945993
2	2023-09-04 14:47:21.456262	192.168.100.4	139.177.	TCP	74	5074 → 8934 [SYN] Seq=0 Win=14600 Len=0 MSS=1460 SACK_PERM TSval=4294948960 TSecr=0 WS=4
3	2023-09-04 14:47:21.487816	139.177.	192.168.100.4	TCP	74	8934 → 5074 [SYN, ACK] Seq=0 Ack=1 Win=28960 Len=0 MSS=1400 SACK_PERM TSval=1462483821 TSecr=4294948960
4	2023-09-04 14:47:21.487920	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=1 Ack=1 Win=14600 Len=0 TSval=4294948964 TSecr=1462483821
5	2023-09-04 14:47:21.489582	192.168.100.4	139.177.	TLSv1.2	292	Client Hello
6	2023-09-04 14:47:21.520005	139.177.	192.168.100.4	TCP	66	8934 → 5074 [ACK] Seq=1 Ack=227 Win=30032 Len=0 TSval=1462483853 TSecr=4294948964
7	2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TLSv1.2	1454	Server Hello
8	2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TCP	1454	8934 → 5074 [ACK] Seq=1389 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCP segment of a
9	2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TCP	1454	8934 → 5074 [ACK] Seq=2777 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCP segment of a
10	2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TCP	1454	8934 → 5074 [ACK] Seq=4165 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCP segment of a
11	2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TCP	1454	8934 → 5074 [ACK] Seq=5553 Ack=227 Win=30032 Len=1388 TSval=1462483855 TSecr=4294948964 [TCP segment of a
12	2023-09-04 14:47:21.521539	139.177.	192.168.100.4	TLSv1.2	742	Certificate, Server Key Exchange, Server Hello Done
13	2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=227 Ack=1389 Win=17376 Len=0 TSval=4294948967 TSecr=1462483855
14	2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=227 Ack=2777 Win=20152 Len=0 TSval=4294948967 TSecr=1462483855
15	2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=227 Ack=4165 Win=22928 Len=0 TSval=4294948967 TSecr=1462483855
16	2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=227 Ack=5553 Win=25704 Len=0 TSval=4294948967 TSecr=1462483855
17	2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=227 Ack=6941 Win=28480 Len=0 TSval=4294948967 TSecr=1462483855
18	2023-09-04 14:47:21.521728	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=227 Ack=7617 Win=31256 Len=0 TSval=4294948967 TSecr=1462483855
19	2023-09-04 14:47:21.539018	192.168.100.4	139.177.	TLSv1.2	159	Client Key Exchange, Change Cipher Spec, Encrypted Handshake Message
20	2023-09-04 14:47:21.568331	139.177.	192.168.100.4	TLSv1.2	117	Change Cipher Spec, Encrypted Handshake Message
21	2023-09-04 14:47:21.590612	192.168.100.4	139.177.	TLSv1.2	903	Application Data
22	2023-09-04 14:47:21.627413	139.177.	192.168.100.4	TLSv1.2	693	Application Data
23	2023-09-04 14:47:21.656792	192.168.100.4	139.177.	TCP	66	5074 → 8934 [ACK] Seq=1157 Ack=8295 Win=34032 Len=0 TSval=4294948981 TSecr=1462483959

PCAP SSE

数据包捕获有助于查看TLS握手是否失败。

## Cisco Webex Calling TAC支持

如果您需要支持以分析日志和查找问题的根本原因，请联系Cisco Webex呼叫TAC团队。

支持相关信息

[Webex呼叫的端口参考信息](#)

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