

Collect Logs From a CP-8821 Wireless Phone

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Log Collection Methods](#)

[Device with Network Connectivity](#)

[Device Without Network Connectivity](#)

[Phone Dock \(CP-DSKCH-8821\)](#)

[USB Cable](#)

[Related Information](#)

Introduction

This document describes all of the methods that can be used to collect logs from a CP-8821 wireless phone.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on a CP-8821 on 11.0.5-SR1 firmware.

The log collection methods are the same as other firmware releases. There are some slight differences in what you are able to collect but that information is covered throughout this document.

The information in this document was created from the devices in a lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are performing these tasks in a production environment, ensure that you understand the potential impact of any command.

Log Collection Methods

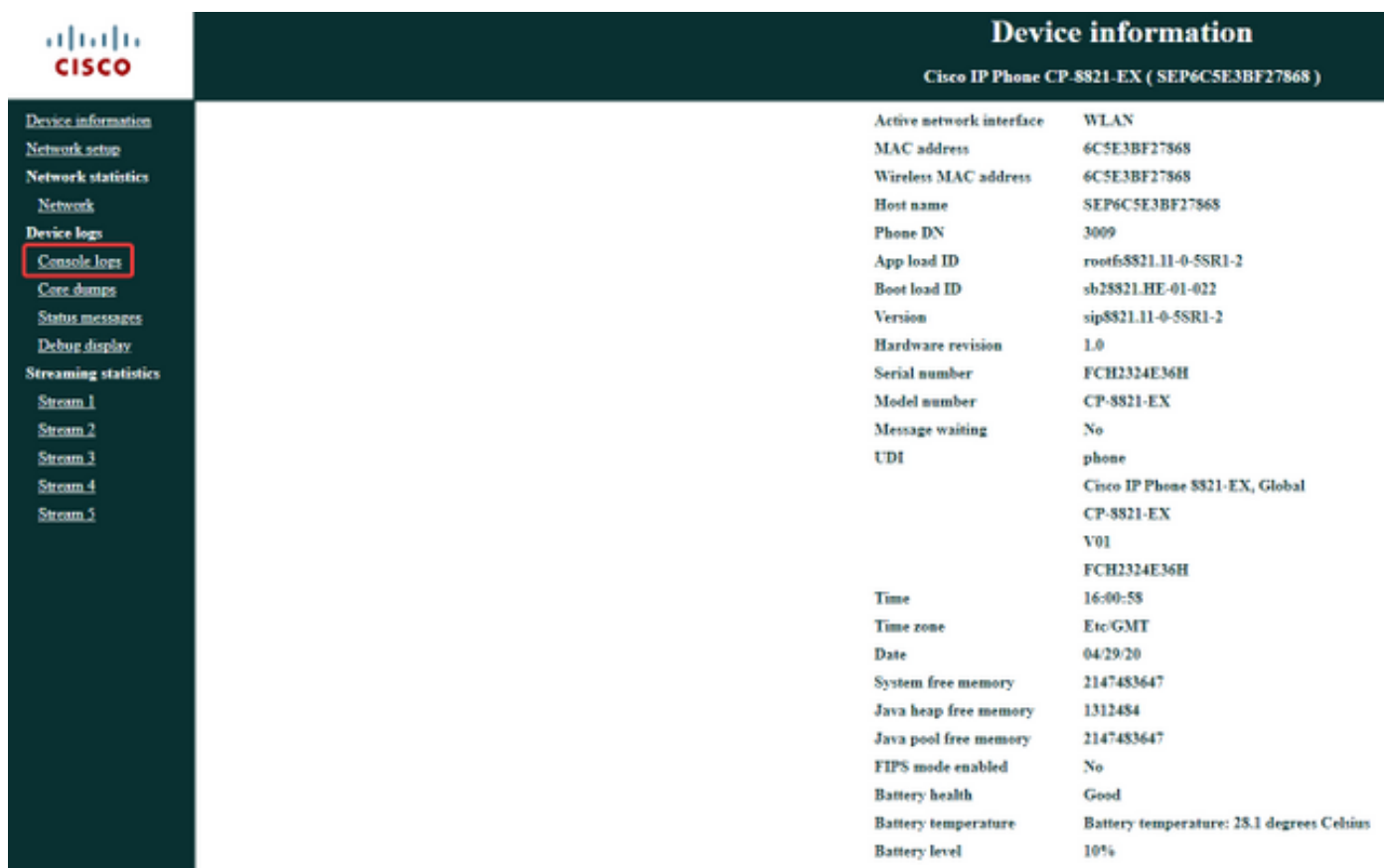
Device with Network Connectivity

The easiest and most commonly used method to collect logs from an 8821 is to download them via your browser. This is the best method to use in a scenario where the has network connectivity.

Step 1. In order for this method to work, you need to ensure that Web Access is enabled on the device.

Step 2. Once that's done, navigate to the IP of the phone in your browser.

Step 3. Select **Console Logs** on the left side as shown in the image.



The screenshot displays the Cisco IP Phone web interface. On the left, a dark sidebar contains a menu with the following items: Device information, Network setup, Network statistics, Network, Device logs, **Console logs** (highlighted with a red box), Core dumps, Status messages, Debug display, Streaming statistics, Stream 1, Stream 2, Stream 3, Stream 4, and Stream 5. The main content area is titled "Device information" and shows details for a Cisco IP Phone CP-8821-EX (SEP6C5E3BF27868). The information is presented in a table format:

Device information	
Cisco IP Phone CP-8821-EX (SEP6C5E3BF27868)	
Active network interface	WLAN
MAC address	6C5E3BF27868
Wireless MAC address	6C5E3BF27868
Host name	SEP6C5E3BF27868
Phone DN	3009
App load ID	root68821.11-0-5SR1-2
Boot load ID	sb28821.HE-01-022
Version	sip8821.11-0-5SR1-2
Hardware revision	L0
Serial number	FCH2324E36H
Model number	CP-8821-EX
Message waiting	No
UDI	phone
	Cisco IP Phone 8821-EX, Global
	CP-8821-EX
	V01
	FCH2324E36H
Time	16:00:58
Time zone	Etc/GMT
Date	04/29/20
System free memory	2147483647
Java heap free memory	1312484
Java pool free memory	2147483647
FIPS mode enabled	No
Battery health	Good
Battery temperature	Battery temperature: 28.1 degrees Celsius
Battery level	10%

Step 4. Once you select **Console Logs** you'll be presented with a list of logs stored on the device:

