

Collect PRT Logs from MPP ATA Devices

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Introduction

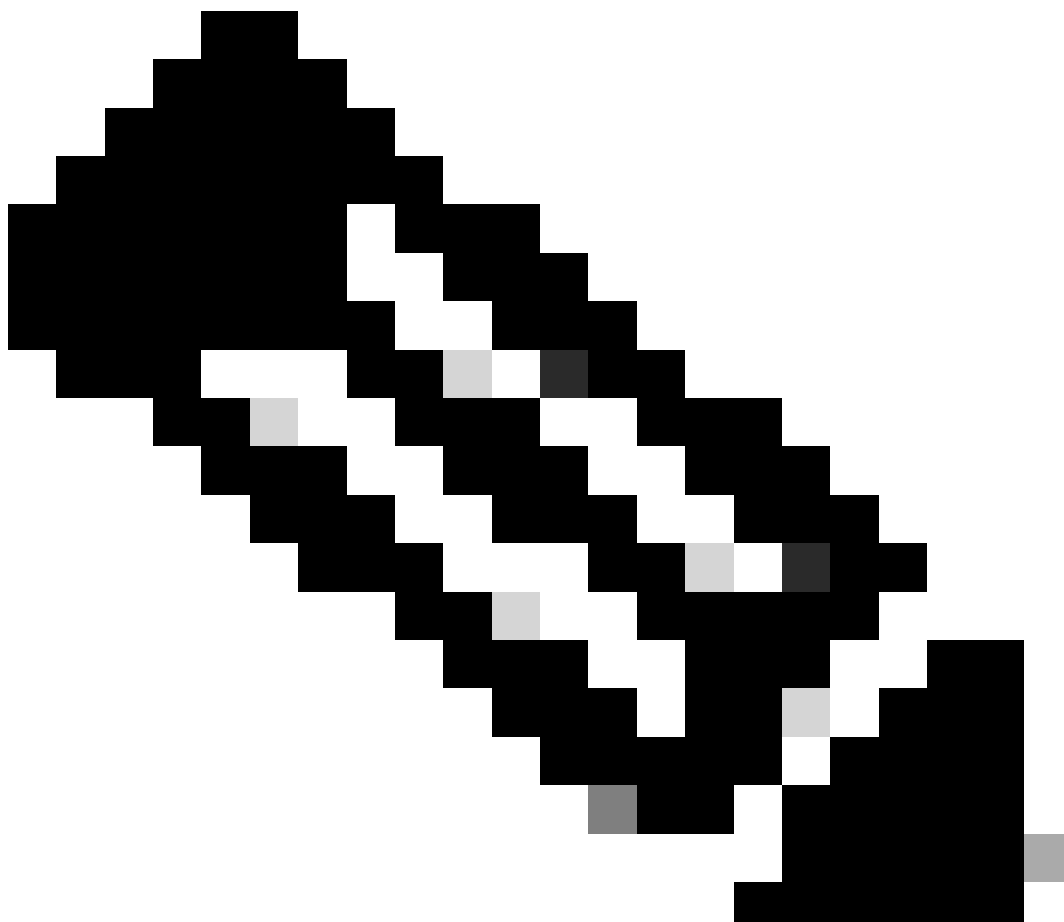
This document describes the process to put the PRT Logs in Cisco MPP ATA Devices.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Control Hub Administration
- Multi Platform Devices (MPP)
- Admin Password Device
- How to access Cisco ATA Web Page.



Note: For Webex Calling (WxC) provisioned devices ask for the password from WxC support; for factory reset devices, the password is admin.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

A **Problem Report Tool (PRT) Log** is a file that contains logs and other files in order to help a Cisco Engineer to troubleshoot an issue.

When Cisco ATA 191 or 192 have issues downloading the configuration file or registering to the Webex Calling services, analyzing a PRT Log can help to discover what the source of the problem is.

Procedure

Step 1. Navigate to https://IP_ADDRESS_ATA/.



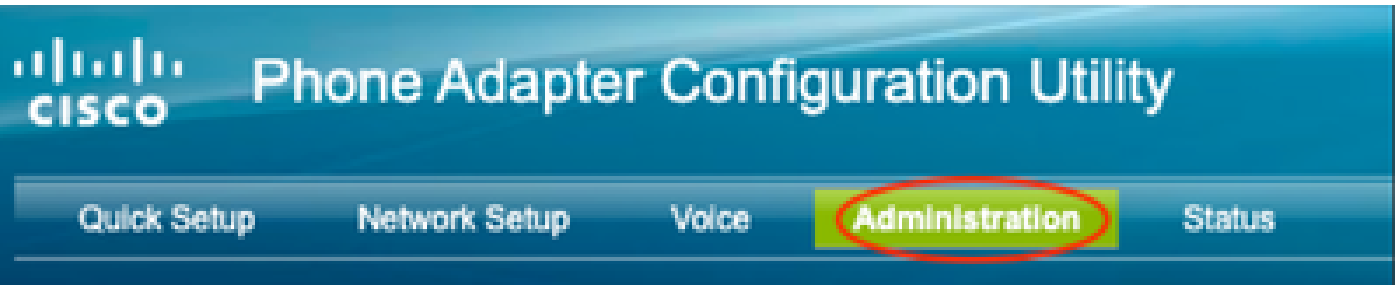
Note: The default IP address for an ATA is 192.168.15.1

Step 2. A log in page opens. You can log into this page with the username **admin** and a password. Then select the **Log in** button.



Log In Page

Step 3. Select the option **Administration** in the top menu.



Top Menu

Step 4. Select the option **Log** and under that select **PRT Viewer** in the left menu.

▶ Management

▼ Log

Debug Log Module

Debug Log Setting

Debug Log Viewer

Event Log Setting

PRT Viewer

PCM Viewer

CSS Dump

Crash Dump

Factory Defaults

Firmware Upgrade

▶ Config Management

Reboot

Left Menu

Step 5. Select the option **Generate PRT** to create a new **prt-log.tar.gz** file.

PRT Viewer

PRT Setting

PRT Upload URL:

PRT Upload Method:

PRT Max Timer: Minutes (Disabled:0, Range: 15 - 1440)

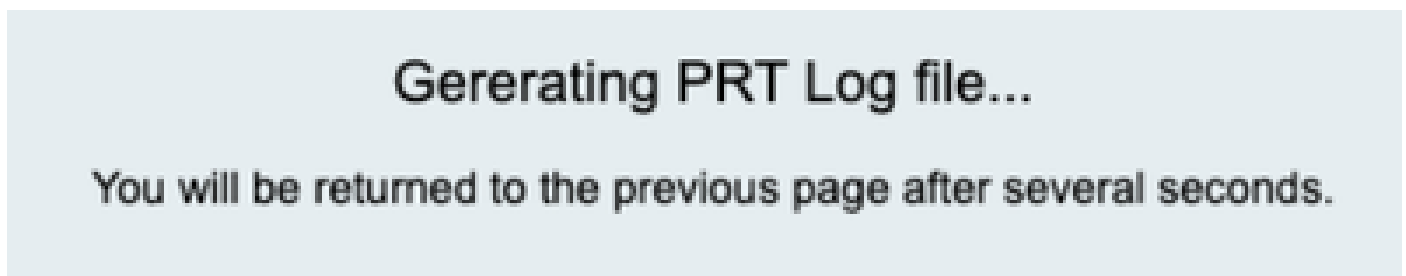
PRT Name: prt- .tar.gz

PRT File List

prt-log.tar.gz

Generate PRT

Step 6. A new screen appears confirming that the **PRT Log** is being created.



Generating PRT

Step 7. A new **prt-log.tar.gz** file is the output.

PRT Viewer

PRT Setting

PRT Upload URL:

PRT Upload Method:

PRT Max Timer: Minutes (Disabled:0, Range: 15 - 1440)

PRT Name: .tar.gz

PRT File List

[prt-log.tar.gz](#)

New PRT file

Step 8. Right-click on the link **prt-log.tar.gz** and choose **Save link as...** in order to download the logs.

Related Information

- [Get Started with Your Cisco ATA 191 and 192](#)