

# Troubleshoot Hoteling in MPP Devices for Webex Calling

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## Introduction

This document describes the most common issues encountered with Hoteling in MPP devices for Webex calling and how to troubleshoot them.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub
- Hoteling feature
- MPP devices PRT

### Components Used

This document is not restricted to specific hardware and software version. 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

Hoteling is a Calling feature enables a user's calling profile information such as, number, features and calling plan, to be temporarily loaded into another phone to be accessible from it.

## Common Configuration Issues

### Ensure Voice Portal is Set for the Location

Step 1. Click the Location for the users facing the issue.

Step 2. Click **Calling**.

Step 3. In **Calling features settings**, click **Voice Portal**.

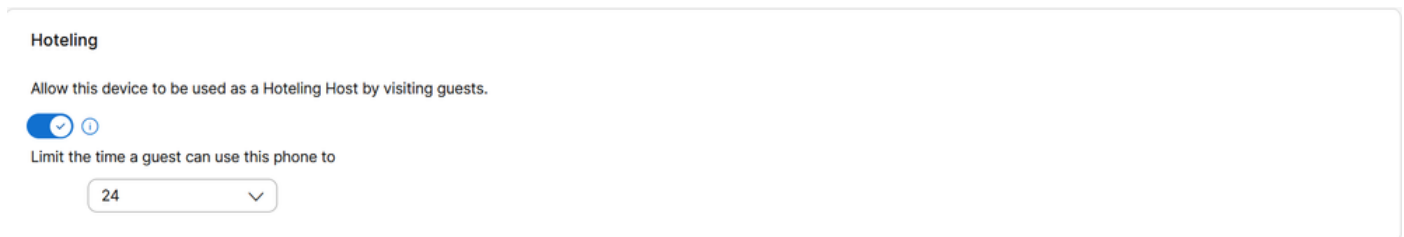
Step 4. In **Incoming Call**, add a Phone Number available from the drop-down menu in the Location or an Extension or both.

Step 5. Click **Save**.

## **Ensure that the Host Device is Set as a Hoteling Host**

Step 1. Under **MANAGEMENT**, click **Devices** and click the device to be set as Hoteling Host.

Step 2. Under **Overview > Hoteling** enable the Toggle **Allow this device to be used as a Hoteling Host by visiting guests**.



Hoteling

Allow this device to be used as a Hoteling Host by visiting guests.

ⓘ

Limit the time a guest can use this phone to

24 ▾

*Allow This Device to be Used as a Hoteling Host by Visiting Guests*

Step 3. Power reset the device.

Step 4. The Guest In softkey must appear in Host device display.

## **Sing-In Failed Issues**

If a Sing-In Failed prompts after an attempt of authentication for Guest In, follow these troubleshooting steps:

### **Obtainment and Basic Analysis of the PRT from the Device**

Step 1. Set the **Default Logging Level** to **Debugging** for the device.

Step 2. Enable the **MPP Web Access (User)** toggle.

Step 3. Power reset the device.

Step 4. Reproduce the Sing-In issue.

Step 5. Access the device GUI though a web browser.

Step 6. Click **Info > Debug Info > Generate PRT**.

Step 7. Click the file generated to download it.

In the PRT you can find the SIP **SUBSCRIBE** and **NOTIFY** the device uses for Hoteling.

The device sends a SUBSCRIBE e.g:

SUBSCRIBE sip:2X.8X.X.1XX:89XX;transport=tls SIP/2.0^M  
Via: SIP/2.0/TLS 1XX.1XX.X.1XX:50XX;branch=z9hG4bK-5c65a186^M  
From: <sip:dckvbcsohk@9044XXXX.cisco-bcld.com>;tag=316c637a772774e7^M  
To: <sip:dckvbcsohk@9044XXXX.cisco-bcld.com>;tag=394818446-1712859294626^M  
Call-ID: ae75b30c-16372ea@1XX.1XX.X.1XX^M  
CSeq: 20314 SUBSCRIBE^M  
Max-Forwards: 70^M  
Authorization: Digest username="+121035XXXX",realm="BroadWorks",nonce="BroadWorksX1uvk76avT78ohryBW  
Contact: <sip:dckvbcsohk@1XX.1XX.X.1XX:50XX;transport=tls>^M  
Accept: application/x-broadworks-hoteling+xml^M  
Expires: 3600^M  
Event: x-broadworks-hoteling^M  
User-Agent: Cisco-CP-8865-3PCC/12.0.3\_dcf719f39350\_d4e6994b-60bc-4fba-a490-fe5f8e74ceea\_dcf719f3-93  
Session-ID: 4e85b7ad00105000a000dcf719f39350;remote=1abed7e0008042159d92c35291039b58^M  
Content-Length: 152^M  
Content-Type: applicati  
NOT Apr 11 18:16:44.288201 (1745-1842) voice-on/x-broadworks-hoteling+xml^M  
^M  
<?xml version="1.0" encoding="ISO-8859-1"?>  
<SetHoteling xmlns="http://schema.broadsoft.com/hoteling">  
 <guestAddress>Guest Extension</guestAddress>  
</SetHoteling>

In response to the **SUBSCRIBE**, a 200 OK is sent:

SIP/2.0 200 OK^M  
Via:SIP/2.0/TLS 1xx.1xx.x.1xx:5061;received=2xx.2xx.2xx.4x;branch=z9hG4bK-5c65a186^M  
From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M  
To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M  
Call-ID:ae75b30c-16372ea@1xx.1xx.x.1xx^M  
CSeq:20314 SUBSCRIBE^M  
Session-ID:1abed7e0008042159d92c35291039b58;remote=4e85b7ad00105000a000dcf719f39350^M  
Expires:3424^M  
Contact:<sip:2x.8x.x.1xx:89xx;transport=tls>^M  
Content-Length:0^M  
^M

The Webex Calling cloud sends a **NOTIFY**:

In this **NOTIFY** example the <guestAddress/> does not contains the Guest Extension which is the result of the Sing-In failed attempt.

NOTIFY sip:dckvbcsohk@1XX.1XX.X.1XX:50XX;transport=tls SIP/2.0^M  
Via:SIP/2.0/TLS 2X.8X.X.1XX:89XX;branch=z9hG4bKBroadworksSSE.-2XX.2XX.2XX.4XV5061-0-101-394818446-1  
From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M  
To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M  
Call-ID:ae75b30c-16372ea@1XX.1XX.X.1XX^M  
CSeq:101 NOTIFY^M  
Contact:<sip:2X.8X.X.1XX:89XX;transport=tls>^M  
Subscription-State:active;expires=3424^M  
Max-Forwards:69^M  
Session-ID:1abed7e0008042159d92c35291039b58;remote=4e85b7ad00105000a000dcf719f39350^M  
Event:x-broadworks-hoteling^M  
Content-Type:application/x-broadworks-hoteling+xml^M

```
Content-Length:134^M
^M
<?xml version="1.0" encoding="UTF-8"?>
<HotelingEvent xmlns="http://schema.broadsoft.com/hoteling">
<guestAddress/>
</HotelingEvent>^M
```

In response to the NOTIFY, a 200 OK is sent:

```
SIP/2.0 200 OK^M
To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
Call-ID:ae75b30c-16372ea@1xx.1xx.x.1xx^M
CSeq:101 NOTIFY^M
Via:SIP/2.0/TLS 2x.8x.x.1xx:89xx;branch=z9hG4bKBroadworksSSE.-2xx.2xx.2xx.4xV5061-0-101-394818446-17128
Server: Cisco-CP-8865-3PCC/12.0.3_dcf719f39350^M
Session-ID: dbb009eb00105000a000dcf719f39350;remote=1abed7e0008042159d92c35291039b58^M
Content-Length: 0^M
^M
```

## Ensure that the Voicemail PIN is Correct

In case a new Voicemail PIN is needed:

Step 1. Log in with the User credentials in [User Hub](#).

Step 2. Click **Settings > Calling > Voicemail**.

Step 3. Click **Voicemail PIN > Reset voicemail PIN**.

Step 4. Enter a new **Voicemail PIN** that meets the requirements.

Step 5. Click **Save**.

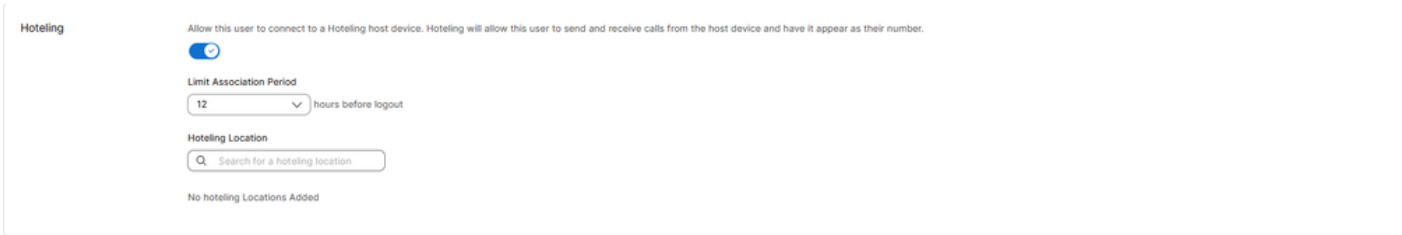
## Ensure Hoteling is Enabled for the Guest

Step 1. Under **MANAGEMENT > Users**, click the Hoteling guest user.

Step 2. Click **Calling > Between-user permissions > Hoteling**.

Between-user permissions	Monitoring	>
	Barge in <input type="radio"/> Disabled	>
	Call Bridging Warning Tone <input type="radio"/> Enabled	>
	<b>Hoteling <input type="radio"/> Enabled</b>	>
	Hot Desking <input type="radio"/>	>
	Push-to-Talk <input type="radio"/> Auto answer calls; Two-way; Allowed users	>
	Privacy <input type="radio"/> Allow dialed by extension, Allow dialed by first or last name, Disabled privacy	>
	Executive / Executive assistant <input type="radio"/> Disabled	>

Step 3. Click the toggle **Allow this user to connect to a Hoteling host device**.



*Hoteling Toggle*

Step 4. Select a **Limit Association Period**.

Step 5. Click **Save**.

## Successful NOTIFY for Hoteling SUBSCRIBE from Webex Calling Cloud

The successful **NOTIFY** shows the Guest Extension and Subscription expiration Time.

```
NOTIFY sip:dckvbcsohk@1xx.1xx.x.1xx:50xx;transport=tls SIP/2.0^M
Via:SIP/2.0/TLS 2x.8x.x.1xx:89xx;branch=z9hG4bKBroadworksSSE.-2xx.2xx.2xx.4xV5061-0-103-3948184
From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
Call-ID:ae75b30c-16372ea@1xx.1x.x.1xx^M
CSeq:103 NOTIFY^M
Contact:<sip:2x.8x.x.1xx:89xx;transport=tls>^M
Subscription-State:active;expires=3324^M
Max-Forwards:69^M
Session-ID:1abed7e0008042159d92c35291039b58;remote=4e85b7ad00105000a000dcf719f39350^M
Event:x-broadworks-hoteling^M
Content-Type:application/x-broadworks-hoteling+xml^M
Content-Length:176^M
^M
<?xml version="1.0" encoding="UTF-8"?>
<HotelingEvent xmlns="http://schema.broadsoft.com/hoteling">
<guestAddress>Guest Extension</guestAddress>
<expires>Subscription Time</expires>
</HotelingEvent>^M
```

In response to the **NOTIFY**, a 200 OK is sent:

```
SIP/2.0 200 OK^M
To:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=316c637a772774e7^M
From:<sip:dckvbcsohk@9044xxxx.cisco-bcld.com>;tag=394818446-1712859294626^M
Call-ID:ae75b30c-16372ea@1xx.1xx.x.1xx^M
CSeq:102 NOTIFY^M
Via:SIP/2.0/TLS 2x.8x.x.1xx:89xx;branch=z9hG4bKBroadworksSSE.-2xx.2xx.2xx.4xV5061-0-102-394818446-17128
Server: Cisco-CP-8865-3PCC/12.0.3_dcf719f39350^M
Session-ID: 7e64aa9c00105000a000dcf719f39350;remote=1abed7e0008042159d92c35291039b58^M
Content-Length: 0^M
^M
```

## Recommended Information for a TAC Case

If an issue persists after the troubleshooting steps in this document have been performed and a TAC case is needed, Cisco recommends to include this information:

- Organization ID
- Location ID or Location Name
- Host User's Number, extension and mail
- Guest User's Number, extension and mail
- Sing-In example where the issue was experienced.
  - Time zone and Timestamp of the Sing-In attempt
  - A detailed description of the issue experienced.
- Attach the **PRT** obtained file from the device.

## Related Information

[Hoteling in Control Hub](#)