

Cisco WxC CPE Announcement

CPE UPDATE – ACTIVATION CODE ONBOARDING – DATE & TIME SETTINGS

Service Platforms:	Webex Calling Carrier, SP and VAR
Markets:	NAMER, CANADA, EMEA, APAC, JAPAN, FED
Topic:	Activation Code Onboarding – Date and Time Settings
Information:	<ul style="list-style-type: none">• In certain network situations, when MPP devices are not able to reach a Network Time Protocol (NTP) server and the date and time on the phone is not up to date, the Activation Code onboarding process may fail unexpectedly.
Affected Models:	<ul style="list-style-type: none">• Cisco MPP 6800, 7800, 8800 Series IP Phones
Problem Description:	<ul style="list-style-type: none">• In order for an MPP device to successfully complete the Activation Code onboarding process, the time and date on the MPP device must be accurate and up to date.• Typically, an MPP device automatically synchronizes with a Time server to insure that its date and time are accurate.• If a phone is unable to reach a Time server, the default factory date and time reflected on the phone will cause a failure during the Activation Code process
Ways to resolve:	<ol style="list-style-type: none">1. FOR END USERS - Manually set the date and time via the MPP Onscreen Menu<ol style="list-style-type: none">a. Unbox and power on phone.b. Phone will boot and display incorrect date & time.c. From the Phone --> Settings Button Set the date and time manuallyd. The phone's date and time should now be accurate.e. Enter the Activation Code provided.f. Phone will load its configuration and register.

2. FOR NETWORK ADMINS - Set Option 42 on DHCP server

- a. A network Administrator can enable DHCP option 42 to specify an NTP server for phones to use to synchronize their date and time at first factory reboot.
- b. An internal or external NTP server can be specified via DHCP – Option 42 as long as the server can be reached by the phones.