Cisco Voice Gateway VG400
Manual Reconfiguration Procedure for Cisco Webex

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WARNING: THIS PROCEDURE DESCRIBES THE METHOD OF MANUALLY RECONFIGURING A CISCO VOICE GATEWAY VG400 TO WORK ON THE CISCO WEBEX NETWORK. ONCE THIS PROCEDURE HAS BEEN COMPLETED, ANY PRIOR CONFIGURATION SETTINGS ON THE DEVICE WILL BE OVERRIDDEN, INCLUDING THE ADMINISTRATOR PASSWORD, AND THE DEVICE WILL ONLY BE USABLE ON THE CISCO WEBEX NETWORK. THE DEVICE MUST BE RETURNED TO THE CISCO FACTORY DEFAULT CONFIGURATION BEFORE IT CAN BE USED ON ANY NETWORK OTHER THAN CISCO WEBEX NETWORK.

*Note: The minimum firmware required for VG400 to connect with Webex platform is **vg400-universalk9.17.05.01a.SPA.bin.***

The following sections show the reconfiguration guide for the VG400 to work with Webex.

Section A: Login into VG400 through Web GUI

1. Connect the computer to the Ethernet port marked as 'GE 0/0/1' on VG400 with an Ethernet cable.

   - The 'GE 0/0/1' port is the management port of VG. Its default IP address is 192.168.253.253.

   - The computer should get the IP address 192.168.253.254 automatically through DHCP from the VG400.

2. From the computer, **http://192.168.253.253** to the web GUI of VG400 with default username **cisco** and password **cisco2**.

Section B: Reset VG400 to Factory Defaults

1. From VG400 web GUI, go to *Administration -> Reload* page.

2. Select *Reset to Factory Default and Reload* option and click *Apply* button to reset the VG400 to factory default.

Section C: Verify/Configure VG400 for Boot Parameters (Optional)

1. From VG400 web GUI, go to *Administration -> Command Line Interface* page.

2. Select *Exec* mode, input command **show version**, then click **Run Command** button to check the boot image and register setting.

   - In the output of **show version** command, the line starting with "System image file" shows the current boot image. Make sure the Cisco Webex approved image is configured here. If not, select *Configure* mode, run command **boot system flash**:<boot image name> to set boot image. For example, the command **boot system flash:vg400-universalk9.17.05.01a.SPA.bin** will set boot image to vg400-universalk9.17.05.01a.SPA.bin.

   - The last line of the output starting with "Configuration register" shows the register setting. Make sure value **0x2102** is configured here. If not, select *Configure* mode and run command **config-register 0x2102** to set the value.

3. If Register configuration gets changed at Step 2, select *Exec* mode and run command **write memory** to save the changes**.**

4. If the boot image configuration gets changes at Step 2, go to *Administration -> Reload* page, select *Save Configuration and Reload* option, and click *Apply* button to reboot the VG400 with new image. It would take the VG400 about ten minutes to bootup.

Section D: Configure VG400 for Webex License Report (Optional)

1. From VG400 web GUI, go to *Administration -> Command Line Interface* page.

2. Select *Configure* mode and input below commands to set smart license reporting parameters.

        license smart transport smart
        license smart url default

3. Select *Exec* mode and run below commands to trigger smart license reporting:

license smart trust idtoken <token> local force
license smart sync local

The token can be found at Cisco Smart Software Manager from https://software.cisco.com/ site with the valid user account.

Section E: Configure VG400 for Webex *(Make sure the procedure in Section A, B, C, and D are performed before starting this section.*)

1. From VG400 web GUI, go to **Administration** -> **Command Line Interface** page.

2. Select **Configure** mode and input below commands to set local SRTP port and Webex Device Management URL:

voice service voip
rtp-port range 19560 19660
wxc-dm-url <Device Management URL>

The valid setting for <Device Management URL>:

US	https://cisco.sipflash.com
EU	https://cisco.broadcloud.eu
EUN	https://cisco-eun.bcld.webex.com
AU	https://cisco.broadcloud.com.au
CA	https://cisco-ca.bcld.webex.com
JP	https://cisco-jp.bcld.webex.com

For example, use command **wxc-dm-url https://cisco.sipflash.com** for VG400 devices installed in US region.

3. Click **Run Command** button.

4. Write down the VG400's MAC address shown at the output screen after running the commands.

5. Add the VG400's MAC address in Control Hub/ Rialto Dashboard.

Wait about five minutes after Step 5, the VG400 will be configured and be ready for use with Cisco Webex network.

Converting an Existing Customer Owned Non-Webex VG400 to Work with the Webex Platform

1. Upgrade the VG400 to the Webex approved image, for example, vg400-universalk9.17.05.01a.SPA.bin.

2. From VG400's console port, run below commands to add Webex calling license:
conf t
voice service pots
webex-calling license
end

3. Then run commands to write erase and reboot the VG400:
write erase
reload

4. After VG400 boots up, follow Section A, B, C, D, and E to configure the VG400.

Troubleshooting

If the device does not come back or there are any issues, perform the following steps:

1. Verify the device MAC is correct in the Control Hub/ Rialto Dashboard.

2. Verify the device MAC has been assigned to a user/phone in the Control Hub/Rialto Dashboard.

If the device still experiences issues after above actions, please contact your technical support team for assistance.