

## Cisco Voice Gateway VG400/VG420 Manual Reconfiguration Procedure for Cisco Webex

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**WARNING: THIS PROCEDURE DESCRIBES THE METHOD OF MANUALLY RECONFIGURING A CISCO VOICE GATEWAY VG400/VG420 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 minimal firmware release for VG400/VG420 to connect with Webex platform are**

- **VG400: vg400-universalk9.17.06.03a.SPA.bin**
- **VG420: vg420-universalk9.17.06.03a.SPA.bin**

The following sections show the reconfiguration guide for the VG400/VG420 to work with Webex. The Section A to E should be performed on VG400/VG420 loaded with Webex supported firmware. **If the VG400/VG420 does NOT have Webex supported firmware installed, please go to Section F first.**

### Section A: Login into VG400/VG420 through Web GUI

1. Connect the computer to the Ethernet port marked as 'GE 0/0/1' on VG400/VG420 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/VG420.
2. From the computer, **http://192.168.253.253** to the web GUI of VG400/VG420 with default username **cisco** and password **cisco2**.

### Section B: Reset VG400/VG420 to Factory Defaults

1. From VG400/VG420 web GUI, go to **Administration** -> **Reload** page.
2. Select **Reset to Factory Default and Reload** option and click **Apply** button to reset the VG400/VG420 to factory default.

### Section C: Verify/Configure VG400/VG420 for Boot Parameters (Optional)

1. From VG400/VG420 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.
3. 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. The command **boot system flash:vg400-universalk9.17.06.03a.SPA.bin** will set VG400 boot image to vg400-universalk9.17.06.03a.SPA.bin. The command **boot system flash:vg420-universalk9.17.06.03a.SPA.bin** will set VG420 boot image to vg420-universalk9.17.06.03a.SPA.bin.
4. 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.
5. If Register configuration gets changed at Step 2, select **Exec** mode and run command **write memory** to save the changes.



6. 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/VG420 with new image. It would take the VG400/VG420 about ten minutes to bootup.

#### Section D: Configure VG400/VG420 for Webex License Report (Optional)

1. From VG400/VG420 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/VG420 for Webex (Make sure the procedure in Section A, B, C, and D are performed before starting this section.)

1. From VG400/VG420 web GUI, go to **Administration** -> **Command Line Interface** page.
2. Select **Configure** mode and input below commands to set Webex Device Management URL:

```
voice service voip
wxc-dm-url <Device Management URL>
```

The valid setting for <Device Management URL>:

US	<a href="https://cisco.sipflash.com">https://cisco.sipflash.com</a>
EU	<a href="https://cisco.broadcloud.eu">https://cisco.broadcloud.eu</a>
EUN	<a href="https://cisco-eun.bclld.webex.com">https://cisco-eun.bclld.webex.com</a>
AU	<a href="https://cisco.broadcloud.com.au">https://cisco.broadcloud.com.au</a>
CA	<a href="https://cisco-ca.bclld.webex.com">https://cisco-ca.bclld.webex.com</a>
JP	<a href="https://cisco-jp.bclld.webex.com">https://cisco-jp.bclld.webex.com</a>

For example, use command **wxc-dm-url https://cisco.sipflash.com** for VG400/VG420 devices installed in US region.

3. Click **Run Command** button.
4. Write down the VG400/VG420's MAC address shown at the output screen after running the commands.
5. Add the VG400/VG420's MAC address in Rialto Dashboard.
6. Connect 'GE 0/0/0' port on VG400/VG420 to internet through DHCP.

Wait about ten minutes after Step 6, the VG400/VG420 will be configured and be ready for use with Cisco Webex.

#### Section F: Converting an Existing Customer Owned Non-Webex VG400/VG420 to Work with the Webex Platform

1. Upgrade the VG400/VG420 to the Webex approved image, for example, vg400-universalk9.17.06.03a.SPA.bin.
2. From VG400/VG420's console port, run below commands to add Webex calling license:

```
conf t
voice service pots
webex-calling license
end
```

3. From VG400/VG420's console port, run below commands to add uck9 and securityk9 licenses:

```
conf t
license boot level uck9
license boot level securityk9
```

**end**

4. Run command to make license boot take effect on next boot:  
**write memory**
5. Then run commands to erase all existing config and reboot the VG400/VG420:  
**write erase**  
**reload**
6. After VG400/VG420 boots up, follow Section A, B, C, D, and E to configure the VG400/VG420.

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

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