

Troubleshooting Guide

Baseline Responsibilities



TVM

1 Verify Epik / Broadsoft Phone Status

Online/Offline

M6 Admin

2 Cisco Phone Administration

2.1 Device Information

Cisco phone

2.1.1 MAC address

Cisco phone

2.1.2 App Load ID

Cisco phone

2.1.3 Boot Load ID

Cisco phone

2.1.4 Version

Cisco phone

2.1.5 Serial Number

Cisco phone

2.1.6 Model Number

Cisco phone

2.2 Network Configuration

Cisco phone

2.2.1 IP address

Cisco phone

2.2.2 Subnet Mask

Cisco phone

2.2.3 Default Router(s)

Cisco phone

2.2.4 Operational VLAN

Cisco phone

2.2.5 Admin VLAN

Cisco phone

2.2.6 Call Manager 1

Cisco phone

2.2.7 Call Manager 2

Cisco phone

2.2.8 DHCP enabled

Cisco phone

2.3 Network Statistics

Cisco phone

2.3.1 Rx Packets / Errors

Cisco phone

Part A to check Cat5e cable

2.3.2 TX Packets

Cisco phone

2.4 Streaming Statistics

Cisco phone

2.4.1 SBC address / port

Cisco phone

2.4.2 Rcvr Lost Packets

Cisco phone

2.4.3 Rcvr Jitter

Cisco phone

2.4.4 Codec

Cisco phone

2.4.5 MOS Scores

Cisco phone

3 Check Cisco Switch Port for Phone

3.1 Interface Details

Solarwinds/Cisco

3.1.1 Administrative Status

Solarwinds/Cisco

3.1.2 Operational Status

Solarwinds/Cisco

3.1.3 Current Traffic (Mbps)

Solarwinds/Cisco

3.1.4 Interface Errors / Discards

Solarwinds/Cisco

Part B to check Cat5e cable

3.1.5 Usage (Mbps) - Last 24 hours

Solarwinds/Cisco

3.2 Check Event Summary

Solarwinds/Cisco

Troubleshooting Guide

Baseline Responsibilities



INTERNET

1 Verify Node Status (Router / Switch)	Solarwinds
2 Check Event Summary	Solarwinds
3 Check Node Detail	
3.1 Ave. Response Time	Solarwinds
3.2 Packet Loss	Solarwinds
3.3 CPU Load	Solarwinds
3.4 Memory Used	Solarwinds
4 Check WAN interface	
4.1 Interface Details	Solarwinds
4.1.1 Administrative Status	Solarwinds
4.1.2 Operational Status	Solarwinds
4.1.3 Current Traffic (Mbps)	Solarwinds
4.1.4 Interface Errors / Discards	Solarwinds
4.1.5 Usage (Mbps) - Last 24 hours	Solarwinds
4.2 Check Event Summary	Solarwinds
5 Check LAN interface	
5.1 Interface Details	Solarwinds
5.1.1 Administrative Status	Solarwinds
5.1.2 Operational Status	Solarwinds
5.1.3 Current Traffic (Mbps)	Solarwinds
5.1.4 Interface Errors / Discards	Solarwinds
5.1.5 Usage (Mbps) - Last 24 hours	Solarwinds
5.2 Check Event Summary	Solarwinds
6 Check Router / Switch Configuration	
Verify Rate Limit	NCM
Verify IP Address / subnet information	NCM
7 Check for connectivity to customer firewall / router / PCs	Router/Switch
Check ARP table	Router/Switch