

Problem:

Not all Cisco IP Phones can run Multiplatform phone (MPP) firmware which is required to be used with Webex Calling. Phone compatibility is based on the phone model and the hardware version. For customers with Cisco IP Phones using Cisco Unified Communications Manager (CUCM) the phones run Enterprise firmware and must be converted to MPP firmware to be used with Webex Calling.

There was no easy way to determine the hardware version of your IP phones. We document [here](#) to check the sticker on the back of each phone to find the hardware version. Clearly this does not scale, takes too long, and requires physical access to the phones.

Solution:

There is now a standalone executable tool that can be given to customers that automates the hardware version retrieval proces -> [DOWNLOAD](#).

☒ Enable Phone Web Access Temporarily (for best results)

How this works:

This tool assists with determining which Cisco IP phones can be converted to Multiplatform phone (MPP) firmware to be used with [Cisco Webex Calling](#) or other approved third-party call control systems. It works by connecting to Cisco Unified Communications Manager (CUCM) and finds all phone models that can run MPP firmware. Those phone models are the Cisco 7811, 7821, 7832, 7841, 7861, 8811, 8832, 8841, 8845, 8851, 8851NR, 8861, and 8865.

Next it checks for hardware version restrictions as described in table 1 of the [Convert between Enterprise Firmware and Multiplatform Firmware for Cisco IP Phone 7800 and 8800 Series Guide](#).

In order to determine the hardware version and serial number of each phone, web access has to be enabled. The above checkbox **Enable Phone Web Access Temporarily** will turn on web access from CUCM and then perform an apply config. This means **phones that had web access disabled will reset to enable web access**. After checking the hardware version and serial number web access will be reverted back to it's original setting as it was prior to running this tool. For best results check the "Enable Phone Web Access Temporarily" option.

The resulting phone details contains a column "MPP Supported" showing whether the hardware version supports MPP firmware.

Notes

If the webpage of the phone is not reachable because the phone is unregistered, the phone is registered through an Expressway using Mobile and Remote Access (MRA), or other connection failure, the resulting fields will display "unknown".

v1.1



Multiplatform Phone (MPP) Firmware Readiness

[Download to CSV](#)

Search:

Ready: 5 | Not Ready: 1 | Unknown: 0 | Total: 6

Device Name	Device Pool	Phone Model	Firmware	Description	IP Address	Serial	HW Ver	MPP Capable
SEPC47295A8D5E4	Default	Cisco 7811	sip78xx.12-8-1-0001-455dev	Auto 1252	14.48.64.56	WZP19010427	V00	Yes
SEP009AD2F1F0C2	Default	Cisco 7832	sip7832.12-7-1-0001-393	Auto 1207	14.48.64.59	FCH2121D2CU	V01	Yes
SEP3C08F67A916D	Default	Cisco 7841	sip78xx.12-7-1-0001-393	Auto 1202	14.48.64.60	WZP1750049G	V01	No
SEP74A02FC0AFFD	Default	Cisco 8845	sip8845_65.12-7-1-0001-393	Auto 1256	14.48.46.73	PUC1925025J	V00	Yes
SEP74A02FC0AA86	Default	Cisco 8865	sip8845_65.12-7-1-0001-393	Auto 1206	14.48.64.75	PUC192502K7	V00	Yes
SEP8000B4BA25AE	Default	Cisco 8861	sip88xx.12-7-1-0001-393	Auto 1254	14.48.46.70	FCH18219QML	V01	Yes

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CUCM user permissions for the account used with this tool requires "**Standard AXL API Access**". The standard AXL API Users role will not work as it is read only.