How to change the MTU value in Mitel Connect

# OBJECTIVE:

* Step 1 Determine site MTU size
* Step 2 Check switch MTU
* Step 3 Change the global MTU value
* Step 4 Verify MTU changed

## Step1: Determining Site MTU

To quickly assess a WAN path’s PMTU, execute a series of ping tests using the following command at a Window’s CDM prompt from the remote end of the WAN tunnel connection;

ping <HQ server IP> -f -l XXXX (e.g. ping <HQ server IP> -f -l 1400), where XXXX is the packet size.



Begin increasing or decreasing the packet size from this number in small increments until you find the largest allowable size that does not fragment and successfully pings.

EXAMPLES:

**1500 Fail**



**1400 Fail**



**1393 Fail**



**1392 Pass** (This is our MAX MTU)



### Step 2: Checking our switch MTU

Now that we know our site MTU can be no more than 1392 let’s check one of our switches for the MTU value.

From the HQ server:

**Open CMD Then Type:**

Ipbxctl –telneton <switch IP>

telnet <switch IP>

Login: **anonymous**

Password: **ShoreTel**

Then type **gotoshell**



Once you see the **->**

type **ifShow ( S must be capitalized)**

Now look for the **Maximum Transfer Unit size is XXXX**

This number is the max MTU for the switch

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**If you leave this session open during step 3 you will actually see a notice stating the MTU has been changed.**

### Step 3: Changing the max MTU

Directly Login into the server and then open the registry aka **regedit.exe**

From within the registry editor navigate to the following key and edit it:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Shoreline Teleworks\Telephony Management Server\Settings Key Name= SwitchDebug**

Add this parameter and the appropriate value to the end of the string **ether\_mtu\_size max mtu here**. Use your max value that you found from our previous ping tests.

**Default Value=** debug\_options onhook\_dialing\_for\_IP110 1.

**New Value Example=** debug\_options onhook\_dialing\_for\_IP110 1 ether\_mtu\_size 1472.



Saving this key instantly changes the MTU value globally.

### Step 4: Verify the MTU Value

Repeat step 2 to see if the value changed. Also note if you never closed the ipbxctl session from step 3 you would see this notice stating the change.

