

Problems Setting Ring Types on IP Phones After Upgrading Cisco CallManager

Document ID: 23560

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Related Information

Introduction

This document explains what to do after you upgrade Cisco CallManager and find that you only have two available ring types on your Cisco IP phones.

Prerequisites

Requirements

This document is intended for personnel involved with IP Telephony networks and with knowledge of basic Cisco CallManager Administration.

Components Used

The information in this document is not specific for any version of Cisco CallManager.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Problem

This problem has these symptoms:

- After you upgrade Cisco CallManager, when you try to change the ring type on an IP phone, it displays `Bad Ring List File` and only two ring types appear: `chirp1` and `chirp2`.
- Before the upgrade, several other ring types were available.
- The list of ringers to choose from contains only `chirp 1`.
- The `ringlist.xml` file is not loaded correctly.

Solution

Follow these instructions to solve the problem:

1. From the Cisco CallManager Administration page, choose **Service > Service Parameters**.
2. Select the server and then select **Cisco TFTP** from the Service list.

Cisco CallManager Administration
For Cisco IP Telephony Solutions

CISCO SYSTEMS

Service Parameters Configuration

Select Another Server

Services

- Cisco CDR Insert
- Cisco CTIManager
- Cisco CallManager
- Cisco Database Layer Monitor
- Cisco Extension Mobility
- Cisco IP Voice Media Streaming App
- Cisco MOH Audio Translator
- Cisco Messaging Interface
- Cisco RIS Data Collector
- Cisco TFTP
- Cisco Telephony Call Server

Current Server: 10.48.80.27
Current Service: New
Status: Ready

Insert

Service*

+ indicates required item

3. Click the **Advanced** button.

Service Parameters Configuration

Select Another Server
Select Another Service

Current Server : 10.48.80.27
Current Service: Cisco TFTP

Status: Ready

Update Cancel Changes Delete Service Advanced

Parameter Name	Parameter Value	Suggested Value
Alternate File Location 1	<input type="text"/>	
Alternate File Location 2	<input type="text"/>	
Alternate File Location 3	<input type="text"/>	
Alternate File Location 4	<input type="text"/>	
Alternate File Location 5	<input type="text"/>	

4. Set Enable Caching of Files at Startup to **False** (this is set to True by default).

Change UDP Port*	<input type="text" value="3000"/>	3000
Digital Top Port*	<input type="text" value="2001"/>	2001
File Create*	<input type="text" value="True"/>	True
File Delete*	<input type="text" value="True"/>	True
File Location*	<input type="text" value="c:\Program Files\Cisco\TFTPpath"/>	c:\Program Files\Cisco\TFTPpath
Phone Top Port*	<input type="text" value="2000"/>	2000
Server Ip Track*	<input type="text" value="True"/>	True
TFTP Ip*	<input type="text" value="127.0.0.1"/>	127.0.0.1
Use Db*	<input type="text" value="True"/>	True
Service Wide Parameters		
Build CNF Flag*	<input type="text" value="True"/>	True
Enable Caching of Files at Startup*	<input type="text" value="True"/>	True
* indicates required item Click for More Information.		

5. Click **Update** to update the settings.

Note: If you have done an upgrade from Cisco CallManager 3.3 to 4.0 you also need to set the Enable Caching of Configuration Files field to **False**. This recreates the configuration files and might take a long time if a large number of devices exist on the network.

6. If, after you follow these instructions, the issue is not solved and you still only see two ring types, complete these steps:

- Reset the Cisco IP Phone. Refer to Resetting a Phone for more information.
- Stop and then start the Cisco TFTP service. Refer to TFTP Configuration Checklist.
- Reset the Cisco IP Phone to factory defaults as described in the Resetting 7900 Series IP Phones to Factory Defaults.

7. If Step 6 does not solve the problem, open a service request (registered customers only) with Cisco Technical Support and provide this information:

- Choose **Start > Run**.
- Enter cmd in the Open field.

A DOS prompt appears.

- On the DOS command prompt, type **tftp localhost get ringlist.xml**.
- Forward the results of that command. Cisco Technical Support then provides you with the latest load for your specific phone.

Note: A field notice has been published to address this issue. For further information, refer to Upgrading to CallManager 3.2(1) Corrupts IP Phone Ring List.

Related Information

- [Upgrading to CallManager 3.2\(1\) Corrupts IP Phone Ring List](#)
 - [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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Updated: May 21, 2007

Document ID: 23560
