

Upgrade the Firmware of DX Endpoints and IP Phones over MRA

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components used](#)

[Configure](#)

[Verify](#)

[Troubleshoot](#)

Introduction

This document describes the process to follow in order to upgrade the firmware of the DX70, DX80, DX650 endpoints and IP phones 77XX and 88XX series, when they are registered over Mobile and Remote Acces (MRA)

Prerequisites

Requirements

Cisco recomends that you have knowledge in these topics:

- MRA configuration and deployment
- Cisco Unified Communication Manager CUCM
- DX endpoint series
- 77XX and 88XX IP phone series
- Trivial File Transport Protocol (TFTP)

Components used

- Cisco IP phone 8851 with minimun version 11.0
- Cisco Video Communication Server (VCS) or Expressways with minimun version X8.7
- Cisco Unified Communication Manager (CUCM) with minumun version 10.5(2) SU2
- Tftpd64 software

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, ensure that you understand the potential impact of any command

Configure

The 77XX, 88XX IP phone series and the DX endpoints registered over MRA cannot be upgraded

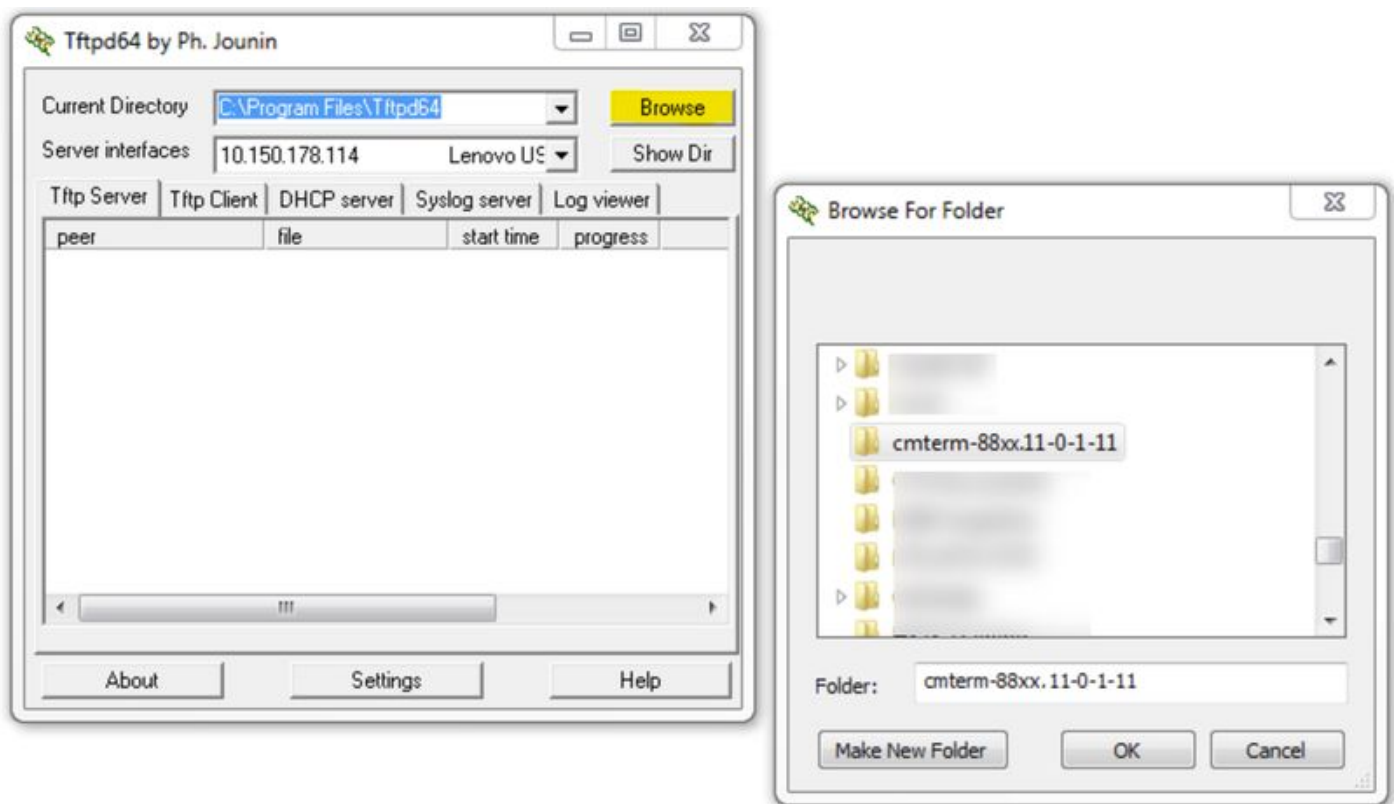
from Call Manager via Expressway, you need to use an external TFTP server that is accessible from the IP phone or endpoint.

The tftpd32 can be used for this purpose, it can be downloaded in the next link: [TFTPD32](#)

Note: The tftpd32 software is not a Cisco software, it is a third party software suggested for this specific purpose, ensure that you understand the potential impact of the installation and usage of this software

Step 1. Download the firmware you want to install from [cisco.com](#) web page and save it in a known place in your PC.

Step 2. Launch the TFTP server and browse to the folder where the firmware file is contained as shown in the image.



Step 3. On Call Manager navigate to **Device > Phone** and select the device profile of the IP phone.

Step 4. Type the phone load name. It must be the file name on the tftp server.

Owner User ID**	jim
Mobility User ID	< None >
Phone Personalization*	Default
Services Provisioning*	Both
Phone Load Name	sip88xx.11-0-1-11
Use Trusted Relay Point*	Default
BLF Audible Alert Setting (Phone Idle)*	Default
BLF Audible Alert Setting (Phone Busy)*	Default
Always Use Prime Line*	Default
Always Use Prime Line for Voice Message*	Default
Geolocation	< None >

Ignore Presentation Indicators (internal calls only)

Step 5. Navigate to section **Product Specific Configuration Layout** and configure the **Load Server** field, it must be the tftp server IP address.

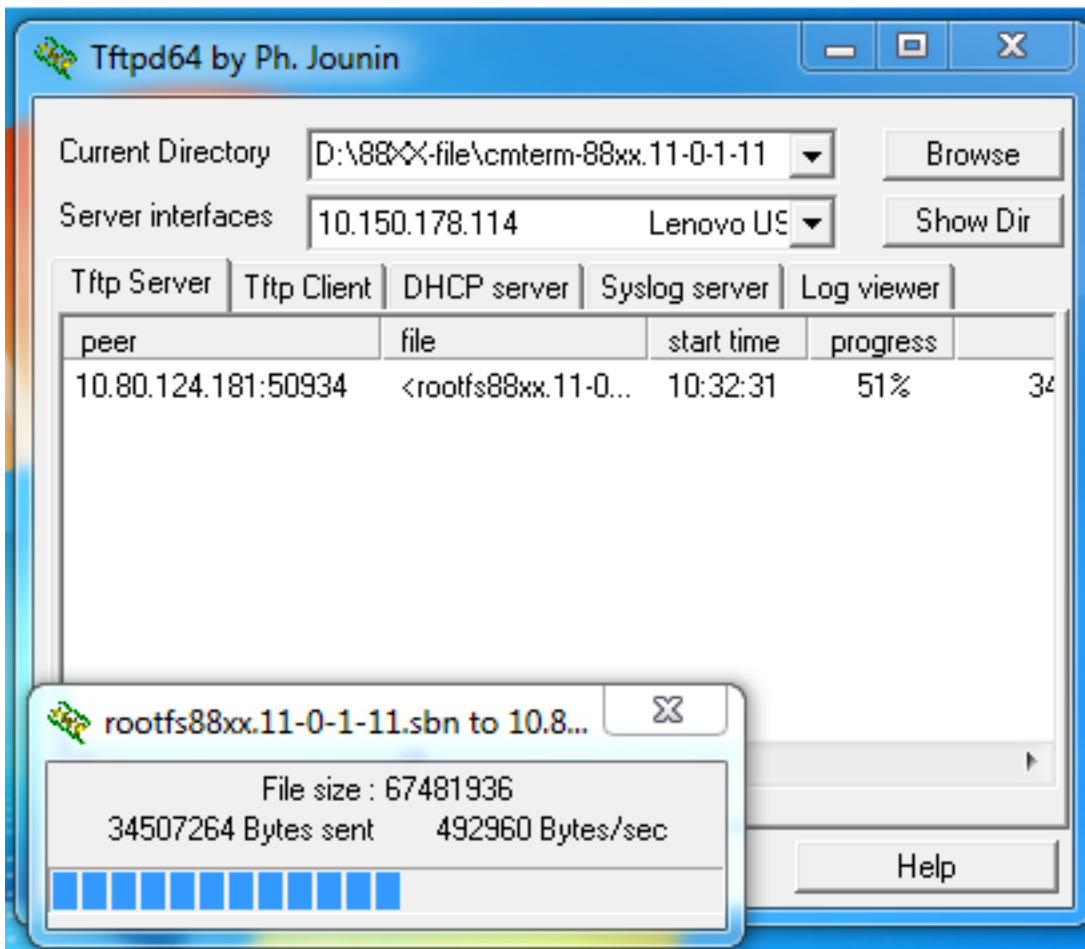
Incoming Call Toast Timer*	5	<input type="checkbox"/>
Ring Locale*	Default	<input type="checkbox"/>
TLS Resumption Timer*	3600	<input type="checkbox"/>
FIPS Mode*	Disabled	<input type="checkbox"/>
Record Call Log from Shared Line*	Disabled	<input type="checkbox"/>
Minimum Ring Volume*	0-Silent	<input type="checkbox"/>
Peer Firmware Sharing*	Enabled	<input type="checkbox"/>
Load Server	10.150.178.114	<input checked="" type="checkbox"/>
IPv6 Load Server		<input type="checkbox"/>
Wireless Headset Hookswitch Control*	Disabled	<input type="checkbox"/>
Wideband Headset UI Control*	Enabled	<input type="checkbox"/>
Wideband Headset*	Enabled	<input type="checkbox"/>
Side USB Port*	Enabled	<input type="checkbox"/>
Console Access*	Disabled	<input type="checkbox"/>
Bluetooth*	Enabled	<input type="checkbox"/>
Allow Bluetooth Contacts Import*	Enabled	<input type="checkbox"/>

Step 6. Select **Save** and **Apply Config**.

Step 7. Reset the device, select **Reset** and then **Reset** again.

Verify

After a phone restart, it starts to download the firmware, the Tftpd software must show the download status, as the image shows.



Once the download is complete, the IP phone installs the new software and restarts itself one more time.

After the IP phone restart, the new firmware becomes the active load.

Status: Ready

Association

Modify Button Items

- Line [1] - 2800 (no partition)
- Line [2] - Add a new DN
- Add a new SD
- Add a new SD
- Add a new SD

Unassigned Associated Items

Phone Type

Product Type: Cisco 8851
Device Protocol: SIP

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager cucmpub.mvondee.com
IPv4 Address: 192.168.20.30
Active Load ID: sip88xx.11-0-1-11
Inactive Load ID: sip88xx.10-3-1-20
Download Status: None

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.