Troubleshoot Web Share and Webex Room Phone Certificate Authority Update and Firmware Upgrade Issues

Contents

Issue

Users experience activation failures when attempting to activate Webex Share and Webex Room Phone devices, receiving the error message "Activation codes associated with users are not supported." Additionally, devices that were previously working properly stopped registering to the Webex cloud after November 20, 2021. When attempting manual firmware upgrades using the curl command, users encounter various failures including:

- "Failed to upload file" error messages.
- Successful upload responses but devices failing to automatically reboot and apply the new firmware.
- "System in use" errors during firmware installation attempts.
- Devices showing successful firmware upload but remaining on older firmware versions after reboot.

The devices affected include Cisco Webex Share (SPK-SHARE-K9) and Cisco Webex Room Phone (CP-ROOM-C-K9) running older firmware versions such as novum1.2.0 d0cb176dd9 2021-05-07.

Environment

- Cisco Webex Share devices (SPK-SHARE-K9)
- Cisco Webex Room Phone devices (CP-ROOM-C-K9)
- Firmware versions prior to novum1.1.0 5f68fe4c1c 2021-11-17 (Webex Share) and novum1.2.0 5f68fe4c1c 2021-11-17 (Webex Room Phone).
- Devices registered to Webex cloud environment.
- Network connectivity via wired connections with DHCP
- Devices that were previously functional but stopped working after November 20, 2021.

Resolution

The resolution depends on the current firmware version and registration status of the device. Follow the appropriate procedure based on your device type and current state.

Step 1: Determine Current Device Status

For Webex Share:

Press the **reset button** on the device and check the **display screen** for the current firmware version.

For Webex Room Phone:

Tap the **top left corner** of the phone screen, navigate to **Settings** > **About this device** for the current firmware version.

Step 2: Manual Firmware Upgrade (if required)

If your device is running firmware older than the required versions, perform a manual firmware upgrade:

For Webex Share devices:

Download the **walle.imx.pkg firmware** (Version: novum1.1.0 5f68fe4c1c 2021-11-17) to your PC.

Execute the appropriate **curl** command based on your current firmware version:

For firmware versions less than or equal to novum1.1.0 946e328497 2020-0518:

```
curl -X POST -kl --progress-bar -F file=@walle.imx.pkg https://{device's ip}/upload
```

For firmware versions greater than novum1.1.0 946e328497 2020-0518:

```
curl -X POST -kl --progress-bar -F file=@walle.imx.pkg https://{device's ip}/api/upload
```

For Webex Room Phone devices:

Download the **chappie.dvf1100.pkg firmware** (version: novum1.2.0 5f68fe4c1c 2021-11-17) to your PC.

Execute the appropriate **curl** command based on your current firmware version:

For firmware versions less than or equal to novum1.1.0 946e328497 2020-0518:

```
curl -X POST -kl --progress-bar -F file=@chappie.dvf1100.pkg https://{device's ip}/upload
```

For firmware versions greater than novum1.1.0 946e328497 2020-0518:

```
curl -X POST -kl --progress-bar -F file=@chappie.dvf1100.pkg https://{device's ip}/api/upload
```

When the upload is successful, you see:

```
{"path":"/mnt/apps/web/filename.pkg"}
```

Step 3: Troubleshoot Upload Issues

If you encounter "system in use" errors during firmware installation, ensure the device is in standby mode with a black screen before attempting the upgrade. The Webex Room Phone must be in a "half_wake" state to successfully upgrade the device.

For devices that show successful upload but fail to reboot automatically, try upgrading through CUCM if available, as the CLI method can sometimes be unreliable.

Step 4: Factory Reset and Re-activation

After successful firmware upgrade or if the device already has the correct firmware but is not registered:

For Webex Share:

1. Hold the **reset button** down for 10 seconds.
2. The display screen shows a countdown to the factory reset.
3. Go to **https://admin.webex.com** > **Workspaces**.
4. Search for and select the **workspace** associated with the device.
5. Click **Add Device** under Actions to generate a new activation code.
6. Access the device web page using the IP address.
7. Enter the activation code by clicking **Setup** > **Enter Activation Code**.

For Webex Room Phone:

1. Tap the **top left corner** of the phone screen.
2. Navigate to **Settings** > **Reset**.
3. Navigate to **https://admin.webex.com** > **Workspaces**.
4. Search for and select the **workspace** associated with the device.
5. Click **Add Device** under Actions to generate a new activation code.
6. Enter the activation code on the phone screen by navigating to **Settings** > **Device activation** > **Cisco Webex**.

Step 5: Proper Device Association

When adding devices to Webex, ensure you add Webex Share devices under **Workspaces** rather than under **Users**. The "Add Device under Users" functionality is designed for IP phones only, which is why you receive the error "Activation codes associated with users are not supported" when attempting to register other device types under a user account.

Cause

The issue occurred due to Cisco moving to a new Certificate Authority (IdenTrust Commercial Root CA 1) on November 20, 2021. The existing certificates issued by the old Certificate Authority were invalidated on the same date. Cisco did not update all devices in the field to the latest software version that included the new CA certificate, therefore devices with older firmware versions cannot register to the Webex cloud.

Additionally, the activation error "Activation codes associated with users are not supported" occurs because

Webex Share and Webex Room Phone devices must be registered under Workspaces, not under individual Users in the Webex Control Hub.

Related Content

- Troubleshoot Your Webex Room Phone
- Reset a Webex Share to the Factory Settings
- View Device Details for Your Webex Share
- Cisco Technical Support & Downloads