

# Cisco Unified Communications Manager Express 7.x: "TFTP Not Authorized" Error Message

Document ID: 110985

## Contents

### Introduction

#### Prerequisites

- Requirements

- Components Used

- Conventions

#### Problem

#### Solution

#### Related Information

## Introduction

This document describes how to troubleshoot the TFTP Not Authorized error message in Cisco Unified Communications Manager Express.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unified Communications Manager Express 7.x.

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 Cisco Technical Tips Conventions for more information on document conventions.

## Problem

The TFTP Not Authorized error message appears on the IP phone screen when it tries to register with Cisco Unified Communications Manager Express.

## Solution

A Cisco Unified Communications Manager Express security misconfiguration can cause this issue.

Complete these steps in order to resolve this issue:

1. Enter these commands under **telephony-service**:
  - ◆ **cnf-file location flash:**
  - ◆ **no tftp-server-credentials trustpoint** *tftp-server*
  - ◆ **tftp-server-credentials trustpoint** *cme-server*
2. Enter these commands under the specific **ephone** for which you want to register the security settings:
  - ◆ **device-security-mode encrypted**
  - ◆ **cert-oper upgrade auth-mode null-string**
3. Enter this command under **ctl-client** :
  - ◆ **regenerate**
4. Enter these commands under **telephony-service** :
  - ◆ **no create cnf-files**
  - ◆ **create cnf-files**
5. Delete the CTL file from the phone if it previously downloaded a different file.
6. From the IP phone, choose **settings**.
7. Press **\*\*#** in order to unlock the phone.
8. Press **more** until you see the **erase** softkey.
9. Choose **erase**.

## Related Information

- [Cisco Unified Communications Manager Express Command Reference](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

---

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2014 – 2015 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Oct 28, 2009

Document ID: 110985

---