



# CHAPTER 10

## Troubleshooting Cisco TelePresence System Installation and Upgrade

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### Contents

This chapter contains information about troubleshooting the Cisco TelePresence System (CTS) and includes the following sections:

- [Troubleshooting CTS Installation and Upgrade, page 10-2](#)
- [Related Information, page 10-4](#)

# Troubleshooting CTS Installation and Upgrade

Use the information in [Table 10-1](#) to troubleshoot issues with installation and upgrade.

**Table 10-1** Troubleshooting Your CTS Installation and Upgrade

Problem	Possible Cause or Description	Action
Phone rejects direct firmware upgrade.	Firmware compatibility issues. During installation, Cisco Unified Communications Manager will upgrade the firmware on the Cisco Unified IP Phone 7900 Series to the minimum version required. But if an IP phone 7900 Series is shipped with older firmware, the phone may reject the direct firmware upgrade.	<ol style="list-style-type: none"> <li>1. Upgrade the Cisco Unified IP Phone 7900 Series to an intermediate unsigned firmware version before upgrading to the final firmware required by the installation.</li> </ol> <p><b>Note</b> CTS firmware is ordinarily backward compatible by two release cycles.</p> <p>See the <a href="#">Cisco TelePresence Administration Software Compatibility Information</a> documentation on Cisco.com.</p>
CTS does not upgrade.	<ul style="list-style-type: none"> <li>• TFTP server issues: CTS cannot find or download the upgrade file from the Cisco Unified CM TFTP server.</li> <li>• Auto upgrade issues: AutoUpgrade is set to false.</li> </ul>	<ol style="list-style-type: none"> <li>1. Check that the correct upgrade file name is configured on the CTS Device page in Cisco Unified CM.</li> <li>2. Check whether the upgrade file is uploaded to the TFTP server.</li> <li>3. Check whether TFTP service has been restarted after the upgrade file is uploaded.</li> <li>4. Check whether the CTS is pointed to correct the TFTP server where the upgrade file is located.</li> <li>5. Set AutoUpgrade to <b>True</b>. Determine your settings by entering the following CLI command:           <pre style="text-align: center;"><b>show upgrade det</b></pre>           If AutoUpgrade is set to False, re-set it to True. Contact TAC for assistance.         </li> </ol> <p>See the <a href="#">Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System</a> on Cisco.com.</p> <p>See also the <a href="#">Cisco TelePresence Administration Software Command References</a> home page on Cisco.com for information about CLI commands.</p>

**Table 10-1** Troubleshooting Your CTS Installation and Upgrade (continued)

Problem	Possible Cause or Description	Action
Unusual icons appear on the main display screen.	Upgrade issues: Gennum upgrade failed or became corrupted.	<p>If your system is set up with left/right codecs, upgrade your <b>utils system left/right</b> configuration by entering the following admin CLI commands:</p> <ol style="list-style-type: none"> <li>1. <b>set upgrade graphic-driver</b></li> <li>2. <b>set upgrade graphic-icons</b></li> <li>3. <b>set upgrade display</b></li> <li>4. <b>utils system restart</b></li> </ol> <p>Once system boots up, enter the following command to make sure that drivers are updated:</p> <ol style="list-style-type: none"> <li>5. <b>show upgrade det result</b></li> </ol> <p>See the <a href="#">Cisco TelePresence Administration Software Command References</a> home page on Cisco.com for information about CLI commands.</p>
Codec does not boot up, no <b>LED</b> activity on network port.	Possible FPGA firmware corruption	Codec needs to be replaced. Contact TAC for assistance.

## Related Information

For more information about setting up, testing, and troubleshooting the CTS, see the following documentation on Cisco.com:

- [Cisco TelePresence System Administration Guide](#)
- [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence Administration Software Error and System Messages](#)
- [Cisco TelePresence Administration Software Command References](#)