

# Troubleshoot Phone Firmware File Installation Failures on the CUCM



Document ID: 118926

Contributed by Krishna Pradeep Venugopalan, Cisco TAC Engineer.  
Apr 21, 2015

## Contents

**Introduction**

**Problem**

**Solution**

## Introduction

This document describes how to troubleshoot phone firmware file installation failures on the Cisco Unified Communications Manager (CUCM) server.

## Problem

**Note:** The phone firmware files are signed with Rivest–Shamir–Adleman Version 3 (RSAv3) cryptosystem keys. These signed phone firmware files normally include *k3* in the file name.

When you attempt to install phone firmware files with a *k3.cop.sgn* (signed file) extension on the CUCM server, you encounter a file installation failure. The CUCM produces an output in order to indicate that the file is invalid, which appears similar to this:



## Solution

The problem that is described in the previous section is encountered when you attempt to install these sample firmware files (or files with a k3 value) on the CUCM server Version 8.6.X or 9.X:

- *cmterm-69xxSCCP.9-4-1-3ES10.k3.cop.sgn*
- *cmterm-88xx-sip.10-2-2ES-10.k3.cop.sgn*

**Note:** These files have been tested in the Cisco Technical Assistance Center (TAC) lab.

In order for the CUCM to support these firmware files, which are signed with k3 keys, it must already have the *ciscocm.version3-keys.cop.sgn* file installed on the CUCM server. If the CUCM server does not have this file installed, visit the Cisco Download Software page in order to obtain the most recent RSAv3 key Cisco

Options Package (COP) file.

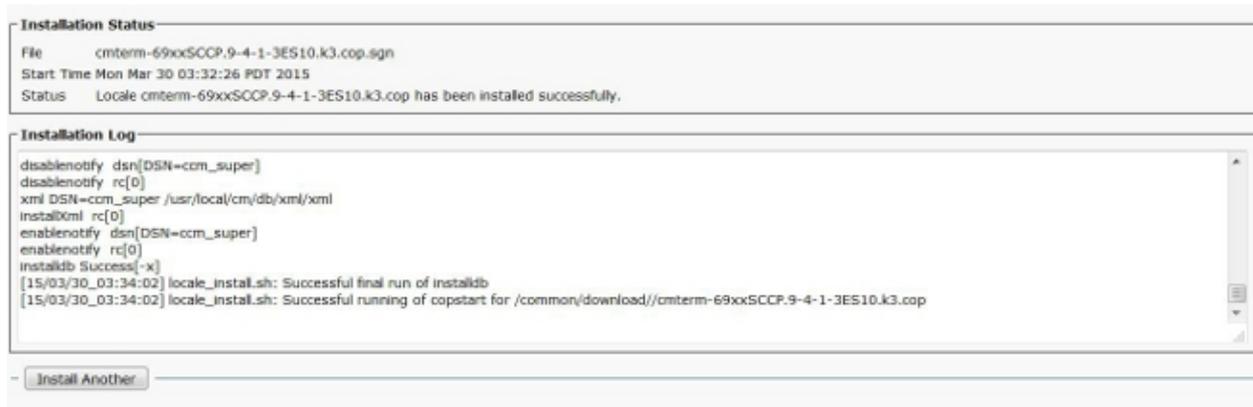
Based on the lab tests, these CUCM versions do not require this RSAv3 key COP file:

- Any CUCM version that includes a fix for Cisco bug ID CSCua88701
- CUCM Version 10.0
- CUCM Version 10.5.X

**Note:** CUCM Version 10.5.X should already have the file because it is added during the upgrade process.

**Tip:** For additional information, refer to the *Preupgrade COP File* section of the Release Notes for Cisco Unified Communications Manager and IM and Presence Service, Release 10.5(1).

Once you have obtained and installed the *ciscocm.version3–keys.cop.sgn* file successfully on the CUCM server, the *.k3.cop.sgn* phone firmware file installation should proceed successfully:



The screenshot displays the installation status and log for the file `cmterm-69xxSCCP.9-4-1-3ES10.k3.cop.sgn`. The status indicates a successful installation. The log shows the execution of various commands, including `disablenotify`, `xml`, `installxml`, `enablenotify`, and `installdb`, all of which completed successfully. The final log entry states: `[15/03/30_03:34:02] locale_install.sh: Successful running of copstart for /common/download/cmterm-69xxSCCP.9-4-1-3ES10.k3.cop`. An `Install Another` button is visible at the bottom of the window.

```
Installation Status
File      cmterm-69xxSCCP.9-4-1-3ES10.k3.cop.sgn
Start Time Mon Mar 30 03:32:26 PDT 2015
Status    Locale cmterm-69xxSCCP.9-4-1-3ES10.k3.cop has been installed successfully.

Installation Log
disablenotify dsn[DSN=ccm_super]
disablenotify rc[0]
xml DSN=ccm_super /usr/local/cm/db/xml/xml
installxml rc[0]
enablenotify dsn[DSN=ccm_super]
enablenotify rc[0]
installdb Success[-x]
[15/03/30_03:34:02] locale_install.sh: Successful final run of installdb
[15/03/30_03:34:02] locale_install.sh: Successful running of copstart for /common/download/cmterm-69xxSCCP.9-4-1-3ES10.k3.cop

Install Another
```

---

Updated: Apr 21, 2015

Document ID: 118926

---