Problems Setting Ring Types on IP Phones After Upgrading Cisco CallManager

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Introduction

This document explains what to do after you upgrade Cisco CallManager and find that you only have two available ring types on your Cisco IP phones.

Prerequisites

Requirements

This document is intended for personnel involved with IP Telephony networks and with knowledge of basic Cisco CallManager Administration.

Components Used

The information in this document is not specific for any version of Cisco CallManager.

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 the Cisco Technical Tips Conventions for more information on document conventions.

Problem

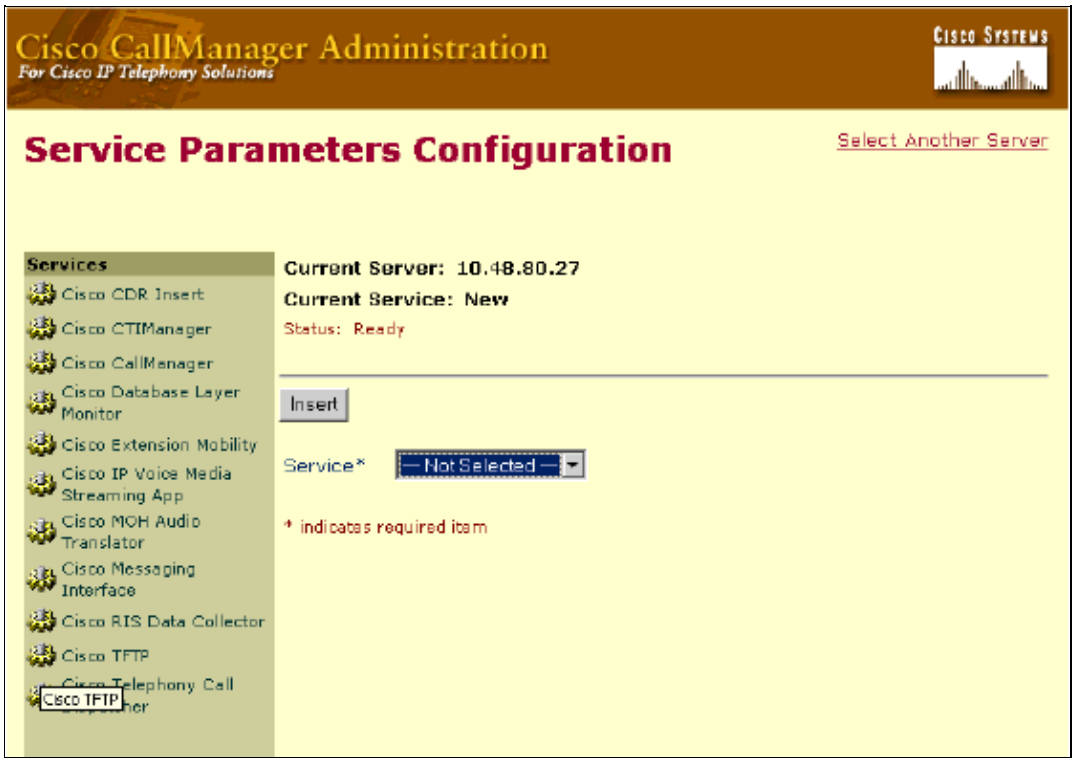
This problem has these symptoms:

- After you upgrade Cisco CallManager, when you try to change the ring type on an IP phone, it displays `Bad Ring List File` and only two ring types appear: `chirp1` and `chirp2`.
- Before the upgrade, several other ring types were available.
- The list of ringers to choose from contains only chirp 1.
- The ringlist.xml file is not loaded correctly.

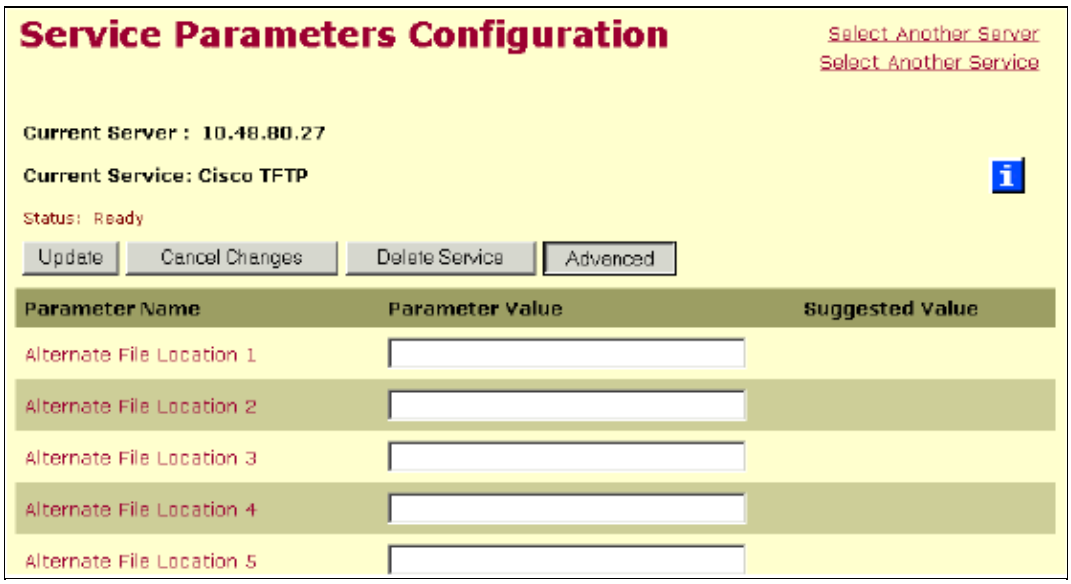
Solution

Follow these instructions to solve the problem:

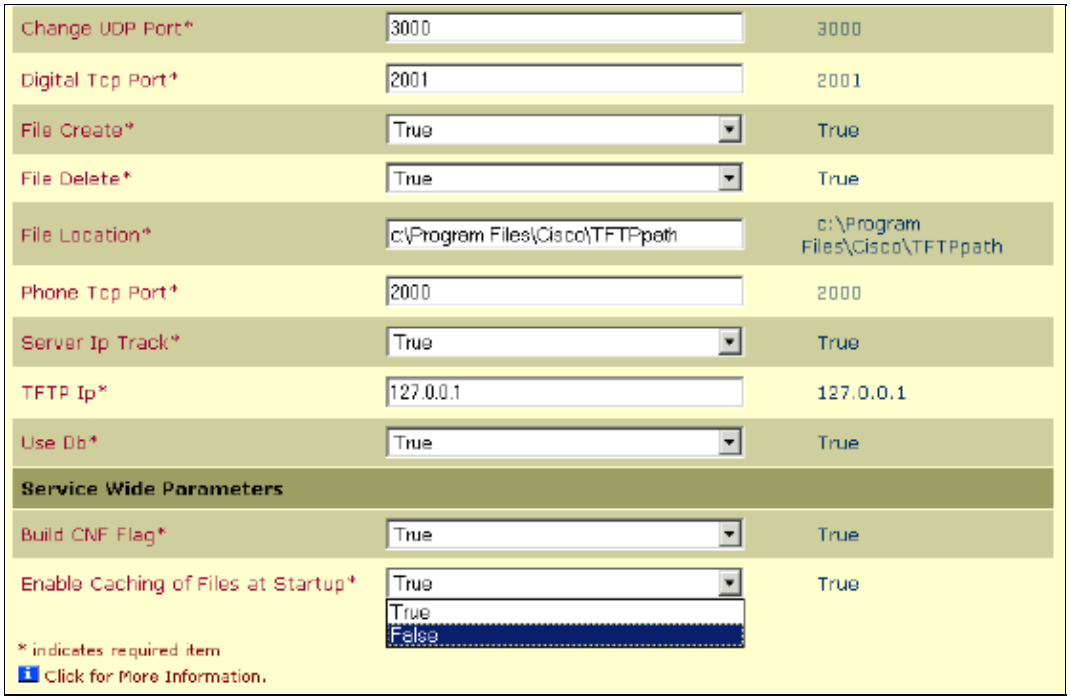
1. From the Cisco CallManager Administration page, choose **Service > Service Parameters**.
2. Select the server and then select **Cisco TFTP** from the Service list.



3. Click the **Advanced** button.



4. Set Enable Caching of Files at Startup to **False** (this is set to True by default).



5. Click **Update** to update the settings.

   Note: If you have done an upgrade from Cisco CallManager 3.3 to 4.0 you also need to set the Enable Caching of Configuration Files field to **False**. This recreates the configuration files and might take a long time if a large number of devices exist on the network.
6. If, after you follow these instructions, the issue is not solved and you still only see two ring types, complete these steps:

   a. Reset the Cisco IP Phone. Refer to Resetting a Phone for more information.
   b. Stop and then start the Cisco TFTP service. Refer to TFTP Configuration Checklist.
   c. Reset the Cisco IP Phone to factory defaults as described in the Resetting 7900 Series IP Phones to Factory Defaults.
7. If Step 6 does not solve the problem, open a service request (registered customers only) with Cisco Technical Support and provide this information:

   a. Choose **Start** > **Run**.
   b. Enter `cmd` in the Open field.

      A DOS prompt appears.
   c. On the DOS command prompt, type **tftp localhost get ringlist.xml**.
   d. Forward the results of that command. Cisco Technical Support then provides you with the latest load for your specific phone.

      Note: A field notice has been published to address this issue. For further information, refer to Upgrading to CallManager 3.2(1) Corrupts IP Phone Ring List.

Related Information

- **Upgrading to CallManager 3.2(1) Corrupts IP Phone Ring List**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation − Cisco Systems**

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