

Cisco Profile Rules and Recovery Process

Cisco Handset Profile Rule

Step 1

Use a Laptop/PC to connect to the handset using an Ethernet cable. Connect one end of the cable into your computer, and the other end into the SW port on the handset.

Step 2

Hand the handset go to the Menu and navigate to "Network".

The first line should display the IP address of the handset. Enter this IP address into a web browser on your computer and press enter.

Step 3

Click on "Admin Login"

Small Business
CISCO SPA509G Configuration Utility Admin Login basic | **advanced**

Voice Call History Personal Directory Attendant Console Status

Info System Phone User

System Information

Connection Type:	DHCP	Current IP:	192.168.1.72
Host Name:	SEPE02F6D61783A	Domain:	
Current Netmask:	255.255.255.0	Current Gateway:	192.168.1.1
Primary DNS:	88.215.61.255		
Secondary DNS:	88.215.63.255		

Reboot History

Reboot Reason 1:	Provisioning(01/01/2003 12:02:25)	Reboot Reason 2:	
Reboot Reason 3:		Reboot Reason 4:	
Reboot Reason 5:			

Product Information

Product Name:	SPA509G	Serial Number:	CCQ17260CND
Software Version:	7.5.2	Hardware Version:	1.0.4
MAC Address:	E02F6D61783A	Client Certificate:	Installed
Customization:	Open	Licenses:	None

Phone Status

Current Time:	1/1/2003 12:17:31	Elapsed Time:	00:17:31
Broadcast Pkts Sent:	5	Broadcast Bytes Sent:	838
Broadcast Pkts Recv:	6	Broadcast Bytes Recv:	360
Broadcast Pkts Dropped:	0	Broadcast Bytes Dropped:	0
RTP Packets Sent:	0	RTP Bytes Sent:	0
RTP Packets Recv:	0	RTP Bytes Recv:	0
SIP Messages Sent:	0	SIP Bytes Sent:	0
SIP Messages Recv:	0	SIP Bytes Recv:	0
External IP:		Operational V.M.A.P:	N/A

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Step 4

Click on "Advanced".

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CISCO SPA509G Configuration Utility User Login basic | **advanced**

Voice Call History Personal Directory Attendant Console Status

Info System SIP Regional Phone User

Ext 1 Ext 2 Ext 3 Ext 4 Ext 5 Ext 6 Ext 7 Ext 8

Ext 9 Ext 10 Ext 11 Ext 12

System Information

Connection Type:	DHCP	Current IP:	192.168.1.72
Host Name:	SEPE02F6D61783A	Domain:	
Current Netmask:	255.255.255.0	Current Gateway:	192.168.1.1
Primary DNS:	88.215.61.255		
Secondary DNS:	88.215.63.255		

Reboot History

Reboot Reason 1:	Provisioning(01/01/2003 12:02:25)	Reboot Reason 2:	
Reboot Reason 3:		Reboot Reason 4:	
Reboot Reason 5:			

Step 5

Click on "Provisioning".

The screenshot shows the Cisco SPA509G Configuration Utility interface. The top navigation bar includes 'Voice', 'Call History', 'Personal Directory', and 'Attendant Console Status'. Below this, a secondary navigation bar has tabs for 'Info', 'System', 'SIP', 'Provisioning' (which is highlighted in yellow), 'Regional', 'Phone', 'User', and 'Attendant Console'. Underneath are tabs for extensions 'Ext 1' through 'Ext 12'. The main content area is titled 'System Information' and displays the following details:

Connection Type:	DHCP	Current IP:	192.168.1.72
Host Name:	SEPE02F6D61783A	Domain:	
Current Netmask:	255.255.255.0	Current Gateway:	192.168.1.1
Primary DNS:	88.215.61.255		
Secondary DNS:	88.215.63.255		

Step 6

This will take you to the screen where the profile URL needs to be checked.

The screenshot shows the 'Provisioning' configuration page in the Cisco SPA509G Configuration Utility. The 'Provisioning' tab is selected in the secondary navigation bar. The main content area is titled 'Configuration Profile' and contains the following settings:

Provision Enable:	yes	Resync On Reset:	yes
Resync Random Delay:	2	Resync At (HHmm):	
Resync At Random Delay:	600	Resync Period:	3600
Resync Error Retry Delay:	3600	Forced Resync Delay:	14400
Resync From SIP:	yes	Resync After Upgrade Attempt:	yes
Resync Trigger 1:			
Resync Trigger 2:			
Resync Fails On FNF:	yes		
Profile Rule:	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_509d/509.xml		
Profile Rule B:			
Profile Rule C:			
Profile Rule D:			
DHCP Option To Use:	66,160,159,150,60,43,125	Transport Protocol:	https
Log Resync Request Msg:	SPN \$MAC -- Requesting resync \$SCHEME://\$SERVIP:\$PORT\$PATH		
Log Resync Success Msg:	SPN \$MAC -- Successful resync \$SCHEME://\$SERVIP:\$PORT\$PATH		
Log Resync Failure Msg:	SPN \$MAC -- Resync failed: \$ERR		
Report Rule:			
User Configurable Resync:	yes		

Below the 'Configuration Profile' section is the 'Firmware Upgrade' section with the following settings:

Upgrade Enable:	yes	Upgrade Error Retry Delay:	3600
Downgrade Rev Limit:			
Upgrade Rule:			

At the bottom of the page, there are two buttons: 'Undo All Changes' and 'Submit All Changes'.

Below is the list of the profile URLs for Cisco handsets Gamma supplies. Check if the URL is correct, if it is not; replace it with the correct one. Then click on "Submit All Changes" and restart the phone by powering it down and back up.

Cisco SPA501	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_501d/501.xml
Cisco SPA502	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_502d/502.xml
Cisco SPA504	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_504d/504.xml
Cisco SPA509	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_509d/509.xml
Cisco SPA525	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_525d/525.xml
Cisco MPP 8841	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8841/8841.xml
Cisco MPP 8851	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8851/8851.xml
Cisco MPP 8861	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8861/8861.xml
Cicso MPP 7832	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_7832/7832.xml

Following this process the phone will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes.

Cisco ATA Profile Rule

Step 1

Use a Laptop/PC to connect to the ATA using an Ethernet cable. Connect one end of the cable into your computer, and the other end into the Ethernet Port on the ATA.



Step 2

On the computer go to Start and Run. Type in "cmd" to load the Command Prompt.

Once the Command Prompt is loaded, type in "ipconfig" and hit enter.

Make a note of the default gateway of the Ethernet port.

```
Administrator: C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
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C:\Users\rjames>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 4:

    Connection-specific DNS Suffix  . : gamma.local
    Link-local IPv6 Address . . . . . : fe80::3049:35a9:d6bc:c79d%23
    IPv4 Address. . . . . : 10.0.69.135
    Subnet Mask . . . . . : 255.255.255.128
    Default Gateway . . . . . : 10.0.69.254

Ethernet adapter Bluetooth Network Connection:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Wireless Network Connection:

    Connection-specific DNS Suffix  . : gamma.local
    Link-local IPv6 Address . . . . . : fe80::e986:6276:62eb:c7c5%12
    IPv4 Address. . . . . : 10.0.69.134
    Subnet Mask . . . . . : 255.255.255.128
    Default Gateway . . . . . : 10.0.69.254

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Tunnel adapter isatap.{43788F72-36C2-480A-8A99-5F5E90E8AF9B}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Tunnel adapter isatap.{3962D06F-C256-4416-9E73-D27CDE7C2A15}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Tunnel adapter isatap.gamma.local:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : gamma.local

Tunnel adapter Teredo Tunneling Pseudo-Interface:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

C:\Users\rjames>
```

Step 3

Load up your browser and enter the default gateway address into the address bar. Use the below credentials to log in:

Username: **admin**

Password: **admin**

Step 4

The Phone Adapter Configuration Utility window will load up. Click “Voice”.

The screenshot shows the Cisco Phone Adapter Configuration Utility web interface. The top navigation bar includes 'Quick Setup', 'Network Setup', 'Voice', 'Administration', and 'Status'. The 'Voice' tab is active. The main content area is titled 'Quick Setup' and contains two sections, 'Line 1' and 'Line 2'. Each section has the following fields: 'Proxy' (with a lock icon), 'Display Name', 'Password', 'User ID', and 'Dial Plan'. The 'Dial Plan' field for both lines contains the text: `(*xx[[3469]11]0[0][2-9]xxxxxxxx1xxx[2-9]xxxxxxS0)xxxxxxxxxxxxx.`

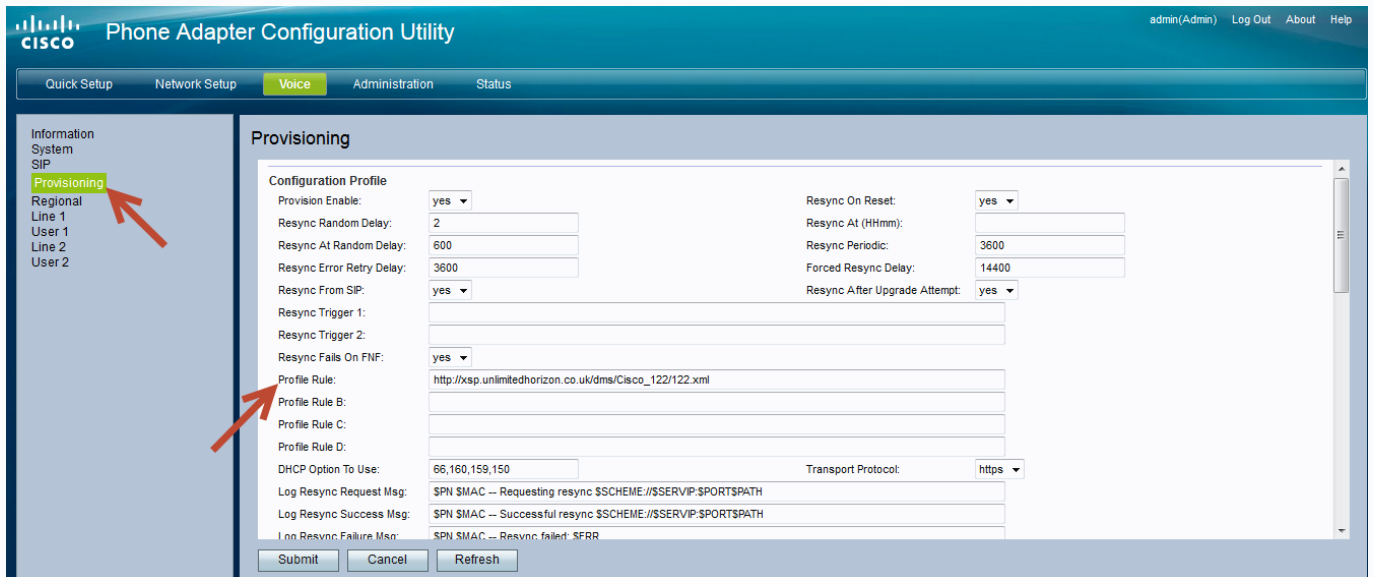
Step 4

Select “Provisioning” and you will see the “Provisioning Rule”.

Check if the URL is correct in the “Profile Rule” field, if it is not; replace it with the correct one. Then click on “Submit”, and restart the ATA by powering it down and back up.

Cisco SPA122	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_122/122.xml
Cisco SPA232	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_232/232.xml
Cisco ATA 192	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_192/192.xml

Following clicking “Submit” the ATA will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes



Cisco SOS Recovery Process

If your Cisco handset experiences an interruption of power during a firmware upgrade then the firmware could be unusable. If this happens then the handset will display “SOS phone in recovery mode”.

The handset will automatically try to get a valid image from the last source that it can remember. You can however manually recover a handset from this stage using this recovery utility supported by Cisco.

This is Cisco software and Gamma has no input into this.

When the handset attempts to access the “last upgrade URL”, it will be unable to handle a recovery request from the PC. When the handset gives up, it will allow you to use the recovery utility successfully.

Step 1

Make sure the default TFTP port (69) is not occupied on the computer. For example, if you have a TFTP server such as Pumpkin or Solar Winds running, shut the TFTP service down.

Step 2

You might have to disable the firewall or other security measures on the PC to allow TFTP to function properly.

Step 3

Run the recovery utility and enter the handset's serial number when prompted. You can use "FFFFFFFFFFFF" (12 'F's) instead of the handset's serial number.

[Please click here to download the Cisco SPA50x recovery utility](#)

Step 4

The recovery utility should find the handset in recovery mode. Follow the instructions on screen to start the recovery process.

Once the handset has recovered and rebooted, you can upgrade to the desired version of firmware.