

Atualize o firmware do telefone IP com o CCME

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[Introduction](#)

Este documento fornece o procedimento de como atualizar a firmware do Cisco IP Phone com o Cisco CallManager Express.

[Prerequisites](#)

[Requirements](#)

Certifique-se de atender a estes requisitos antes de tentar esta configuração:

- Os telefones IP da Cisco estão registrados no momento no Cisco CallManager Express.

[Componentes Utilizados](#)

As informações neste documento se baseiam nessas versões de software e hardware, mas se aplicam a todas as versões do Cisco CallManager Express e cargas de telefone IP da Cisco:

- Cisco IOS? Roteador no Cisco IOS? Versão 12.4(4)T com Cisco CallManager Express Release 3.4(0)
- Telefone IP 7960 da Cisco

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](#)

Consulte as [Convenções de Dicas Técnicas da Cisco para obter mais informações sobre convenções de documentos](#).

[Informações de Apoio](#)

[Imagens assinadas e não assinadas \(Autenticação de imagem\)](#)

Há dois tipos de imagens usadas nos telefones IP 7960 e 7940 da Cisco: imagens assinadas e não assinadas. A autenticação de imagem é executada através de arquivos binários assinados. As imagens assinadas têm uma extensão .sbn, enquanto as imagens não assinadas têm uma extensão .bin.

As versões de imagem anteriores à 5.x aceitam arquivos binários não assinados. As versões de imagem 5.x e posteriores aceitam somente arquivos binários assinados, o que melhora a segurança dos telefones IP 7960 e 7940 da Cisco. No entanto, o uso de arquivos binários assinados não permite que você retorne a uma imagem de firmware não assinada anteriormente. Quando uma imagem do firmware versão 5.0 é instalada, independentemente do protocolo, a imagem não pode ser substituída por nenhuma versão anterior. A imagem do firmware pode ser substituída somente por outra imagem assinada versão 5.x ou posterior. Todas as versões anteriores à versão 5.0 para os telefones IP 7960 e 7940 da Cisco não são carregadas no telefone após a instalação.

[Configurar](#)

Nesta seção, você recebe as informações para atualizar o firmware do telefone IP da Cisco.

[Downloads](#)

Os arquivos de firmware SCCP necessários podem ser baixados do [Cisco IP Phone FW 7900 Series \(NON SIP\) - Software Download](#) (somente clientes [registrados](#)) . Faça o download do arquivo .zip apropriado para o modelo de telefone IP da Cisco. Dependendo do modelo do telefone IP da Cisco, o arquivo .zip pode conter um ou mais arquivos.

O arquivo .zip versão 7.2(3) do firmware para os telefones IP da Cisco modelos 7960 e 7940, **cmterm-7940-7960-sccp.7-2-3.zip**, inclui estes arquivos:

- P00307020300.bin
- P00307020300.sbn
- P00307020300.sb2
- P00307020300.loads

Da mesma forma, o arquivo .zip do firmware para o telefone IP da Cisco modelo 7905G, **cmterm-7905G-sccp.6-1-1**, inclui estes arquivos:

- CP7905060101SCCP050429A.sbin
- CP7905060101SCCP050429A.zup

[Configurações passo a passo](#)

Para configurar o firmware aplicável, faça o seguinte:

1. Transfira todos os arquivos de firmware para a memória Flash do Cisco CallManager Express. Para verificar a transferência de arquivos, execute o comando **show flash**:

```
Router_CCME#show flash
```

```
-#- --length-- -----date/time----- path
```

```
!--- Part of output elided. 13 128996 Nov 30 2005 07:05:36 +00:00 P00307020300.bin 14  
129400 Nov 30 2005 07:06:02 +00:00 P00307020300.sbn 15 681290 Nov 30 2005 07:06:18 +00:00  
P00307020300.sb2 16 461 Nov 30 2005 07:06:34 +00:00 P00307020300.loads 24612864 bytes  
available (103567360 bytes used)
```

2. Disponibilize os arquivos para download pelos telefones IP da Cisco com esta configuração:

```
Router_CCME#configure terminal
```

```
Router_CCME(config)#tftp-server flash: P00307020300.bin
```

```
Router_CCME(config)#tftp-server flash: P00307020300.sbn
```

```
Router_CCME(config)#tftp-server flash: P00307020300.sb2
```

```
Router_CCME(config)#tftp-server flash: P00307020300.loads
```

3. Configure o firmware apropriado para os telefones IP da Cisco:

```
Router_CCME#configure terminal
```

```
Enter configuration commands, one per line. End with CNTL/Z.
```

```
Router_CCME(config)#telephony-service
```

```
Router_CCME(config-telephony)#load 7960-7940 P00307020300
```

```
Updating CNF files
```

```
CNF files updating complete
```

Observação: no comando **load**, a extensão (.bin ou .sbn) do arquivo de firmware não deve ser mencionada.

4. Redefina os telefones IP da Cisco para que eles escolham a nova versão do firmware. Se você planejou tempo de inatividade, redefina todos os telefones de uma só vez. Você também pode redefinir os telefones individualmente, pois os usuários estão prontos.

```
Router_CCME(config-telephony)#reset ?
```

```
  H.H.H          mac address
```

```
  all            reset all ethernet phones
```

```
  cancel         cancel in progress reset
```

```
  sequence-all reset all ethernet phones sequentially, wait for each phone to  
                re-register before resetting the next phone. This prevents  
                possible conflict between phones when accessing IOS TFTP  
                services.
```

```
Router_CCME(config-telephony)#reset all
```

```
Reset 1 phones: at 15 second interval          - this could take several minutes p  
er phone
```

```
Starting with 7960 phones
```

```
Router_CCME(config-telephony)#
```

```
Reset-All: Requesting Reset for phone SEP000A8A93E0F9 at 172.16.2.101 deviceType  
7 Telecaster 7960 Idle [count=1]
```

```
*Nov 30 09:21:39.803 UTC: %IPPHONE-6-UNREGISTER_NORMAL: ephone-1:SEP000A8A93E0F9  
IP:172.16.2.101 Socket:1 DeviceType:Phone has unregistered normally.
```

```
Reset/Restart-all looking for phones registered as type 8 Telecaster 7940
```

```
Reset/Restart-all looking for phones registered as type 6 Telecaster 7910
```

```
Reset/Restart-all looking for phones registered as type 20000 7905
```

```
*Nov 30 09:21:53.803 UTC: %IPPHONE-6-REG_ALARM: 22: Name=SEP000A8A93E0F9 Load=7.  
2(3.0) Last=Reset-Reset
```

```
*Nov 30 09:21:53.803 UTC: %IPPHONE-6-REGISTER: ephone-1:SEP000A8A93E0F9 IP:172.1  
6.2.101 Socket:1 DeviceType:Phone has registered.
```

```

Reset/Restart-all looking for phones registered as type 30008 7902
Reset/Restart-all looking for phones registered as type 30007 7912
Reset/Restart-all looking for phones registered as type 30002 7920
Reset/Restart-all looking for phones registered as type 30016 CIPC
Reset/Restart-all looking for phones registered as type 30006 7970
Reset/Restart-all looking for phones registered as type 119 7971
Reset/Restart-all looking for phones registered as type 115 7941
Reset/Restart-all looking for phones registered as type 308 7961GE
Reset/Restart-all looking for phones registered as type 309 7941GE
Reset/Restart-all looking for phones registered as type 307 7911
Reset/Restart-all looking for phones registered as type 302 7985
Reset/Restart-all looking for phones registered as type 30018 7961
Reset/Restart-all looking for phones registered as type 30019 7936
Reset/Restart-all looking for phones registered as type 12 ATA Phone
Reset/Restart-all looking for phones registered as type 30027 SCCP Gateway (AN)
Reset/Restart-all looking for phones registered as type 30028 SCCP Gateway (BRI)

```

```

Reset/Restart-all looking for phones registered as type 9 7935
Reset/Restart-all looking for phones registered as type 1 30SP+
Reset/Restart-all looking for phones registered as type 2 12SP+
Reset/Restart-all looking for phones registered as type 3 12SP
Reset/Restart-all looking for phones registered as type 4 12
Reset/Restart-all looking for phones registered as type 5 30VIP
Reset/Restart-all looking for phones registered as type 80 Unity Voice Port
Reset/Restart-all looking for phones registered as type 21 Unity Voice Port
Reset/Restart-all looking for phones registered as type -1 Unknown -1
Reset-All issued for 1 phones
43 seconds (wait for last phone to re-register)

```

```

Router_CCME
Router_CCME#show ephone phone-load
DeviceName          CurrentPhoneload
PreviousPhoneload    LastReset
=====
=====
SEP000A8A93E0F9    7.2(3.0)                7.2(2.0)
Initialized

```

Verificar

Use esta seção para confirmar se a sua configuração funciona corretamente.

Emita estes comandos para verificar sua configuração:

- **show telephony-service all** — exibe a configuração detalhada de todos os telefones IP, portas de voz e correspondentes de discagem da Cisco IOS Telephony Service Router.

```

Router_CCME#show telephony-service all
CONFIG [Version=3.4(0)]
=====
Version 3.4(0)
Cisco CallManager Express
For on-line documentation please see:
www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/index.htm

ip source-address 172.16.2.211 port 2000
load 7960-7940 P00307020300
max-ephones 1
max-dn 1
max-conferences 8 gain -6

```

```
dspfarm units 0
dspfarm transcode sessions 0
hunt-group report delay 1 hours
max-redirect 5
time-format 12
date-format mm-dd-yy
timezone 0 Greenwich Standard Time
keepalive 30
timeout interdigit 10
timeout busy 10
timeout ringing 180
caller-id name-only: enable
edit DN through Web: disabled.
edit TIME through web: disabled.
Log (table parameters):
    max-size: 150
    retain-timer: 15
create cnf-files version-stamp Jan 01 2002 00:00:00
transfer-system full-consult
auto assign 1 to 1
local directory service: enabled.
```

```
ephone-dn 1
number 7001
preference 0 secondary 9
huntstop
call-waiting beep
```

Number of Configured ephones 1 (Registered 1)

```
ephone 1
mac-address 000A.8A93.E0F9
type 7960
button 1:1
!
```

```
voice-port 50/0/1
station-id number 7001
!
```

```
dial-peer voice 20011 pots
destination-pattern 7001$
huntstop
progress_ind setup enable 3
port 50/0/1
```

```
tftp-server system:/its/SEPDEFAULT.cnf
tftp-server system:/its/SEPDEFAULT.cnf alias SEPDefault.cnf
tftp-server system:/its/XMLDefault.cnf.xml alias XMLDefault.cnf.xml
tftp-server system:/its/ATADefault.cnf.xml
tftp-server system:/its/XMLDefault7960.cnf.xml alias SEP000A8A93E0F9.cnf.xml
tftp-server system:/its/united_states/7960-tones.xml alias United_States/7960-tones.xml
tftp-server system:/its/united_states/7960-font.xml alias English_United_States/7960-font.xml
tftp-server system:/its/united_states/7960-dictionary.xml alias English_United_States/7960-dictionary.xml
tftp-server system:/its/united_states/7960-kate.xml alias English_United_States/7960-kate.xml
tftp-server system:/its/united_states/SCCP-dictionary.xml alias English_United_States/SCCP-dictionary.xml
```

- **show ephone** — exibe informações sobre telefones IP registrados da Cisco.

```
Router_CCME#show ephone
```

```
ephone-1 Mac:000A.8A93.E0F9 TCP socket:[1] activeLine:0 REGISTERED in SCCP ver 6
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:1
IP:172.16.2.101 50230 Telecaster 7960 keepalive 5 max_line 6
button 1: dn 1 number 7001 CH1 IDLE
```

Troubleshoot

Esta seção fornece informações que podem ser usadas para o troubleshooting da sua configuração.

Esses comandos debug ajudam a identificar qualquer problema na atualização do firmware:

- **debug tftp events**
- **debug ephone register**

Este exemplo mostra as informações de depuração geradas quando um Telefone IP 7960 da Cisco é atualizado com êxito para a versão de firmware 7.2.2:

```
*Nov 30 09:15:19.868 UTC: ephone-1[1]:UnregisterMessage after Reset/Restart sent
*Nov 30 09:15:19.868 UTC: ephone-1[1]:Phone Unregistered on socket [1] SEP000A8A
93E0F9
*Nov 30 09:15:19.868 UTC: ephone-1[1]:UnregisterAck sent on socket [1] (0/0/10)
*Nov 30 09:15:19.868 UTC: %IPPHONE-6-UNREGISTER_NORMAL: ephone-1:SEP000A8A93E0F9
IP:172.16.2.101 Socket:1 DeviceType:Phone has unregistered normally.
*Nov 30 09:15:19.868 UTC: skinny_server_process: Socket error. errno=0
*Nov 30 09:15:19.868 UTC: ephone-1[1]:DisAssociate: Closed socket 1 for unregist
ered phone
*Nov 30 09:15:19.868 UTC: CLOSED Skinny socket 1 for de-registered phone
*Nov 30 09:15:30.976 UTC: TFTP: Looking for CTLSEP000A8A93E0F9.tlv
*Nov 30 09:15:30.984 UTC: TFTP: Looking for SEP000A8A93E0F9.cnf.xml
*Nov 30 09:15:31.504 UTC: TFTP: Opened system:/its/XMLDefault7960.cnf.xml, fd 0,
size 788 for process 216
*Nov 30 09:15:31.508 UTC: TFTP: Finished system:/its/XMLDefault7960.cnf.xml, tim
e 00:00:00 for process 216
Reset sequence-all, Ready to reset next phone (last 15 sec)
```

```
Reset/Restart-all looking for phones registered as type 8 Telecaster 7940
*Nov 30 09:15:34.384 UTC: New Skinny socket accepted [1] (0 active)
*Nov 30 09:15:34.384 UTC: sin_family 2, sin_port 50230, in_addr 172.16.2.101
*Nov 30 09:15:34.384 UTC: skinny_add_socket 1 172.16.2.101 50230
*Nov 30 09:15:34.869 UTC: %IPPHONE-6-REG_ALARM: 22: Name=SEP000A8A93E0F9 Load=7.
2(3.0) Last=Reset-Reset
*Nov 30 09:15:34.869 UTC:
Skinny StationAlarmMessage on socket [1] 172.16.2.101 SEP000A8A93E0F9
*Nov 30 09:15:34.869 UTC: severityInformational p1=2049 [0x801] p2=1694634156 [0
x650210AC]
*Nov 30 09:15:34.869 UTC: 22: Name=SEP000A8A93E0F9 Load=7.2(3.0) Last=Reset-Rese
t
*Nov 30 09:15:34.869 UTC: ephone-(1)[1] StationRegisterMessage (0/0/10) from 172
.16.2.101
*Nov 30 09:15:34.869 UTC: ephone-(1)[1] Register StationIdentifier DeviceName SE
P000A8A93E0F9
*Nov 30 09:15:34.869 UTC: ephone-(1)[1] StationIdentifier Instance 1 deviceTy
```

pe 7

*Nov 30 09:15:34.869 UTC: ephone-1[-1]:stationIpAddr 172.16.2.101

*Nov 3

Reset/Restart-all looking for phones registered as type 6 Telecaster 7910 0 09:15:34.869 UTC: ephone-1[-1]:maxStreams 0

*Nov 30 09:15:34.869 UTC: ephone-1[-1]:protocol Ver 0x84000006

*Nov 30 09:15:34.869 UTC: ephone-1[-1]:phone-size 2820 dn-size 488

*Nov 30 09:15:34.869 UTC: ephone-(1) Allow any Skinny Server IP address 172.16.2.211

*Nov 30 09:15:34.869 UTC: ephone-1[-1]:Found entry 0 for 000A8A93E0F9

*Nov 30 09:15:34.869 UTC: ephone-1[-1]:socket change -1 to 1

*Nov 30 09:15:34.869 UTC: ephone-1[-1]:FAILED: CLOSED old socket -1

*Nov 30 09:15:34.869 UTC: ephone-1[1]:***Force device subtype to 0

*Nov 30 09:15:34.869 UTC: ephone-1[1]:phone SEP000A8A93E0F9 re-associate OK on socket [1]

*Nov 30 09:15:34.869 UTC: %IPPHONE-6-REGISTER: ephone-1:SEP000A8A93E0F9 IP:172.16.2.101 Socket:1 DeviceType:Phone has registered.

*Nov 30 09:15:34.869 UTC: Phone

Reset/Restart-all looking for phones registered as type 20000 7905 0 socket 1

*Nov 30 09:15:34.869 UTC: Skinny Local IP address = 172.16.2.211 on port 2000

*Nov 30 09:15:34.869 UTC: Skinny Phone IP address = 172.16.2.101 50230

*Nov 30 09:15:34.869 UTC: ephone-1[1]:Signal protocol ver 5 to phone with ver 6

*Nov 30 09:15:34.869 UTC: ephone-1[1]:Date Format M/D/Y

*Nov 30 09:15:34.869 UTC: ephone-1[1]:RegisterAck sent to ephone 1: keepalive period 30 use sccp-version 5

*Nov 30 09:15:34.873 UTC: ephone-1[1]:CapabilitiesReq sent

*Nov 30 09:15:35.125 UTC: ephone-1[1]:CapabilitiesRes received

*Nov 30 09:15:35.125 UTC: ephone-1[1]:Caps list 7

WideBand_256K 120 ms

G711Ulaw64k 40 ms

G711Alaw64k 40 ms

G729AnnexB 60 ms

G729AnnexAwAnnexB 60 ms

G729 60 ms

G729AnnexA 60 ms

*Nov 30 09:15:35.125 UTC: ephone-1[1]:ButtonTemplateReqMessage

*Nov 30 09:15:35.

Reset/Restart-all looking for phones registered as type 30008 7902 125 UTC: ephone-1[1]:CheckAutoReg

*Nov 30 09:15:35.125 UTC: ephone-1[1]:AutoReg is disabled

*Nov 30 09:15:35.125 UTC: ephone-1[1][SEP000A8A93E0F9]:Setting 6 lines 0 speed-dials on phone (max_line 6)

*Nov 30 09:15:35.125 UTC: ephone-1[1]:First Speed Dial Button location is 0 (0)

*Nov 30 09:15:35.125 UTC: ephone-1[1]:Configured 0 speed dial buttons

*Nov 30 09:15:35.125 UTC: ephone-1[1]:ButtonTemplate lines=6 speed=0 buttons=6 offset=0

*Nov 30 09:15:35.381 UTC: ephone-1[1]:StationSoftKeyTemplateReqMessage

*Nov 30 09:15:35.381 UTC: ephone-1[1]:StationSoftKeyTemplateResMessage

*Nov 30 09:15:35.633 UTC: ephone-1[1]:StationSoftKeySetReqMessage

*Nov 30 09:15:35.633 UTC: ephone-1[1]:Removed SkPark key

*Nov 30 09:15:35.633 UTC: ephone-1[1]:StationSoftKeySetResMessage

*Nov 30 09:15:3

Reset/Restart-all looking for phones registered as type 30007 7912 5.885 UTC: ephone-1[1]:StationLineStatReqMessage from ephone line 6

*Nov 30 09:15:35.885 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatReqMessage from ephone line 6 Invalid DN 0

*Nov 30 09:15:35.885 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatResMessage sent to ephone (1 of 6)

*Nov 30 09:15:36.137 UTC: ephone-1[1]:StationLineStatReqMessage from ephone line 5

*Nov 30 09:15:36.137 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatReqMessage from ephone line 5 Invalid DN 0

*Nov 30 09:15:36.137 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatResMessage sent to ephone (2 of 6)

*Nov 30 09:15:36.389 UTC: ephone-1[1]:StationLineStatReqMessage from ephone line 4

*Nov 30 09:15:36.389 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatReqMessage from ephone line 4 Invalid DN 0

*Nov 30 09:15:36.38

Reset/Restart-all looking for phones registered as type 30002 7920 9 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatResMessage sent to ephone (3 of 6)

*Nov 30 09:15:36.641 UTC: ephone-1[1]:StationLineStatReqMessage from ephone line 3

*Nov 30 09:15:36.641 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatReqMessage from ephone line 3 Invalid DN 0

*Nov 30 09:15:36.641 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatResMessage sent to ephone (4 of 6)

*Nov 30 09:15:36.893 UTC: ephone-1[1]:StationLineStatReqMessage from ephone line 2

*Nov 30 09:15:36.893 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatReqMessage from ephone line 2 Invalid DN 0

*Nov 30 09:15:36.893 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatResMessage sent to ephone (5 of 6)

*Nov 30 09:15:37.145 UTC: ephone-1[1]:StationLineStatReqMessage from ephone line 1

*Nov 30 09:15:37.145 UTC: ephon

Reset/Restart-all looking for phones registered as type 30016 CIPC e-1[1]:StationLineStatReqMessage ephone line 1 DN 1 = 7001 desc = 7001 label =

*Nov 30 09:15:37.145 UTC: ephone-1[1][SEP000A8A93E0F9]:StationLineStatResMessage sent to ephone (6 of 6)

*Nov 30 09:15:37.145 UTC: ephone-1[1]:SkinnyCompleteRegistration

*Nov 30 09:15:37.221 UTC: TFTP: Looking for SEP000A8A93E0F9.cnf.xml

*Nov 30 09:15:37.221 UTC: TFTP: Opened system:/its/XMLDefault7960.cnf.xml, fd 0, size 788 for process 216

*Nov 30 09:15:37.221 UTC: TFTP: Looking for RINGLIST.XML

*Nov 30 09:15:37.241 UTC: TFTP: Finished system:/its/XMLDefault7960.cnf.xml, time 00:00:00 for process 216

*Nov 30 09:15:37.245 UTC: TFTP: Looking for DISTINCTIVERINGLIST.XML

*Nov 30 09:15:37.409 UTC: ephone-1[1]:Skinny Available Lines 6 set for socket [1]

*Nov 30 09:15:37.409 UTC: ephone-1[1]:Already d

Reset/Restart-all looking for phones registered as type 30006 7970 one SkinnyCompleteRegistration

Reset/Restart-all looking for phones registered as type 119 7971

Reset/Restart-all looking for phones registered as type 115 7941

Reset/Restart-all looking for phones registered as type 308 7961GE

Reset/Restart-all looking for phones registered as type 309 7941GE

Reset/Restart-all looking for phones registered as type 307 7911

Reset/Restart-all looking for phones registered as type 302 7985

Reset/Restart-all looking for phones registered as type 30018 7961

Reset/Restart-all looking for phones registered as type 30019 7936

Reset/Restart-all looking for phones registered as type 12 ATA Phone

Reset/Restart-all looking for phones registered as type 30027 SCCP Gateway (AN)

Reset/Restart-all looking for phones registered as type 30028 SCCP Gateway (BRI)

Reset/Restart-all looking for phones registered as type 9 7935

Reset/Restart-all looking for phones registered as type 1 30SP+

Reset/Restart-all looking for phones registered as type 2 12SP+

Reset/Restart-all looking for phones registered as type 3 12SP

Reset/Restart-all looking for phones registered as type 4 12

Reset/Restart-all looking for phones registered as type 5 30VIP

Reset/Restart-all looking for phones registered as type 80 Unity Voice Port

Reset/Restart-all looking for phones registered as type 21 Unity Voice Port

Reset/Restart-all looking for phones registered as type -1 Unknown -1

Reset-All issued for 1 phones

45 seconds (wait for last phone to re-register)

Observação: durante uma atualização, se o LCD de um telefone IP da Cisco exibir Arquivo Não Encontrado, isso pode indicar uma tentativa de carregar uma imagem não assinada em um telefone IP da Cisco que já tem uma imagem assinada.

[Informações Relacionadas](#)

- [Matriz de Upgrade de Firmware dos Telefones IP Cisco 7940 e 7960](#)
- [Suporte à Tecnologia de Voz](#)
- [Suporte aos produtos de Voz e Comunicação por IP](#)
- [Troubleshooting da Telefonia IP Cisco](#)
- [Suporte Técnico e Documentação - Cisco Systems](#)