

SPA112 or SPA122 ATA: Not Requesting Configuration File—Solution

Scenario:

You've just configured your provisioning server and environment and have a brand-new, out the box SPA1x2 ATA. You connect the ATA to the network and it never requests any files. You're wondering why.

Overview:

ATA firmware prior to 1.2.1(004) incorrectly has a **very** large error timer. When an ATA running older firmware (pre 1.2.1(004)) is powered up it will request the /spa\$PSN.cfg and /Cisco/\$MAU.cfg file if it receives DHCP OPTION 66. If the ATA receives either of these files, it will load the contents of the file and work as normal. A common issue in new installations is that invariably, something is wrong, the configuration file may be in the wrong location, have the wrong name, or your provisioning server may not be ready. When this occurs, the ATA incorrectly backs off for a very long time, potentially days, before requesting the file again. Power cycling or factory defaulting the device will not change the back-off countdown timer. This issue has been addressed starting in firmware release 1.2.1(004).

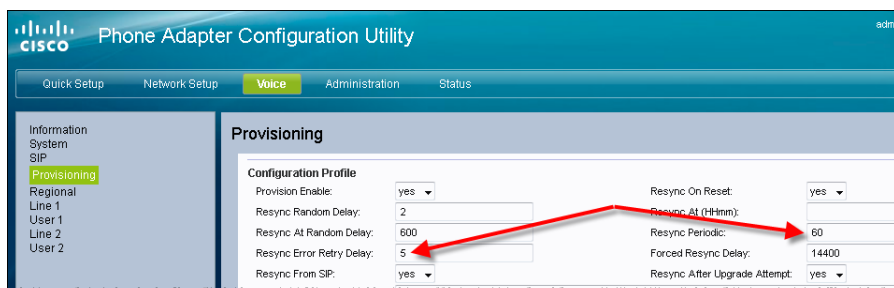
What Version of Firmware is on My ATA:

The <https://supportforums.cisco.com/docs/DOC-29465> document describes how to determine the firmware version running on your ATA.

Workaround 1—Changing Timers

Correct the file not found or provisioning server issue. Once corrected all subsequent ATAs will retrieve their files and upgrade to the [current version of ATA firmware](#) without problem. You can use the following steps to correct the behavior of the first ATA that is not requesting any files due to its error timer:

1. Factory reset the ATA
2. Access the web-User Interface (web-UI) to reduce:
 - a. Voice > Provisioning > Configuration Profile > Resync Periodic: 60 [one minute]
 - b. Voice > Provisioning > Configuration Profile > Resync Error Retry Delay: 5 [5 seconds]



3. Click Submit and the ATA should request its configuration file at the next resync.

Workaround 2—Forcing a Resync

Log in to the ATAs web-UI, default user / password is admin / admin

<http://ataIPaddress>

Force the ATA to resync and retrieve its configuration file with the following URL:

<http://ataIPaddress/admin/resync?tftp://serverIPaddress/pathToConfigFile>

where:

- ataIPaddress—IP address of the ATA
- resync?—You must type this in, including the question mark
- tftp—Can be any of the following schemes: tftp, http, or https
- serverIPaddress—IP address or FQDN of the server that is serving the configuration file
- pathToConfigFile—Path from the root of the server to the configuration file, for example /configs/cisco/ata/myConfig.xml

The ATA will request the specified file from the specified server and reboot once it has loaded the configuration.

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