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When you sign into Cisco Unified Personal Communicator, and select Soft Phone from the Phone Mode menu, the download fails and Cisco Unified Personal Communicator shows a Disabled state. The Server Health window in Cisco Unified Personal Communicator (select CUPC > Help > Show Server Health) confirms that the 'Phone Configuration - Download Failed'.

## What Caused it?

Typically, this failure happens if one of these conditions is true:

1. Cisco Unified Personal Communicator can not connect to the TFTP server
2. Cisco Unified Personal Communicator can connect to the TFTP server but the Cisco Unified Personal Communicator configuration file does not exist

## What Can You Do?

### 1. Cisco Unified Personal Communicator could not connect to the TFTP server

Possible Solutions

- Run this TFTP command prompt on a Windows XP machine to verify the TFTP download:

```
c:\test>tftp -i 10.88.229.205 get UPCHTLUO.CNF.XML
```

where 10.88.229.205 is the IP address of the TFTP server and UPCHTLUO.CNF.XML is the configuration filename in this format: *Devicename.CNF.XML*

Results:

- If a message of this type displays - Timeout occurred - while you are attempting to download from TFTP, check your firewall and/or your network connectivity.
- If a message of this type displays - FILE not found - check that the Cisco Unified Personal Communicator device name adheres to the naming convention (format above).

If the download is successful, a message of this type displays - Transfer successful