



Cisco Unified IP Phone 7971G-GE and 7970G Release Notes for Firmware Release 8.3(2)SR1 (SCCP and SIP)

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Use these release notes with the Cisco Unified IP Phone 7971G-GE and 7970G running SCCP or SIP firmware release 8.3(2)SR1.

The SCCP version of firmware release 8.3(2)SR1 is compatible with Cisco Unified Communications Manager releases 6.0, 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and 3.3.

The SIP version of firmware release 8.3(2)SR1 is compatible with Cisco Unified Communications Manager releases 6.0, 5.1 and 5.0.



Note

SIP firmware release 8.3(2)SR1 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 6.0. Although SIP firmware is IETF RFC 3261 compliant, it is not supported by Cisco TAC or Engineering for use with non-Cisco call control systems.

Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

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Related Documentation

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.3\(2\)SR1 for SCCP, page 2](#)
- [Installing Firmware Release 8.3\(2\)SR1 for SIP, page 4](#)

Installing Firmware Release 8.3(2)SR1 for SCCP

This section describes how to install firmware release 8.3(2)SR1 for SCCP.

Firmware Upgrade Issues for SCCP

Note the following firmware upgrade issues:

- If you are currently running firmware earlier than 6.0(2) on the Cisco Unified IP Phone 7971G-GE and 7970G and want to upgrade to 8.x(x), you must first install an intervening 7.0(x) load to prevent upgrade failure. Cisco recommends using the most recent 7.0(3) load as the intervening load to avoid lengthy upgrade times.
- If you are currently running firmware 6.0(2) to 7.0(2) on the Cisco Unified IP Phone 7971G-GE and 7970G and want to upgrade to 8.x(x), you can do so directly. However, expect the upgrade to take twice as long as usual.
- Device packs are required to enable IP Phones in the Cisco Unified Communications Manager database. For Cisco Communications Manager 4.2 and earlier, these device packs are required. For Cisco Unified Communications Manager 4.3 and 6.0 and later, you must run the device pack and reboot the Cisco Unified Communications Manager server. To access the device packs, go to the following URL, <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>.

Cisco Unified IP Phone Expansion Module 7914

If you are using the Cisco Unified IP Phone Expansion Module 7914, you must upgrade the expansion module to firmware release **S00105000300** before using the phone to support relevant 8.3(2)SR1 features on your expansion module.

To download and install the firmware, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for the Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
 - For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7914-sccp.5-0-3.cop
 - For Cisco Unified Communications Manager 5.0(4) and later:
cmterm-7914-sccp.5-0-3.sgn
- Step 3** Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-7914-sccp.5-0-3.readme
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Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7971G-GE and 7970G with Cisco Unified Communications Manager release 3.3 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Before You Begin

If you are upgrading from an earlier firmware version, see the [“Firmware Upgrade Issues for SCCP” section on page 2](#).

To download and install the firmware, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for the Cisco Unified IP Phone 7971G-GE and 7970G, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7970_7971-sccp.8-3-2sr1.exe

- For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):

cmterm-7970_7971-sccp.8.3.2sr1.cop

- For Cisco Unified Communications Manager 5.0(4) and higher:

cmterm-7970_7971-sccp.8-3-2sr1.cop.sgn

Step 3 Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

cmterm-7970_7971-sccp.8-3-2sr1-readme.htm

Step 4 Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 8.3(2)SR1 for SIP

This section describes how to install firmware release 8.3(2)SR1 for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 6.0, 5.1 and 5.0.

Firmware Upgrade Issues for SIP

If you are currently running firmware 6.0(2) to 7.0(2) on the Cisco Unified IP Phone 7971G-GE and 7970G and want to upgrade to 8.x(x), be aware that upgrading will take up to twice as long to complete as usual.

Firmware Installation Procedure for SIP

Before using the Cisco Unified IP Phone 7971G-GE and 7970G with Cisco Unified Communications Manager 5.0 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

Procedure

Step 1 Go to the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>

Step 2 Double-click the following hyperlink, and follow the prompts to download the firmware:

cmterm-7970_7971-sip.8-3-2sr1.cop.sgn

Step 3 Go back to the URL shown in [Step 1](#), double-click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:

cmterm-7970_7971-sip.8-3-2sr1-readme.htm

Step 4 Follow the instructions in the Readme file to install the firmware.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 9](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs . |
| Step 2 | Log on with your Cisco.com user ID and password. |
| Step 3 | To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click Go . |
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Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 5](#)
- [Open SCCP and SIP Caveats, page 6](#)
- [Open SIP Caveats, page 8](#)

Open SCCP Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP and SIP versions of firmware release 8.3(2)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 1](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 5.

Table 1 Open SCCP Caveats for the Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit Link
CSCsi27220	Cisco Unified IP Phone SCCP client will drop or ringout for three minutes after attempt to barge Cisco Unified IP Phone 7960G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi27220
CSCsk22794	Cisco Unified IP Phone reports 0.0.0.0 as its IP address in Signaling Connection Control Part (SCCP) register message http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk22794

Open SCCP and SIP Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP and SIP versions of firmware release 8.3(2)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 5.

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit Link
CSCsh34483	Cisco Unified IP Phone exhibits kernel bugtraps in various forms http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh34483
CSCsi31712	With Silence Suppression enabled, host sends Service ID (SID) frame with an incorrect value of zero http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi31712
CSCsi82060	Cisco Unified IP Phone Fast Dials selection and action causes extra directory number digit http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi82060
CSCsj13288	Cisco Unified IP Phone in Arabic locale should not display URL from bottom to top http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj13288

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone 7971G-GE and 7970G (continued)

Identifier	Headline and Bug Toolkit Link
CSCsj14629	Incorrect display of call log with embedded English Caller ID http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj14629
CSCsj14759	Incorrect display of Arabic and English letters http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj14759
CSCsj41419	In Arabic local the Cisco Unified IP Phone displays character 'i' the same as 'l' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj41419
CSCsj63170	Cisco Unified IP Phones are unable to cancel Auto Dial http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj63170
CSCsj83690	Characters are displayed incorrectly following a directory search http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj83690
CSCsj90404	Cisco Unified IP Phone is set to incorrect DiffServ Code Point (DCSP) value for Transport Layer Security (TLS) encrypted packets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj90404
CSCsj94189	Parameter mismatch in function call 'adjustPcmVolume()' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj94189
CSCsk10646	Cisco Unified IP Phone does not unregister from primary Cisco Unified Communications Manager when failover to backup server http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk10646
CSCsk10972	Cisco Unified IP Phone 7971G-GE sends incorrect Cisco Discovery Protocol (CDP) power consumption value to switch during factory reset http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk10972
CSCsk11000	Span CDP packet from Cisco Unified IP Phone network side to PC side shows incorrect checksum http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk11000
CSCsk12218	Directory object only supports 32-character name http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk12218
CSCsk18165	Mid-call re-invite Session Definition Protocol (SDP) is incorrect http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk18165

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone 7971G-GE and 7970G (continued)

Identifier	Headline and Bug Toolkit Link
CSCsk23216	Cisco Unified IP Phone Services uses same source port number in the short term http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk23216
CSCsk23793	Cisco Unified IP Phone 7970G will not re-register to either Cisco Unified Communications Manager after network outage http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk23793

Open SIP Caveats

[Table 3](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7971G-GE and 7970G using the SIP version of firmware release 8.3(2)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 5](#).

Table 3 Open SIP Caveats for the Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit Link
CSCsi52016	Cisco Unified IP Phone (SIP) fallback to Survivable Remote Site Telephony (SRST) is delayed due to ‘CheckSource() failed’ error http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi52016
CSCsj64672	Cisco Unified IP Phone (SIP) is stuck at white java screen http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj64672
CSCsj90197	G.722 is not used for SIP-to-SIP intercom calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj90197
CSCsk18033	Cisco Unified IP Phone (SIP) does not fallback from Cisco Unified Communications Manager 2 after receiving ‘404’ error from SRST http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk18033
CSCsk23349	Cisco Unified IP Phone (SIP) does not fall back from SRST http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk23349

Resolved Caveats

Table 4 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP and SIP versions of firmware release 8.3(2)SR1.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 4 reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 5.

Table 4 Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit Link
CSCsh86422	Calls transitioning to Offhook state need to take focus http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh86422
CSCsj58806	Cisco Unified IP Phone update is needed for New Zealand Daylight Savings Time (DST) changes in year 2007 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj58806

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

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