



Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G and 7942G Release Notes for Firmware Release 8.4(1)SR1 (SCCP and SIP)

September 03, 2008

Use these release notes with a Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G or 7942G running SCCP or SIP firmware release 8.4(1)SR1.

The SCCP version of firmware release 8.4(1)SR1 is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager releases 5.1, 4.3, 4.2, and 4.1.

The SIP version of firmware release 8.4(1)SR1 is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified Call Manager release 5.1.



Note

SIP firmware release 8.4(1)SR1 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 7.0. 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.

- [Related Documentation, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Caveats, page 6](#)
- [Obtaining Documentation and Submitting a Service Request, page 10](#)



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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

New and Changed Information

There is no new or changed information for firmware release 8.4(1)SR1.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.4\(1\)SR1 for SCCP, page 2](#)
- [Installing Firmware Release 8.4\(1\)SR1 for SIP, page 5](#)

Installing Firmware Release 8.4(1)SR1 for SCCP

This section describes how to install firmware release 8.4(1)SR1 for SCCP.

Cisco Unified IP Phone Expansion Module 7916 and Cisco Unified IP Phone Expansion Module 7915

Before you use the Cisco Unified IP Phone Expansion Module 7916 or Cisco Unified IP Phone Expansion Module 7915, you must load the expansion module with firmware release **B016-1-0-2SR1** or **B015-1-0-2**, respectively, before using the IP Phone to support relevant 8.4(1)SR1 features on your expansion module.



Note

The Cisco Unified IP Phones 7975G, 7965G, and 7962G support the Cisco Unified IP Phone Expansion Module 7915 and Cisco Unified IP Phone Expansion Module 7916. You can add a maximum of two expansion modules to these IP Phones.

**Note**

The Cisco Unified IP Phone Expansion Module 7916 and 7915 only support SIP devices in Cisco Unified Communications Manager release 7.0(1).

To download and install the firmware, follow these steps:

Procedure

- Step 1** Go to the following URL:
<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** To download the firmware for Cisco Unified IP Phone Expansion Module 7915 or Cisco Unified IP Phone Expansion Module 7916, click one of the following hyperlinks and follow the prompts:
For Cisco Unified Communications Manager 6.1(1b), 6.1(2) and later:
- **cmterm-7915.1-0-2.cop.sgn**
 - **cmterm-7916.1-0-2SR1.cop.sgn**
- For Cisco Unified CallManager 5.1:
- **cmterm-7915.1-0-2.cop.sgn**
 - **cmterm-7916.1-0-2SR1.cop.sgn**
- For Cisco Unified CallManager 4.3 and 4.2:
- **cmterm-7915.1-0-2.exe**
 - **cmterm-7916.1-0-2SR1.exe**
- Step 3** Double-click one of the downloadable files in [Step 2](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
- **cmterm-7915_7916.1-0-2-readme.htm**
 - **cmterm-7916.1-0-2SR1-readme.htm**

**Note**

The readme file, **cmterm-7916.1-0-2SR1-readme.htm**, contains updated information for the Cisco Unified IP Phone Expansion Module 7916. You can use **cmterm-7915_7916.1-0-2-readme.htm** to access installation information for the Cisco Unified IP Phone Expansion Module 7915.

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 IP Phone to support relevant 8.4(1)SR1 features on your expansion module.

**Note**

The Cisco Unified IP Phones 7975G, 7965G, and 7962G support the Cisco Unified IP Phone Expansion Module 7914. You can add a maximum of two Expansion Modules to these IP Phones.

**Note**

The filename for Cisco Unified IP Phone Expansion Module 7914 uses SCCP, however, it supports both SCCP and SIP. This applies to IP Phones using Cisco Unified Communications Manager 7.0.

To download and install the firmware, follow these steps:

Procedure

Step 1 Go to the following URL:

<http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>

Step 2 To download the firmware for Cisco Unified IP Phone Expansion Module 7914, click one of the following hyperlinks and follow the prompts:

- For Cisco Unified CallManager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
- For Cisco Unified CallManager 5.1(1b) and later:
cmterm-7914-sccp.5-0-3.cop.sgn

Step 3 Double-click one of the downloadable files in [Step 2](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:

cmterm-7914-sccp.5-0-3-readme.htm

Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, or 7942G with Cisco Unified CallManager release 4.1 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://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>

Step 2 To download the firmware for Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G, or 7942G click one of the following hyperlinks and follow the prompts:

- For Cisco Unified CallManager 4.3, 4.2, and 4.1:
Cisco Unified IP Phone 7975G:
cmterm-7975-sccp.8-4-1sr1.exe
Cisco Unified IP Phone 7965G and 7945G:
cmterm-7945_7965-sccp.8-4-1sr1.exe
Cisco Unified IP Phone 7962G and 7942G:
cmterm-7942_7962-sccp.8-4-1sr1.exe

- For Cisco Unified CallManager 5.1(1b) and later:
Cisco Unified IP Phone 7975G:
cmterm-7975-sccp.8-4-1sr1.cop.sgn
Cisco Unified IP Phone 7965G and 7945G:
cmterm-7945_7965-sccp.8-4-1sr1.cop.sgn
Cisco Unified IP Phone 7962G and 7942G:
cmterm-7942_7962-sccp.8-4-1sr1.cop.sgn

**Note**

Cisco Unified CallManager versions 5.1(1b) and later require signed cop files.

- Step 3** Double-click one of the downloadable files in [Step 2](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:
- Cisco Unified IP Phone 7975G:
cmterm-7975-sccp.8-4-1-readme.htm
 - Cisco Unified IP Phone 7965GG and 7945G:
cmterm-7945_7965-sccp.8-4-1-readme.htm
 - Cisco Unified IP Phone 7962 and 7942G:
cmterm-7942_7962-sccp.8-4-1-readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.
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Installing Firmware Release 8.4(1)SR1 for SIP

This section describes how to install firmware release 8.4(1)SR1 for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 7.0, 6.1, 6.0, and Cisco Unified CallManager release 5.1.

Firmware Installation Procedure for SIP

Before using the Cisco Unified IP Phone 7975G, 7965G, 7962G, 7945G or 7942G with Cisco Unified CallManager 5.1 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://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>
- Step 2** Double-click the following hyperlink, and follow the prompts to download the appropriate firmware for the phone model:
- Cisco Unified IP Phone 7975G:
cmterm-7975-sip.8-4-1sr1.cop.sgn
 - Cisco Unified IP Phone 7965G and 7945G:
cmterm-7945_7965-sip.8-4-1sr1.cop.sgn

- Cisco Unified IP Phone 7962G and 7942G:
cmterm-7942_7962-sip.8-4-1sr1.cop.sgn

**Note**

Cisco Unified CallManager versions 5.1(1b) and later require signed cop files.

Step 3 Double-click one of the downloadable files in [Step 2](#), and click the Readme hyperlink, which contains installation instructions for the corresponding firmware:

- Cisco Unified IP Phone 7975G:
cmterm-7975-sip.8-4-1sr1-readme.htm
- Cisco Unified IP Phone 7965G and 7945G:
cmterm-7945_7965-sip.8-4-1sr1-readme.htm
- Cisco Unified IP Phone 7962G and 7942G:
cmterm-7942_7962-sip.8-4-1sr1-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 6](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 10](#)

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 7](#)
- [Open SCCP and SIP Caveats, page 8](#)
- [Open SIP Caveats, page 9](#)

Open SCCP Caveats

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SCCP version of firmware release 8.4(1)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 6.

Table 1 *Open SCCP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR1*

Identifier	Headline and Bug Toolkit
CSCsl51355	Cisco Unified IP Phone 7965G (SCCP) sends message from incorrect port number ‘5060’ http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl51355
CSCsm05736	Full window pane occurs first in Survivable Remote Site Telephony (SRST) mode to receive first incoming call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm05736
CSCsq64911	When the volume is adjusted, the remote end hears some distortion http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq64911
CSCsr90749	Extension Mobility (EM) login changes IP address screen, freezes, then updates http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr90749
CSCsu01228	Crackling or static noise is heard on Cisco Unified IP Phone 7975G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu01228

Open SCCP and SIP Caveats

Table 2 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.4(1)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 6.

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR1

Identifier	Headline and Bug Toolkit
CSCsj34885	Audible flag is ineffective in case of ‘SendDigits’ push http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj34885
CSCso00832	Multi-Tap bubble does not display characters properly with THAI locale http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso00832
CSCso56206	Noise reduction introduces watery-sounding noise http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso56206
CSCsq32503	Cisco Unified IP Phone does not clear service pane on restart http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq32503
CSCsr14566	‘java.util.NoSuchElementException’ hashtable enumerator when using IP Phone Messenger (IPPM) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr14566
CSCsr43681	‘CallBack’ does not work properly when directory or message applications are open and in the foreground http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr43681
CSCsr51542	Regenerate media encryption key if it matches the Unified CM fake encryption key http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr51542
CSCsr64099	Digital Signal Processor (DSP) is out of socket descriptors http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr64099

Table 2 Open SCCP and SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR1 (continued)

Identifier	Headline and Bug Toolkit
CSCsr71170	Error message needs to be more descriptive for 'constructExecute' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr71170
CSCsr86021	First participant on a Cisco Unified IP Phone joining Video Meetme conference has one-way video http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr86021

Open SIP Caveats

Table 3 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using the SIP version of firmware release 8.4(1)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 6.

Table 3 Open SIP Caveats for the Cisco Unified IP Phone for Firmware Release 8.4(1)SR1

Identifier	Headline and Bug Toolkit
CSCsk17275	Cisco Unified IP Phone 7965G (SIP) resets several times under TCP tool attack http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk17275
CSCsm56180	'lineDial()' fails after Cisco Unified IP Phone (SIP) with 'AutomaticRecordOption' sets up conference http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm56180
CSCso26500	Failed to blind transfer the call during a conference http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso26500
CSCso49790	Cisco Unified IP Phone (SIP) does not have alert name in 'Placed Calls' history http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso49790
CSCsq13880	Cisco Unified IP Phone Expansion Module has abnormal shared line status with Cisco Unified IP Phone (SIP) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq13880
CSCsr79374	Cisco Unified IP Phone (SIP) cannot register to Unified CM with Cisco Unified IP Phone Expansion Module configuration using firmware release 8.3(5) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr79374

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 10](#)
- [Resolved SCCP and SIP Caveats, page 10](#)
- [Resolved SIP Caveats, page 10](#)

Resolved SCCP Caveats

There are no resolved SCCP caveats for firmware release 8.4(1)SR1.

Resolved SCCP and SIP Caveats

[Table 4](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using the SCCP and SIP versions of firmware release 8.4(1)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 6](#).

Table 4 *Resolved SCCP and SIP Caveats for the Cisco Unified IP Phone 7975G, 7965G, 7945G, 7962G and 7942G for Firmware Release 8.4(1)SR1*

Identifier	Headline
CSCsq86253	Cisco Unified IP Phone sends incorrect Unified CM name when DHCP domain name servers have 63 entries
CSCsr25661	Dynamic Host Configuration Protocol (DHCP) options exceed IP Phone limits, causing DHCP offer to be ignored
CSCsr53639	Cisco Unified IP Phone 7962G, 7942G, and 7970G are not able to fall back to secure Survivable Remote Site Telephony (SRST)
CSCsr89450	Object ignores parameters
CSCsu08242	‘Shift_JIS’ encoding in XML does not work

Resolved SIP Caveats

There are no resolved SIP caveats for firmware release 8.4(1)SR1.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

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