Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for Firmware Release 12.0(2)

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Release Notes

Use these release notes with the Cisco IP Conference Phone 7832 Multiplatform Phones running SIP Firmware Release 12.0(2).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Conference Phone 7832 Multiplatform Phones	Cisco BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 16.0

Related Documentation

Use the following sections to obtain related information.

Cisco IP Conference Phone 7832 Documentation

Refer to publications that are specific to your language and call control system. Navigate from the following documentation URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-series-home.html

New and Changed Features

Configurable License Retry Timer for Authorization Failure

If an authorization operation to upgrade a license fails, the phone tries to authorize again after a time specified in seconds. If the delay is set to 0, the device does not do the retry.

Where to Find More Information

- *Cisco IP Conference Phone Multiplatform Phone AdministrationGuide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Controlling the TLS Minimum Value

You can control the phone minimum value of TLS with the new **TLS** parameter.

To enable this feature from the phone administration web page, use the **TLS Min Version** parameter under the **Security Settings** from **Voice** > **System**.

Where to Find More Information

- *Cisco IP Conference Phone Multiplatform Phone AdministrationGuide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Digest Algorithms for Hoteling Subscription

Phone now support SHA-256, SHA512, and SHA 256 digest algorithms for hoteling authentication. Prior to release 12.0(2), phone only has support for MD5 alogorithm.

Where to Find More Information

- *Cisco IP Conference Phone Multiplatform Phone AdministrationGuide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Enabling Phone Authorization with RFC-8760

You can enable the phone authorization with RFC8760.

To enable this feature from the phone administration web page, use the **Auth Support RFC8760** parameter under the **SIP Settings** section from **Voice** > **Ext (n)**.

Where to Find More Information

- *Cisco IP Conference Phone 7832 Multiplatform Phones Administration Guide*

Enabling the Webex Metrics Services

With Metrics Enable, enable the phone control of all metric services.

To enable this feature from the phone administration web page, use the **Metrics Enable** parameter under the **Webex** section **Voice** > **Phone**.

Where to Find More Information

- *Cisco IP Conference Phone Multiplatform Phone AdministrationGuide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Enabling PRT Upload at Crash Services

You can indicate whether to automatically upload the PRT package to the server when the phone crashes.

To enable this feature from the phone administration web page, use the **PRT Upload at Crash** parameter under the **Problem Reporting Tool** section **Voice** > **Provisioning**

Where to Find More Information

- *Cisco IP Conference Phone Multiplatform Phone AdministrationGuide*

- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Managing Participants List for Ad Hoc Conference

During an Ad Hoc conference, the host and the participants can show the participants list by pressing the **Participants** softkey on the phone. Also, both the host and the participants can add another person into the conference. However, only the host is allowed to remove a participant from the participant list.

Where to Find More Information

- *Cisco IP Conference Phone 7832 Multiplatform Phones User Guide*

- *Cisco IP Conference Phone Multiplatform Phone AdministrationGuide*

- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Upgrade Firmware

Use the information in this section to upgrade the firmware on Cisco IP Conference Phone 7832 Multiplatform Phones.

The Cisco IP Phone 7811, 7821, 7841, and 7861 Multiplatform Phones have a different firmware image. For more information, see the Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(2), at this location:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-release-notes-list.html

You can upgrade the phone firmware with TFTP, HTTP, or HTTPS. After the upgrade completes, the phone reboots automatically.

Procedure

Step 1   Click this link:

https://software.cisco.com/download/home/286311381

On the **Software Download** web page that is displayed, ensure that **IP Phone 7800 Series with Multiplatform Firmware** is selected in the middle pane.

Step 2   Select **IP Conference Phone 7832 with Multiplatform Firmware** in the right pane.

Step 3   On the next page that is displayed, select **Multiplatform Firmware**.

Step 4   On the next page that is displayed, select **12.0.2** in the **All Releases** > **MPPv11** folder.

Step 5   (Optional) Place your mouse pointer on the file name to see the file details and checksum values.

Step 6   Download the `cmterm-7832.12.0.2MPP0001.116.zip` file.

Step 7   Click **Accept License Agreement**.

Step 8   Unzip the file and place the files in the appropriate location on your upgrade server.

The appropriate location is the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.

Step 9 Upgrade the phone firmware with one of these methods.

- Upgrade the phone firmware from the phone administration web page:

  a. On the phone administration web page, go to **Admin Login** > **Advanced**, **Voice** > **Provisioning** > **Firmware Upgrade**.

  b. In the **Upgrade Rule** field, enter the load file URL as described below.

  Load file URL format:

  ```
  <upgrade protocol>://<upgrade server ip
  address>[:<port>]>/<path>/<file name>.loads
  ```

  Example:

  ```
  https://10.73.10.223/firmware/sip7832.12.0.2MPP0001.116.loads
  ```

  c. Click **Submit All Changes**.

- Upgrade the phone firmware directly from your web browser:

  In the address bar of your web browser, enter the phone upgrade URL as described below.

  Phone upgrade URL format:

  ```
  <phone protocol>://<phone ip address[:port]>/admin/upgrade?<load file
  URL>
  ```

  Load file URL format:

  ```
  <upgrade protocol>://<upgrade server ip address>[:<port>]>/<path>/<file
  name>.loads
  ```

  Example:

  ```
  https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip7832.12.0.2MPP0001.116.loads
  ```

Note Specify the `<file name>.loads` file in the URL. The `<file name>.zip` file contains other files.

Limitations and Restrictions

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and, in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan.

- Attacks that occur on your network, such as a Denial of Service attack.

View Caveats

You can search for caveats (bugs) with the Cisco Bug Search tool.

Known caveats are graded according to severity level, and are either open or resolved.

Before you begin

You have your Cisco.com user ID and password.

Procedure

Step 1 Click one of the following links:

- To view all caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/
  search?kw=*&pf=prdNm&pfVal=286319849&rls=12.0(2)&sb=anfr&bt=custV
- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/
  search?kw=*&pf=prdNm&pfVal=286319849&rls=12.0(2)&sb=anfr&sts=open&bt=custV
- To view resolved caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/
  search?kw=*&pf=prdNm&pfVal=286319849&rls=12.0(2)&sb=anfr&sts=fd&bt=custV

Step 2 When prompted, log in with your Cisco.com user ID and password.

Step 3 (Optional) For information about a specific caveat, enter the bug ID number (*CSCxxnnnnn*) in the **Search for** field, and press **Enter**.

Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Conference Phone 7832 Multiplatform Phones that use Firmware Release 12.0(2).

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxnnnnn*). You must be a registered cisco.com user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of the open defects or to view specific bugs, access the Bug Search Toolkit as described in View Caveats, on page 5.

- CSCwf10956 Macro $SERVIP is not expanded in Log Request Msg in syslog

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Conference Phone 7832 Multiplatform Phones that use Firmware Release 12.0(2).

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxnnnnn*). You must be a registered `Cisco.com` user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the View Caveats, on page 5.

- CSCwd81572 Specific tones are not heard on speaker phone, but can be heard on the handset

- CSCwd51776 Virtual extention number is not provided on MPP with "webex directory" contact search

- CSCwd61181 Cisco MPP Phones reboots upon receiving "GetSoftKeys" API calls

- CSCwd41757 Cisco MPP phones: Call is disconnected during a call

- CSCvb83904 MPP-78XX - phone's switch not change Cos value after extended Cos changes

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see https://cisco.com/go/phonefirmwaresupport.