



Cisco Unified IP Phone 7970G and 7971G-GE Release Notes for Firmware Release 8.0(4) SR1 (SCCP and SIP)

August 30, 2006

Use these release notes with a Cisco Unified IP Phone 7970G and 7971G-GE running SCCP or SIP firmware release 8.0(4) SR1.

The SCCP version of firmware release 8.0(4) SR1 is compatible with Cisco Unified CallManager releases 5.0, 4.2, 4.1, 4.0, and 3.3.

The SIP version of firmware release 8.0(4) SR1 is compatible with Cisco Unified CallManager release 5.0.



Note

SIP firmware release 8.0(4) SR1 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified CallManager release 5.0. 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 CallManager release. Navigate from the following documentation URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Cisco Unified CallManager Documentation

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

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm

New and Changed Information

Cisco Unified IP Phone firmware release 8.0(4) SR1 for SCCP supports several releases of Cisco Unified CallManager, including the latest releases—4.2 and 5.0. For a complete list of new and changed phone features introduced in these Cisco Unified CallManager releases, refer to the Release Notes for Cisco Unified CallManager 4.2 and the Release Notes for Cisco Unified CallManager 5.0. See the “[Related Documentation](#)” section on page 2 for help locating these documents.

Cisco Unified IP Phone firmware release 8.0(4) SR1 for SIP supports Cisco Unified CallManager 5.0. For a complete list of new and changed phone features introduced in this Cisco Unified CallManager release, refer to the Release Notes for Cisco Unified CallManager 5.0. See the “[Related Documentation](#)” section on page 2 for help locating these documents.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.0\(4\) SR1 for SCCP, page 3](#)
- [Installing Firmware Release 8.0\(4\) SR1 for SIP, page 4](#)

Installing Firmware Release 8.0(4) SR1 for SCCP

This section describes how to install firmware release 8.0(4) 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 a Cisco Unified IP Phone 7970G and 7971G-GE and want to upgrade to 8.0(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 a Cisco Unified IP Phone 7970G and 7971G-GE and want to upgrade to 8.0(x), you can do so directly. However, expect the upgrade to take twice as long as usual.

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 **S00105000200** before using the phone to support relevant 8.0(4) SR1 features on your expansion module.

You can download the installation program, which is named **cmterm-7914-sccp.5-0-2.exe**, and the readme file from Cisco.com at this location:

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

Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7970G and 7971G-GE with Cisco Unified CallManager release 3.3 or later, you must install the latest firmware on all Cisco Unified CallManager 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 3.

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 Cisco Unified IP Phone 7970G and 7971G-GE, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.2 and earlier:
cmterm-7970_7971-sccp.8-0-4SR1.exe
 - For Cisco Unified CallManager 5.0 and later:
cmterm-7970_7971-sccp.8-0-4SR1.cop

- Step 3** To download the Readme file, which contains installation instructions for the corresponding firmware, go back to the URL shown in [Step 1](#) and click the appropriate hyperlink.
cmterm-7970_7971-sccp.8-0-4SR1-readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.

Installing Firmware Release 8.0(4) SR1 for SIP

This section describes how to install firmware release 8.0(4) SR1 for SIP.

Firmware Upgrade Issues for SIP

If you are currently running firmware 6.0(2) to 7.0(2) on a Cisco Unified IP Phone 7970G and 7971G-GE and want to upgrade to 8.0(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 7970G and 7971G-GE with Cisco Unified CallManager 5.0, you must install the latest firmware on all Cisco Unified CallManager servers in the cluster.

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.8-0-4SR1.cop
- 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.8-0-4SR1-readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.
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Important Notes

This section contains these topics:

- [Failover Time Using TCP is Faster than Failover Time with UDP \(SIP Only\)](#), page 5
- [Secure PC Logoff in an IEEE 802.1X Network \(SCCP and SIP\)](#), page 5

Failover Time Using TCP is Faster than Failover Time with UDP (SIP Only)

You can configure SIP profiles for the Cisco Unified IP Phone 7970G and 7971G-GE to operate with Transmission Control Protocol (TCP) or User Datagram Protocol (UDP) by using the SIP Phone Security Profile Configuration window in Cisco Unified CallManager Administration.

If you select TCP as a transport protocol, the failover time between primary, secondary, and tertiary Cisco Unified CallManagers is approximately 5 seconds or less. If you select UDP, the failover time is approximately 120 seconds. The TCP phone recovers faster since it detects the TCP link failure faster (less than 5 seconds) where the UDP phone depends on SIP KeepAlive entirely; this can take up to 120 seconds. This scenario applies to a Cisco Unified CallManager 'clean' shutdown.

In the case of a Cisco Unified CallManager crash or a router crash, the failover time for a TCP phone and a UDP phone are about the same. In this case, both the TCP and UDP phones rely on SIP KeepAlive to detect the link failure.

Secure PC Logoff in an IEEE 802.1X Network (SCCP and SIP)

Firmware release 8.0(4) SR1 provides support for the Cisco Unified IP Phone 7970G and 7971G-GE to monitor IEEE 802.1X messages between an authenticating switch and a connected PC (supplicant).

When a PC is disconnected from the Cisco Unified IP Phone, the phone issues an EAPOL-Logoff message on behalf of the PC to the authenticating switch. The proxy EAPOL-Logoff message causes the authenticating switch to set the port to an unauthenticated state.

If you have an IEEE 802.1X network and upgrade to Cisco Unified IP Phone firmware release 7.0(2) or greater, be aware that you must re-authenticate a PC that is connected to the Cisco Unified IP Phone 7970G and 7971G-GE.

For more information about IEEE 802.1X re-authentication, refer to the Cisco Catalyst switch configuration guides at:

http://www.cisco.com/en/US/products/hw/switches/tsd_products_support_category_home.html

Caveats

This section contains these topics:

- [Using Bug Toolkit](#), page 6
- [Open Caveats](#), page 6
- [Resolved Caveats](#), page 8

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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.
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Open Caveats

This section contains these topics:

- [Open SCCP Caveats, page 6](#)
- [Open SIP Caveats, page 7](#)
- [Open SCCP and SIP Caveats, page 8](#)

Open SCCP Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7970G and 7971G-GE using the SCCP version of firmware release 8.0(4) 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 Cisco Unified IP Phone 7970G and 7971G-GE

Identifier	Headline and Bug Toolkit Link
CSCsd65512	UI Overlap while in User Preference > Rings Window http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65512
CSCsd88724	Focus should immediately shift when user action is involved http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd88724
CSCse10790	Directory Number is not displayed for a shared line not in an active call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCse10790
CSCse30736	Cisco Unified IP Phone may behave wrong under stress registration test http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse30736
CSCse35182	Phones do not transmit TTY/TDD clearly, garbled characters http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35182
CSCse72095	i-Button help errors while parsing localized files http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse72095
CSCse95390	Power cycle test result in corrupted load for the Cisco Unified IP Phone 7970G and 7971G-GE http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse95390
CSCsf00595	Cisco Unified IP Phone 7970G and 7971G-GE cannot process http OK response if encoding is incorrect http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00595

Open SIP Caveats

Table 2 lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7970G and 7971G-GE using the SIP version of firmware release 8.0(4) 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 SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE

Identifier	Headline and Bug Toolkit Link
CSCse05493	Phone load upgrades/downgrades result in kernel shutdown http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse05493
CSCse21381	Anonymous Call Block does not work during transfer http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse21381
CSCse41847	Behavior of conference call bubbles is inconsistent http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse41847

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

Identifier	Headline and Bug Toolkit Link
CSCse95262	Cisco Unified IP Phone displays core dump when terminating multiple calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse95262
CSCse98992	SIP phone can not handle long Unicode callid/linetext http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse98992
CSCsf19754	Cisco Unified IP Phone freezes at Cisco Logo after reset due to Java OutOfMemory error http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19754
CSCsf19909	Secure SIP can not register after phone firmware upgrade on Cisco Unified CallManager http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf19909

Open SCCP and SIP Caveats

Table 3 lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7970G and 7971G-GE using the SCCP and SIP versions of firmware release 8.0(4) 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 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 3 Open SCCP and SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE

Identifier	Headline and Bug Toolkit Link
CSCsf21480	Cisco Unified IP Phone User Interface locks up when speaker volume is adjusted during registration with BLF configured http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf21480

Resolved Caveats

This section contains these topics:

- [Resolved SCCP Caveats, page 8](#)
- [Resolved SIP Caveats, page 10](#)
- [Resolved SCCP and SIP Caveats, page 12](#)

Resolved SCCP Caveats

Table 4 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7970G and 7971G-GE using the SCCP version of firmware release 8.0(4) 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 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 4 *Resolved SCCP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE*

Identifier	Headline and Bug Toolkit Link
CSCsc99161	Phone will not go offhook except via softkey http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc99161
CSCsd62804	When using SSH with Cisco Unified CallManager 5.x, the login process experiences a performance hit. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd62804
CSCsd65226	Phone displays empty dial list http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65226
CSCsd79623	Phone continuously displays Requesting... http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd79623
CSCsd91823	Received calls details and Multi-party details have inconsistent 'FROM' data on the transferred call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd91823
CSCsd97505	Unable to dial from External Directory list after cancel edit dial http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd97505
CSCse00577	Phone stops playing RingBack when second call comes http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse00577
CSCse09491	UDI Time Zone does not display string from the phone config file http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse09491
CSCse15702	CiscoIPPhoneStatusFile LocationX parm not used for small image size http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse15702
CSCse18864	HTTP Accept-Charset header is being mangled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18864
CSCse24219	With nine lines active in Hold Reversion, the ringing stops http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse24219
CSCse28400	ESPD: on no espd.conference, set logging to '2' http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse28400
CSCse33310	Digit tone improperly continues until call connect while manually dialing into Unity Voicemail http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse33310
CSCse37151	IPPM: Phone displays XML Parse Error when accessing Contact List http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse37151
CSCse41742	Hard factory reset should not erase rambox network settings http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse41742

Table 4 Resolved SCCP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE (continued)

Identifier	Headline and Bug Toolkit Link
CSCse45417	Phones using load 8.0(3) do not hear multicast audio from RTPMRx http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse45417
CSCse48726	Cannot commit the transfer for an incoming T1 CAS call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse48726
CSCse50522	Cisco Unified IP Phone 7970G fails to transfer a call on line 2 from Directory http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse50522
CSCse63028	HOST field sends IP Address instead of Defined Hostname http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse63028
CSCse64290	'getEndPointInfo' field reports the Message Waiting Indicator setting incorrectly http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse64290
CSCse76279	When downgrading from an 8.0 load to a 7.0 load, the display is not executable http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse76279
CSCse80623	The debug command 'show inventory' returns no data http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse80623
CSCse82997	Cisco Unified IP Phone should re-DHCP immediately after DHCP NAK http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse82997
CSCse84180	Call Focus shifts to Held call for consultative conference call leg http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse84180
CSCse91631	Cisco Unified IP Phone 7970G and 7971G-GE do not display the "Park at XX" after receiving a new call though Cisco Unified CallManager version upgrade http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse91631
CSCsf00759	Dynamic trace level registration results in file create/delete operation http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00759

Resolved SIP Caveats

Table 5 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7970G and 7971G-GE using the SIP version of firmware release 8.0(4) 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 5 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 5 Resolved SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE

Identifier	Headline and Bug Toolkit Link
CSCsc34016	Cisco Unified IP Phone 7970G allows transfer to busy line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc34016
CSCsc96389	SIP phones does not check errors in MWI Notify message as per RFC3842 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc96389
CSCsd24518	Phone displays To x-cisco-serviceuri-m after the timeout for MeetMe http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24518
CSCsd43970	Cisco Unified IP Phone 7970G's Meetme number is not shown on phone display http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd43970
CSCsd55638	Remote held shared line hangs when Cisco Unified CallManager is down http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd55638
CSCsd82538	SIP phones third softkey position on secondary phone lines is inactive http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd82538
CSCsd93318	Communicator device QED needs to be modified for supporting SIP http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd93318
CSCsd97913	Conference with g729 codec resulted in busy tone on SIP phones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd97913
CSCse01461	Phone does not display calling number when RPID privacy = name http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse01461
CSCse05959	SIP phone crashes when testing cascaded conference with four phones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse05959
CSCse07214	Use non block option for TLS connect http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse07214
CSCse10033	SIP phone sends 400 Bad Request when EndCall is pressed at Ringing state http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse10033
CSCse10791	The subscription was terminated with the wrong branch value http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse10791
CSCse18857	Dialplan is not supported when Failover to SRST http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18857
CSCse19261	Support Release Build Configuration for cc_adapter.dll http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse19261
CSCse19950	Cisco Unified IP Phone 7970G and 7971G-GE shows 'Connected' in call preservation if user in/out line display http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse19950
CSCse21957	When preferred codec sets to mu or a law, g729 sample rate sets to 0 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse21957

Table 5 Resolved SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE (continued)

Identifier	Headline and Bug Toolkit Link
CSCse22141	Phone does not have End Option field with DHCP Release message http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse22141
CSCse22502	Cisco Unified IP Phone 7970G and 7971G-GE uses SRST for both active and standby CCM during failover http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse22502
CSCse28585	SIP phone user reporting no ringback intermittently/PSTN on calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse28585
CSCse41241	Destination does not ring when Cisco Unified IP Phone 7970G and 7971G-GE dials FAC/CMC code in fast mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse41241
CSCse41556	Called Number display prompt is Ring Out not From XXXX http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse41556
CSCse41843	Cisco Unified IP Phone 7970G and 7971G-GE does not respond to REFER (call forward sync) on restart http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse41843
CSCse43406	Cisco Unified IP Phone 7970G and 7971G-GE cannot fallback to standby Cisco Unified Call Manager http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse43406
CSCse49587	Phone leaks 32 bytes for outgoing call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse49587
CSCse49807	SIP Subscribe/notify may hold large application data http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse49807
CSCse51561	Cisco Unified IP Phone 7970G and 7971G-GE run out of memory as phone when idle URL is used http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse51561
CSCse52508	Cisco Unified IP Phone 7970G and 7971G-GE changes Called ID to primary line when call answered http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse52508
CSCse53258	Barge softkey is not grayed out on holder phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse53258
CSCse72995	SIP phones should ignore unknown softkey set names in softkey xml http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse72995
CSCse85549	SIP phone uses incorrect default TLS port number http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse85549

Resolved SCCP and SIP Caveats

Table 6 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7970G and 7971G-GE using the SCCP and SIP versions of firmware release 8.0(4) 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 6](#) 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 6 Resolved SCCP and SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE

Identifier	Headline and Bug Toolkit Link
CSCsc99161	Cisco Unified IP Phone will not go offhook, except with the softkey. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc99161
CSCsd43749	Cisco Unified IP Phone 7970G and 7971G-GE removes NULL term from hostname in DHCP request http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd43749
CSCsd44181	Automatic Echo Cancellation Receive and Send Loses Sync http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd44181
CSCsd57320	Hard reset of phone from Cisco Unified CallManager results in DHCP recv socket error on bad address http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd57320
CSCsd63834	Cisco Unified IP Phone’s DSP host could not 32-bit read between DSP firmware and two 16-bit writes http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd63834
CSCsd85188	Default router entry removed when duplicate IP address is present http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd85188
CSCsd85217	Cisco Unified IP Phone does not retry the re-IP after duplicate ip address http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd85217
CSCsd85222	Phone is not showing duplicate ip address in the status line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd85222
CSCsd89584	Phone sends corrupted RFC2833 packets when SRTP is enabled for a call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89584
CSCsd94168	No audible ringback on Redial using phones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd94168
CSCsd95276	Phone discards DTMF digits A,B,C,D http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd95276
CSCsd97985	Cisco Unified IP Phone 7971G-GE reverts to old configuration after changes are saved to network configuration http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd97985
CSCsd98820	Phone stops playing ringBack when Mute Button is on/off during ring out http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd98820
CSCse00488	Receive a check return value when writing dhcp.conf on Cisco Unified IP Phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse00488

Table 6 Resolved SCCP and SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE (continued)

Identifier	Headline and Bug Toolkit Link
CSCse00605	Cisco Unified IP Phone 7971G-GE TFTP Application Timeout is too short considering the Spanning Tree protocol http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse00605
CSCse14839	Cisco Unified IP Phone 7970G rejects DHCP request with option 15 from Cisco Network Registrar http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse14839
CSCse22141	Cisco Unified IP Phone does not have End Option field with DHCP Release message http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse22141
CSCse25584	No ringback after call is forwarded in CFNA scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25584
CSCse51724	Cisco Unified IP Phone 7970G and 7971G-GE do not cache TFTP address if option 66 set TFTP server name http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse51724
CSCse98510	Cisco Unified IP Phone 7970G and 7971G-GE should not advertise voice VLAN on PC port http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse98510
CSCsf00595	Cisco Unified IP Phone 7970G and 7971G-GE cannot process HTTP OK response if the encoding is incorrect http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf00595
CSCsf01522	Cisco Unified IP Phone displays Chinese font that is too small and hard to read - localization specific and not related to Cisco Unified CallManager or the phone firmware. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf01522

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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