



Cisco Unified IP Phone 7970G and 7971G-GE Release Notes for Firmware Release 8.2(2)SR2 (SCCP and SIP)

April 27, 2007

Use these release notes with a Cisco Unified IP Phone 7970G and 7971G-GE running SCCP or SIP firmware release 8.2(2)SR2.

The SCCP version of firmware release 8.2(2)SR2 is compatible with Cisco Unified CallManager releases 5.1, 5.0, 4.2, 4.1, 4.0, and 3.3.

The SIP version of firmware release 8.2(2)SR2 is compatible with Cisco Unified CallManager release 5.1 and 5.0.



Note

SIP firmware release 8.2(2)SR2 is designed and tested to interoperate with Cisco call control, most notably Cisco Unified CallManager release 5.1. 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 3](#)
- [Caveats, page 5](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 9](#)



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

© <year> Cisco Systems, Inc. All rights reserved.

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/en/US/products/sw/voicesw/tsd_products_support_category_home.html

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/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

**Note**

The *Cisco Unified CallManager New and Changed Information Guide, Release 5.1(1)* describes new and changed 5.1(1) software features and acts as a supplement to the Cisco Unified CallManager Release 5.0(4) document set. Content in the *New and Changed* guide supersedes information contained in the 5.0(4) document set; however, chapters in the *New and Changed* guide may contain references to 5.0(4) documents. In such cases, refer to the 5.0(4) documents for more information.

New and Changed Information

This section contains new and changed information about features introduced in firmware release 8.2(2)SR2.

**Note**

This information is not documented in the latest release of the *Cisco Unified IP Phone 7970 Series Administration Guide for Cisco Unified CallManager, Release 5.1*.

Cisco Discovery Protocol (CDP) Enable/Disable

Firmware release 8.2(2)SR2 supports enabling or disabling the Cisco Discovery Protocol (CDP), which performs device discovery and sends configuration information from the switch to the phone.

**Note**

CDP should be enabled on the switch port when the phone is connected to a Cisco switch. CDP is important for phone VLAN assignment, power negotiation, QoS management, and 802.1x security.

The CDP enable/disable feature supports response to Denial of Service (DOS) activity that affects Cisco phones when the phones are connected to non-Cisco switches. A non-Cisco switch might not filter the CDP messages, and, if CDP is enabled on the PC or switch port, messages might be multicast to all the phones on the switch. However, when CDP is disabled, the phone does not generate CDP messages and ignores any received CDP messages.

If CDP is disabled on the switch port, the phone cannot obtain VLAN information from an upstream switch port; however, the VLANs can be set manually by configuring the Admin VLAN on the phone.

To configure CDP enable/disable, use these fields on the Phone configuration page in Cisco Unified Communications Manager:

- Cisco Discovery Protocol (CDP): PC Port—Indicates whether CDP is enabled on the PC port (default is enabled). CDP must be enabled on the PC port when Cisco VT Advantage/Unified Video Advantage (CVTA) is connected to the PC port. CVTA does not work without CDP interaction with the phone.
- Cisco Discovery Protocol (CDP): Switch Port—Indicates whether CDP is enabled on the switch port (default is enabled).

**Note**

The current CDP values are visible on the Settings menu.

Version Stamp Mismatch Recovery (SIP Only)

If a Cisco Unified IP Phone (SIP) configuration is not synchronized with the Cisco Unified CallManager configuration, the IP Phone may restart several times before it successfully registers.

Firmware release 8.2(2)SR2 provides the following methods to detect a configuration mismatch:

- Reason_code 14 is added to the DeviceUnregistered alarm to indicate a version mismatch.
- New RTMT perfmon counters in the Cisco SIP Station category indicate how many version mismatches were detected:
 - ConfigMismatchesTemporary—Number of devices that experienced a configuration mismatch that was automatically recovered
 - ConfigMismatchesPersistent—Number of devices that experienced a configuration mismatch that was not automatically recovered

If a DeviceUnregistered alarm displays a reason_code of 14 (configuration mismatch) and the device is not automatically recovering, you must re-save the device configuration in Cisco Unified CallManager Administration.

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.2\(2\)SR2 for SCCP, page 4](#)
- [Installing Firmware Release 8.2\(2\)SR2 for SIP, page 5](#)

Installing Firmware Release 8.2(2)SR2 for SCCP

This section describes how to install firmware release 8.2(2)SR2 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 8.2(2)SR2 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 4.

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.8-2-2sr2.exe
 - For Cisco Unified CallManager 5.0 and later:
cmterm-7970_7971-sccp.8-2-2sr2.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.8-2-2sr2-readme.htm

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

Installing Firmware Release 8.2(2)SR2 for SIP

This section describes how to install firmware release 8.2(2)SR2 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 or later, you must install the latest firmware on all Cisco Unified CallManager 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.8-2-2sr2.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.8-2-2sr2-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 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**.
-

Open Caveats

This section contains these topics:

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

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 8.2(2)SR2.

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
CSCsh94687	Cisco Unified IP Phone shared line keeps connecting while the peer shared line IP Phone drops http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94687

Open SCCP and 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 SCCP and SIP versions of firmware release 8.2(2)SR2.

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 Cisco Unified IP Phone 7970G and 7971G-GE

Identifier	Headline and Bug Toolkit
CSCse33015	Cisco Unified IP Phones do not transmit reliable TTY/TDD tones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse33015
CSCse35182	Cisco Unified IP Phones do not transmit reliable TTY/TDD characters http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35182
CSCsg39381	Incorrect processing removes critical files on upgrade (stale file problem) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg39381
CSCsg42714	Cisco Unified IP Phones are stuck and prints ‘Cannot allocate memory’ on console http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg42714
CSCsg65452	Low-band noise comes up when the far-end talker is active (G722) for Cisco Unified IP Phone 7970 series http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg65452
CSCsh34483	Cisco Unified IP Phone exhibits kernel bugtraps in various forms http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh34483
CSCsh50467	Cisco Unified IP Phone 7970 series and 7961 eventually lose ServiceURL http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh50467
CSCsh94930	Softkeys display incorrectly under special condition http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94930
CSCsi12211	When Call Waiting tone is invoked, calls stop receiving ringback http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi12211

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

Identifier	Headline and Bug Toolkit
CSCsi19049	When selecting the Custom Menu option, Cisco IP Phone gets stuck in ‘requesting’ mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi19049
CSCsi53748	Cisco Unified IP Phone Summer time does not work for several Russian Timezone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi53748

Resolved Caveats

This section contains these topics:

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

Resolved SCCP and SIP Caveats

[Table 3](#) 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 8.2(2)SR2.

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 *Resolved SCCP and SIP Caveats for Cisco Unified IP Phone 7970G and 7971G-GE*

Identifier	Headline and Bug Toolkit Link
CSCsi09081	Cisco Unified IP Phone 7970 and 7971 have lower volume levels than older IP Phone types http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi09081

Resolved SIP Caveats

[Table 4](#) 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 8.2(2)SR2.

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, page 6](#).

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

Identifier	Headline and Bug Toolkit
CSCsi11102	SIP IP Phones report last unregister reason to Cisco Unified CallManager http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11102

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/wvl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2007 Cisco Systems, Inc. All rights reserved.