



# Cisco Unified IP Phone 7971G-GE and 7970G Release Notes for Firmware Release 8.2(2)SR4 (SCCP and SIP)

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## June 06, 2007

Use these release notes with a Cisco Unified IP Phone 7971G-GE and 7970G running SCCP or SIP firmware release 8.2(2)SR4.

The SCCP version of firmware release 8.2(2)SR4 is compatible with Cisco Unified CallManager releases 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and 3.3.

The SIP version of firmware release 8.2(2)SR4 is compatible with Cisco Unified CallManager release 5.1 and 5.0.



### Note

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SIP firmware release 8.2(2)SR4 is designed and tested to interoperate with Cisco call control. 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.

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## 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](#)
- [Installation Notes, page 2](#)
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- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 7](#)



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

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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/en/US/products/sw/voicesw/tsd\\_products\\_support\\_category\\_home.html](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](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.

## Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.2\(2\)SR4 for SCCP, page 2](#)
- [Installing Firmware Release 8.2\(2\)SR4 for SIP, page 3](#)

## Installing Firmware Release 8.2(2)SR4 for SCCP

This section describes how to install firmware release 8.2(2)SR4 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 7971G-GE and 7970G 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 7971G-GE and 7970G and want to upgrade to 8.0(x), you can do so directly. However, expect the upgrade to take twice as long as usual.

### Firmware Installation Procedure for SCCP

Before using the Cisco Unified IP Phone 7971G-GE and 7970G 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 2](#).

To download and install the firmware, follow these steps:

**Procedure**

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- 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 7971G-GE and 7970G ,select one of the following firmware files and follow the prompts:
- For Cisco Unified CallManager 4.2 and earlier:  
**cmterm-7970\_7971-sccp.8-2-2SR4.exe**
  - For Cisco Unified CallManager 5.0 and later:  
**cmterm-7970\_7971-sccp.8-2-2SR4.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 select the following file.  
**cmterm-7970\_7971-sccp.8-2-2SR4-readme.htm**
- Step 4** Follow the instructions in the Readme file to install the firmware.
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## Installing Firmware Release 8.2(2)SR4 for SIP

This section describes how to install firmware release 8.2(2)SR4 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 7971G-GE and 7970G 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 7971G-GE and 7970G 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** Select the following file and follow the prompts to download the firmware:  
**cmterm-7970\_7971-sip.8-2-2SR4.cop**

- Step 3** Go back to the URL shown in [Step 1](#), select the following file, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
- cmterm-7970\_7971-sip.8-2-2SR4-readme.htm**
- Step 4** Follow the instructions in the Readme file to install the firmware.
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## Important Notes

This section contains information on resolved defects for firmware release 8.2(2)SR4. CSCsi97536—Operating System PLL initialization setting unnecessary, resolves previous reset issues. Refer to [Table 3](#) for more information on these defects.

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 6](#)

## 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

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](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 and SIP Caveats, page 5](#)
- [Open SCCP Caveats, page 6](#)

### Open SCCP and SIP Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP and SIP versions of firmware release 8.2(2)SR4.

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 4.

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

Identifier	Headline and Bug Toolkit
<a href="#">CSCsd09864</a>	Incorrect encoding returned by default iso8859-1 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09864">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09864</a>
<a href="#">CSCse35182</a>	Cisco Unified IP Phone 7971 and 7970 do not transmit TTY/TDD reliably <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35182">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35182</a>
<a href="#">CSCsg39381</a>	Mislist processing removes critical files on upgrade—stale file problem <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg39381">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg39381</a>
<a href="#">CSCsg42714</a>	Cisco Unified IP Phones are stuck and shows ‘cannot allocate memory’ on console <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg42714">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg42714</a>
<a href="#">CSCsg65452</a>	Cisco Unified IP Phone 7971, 7970, and 7961 have low-band noise when the far-end talker is active (G.722) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg65452">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg65452</a>
<a href="#">CSCsh34483</a>	Cisco Unified IP Phone exhibits kernel bugtraps in various forms <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh34483">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh34483</a>
<a href="#">CSCsi52656</a>	Cisco Unified IP Phone 7970 does not respond to clear screen request <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi52656">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi52656</a>
<a href="#">CSCsi64839</a>	Cisco Unified IP Phone 7970 Japanese locale speed dial not displayed properly during fallback to SRST <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi64839">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi64839</a>
<a href="#">CSCsi82342</a>	Buttons on Cisco Unified IP Phone do not match phone button template <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi82342">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi82342</a>
<a href="#">CSCsi85264</a>	The Cisco Unified IP Phone button LED still blinks on exit from conference <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi85264">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi85264</a>

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

Identifier	Headline and Bug Toolkit
<a href="#">CSCsi85826</a>	Cisco Unified IP Phone 7970 failover to SRST takes more than six minutes <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi85826">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi85826</a>
<a href="#">CSCsj10887</a>	Load corruption detected on upgrade from Cisco Unified CallManager 7.0(3) to 8.2(2) firmware or later <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10887">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10887</a>

## Open SCCP Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP version of firmware release 8.2(2)SR4.

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 4.

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

Identifier	Headline and Bug Toolkit
<a href="#">CSCsh94687</a>	Cisco Unified IP Phone (SCCP) shared line keeps connecting while peer shared line IP Phone drops <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94687">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh94687</a>
<a href="#">CSCsi27220</a>	Cisco Unified IP Phone (SCCP) ringout for three minutes when barge Cisco Unified IP Phone 7960 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi27220">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi27220</a>
<a href="#">CSCsi60611</a>	Cisco Unified IP Phone (SCCP) crashed during DNDR stress <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi60611">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi60611</a>

## Resolved Caveats

This section contains resolved SCCP and SIP caveats for firmware release 8.2(2)SR4.

### Resolved SCCP and SIP Caveats

[Table 3](#) lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7971G-GE and 7970G using the SCCP and SIP versions of firmware release 8.2(2)SR4.

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 4.

**Table 3** Resolved SCCP and SIP Caveats for Cisco Unified IP Phone 7971G-GE and 7970G

Identifier	Headline and Bug Toolkit
<a href="#">CSCsi97536</a>	Operating system PLL (phase-locked loop) initialization setting is not required <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi97536">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi97536</a>

## 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](mailto:export@cisco.com).

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