



Cisco Unified IP Phone 7971G-GE and 7970G Release Notes for Firmware Release 8.3(2) (SCCP and SIP)

August 10, 2007

Use these release notes with a Cisco Unified IP Phone 7971G-GE and 7970G running SCCP or SIP firmware release 8.3(2).

The SCCP version of firmware release 8.3(2) is compatible with Cisco Unified Communications Manager releases 6.0, 5.1, 5.0, 4.3, 4.2, 4.1, 4.0, and 3.3.

The SIP version of firmware release 8.3(2) is compatible with Cisco Unified Communications Manager releases 6.0, 5.1 and 5.0.



Note

SIP firmware release 8.3(2) is designed and tested to interoperate with Cisco call control, most notably Cisco Unified Communications Manager release 6.0. 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 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

Installation Notes

This section contains these topics:

- [Installing Firmware Release 8.3\(2\) for SCCP, page 2](#)
- [Installing Firmware Release 8.3\(2\) for SIP, page 4](#)

Installing Firmware Release 8.3(2) for SCCP

This section describes how to install firmware release 8.3(2) 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.x(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.x(x), you can do so directly. However, expect the upgrade to take twice as long as usual.
- Device packs are required to enable IP Phones in the Cisco Unified Communications Manager database. For Cisco Communications Manager 4.2 and earlier, these device packs are required. For Cisco Unified Communications Manager 4.3 and 6.0 and later, you must run the device pack and reboot the Cisco Unified Communications Manager server. To access the device packs, go to the following URL, <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>.

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 phone to support relevant 8.3(2) features on your expansion module.

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 Expansion Module 7914, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7914-sccp.5-0-3.exe
 - For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7914-sccp.5-0-3.cop
 - For Cisco Unified Communications Manager 5.0(4) and later:
cmterm-7914-sccp.5-0-3.sgn
- 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-7914-sccp.5-0-3.readme
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Firmware Installation Procedure for SCCP

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

- 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, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7970_7971-sccp.8-3-2.exe

- For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):

cmterm-7970_7971-sccp.8.3.2.cop

- For Cisco Unified Communications Manager 5.0(4) and higher:

cmterm-7970_7971-sccp.8-3-2.cop.sgn

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-sccp.8-3-2-readme.htm

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

Installing Firmware Release 8.3(2) for SIP

This section describes how to install firmware release 8.3(2) for SIP. The SIP version is compatible with Cisco Unified Communications Manager releases 6.0, 5.1 and 5.0.

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.x(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 Communications Manager 5.0 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://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.8-3-2.cop.sgn

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.8-3-2-readme.htm

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

Important Notes

This section contains these topics:

- [Dial Uniform Resource Identifier \(URI\)](#)
- [Cisco CallManager Cisco IP Phone Services URL exceeds 255 characters](#)

Dial Uniform Resource Identifier (URI)

The SIP Dialer differs from SCCP dialer, because the Cisco Unified IP Phone (SIP) has more functionality and operates differently due to Dial Rules and Key Press Markup Language (KPML) functionality.

When a comma is selected during the KPML digits exchange, the Cisco Unified IP Phone (SIP) will cancel the KPML subscription and Cisco Unified Communications Manager. As a result, the call will fail to route.

Ensure the primary telephone number is valid when selecting digits on a Cisco Unified IP Phone (SIP).

Cisco CallManager Cisco IP Phone Services URL exceeds 255 characters

When Cisco CallManager Cisco IP Phone Services (CCMCIP) sends a URL that exceeds 255 characters to the IP Phone, the user sees a message on the display indicating an error. This occurs when a user tries to download a ring tone or wallpaper. For more information, refer to [CSCsj88175](#) using the Bug Toolkit.

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 7](#)

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

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 8.3(2).

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 5.

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

Identifier	Headline and Bug Toolkit
CSCsh04509	SIP or SCCP Supervisor endpoint displays codec type for non-transmitted packets http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh04509
CSCsh78628	Cisco Unified IP Phone web page displays incorrect stream status for recorder calls http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh78628
CSCsi31712	With silence suppression enabled, host sends Service ID frame with incorrect value of zero http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi31712
CSCsi58837	Implicitly authenticated Cisco Unified IP Phone supplicant loses registration after software configuration for 802.1x http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi58837

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

Identifier	Headline and Bug Toolkit
CSCsj13288	Cisco Unified IP Phone in Arabic locale displays URL from bottom to top http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj13288
CSCsj14629	Incorrect display of call log with embedded English Caller ID http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj14629
CSCsj14759	Incorrect display of input Arabic letters and English letters http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj14759
CSCsj21560	Ringer volume adjustment lost after power cycle http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj21560
CSCsj34885	Audible flag is not effective for ‘SendDigits’ push http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj34885
CSCsj41419	In Arabic locale, the Cisco Unified IP Phone displays character 'i' the same as 'l' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj41419

Open SIP Caveats

Table 2 lists Severity 1, 2 and 3 defects that are open for Cisco Unified IP Phone 7971G-GE and 7970G using the SIP version of firmware release 8.3(2).

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 5.

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

Identifier	Headline and Bug Toolkit
CSCsi52016	Cisco Unified IP Phone (SIP) fallback to Survivable Remote Site Telephony (SRST) is delayed due to ‘CheckSource() failed’ error http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi52016

Resolved Caveats

There are no resolved defects for firmware release 8.3(2).

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

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