



Cisco Unified IP Phone 7985G Release Notes for Firmware Release 4.1(6)

May 12, 2008

Use these release notes with a Cisco Unified IP Phone 7985G running Firmware Release 4.1(6). This firmware release is compatible with Cisco Unified Communications Manager (Unified CM) release 4.1 or later.

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/sw/voicesw/tsd_products_support_category_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



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

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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

Important Notes

This section contains these topics:

- [Supported Cisco Unified Communications Manager Releases, page 2](#)
- [Configuration Changes for Cisco Unified Communications Manager Administration, page 2](#)
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Supported Cisco Unified Communications Manager Releases

This section describes how the releases of the Cisco Unified Communications Manager are supported.

Cisco Unified CallManager 4.x

This firmware release, 4.1.(6), supports Cisco Unified CallManager 4.1(3)SR1 and later.



Note

Cisco Unified Call Managers in the enterprise must be upgraded to release 4.1(3)SR1 or later, to prevent problems with inter-cluster video calls. Use the [Bug Toolkit](#) to access CSCsb58780 for details.

This firmware release provides support for new telephony features provided by Cisco Unified CallManager 4.1. For a full description of the new phone features introduced in Cisco Unified CallManager 4.1, refer to the Release Notes for Cisco Unified CallManager Release 4.1(x):

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html

Cisco Unified Communications Manager 5.x

This firmware release provides full support for all releases of revision 5.x.

Cisco Unified Communications Manager 6.x

This firmware release provide full support for all releases of revision 6.x.

Configuration Changes for Cisco Unified Communications Manager Administration

No configuration change in the Cisco Unified Communications Manager Administration is required if the Cisco Unified IP Phone 7985G is upgraded from release 4.1(5).

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If the Cisco Unified IP Phone 7985G is upgraded from a release earlier than 4.1(5), required changes in the Cisco Unified Communications Manager Administration configuration for the earlier releases must also be check or changed. In this case, please refer to each release note from that release.

Cisco Unified IP Phone 7985G Release 4.0 Support On Revision 74-3636-02 Hardware

Revision 74-3636-02 hardware supports Cisco Unified IP Phone 7985G firmware release 4.1(4) and later.

If an earlier release is installed on revision 74-3636-02 hardware, the IP Phone displays the error message: “System Upgrade failed: Using previous image, Press OK“ and revert back to existing image. However, firmware release 4.1(4) can run on existing revision 74-3636-01 hardware.

Firmware Installation Procedure

Before using the Cisco Unified IP Phone 7985G with Cisco Unified Communications Manager release 4.x 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

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- Step 1** Go to the following URL:
- <http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- (You may be asked for username and password to gain access.)
- Step 2** Download the firmware for Cisco Unified IP Phone 7985G:
- For Cisco Unified Communications Manager 4.3 and earlier:
cmterm-7985.4-1-6-0.exe
 - For Cisco Unified Communications Manager 5.0(1) to 5.0(3):
cmterm-7985-4-1-6-0-sccp.cop
 - For Cisco Unified Communications Manager 5.0(4) and later:
cmterm-7985-4-1-6-0-sccp.cop.sgn



Note Unified CM versions 5.1(1) and later require signed cop files.

- Step 3** Go back to the URL shown in Step 1, and download the Readme file, which contains installation instructions for the firmware:
- cmterm-7985-sccp.4-1-6-Readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.
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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

- 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**.

REVIEW DRAFT - CISCO CONFIDENTIAL**Open Caveats**

Table 1 lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone 7985G using firmware release 4.1.(6).

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 Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1.(6)

Identifier	Headline and Bug Toolkit Link
CSCsd90269	Cisco Unified IP Phone 7985G should not clear the display while refreshing the image object http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsd90269
CSCsf12038	Active call statistics stop updating when Cisco Unified Communications Manager failover occurs http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsf12038
CSCsi11800	Help for Secure Shell (SSH) login or password displays telnet information http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi11800
CSCsi23673	Cisco Unified IP Phone 7985G help firmware versions should not be present under status Help http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi23673
CSCsj51105	Cisco Unified IP Phone 7985G can not talk with radio with static tone injector http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj51105
CSCsj58867	XML parsing error when IPICS server is down http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj58867
CSCso13527	Cisco Unified IP Phone 7985G Daylight Savings Time (DST) update is delayed by a day due to updating at midnight http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso13527
CSCso87812	Cisco Unified IP Phone 7985G cannot fallback to primary Unified CM when WAN is up—workaround is to reset the phone manually. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso87812

Resolved Caveats

Table 2 lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone 7985G using firmware release 4.1.(6).

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 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 2 Resolved Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1.(6)

Identifier	Headline and Bug Toolkit
CSCsa83591	Operational impacting debug commands should not be available via telnet http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsa83591
CSCsc68270	Network statistics stop refreshing when switching screens http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsc68270
CSCsc84359	For Unified CM 4.2, Cisco Unified IP Phone 7985G has no red pickup light notification http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsc84359
CSCsc84373	Visual Pickup Notification sometimes does not overwrite status line http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsc84373
CSCsd18615	For an incoming call from IP Video Conferencing (IPVC), the Cisco Unified IP Phone 7985G does not display correct video rate http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsd18615
CSCsd96689	Cisco Unified IP Phone service input fields do not display pop-up box showing character choices http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsd96689
CSCsd98103	SSH password field is only seven characters wide http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsd98103
CSCse99403	Some of the fields on the IP Phone's eXtensible Markup Language (XML) web pages have incorrect information http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCse99403
CSCsf11074	Cisco Unified IP Phone ignores CDP when using administration Virtual Local Area Network (VLAN) with PC voice VLAN disabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsf11074

REVIEW DRAFT - CISCO CONFIDENTIAL**Table 2 Resolved Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1(6) (continued)**

Identifier	Headline and Bug Toolkit
CSCsg45402	Unable to register Cisco Unified IP Phone 7985G to TFTP server (not the default server) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsg45402
CSCsh89214	Instance of call on IP Phone not visible in a scenario for Cisco Unified IP Phone 7985G http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh89214
CSCsh92840	Video-disabled and background image changed; new image seen other end http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh92840
CSCsh94592	Changing the Unified CM version does not change the background image http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh94592
CSCsi03313	Unable to make call from directory, second, or other lines http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi03313
CSCsi18517	Cisco Unified IP Phone 7985G displays 'Rejected' by Unified CM server when auto registration is disabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsi18517
CSCsj32986	Status is not updated until OffHook and OnHook http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj32986
CSCsk00550	'CfwdAll' display message is not refreshed http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk00550
CSCsl29490	Cisco Unified IP Phone 7985G 20ms packetization and IP Phone still gets stuck intermittently http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl29490
CSCsl43133	Only resolved Unified CMs were listed in Unified CM configuration. Now all Unified CMs in configuration are listed. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl43133
CSCsl43219	When all Unified CM service stops, the Cisco Unified IP Phone 7985G should display Registering http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl43219

Table 2 Resolved Caveats for the Cisco Unified IP Phone 7985G for Firmware Release 4.1.(6) (continued)

Identifier	Headline and Bug Toolkit
CSCsm34227	Incorrect response code in ‘CiscoIPPhoneResponse’ http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm34227
CSCsm68209	Changed preference for H263 and H264 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm68209

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

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