



Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.0(5) (SCCP)

February 05, 2007

Use these release notes with a Cisco Unified IP Phone 7960G and 7940G running SCCP firmware release 8.0(5). This firmware release is compatible with Cisco Unified CallManager releases 5.1, 5.0, 4.2, 4.1, 4.0, and 3.3.

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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



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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

Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G with Cisco Unified CallManager release 3.3 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

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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 7960G and 7940G, click one of the following hyperlinks and follow the prompts:
- For Cisco Unified CallManager 4.2 and earlier:
cmterm-7960_7940-sccp.8-0-5.exe
 - For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7960_7940-sccp.8-0-5.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7960_7940-sccp.8-0-5.cop.sgn
- 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 this file:
cmterm-7960_7940-sccp.8-0-5-readme.htm
- 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 2](#)
- [Resolved Caveats, page 3](#)

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.
- 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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Resolved Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phones 7960G and 7940G using the SCCP version of firmware release 8.0(5).

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 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 2](#).

Table 1 Resolved SCCP Caveats for Cisco Unified IP Phone 7960G and 7940G

Identifier	Headline and Bug Toolkit
CSCek53592	Secure SCCP IP Phone may reboot after conference call ends when it registers with secured SRST http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCek53592
CSCsd83498	Cisco Unified IP Phone stops sending Cisco Discovery Protocol (CDP) packets, causes dot1x error, and disables switch port http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd83498
CSCse90516	Animated circle (reset icon) is seen continuously during a shared line call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse90516
CSCsf03215	Cisco Unified IP Phone remains in ‘Configuring IP’ state with proper DHCP response http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf03215
CSCsf15043	IP Phone displays incorrect status message after updating LSC manually on the phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf15043

Table 1 Resolved SCCP Caveats for Cisco Unified IP Phone 7960G and 7940G (continued)

Identifier	Headline and Bug Toolkit
CSCsf23295	A retrieved call is not recorded in the Received Calls list http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf23295
CSCsf24624	Cisco Unified IP Phone does not allow selection of second call of a conference call on shared line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf24624
CSCsf31131	Option 66 is preferred over option 150 based on appearance in Dynamic Host Configuration Protocol (DHCP) acknowledgement http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf31131
CSCsf31328	Cisco Unified IP Phone does not detect handset offhook with failover to Survivable Remote Site Telephony (SRST) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf31328
CSCsf98491	Unicode special characters blacked out on Cisco Unified IP Phone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf98491
CSCsf99236	Several call progress tones need to be louder http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsf99236
CSCsg66095	Cisco Unified IP Phone does not calculate Secure Real-Time Transport Protocol (SRTP) authentication tag correctly http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg66095
CSCsg66121	Placed call list shows * for Forced Authorization Code (FAC) enabled calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg66121
CSCsg92860	Cisco Unified IP Phone temporarily rejects Hypertext Transfer Protocol (HTTP) connection when its sockets are available http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg92860
CSCsh13470	Cisco Unified IP Phone 7940 does not accept new request after rejecting invalid IP address request http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh13470
CSCsh25423	Cisco Unified IP Phone is not streaming when using encryption http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh25423
CSCsh61510	StreamingStatisticsX web page reports Cisco Unified IP Phone as idle when call is active http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh61510

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

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 library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

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

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

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

If you do not have a user ID or password, you can register at this URL:

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

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

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 do the following:

- 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 encryption key 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 to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

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

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support 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 Support Website

The Cisco Support 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/en/US/support/index.html>

Access to all tools on the Cisco Support 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

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This 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.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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 Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- 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 channel product 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>
- *Internet Protocol Journal* is a quarterly journal published by Cisco 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, 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 where networking professionals 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>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>
- 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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