



Cisco Unified IP Conference Phone 8831 Release Notes for Firmware Release 10.3(1)SR7

First Published: 2021-05-26

Last Modified: 2021-06-02

Cisco Unified IP Conference Phone 8831 Release Notes for Firmware Release 10.3(1)SR7

These release notes support the Cisco Unified IP Conference Phone 8831 running SIP Firmware Release 10.3(1)SR7.

The following table lists the support compatibility for the Cisco IP Phone.

Table 1: Cisco IP Phones, Support, and Firmware Release Compatibility

Cisco IP Phone	Protocol	Support Requirements
Cisco Unified IP Conference Phone 8831	SIP	Cisco Unified Communications Manager 7.1(5) and later Cisco Business Edition 3000 8.6(1) and later Cisco Business Edition 6000 8.6(5) and later Cisco Unified Communications Manager Express 10.0 and later; on IOS, release 15.4(1)T or later Cisco Hosted Collaboration Solution 8.6(2) and later

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Conference Phone 8831 Documentation

Refer to publications that are specific to your language, phone model, and call control system. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html>

Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

New and Changed Features

This release contains no new or changed features.

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device package. After you install a device package on the Cisco Unified Communications Manager servers in the cluster, you need to reboot all the servers.



Note If your Cisco Unified Communications Manager doesn't have the required device package to support this firmware release, the firmware may not work correctly.

For information on the Cisco Unified Communications Manager Device Packages, see https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/matrix/CMDP_BK_CCBDA741_00_cucm-device-package-compatibility-matrix.html.

Upgrade from Firmware Release 10.3(1) to Firmware Release 10.3(1)SR7

If your Cisco Unified IP Conference Phone 8831 is running Firmware Release 10.3(1), 10.3(1)SR1, 10.3(1)SR2, 10.3(1)SR3, 10.3(1)SR4, 10.3(1)SR4b, 10.3(1)SR5, 10.3(1)SR6 or 10.3(1)SR7 use this set of upgrade instructions.

Before you begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR7 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

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- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>
 - Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
 - Step 3** Navigate **Cisco Unified IP Conference Phone 8831**>**Session Initiation Protocol (SIP) Software**.
 - Step 4** In the Latest Releases folder, choose **10.3(1)SR7**.
 - Step 5** Select the required region-specific file as described in the following table, click the **Download Now** or **Add to cart** button, and follow the prompts.

Table 2: Wireless Microphone Geographic Regions and Firmware Loads

Region	Region-Specific Firmware
North America	cmterm-8831-sip.10-3-1SR7-2-NA.cop.sgn
Europe	cmterm-8831-sip.10-3-1SR7-2-EU.cop.sgn
Latin America	cmterm-8831-sip.10-3-1SR7-2-LA.cop.sgn
Brazil	cmterm-8831-sip.10-3-1SR7-2-BR.cop.sgn
Taiwan	cmterm-8831-sip.10-3-1SR7-2-TW.cop.sgn
Japan	cmterm-8831-sip.10-3-1SR7-2-JP.cop.sgn

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

Step 6 Click the + next to the firmware filename in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

`cmterm-8831-sip.10-3-1SR7-2-readme.html`

Step 7 Follow the instructions in the Readme file to install the firmware.

Step 8 If the Cisco Unified Communications Manager Device Pack to support this release is not available, download the file `cmterm-8831-QED-1031-4.k3.cop.sgn` and install it on the Cisco Unified Communications Manager.

Step 9 Follow the instructions in the Readme file to install the firmware.

Upgrade from Firmware Release 9.3(3) to Firmware Release 10.3(1)SR7

If your Cisco Unified IP Conference Phone 8831 is running Firmware Release 9.3(3) or 9.3(3)SE9, use these upgrade instructions. You must upgrade the phone from 9.3(3) to the interim release version 9-3-3-TO-10-3-1-v2 and then to the region specific load of 10.3(1) and later.

Before you begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR7 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

Step 1 Go to the following URL:

<https://software.cisco.com/download/navigator.html?mdfid=284729655&i=rm>

Step 2 Choose **Cisco Unified IP Phones 8800 Series**.

Step 3 Navigate **Cisco Unified IP Conference Phone 8831>Session Initiation Protocol (SIP) Software**.

- Step 4** In the All Releases folder, expand the **SIPv.10** folder and choose **10.3(1)**.
- Step 5** Select the file `cmterm-8831-sip.9-3-3-TO-10-3-1-v2.cop.sgn`, click the **Download Now** or **Add to cart** button, and follow the prompts.
- Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
- Step 6** Click the + next to the firmware filename in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:
- `cmterm-8831-sip.9-3-3-TO-10-3-1-v2-readme.html`
- Step 7** Follow the instructions in the Readme file to install the firmware.
- Step 8** Return to the firmware download page.
- Step 9** In the Latest Releases folder, choose **10.3(1)SR7**.
- Step 10** Select the required region-specific file as described in the following table, click the **Download Now** or **Add to cart** button, and follow the prompts.

Table 3: Wireless Microphone Geographic Regions and Firmware Loads

Region	Region-Specific Firmware
North America	<code>cmterm-8831-sip.10-3-1SR7-2-NA.cop.sgn</code>
Europe	<code>cmterm-8831-sip.10-3-1SR7-2-EU.cop.sgn</code>
Latin America	<code>cmterm-8831-sip.10-3-1SR7-2-LA.cop.sgn</code>
Brazil	<code>cmterm-8831-sip.10-3-1SR7-2-BR.cop.sgn</code>
Taiwan	<code>cmterm-8831-sip.10-3-1SR7-2-TW.cop.sgn</code>
Japan	<code>cmterm-8831-sip.10-3-1SR7-2-JP.cop.sgn</code>

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

- Step 11** Click the + next to the firmware filename in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware.
- Step 12** If the Cisco Unified Communications Manager Device Pack to support this release is not available, download the file `cmterm-8831-QED-1031-4.k3.cop.sgn` and install it on the Cisco Unified Communications Manager.
- Step 13** Follow the instructions in the Readme file to install the firmware.

Upgrade from Firmware Release 10.3(1) to Firmware Release 10.3(1)SR7 with Zip Files

If a Cisco Unified Communications Manager is not available to load the installer, you can use a .zip file to load the firmware.

If your Cisco Unified IP Conference Phone 8831 is running Firmware Release 10.3(1), 10.3(1)SR1, 10.3(1)SR2, 10.3(1)SR3, 10.3(1)SR4, 10.3(1)SR4b, 10.3(1)SR5, 10.3(1)SR6, or 10.3(1)SR7 use this set of upgrade instructions.

Before you begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR7 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

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- Step 1** Go to the following URL:
<http://www.cisco.com/cisco/software/navigator.html?mdfid=268437892&flowid=5293>
- Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
- Step 3** Navigate **Cisco Unified IP Conference Phone 8831>Session Initiation Protocol (SIP) Software**.
- Step 4** In the Latest Releases folder, choose **10.3(1)SR7**.
- Step 5** Download the zip file for your region.
- Step 6** Unzip the files.
- Step 7** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.
- Step 8** If the Cisco Unified Communications Manager Device Pack to support this release is not available, download the file `cmterm-8831-QED-1031-4.k3.cop.sgn` and install it on the Cisco Unified Communications Manager.
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Upgrade from Firmware Release 9.3(3) to Firmware Release 10.3(1)SR7 with Zip Files

If a Cisco Unified Communications Manager is not available to load the installer, you can use a .zip file to load the firmware.

If your Cisco Unified IP Conference Phone 8831 is running Firmware Release 9.3(3) or 9.3(3)SE9, use these upgrade instructions. You must upgrade the phone from 9.3(3) to the interim release version 9-3-3-TO-10-3-1-v2 and then to the region specific load of 10.3(1) and later.

Before you begin

Before using Cisco Unified IP Phone Firmware Release 10.3(1)SR7 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

-
- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=284729655&i=rm>

- Step 2** Choose **Cisco Unified IP Phones 8800 Series**.
- Step 3** Navigate **Cisco Unified IP Conference Phone 8831>Session Initiation Protocol (SIP) Software**.
- Step 4** In the All Releases folder, expand the **SIPv.10** folder and choose **10.3(1)**.
- Step 5** Select the file `cmterm-8831-sip.9-3-3-TO-10-3-1-v2.zip`, click the **Download Now** or **Add to cart** button, and follow the prompts.

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

- Step 6** Click the + next to the firmware filename in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

`cmterm-8831-sip.9-3-3-TO-10-3-1-v2-readme.html`

- Step 7** Follow the instructions in the Readme file to install the firmware.

- Step 8** Return to the firmware download page.

- Step 9** In the Latest Releases folder, choose **10.3(1)SR7**.

- Step 10** Select the required region-specific file as described in the following table, click the **Download Now** or **Add to cart** button, and follow the prompts.

Table 4: Wireless Microphone Geographic Regions and Firmware Loads

Region	Region-Specific Firmware
North America	<code>cmterm-8831-sip.10-3-1SR7-2-NA.zip</code>
Europe	<code>cmterm-8831-sip.10-3-1SR7-2-EU.zip</code>
Latin America	<code>cmterm-8831-sip.10-3-1SR7-2-LA.zip</code>
Brazil	<code>cmterm-8831-sip.10-3-1SR7-2-BR.zip</code>
Taiwan	<code>cmterm-8831-sip.10-3-1SR7-2-TW.zip</code>
Japan	<code>cmterm-8831-sip.10-3-1SR7-2-JP.zip</code>

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

- Step 11** Click the + next to the firmware filename in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware.

- Step 12** Unzip the files.

- Step 13** Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

- Step 14** If the Cisco Unified Communications Manager Device Pack to support this release is not available, download the file `cmterm-8831-QED-1031-4.k3.cop.sgn` and install it on the Cisco Unified Communications Manager.

Limitations and Restrictions

Firmware Downgrade Limitation

After you install Firmware Release 10.3(1)SR3 on a conference phone, you cannot downgrade the firmware to a previous version.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and, in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

Health-Care Environment Use

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

Before you begin

To view caveats, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

Step 1 Perform one of the following actions:

- To find all caveats for this release, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=10.3\(1\)SR7&pf=prdNm&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=10.3(1)SR7&pf=prdNm&sb=anfr&bt=custV)
- To find all open caveats for this release, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=10.3\(1\)SR7&pf=prdNm&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=10.3(1)SR7&pf=prdNm&sb=anfr&sts=open&bt=custV)
- To find all resolved caveats for this release, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=10.3\(1\)SR7&pf=prdNm&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=10.3(1)SR7&pf=prdNm&sb=anfr&sts=fd&bt=custV)

- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) To look for information about a specific problem, enter the bug ID number in the Search for field, then press **Enter**.

Open Caveats

There are no open defects for the 10.3(1)SR7 Firmware Release.

For an updated view of open defects, access Bug Toolkit as described in [View Caveats, on page 7](#).

Resolved Caveats

The following list contains the defects that are resolved for the 10.3(1)SR7 Firmware Release.

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Search tool and entering the Identifier. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the list 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 [View Caveats, on page 7](#).

- CSCvu89812 - Multiple Vulnerabilities in zlib
- CSCvu89806 - CVE-2016-10708 CVE-2018-15473 CWE-399 Multiple Vulnerabilities
- CSCvu59346 - Multiple BufferOverflow + Out of Bounds Read for LLDP and CDP
- CSCvv80600 - 7962, 7937, 8831 phone types /NetworkConfigurationX URL doesn't contain ITL/CTL info
- CSCvs78441 - Cisco IP Phones Web Server Remote Code Execution and Denial of Service Vulnerability
- CSCvu88548 - CVE-2013-2174: libcurl curl_easy_unescape heap overflow remote code execution vulnerability
- CSCvu88731 - CVE-2019-19956: libxml2 xmlParseBalancedChunkMemoryRecover memory leak vulnerability
- CSCvw24813 - 8831 IP Phone cannot resume call from a conference when on shared line

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the ciscocm.version3-keys.cop.sgn to determine if this additional cop file must first be installed on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP Phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints

Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access <https://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245>, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.



Note The latest Locale Installer may not be immediately available; continue to check the website for updates.

Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.



Note The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.



Tip You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

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The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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