



Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.4(2)SR3

First Published: 2016-08-26

Last Modified: 2018-09-07

Introduction

These release notes support the Cisco Unified IP Phones 8961, 9951, and 9971 running Firmware Release 9.4(2)SR3.

The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco Unified IP Phones.

Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phones 8961, 9951, and 9971	SIP	Cisco Unified Communications Manager Release 7.1(5) and later

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 8900 Series Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8900-series/tsd-products-support-series-home.html>

Cisco Unified IP Phone 9900 Series Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phones-9900-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>

Cisco Business Edition 5000 Documentation

See the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 release. Navigate from the following URL:

<https://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html>

Cisco Virtualization Experience Client Documentation

Refer to publications that are specific to your language. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-6000-series/tsd-products-support-series-home.html>

New and Changed Features

This release contains no new or changed features.

Installation

Upgrade Notes

Direct upgrades, using signed load files, are supported from 9.x to Firmware Release 9.4(2)SR3. You can use the following firmware release file for these direct upgrades.

- cmterm-8961.9-4-2SR3-1.k3.cop.sgn
- cmterm-9951.9-4-2SR3-1.k3.cop.sgn
- cmterm-9971.9-4-2SR3-1.k3.cop.sgn

Install the Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(2)SR3 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=282677102>
- Step 2** Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **9.4(2)SR3**.
- Step 6** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:
- cmterm-8961.9-4-2SR3-1.k3.cop.sgn

- cmterm-9951.9-4-2SR3-1.k3.cop.sgn
- cmterm-9971.9-4-2SR3-1.k3.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 7 Click the + next to the firmware file name 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- 8961.9-4-2SR3-1-readme.html
- cmterm- 9951.9-4-2SR3-1-readme.html
- cmterm- 9971.9-4-2SR3-1-readme.html

Step 8 Follow the instructions in the readme file to install the firmware.

Install the Firmware Zip Files

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

- cmterm- 8961.9-4-2SR3-1_REL.zip
- cmterm- 9951.9-4-2SR3-1_REL.zip
- cmterm- 9971.9-4-2SR3-1_REL.zip

Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Procedure

- Step 1** Go to the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=282677102>
- Step 2** Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.
- Step 3** Choose your phone type.
- Step 4** Choose **Session Initiation Protocol (SIP) Software**.
- Step 5** In the Latest Releases folder, choose **9.4(2)SR3**.
- Step 6** Download the relevant zip files.
- Step 7** Unzip the files.

- Step 8** 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.
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Limitations and Restrictions

DTMF During On-Hook Dialing

On-hook dialing can result in users hearing the DTMF from the key press in the handset. The tones are heard if the handset is picked up while the last digit is pressed. If users pick up the handset after pressing the last digit, they will normally not hear any DTMF.

Voice VLAN and IPv6 Limitation

If the PC attached to the PC port of the phone is using IPv6, we recommend that the PC Voice LAN access be disabled. This ensures that the PC cannot connect to the Voice VLAN.

Phone Limitation During SVI Change

Cisco IP Phones use a Switch Virtual Interface (SVI) to manage VLANs. If the SVI changes and the phones require new IP addresses, some phones require a reboot so that the new IP address is used. The following phones must be rebooted in this condition:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961
- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Phone Behavior During Times of Network Congestion

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

On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

Language Limitation

There is no localized Keyboard Alphanumeric Text Entry (KATE) support for the following Asian locales:

- Chinese (China)
- Chinese (Hong Kong)
- Chinese (Taiwan)
- Japanese (Japan)
- Korean (Korea Republic)

The default English (United States) KATE is presented to the user instead.

For example, the phone screen will show text in Korean, but the **2** key on the keypad will display **a b c 2**
A B C.

Called Party Name Display Limitation in ICT or H323 Calls

For ICT or H323 calls, the details of the called party are not stored in the call history after the call is completed. This issue is observed in phones running on Cisco Unified Communications Manager Release 11.5 or later. The workaround for this issue is to use a SIP trunk instead of an H323 trunk.

Since Cisco Unified Communications Manager Release 11.5 sends x-cisco-original-called tag, the phone takes its display name from that tag. If the name is missing, the Call History displays **Unknown**.

Caveats

This section describes the resolved and open caveats, and provides information on accessing the Cisco Software Bug Toolkit.

Access Cisco Bug Search

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs

You can search for problems by using Cisco Bug Search.

Before you begin

To access Cisco Bug Search, you need the following items:

- Internet connection

- Web browser
- Cisco.com user ID and password

Procedure

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- Step 1** To access Cisco Bug Search, go to:
<https://tools.cisco.com/bugsearch>
- Step 2** Log in 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 field, then press **Enter**.
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Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones 8961, 9951, and 9971 for Firmware Release 9.4(2)SR3.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table 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 [Access Cisco Bug Search, on page 5](#).

Table 1: Open Caveats for Firmware Release 9.4(2)SR3

Identifier	Description
CSCuh59516	USB Headset: Adjust volume for active call can't be work
CSCuq23382	9971 lost connection with the server
CSCuq25819	Phone reports buffer error during SSH connection
CSCuq34821	The archived logs on 9971 phone web are not correctly
CSCuq65279	UI freeze after network is switched to Ethernet
CSCuq65326	Phone reset during actions on menu
CSCuq69052	The volume heard in BT headset doesn't increase or decrease averagely
CSCuq69071	A 9951/9971/8961 volume change issue with BT headset
CSCuq82776	Cannot initiate conference after hold key is pressed rapidly
CSCuq87055	UI freeze during reset on phone
CSCuq89182	Session bubble not be completely cleared during stress test
CSCuq96017	A 9971 exited the conference automaically

Identifier	Description
CSCuq97823	The volume on 99xx is different when BT headset is connected or not
CSCur06412	99xx 9-4-1 phone load CLI output not proper - xfer and abdial scenarios
CSCur65440	99XX IPPhone needs to escape space in GET request for RFC2616 compliance
CSCur69358	Can't display application window only display soft keys

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 8961, 9951, and 9971 for Firmware Release 9.4(2)SR3.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table 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 [Access Cisco Bug Search, on page 5](#).

Table 2: Resolved Caveats for Firmware Release 9.4(2)SR3

Identifier	Description
CSCuq02683	99xx Unable to let uplink switch failover to MAC address bypass mode
CSCus73397	88XX /99xx/DX phone sending incorrect codec on Call Recording leg
CSCus95662	Shared line call rejected by one phone, when all other phones ring
CSCuu64727	Race condition between Directed call park and End call causes call busy
CSCuu83419	Evaluation of fourth-gen-phones for OpenSSL June 2015
CSCuw06331	9951 one way voice on calls forwarded by No Answer
CSCuw08208	DTMF dropped packets should be not counted into media metrics PacketLoss
CSCuw85969	DTMF digits retransmitted from SIP phone after initiating conference
CSCux00707	Evaluate CVE-2015-6360 for libsrtp Denial of Service (DoS)
CSCux41454	Evaluation of fourth-gen-phones for OpenSSL December 2015 vulnerabilities
CSCux51343	8961 phone UI freezes and becomes unresponsive
CSCux86915	9971 payload 0 with L16 instead of PCMU
CSCuy50110	89XX/99XX Dot1X Auth failure when we have secure profile on Phone
CSCuz52546	Evaluation of fourth-gen-phones for OpenSSL May 2016
CSCuz82193	iDivert softkey is greyed out on RT phone
CSCva29858	9971 Sending Incorrect SSRC Value

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>.

Documentation, Service Requests, and Additional Information

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/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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- 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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