



Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.1(1) SR2

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Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.1(1)SR2.

- Cisco IP Phone 6841 and 6851 Multiplatform Phones

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 6800 Series Multiplatform Phones	BroadSoft BroadWorks 21.0 MetaSphere CFS version 9.4 Asterisk 13.1

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 6800 Series Documentation

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html>

New and Changed Features

The following sections describe the features that are new or have changed in this release.

New Domain Support while Provisioning

When a phone connects to a network for the first time or after a factory reset, if there are no DHCP options setup, it contacts a device activation server for zero touch provisioning. Starting with this firmware release, phones will use activate.cisco.com instead of webapps.cisco.com for provisioning. Phones with older versions of the firmware will continue to use webapps.cisco.com. Cisco recommends that you allow both the domain names through your firewall.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Provisioning Guide*

Upgrade the Firmware

The Cisco IP Phone 6800 Series Multiplatform Phones support a single image upgrade using the TFTP, HTTP, or HTTPS protocols with a URL.

After the firmware upgrade completes, the phone reboots automatically.

Procedure

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- Step 1** Click the following URL:
<https://software.cisco.com/download/navigator.html?mdfid=286318380&i=rm>
- Step 2** Choose **IP Phone 6800 Series with Multiplatform Firmware** in the middle pane.
- Step 3** Choose your phone model in the right pane.
- Step 4** Choose the **Multiplatform Firmware** software type.
- Step 5** Under **Latest**, choose the **11.1.1 MSR2-1** folder.
- Step 6** (Optional) Place your mouse pointer on the filename to display the file details and checksum values.
- Step 7** Download the `cp-68xx.11-1-1MSR2-1_REL.zip` file.
- Step 8** Click **Accept License Agreement** when you accept the Cisco End User License.
- Step 9** Unzip the firmware files.
- Step 10** Put the files in the TFTP, HTTP, or HTTPS download directory.
- Step 11** Configure the **Upgrade Rule** on the **Provisioning** tab in the web page with the valid URL.
 Use the URL format—`<protocol>://<serv_ip[:port]>/<filepath>/sipxxx.loads`
 You can also upgrade the third-party call control by using a URL in the web browser—
`<protocol>://<serv_ip[:port]>/<filepath>/sipxxx.loads`

Example

`https://10.74.10.225/firmware/sip68xx.11-1-1MSR2-1.loads`

Note Use the `*.loads` file in the URL. The `*.zip` file contains other files.

Limitations and Restrictions

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice and video quality, 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

Caller Identification and Other Phone Functions

Caller identification or other phone functions have not been verified with third-party applications for the visually or hearing impaired.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search tool.

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

Before you begin

To view the caveats, you need the following items:

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

Procedure

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- Step 1** Perform one of the following actions:
- To find all caveats, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.1\(1\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.1(1)&sb=anfr&bt=custV)
 - To find all open caveats, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.1\(1\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.1(1)&sb=anfr&sts=open&bt=custV)
 - To find all resolved caveats, use this URL:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.1\(1\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286318380&rls=11.1(1)&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, and press **Enter**.
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Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.1(1)SR2.

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

Because the defect status continually changes, the list reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of the open defects or to view specific bugs, access the Bug Search Toolkit as described in the [View Caveats, on page 3](#).

- CSCvg00958 Phone doesn't send 420 Bad Extension when receives INVITE with unsupported value
- CSCvg10304 Dual Mode and IP Pref is IPv4, Phone does not fallback to IPv4 when IPv4 is up
- CSCvg42260 Sometimes packet capture may not be terminated
- CSCvg59538 No record in reboot reason when the reboot is triggered by vlan change in IPv6 only mode
- CSCvg61600 Geolocation status messages show up in English words with other locale
- CSCvg63918 Phone still uses the old device after changing preferred audio device in ringback status
- CSCvg70042 Wrong LED when DUT is configured call park shared-line ext function with wrong IP as PROXY
- CSCvg75579 Resync failed while using Digest Authentication with valid long password and username
- CSCvg77675 Select line key fail when barge fail
- CSCvg83031 Call center queue states can not show "full", when queue threshold is exceeded.
- CSCvg84786 Provisioning Status shows incorrect while use no <flat-profile> in resync file
- CSCvg96811 Hoteling subscribe will not retry after server unreachable or response error.
- CSCvh02982 Initiate Paging call during upgrade, and the upgrade will fail after the call is terminated
- CSCvh13556 Parameter RTP Packet Size validation does not work
- CSCvh16152 MOS data is all zeroes in first second, phone should not send out this invalid data
- CSCvh17328 Recent call xmpp status is not updated when change xmpp presence to offline
- CSCvh17346 Configuration, "Login Invisible" does not work when user login
- CSCvh19488 Generate PRT will make phone reboot when "PRT Upload Rule" can't queried by DNS in HK locale
- CSCvh23468 RFC2833 DTMF digits failing with AMR-WB mode
- CSCvh29624 Phone does not preserve the existing call when on secondary SBC and failover to primary SBC
- CSCvh52720 Ignore group paging on active call cannot work
- CSCvh52884 Paging call can be answered when paging service disabled
- CSCvh66529 Phone reboots - Not handling multipart/mixed and multipart/related MIME type properly
- CSCvh69377 The max name length of Auto defined sd is inconsistent with normal sd
- CSCvh71029 Change of Hold Reminder Timer by resync will cause phone reboot
- CSCvh71043 Phone will reboot after received illegal value % for parameter

- CSCvh72506 Phone doesn't use the last DNS cached record if TTL expire and no response from DNS server
- CSCvh76496 Phone cannot get the correct content from HTTP 301 response
- CSCvh76520 Phone will always report download fail when receive 301 after reboot
- CSCvh76689 Phone cannot handle the content from HTTP 302 response
- CSCvh76791 Provisioning Status is wrong when receive 500/501/503
- CSCvh78587 Phone can't accept a long realm in 401 when upgrade

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 6800 Series Multiplatform Phones that use Firmware Release 11.1(1)SR2.

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

Because the 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 the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the [View Caveats, on page 3](#).

- CSCvh16689 PRT failing to upload into server since reply code 204 handled as failure
- CSCvh98841 7861 Key System scenarios STILL suffers serious issue (keys in stuck state, phone resets)
- CSCvh73377 7861 Key System scenarios suffers serious delays with Broadworks call control
- CSCvi47436 CP-8861-3PCC - Daylight Savings Time did not take effect after DST started
- CSCvi60903 Search in NAB: wrong character(rectangle) displayed at the end of directory result
- CSCvi20334 No Call Wait tone in secured call
- CSCvi18914 88xx-3PCC: 8851 losing audio with BroadCloud
- CSCvj84294 Can not open phone's web page with Chrome browser(Ver:67.0.3396.79)

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.

Modifications to this product not authorized by Cisco could void the FCC approval and negate your authority to operate the product

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