Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.1(2)

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Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.1(2).

- Cisco IP Phone 6841 and 6851 Multiplatform Phones

The following table describes the individual phone requirements.

Phone	Support Servers
Cisco IP Phone 6800 Series Multiplatform Phones	BroadSoft BroadWorks 22.0 MetaSphere CFS version 9.4 Asterisk 11.0

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

Cisco IP Phone 6800 Key Expansion Module

You can add extra buttons to your phone with the Cisco IP Phone 6800 Key Expansion Module. You can configure a key expansion module line key with the following features:

- Speed dial
- Call park
- Busy lamp field to monitor a co-worker's availablity

- Busy lamp field with speed dial
- Busy lamp field with call park
- Busy lamp field with call pickup
- Busy lamp field with speed dial and call pickup
- Busy lamp field with speed dial, call pickup, and call park notification

The key expansion module has two pages and each page contains 14 buttons.

The Cisco IP Phone 6800 Key Expansion Module is supported on the following phone:

- Cisco IP Phone 6851

Where to Find Information

- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*

Control Reverse Name Lookup

You can control the ability to display the caller name on the phone screen instead of the incoming or outgoing phone number. You must configure either the LDAP Directory or the XML directory. You enable or disable the reverse name lookup in the phone administration web page or with xml provisioning. By default reverse name lookup is enabled.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

DHCP VLAN Options

You can add DHCP VLAN options for the voice VLAN of your phones. You configure a predefined DHCP option to learn the VLAN ID.

The phone sends the predefined DHCP option, such as option 132, as a DHCP request message in the existing VLAN. The server to which the phone is connected, returns the voice VLAN ID. When the phone receives the voice VLAN ID, it releases the IP address in the existing VLAN, switches to voice VLAN, and starts new DHCP settings.

The feature can be used when VLAN info is not available by CDP/LLDP and manual VLAN.

Where to Find More Information

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

Emergency 911 Support

You can register each IP-based phone with an emergency call service provider by supplying the E911 Geolocation information. Registration obtains the phone's location. The location can specify the street address, building number, floor, room, and other office location information. When you dial an emergency number,

the emergency service receives the phone location and a call-back number. If an emergency call disconnects, the emergency service uses the call-back number to reconnect to the caller.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 6800 Series Multiplatform Phones User Guide*

HTTPS Support in XSI Host Server

You can enable HTTPs protocol for XSI service. When you add `HTTPS://` in the XSI host server, the server uses `HTTPS` protocol instead of the default `HTTP` protocol.

Where to Find More Information

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

LDAP over TLS

You can configure LDAP over TLS (LDAPS). LDAPS uses Transport Layer Security (TLS) to secure communication between the Lightweight Directory Access Protocol (LDAP) clients and the LDAP servers.

Where to Find More Information

- *Cisco IP Phone 6800 Series Multiplatform Phones Administration 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

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 In the **All Releases** > **MPPv11** folder, select **11.1.2**.

Step 6 (Optional) Place your mouse pointer on the filename to display the file details and checksum values.

Step 7 Download the `cmterm-68xx.11-1-2MPP-351_REL.zip` file.

Step 8 Click **Accept License Agreement** when you accept the software license.

Step 9 Unzip the firmware files.

Step 10 Put the files in the TFTP, HTTP, or HTTPS download directory.

Step 11 You can upgrade the phone firmware using either of the following methods:

- Configure the **Upgrade Rule** on the **Provisioning** tab in the phone web page with the upgrade URL.

  URL Format: <upgrade_protocol>://<serv_ip[:port]>/<filepath>/sipMMxx.RR-nnn.loads

  Where the user input values are:

  - **<upgrade_protocol>**–HTTP, TFTP, or HTTPS.
  - **<serv_ip[:port]>**–Server IP address and optional port number.
  - **<filepath>**–File folder on the server that contains the firmware upgrade `*.loads` file.
  - **MMxx**–Cisco IP Phone MM Series with Multiplatform Firmware (for example, 68xx, 78xx, or 88xx)

    or

    MMxx–Cisco specific phone model (for example, 8845_65 or 7832)
  - **RR**–Major and minor release numbers (for example, 11-1-2 or 11-1-1SR1)
  - **nnn**–Build number (for example, 351)

  Example using the **Upgrade Rule** for the 6800 Series Multiplatform Phones.

  tftp://10.73.10.192/firmware/sip68xx.11-1-2MPP-351.loads

- Provide a URL in a web browser that directs the call server to download the firmware to the phone.

  URL Format: <phone_protocol>://<phone_ip[:port]>/admin/upgrade?<upgrade_protocol>://<serv_ip[:port]>/<filepath>/sipMMxx.RR-nnn.loads

  Where the user input values are:

  - **<phone_protocol>**–HTTP or HTTPS only.
  - **<phone_ip[:port]**–Phone IP address and optional port number.
  - **<upgrade_protocol>**–HTTP, TFTP, or HTTPS.
  - **<serv_ip[:port]>**–Server IP address and optional port number.
  - **<filepath>**–File folder on the server that contains the firmware upgrade `*.loads` file.
  - **MMxx**–Cisco IP Phone MM Series with Multiplatform Firmware (for example, 68xx, 78xx, or 88xx)

    or

    MMxx–Cisco specific phone model (for example, 8845_65 or 7832)
  - **RR**–Major and minor release numbers (for example, 11-1-2 or 11-1-1SR1)
  - **nnn**–Build number (for example, 351)

Example using the **web browser URL** for the 6800 Series Multiplatform Phones.

```
https://10.74.10.225/admin/upgrade?http//10.73.10.192/firmware/sip68xx.11-1-2MPP-351.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

Step 1 Perform one of the following actions:

- To find all of the caveats for the 11.1.2 release, use this URL: https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&sb=anfr&bt=custV

- To find all open caveats for the 11.1.2 release, use this URL: https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&sb=afr&bt=custV
- To find all resolved caveats for the 11.1.2 release, use this URL: https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&sb=fr&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 (*CSCxxnnnnn*) in the **Search for** field, and press **Enter**.

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(2).

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 (*CSCxxnnnnn*). 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 5.

- CSCvi48553 Phone does not use right protocol to resync the configuration file when the DHCP option 159 is HTTP://ip1;ip2
- CSCvi50100 Phone software does not remove extra forward slash when the DHCP option 159 path ends with two forward slash characters.
- CSCvi60306 Phone cannot detect the new model key expansion module after an upgrade stress test is performed.
- CSCvi60396 DHCPv6 server provides 2 DNS servers; the phone screen LCD displays one DNS server, however the phone web page displays 2 DNS servers.
- CSCvi76172 Phone plays the wrong ringtone when you remove the URL from Ring7.
- CSCvi81274 Phone web GUI system information still displays the IPv4 NTP server when being changed to IPv6 only from dual-mode.
- CSCvi81457 Phone web GUI and phone screen GUI display wrong IPv4 gateway when DHCPv4 server is disabled while functioning.
- CSCvi81805 Phone web GUI and phone screen GUI display wrong IPv6 prefix length.
- CSCvi90086 BLF doesn't work when BLF List URI is xxxxx@ipv6_addr under IPv6 only mode.
- CSCvj3115 PRT HTTPS Report Rule using a POST upload hangs up or becomes corrupted upon adding authentication.
- CSCvj37508 Phone rarely cannot detect KEM during long duration upgrade and downgrade test after 1000's of firmware upgrades.

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(2).

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 (*CSCxxnnnn*). You must be a registered Cisco.com user to access this defect information.

Because a 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 5.

- CSCvg42260 Packet capture cannot be stopped during SIP NOTIFY attack testing procedures.
- CSCvh65430 - Copyright should be changed to 2000-2018 in System Configuration.
- CSCvh67018 Phone upgrade fails when it receives 302 or 303 response.
- CSCvh76496 Phone cannot get the correct content from an HTTP 301 response.
- CSCvh76689 Phone cannot handle the content from an HTTP 302 response.
- CSCvh71043 Phone will reboot after received illegal value % for parameter
- CSCvh78242 Phone not record name on call history by using LDAP Reverse name lookup when call not succeed
- CSCvi71902 SDP of 200OK from the UUT can not list all the Preferred codec. x

Cisco IP Phone Firmware Support Policy

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