Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 11.1(1)SR2

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Release Notes

Use these release notes with the following Cisco IP Phone 7800 Series Multiplatform Phones running SIP firmware release 11.1(1)SR2.

- Cisco IP Phone 7811 Multiplatform Phones
- Cisco IP Phone 7821 Multiplatform Phones
- Cisco IP Phone 7841 Multiplatform Phones
- Cisco IP Phone 7861 Multiplatform Phones

The following table describes the individual phone requirements.

Phone	Support Server
Cisco IP Phone 7800 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 7800 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/products/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/index.html

New and Changed Features

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 7800 Series and Cisco IP Conference Phone 7832 Multiplatform Phones Provisioning Guide*

Upgrade the Firmware

Use the information in this section to upgrade Cisco IP Phone 7811, 7821, 7841, and 7861 Multiplatform Phones.

The Cisco IP Conference Phone 7832 Multiplatform Phones have a different firmware image. For more information, see the Cisco IP Conference Phone 7832 Multiplatform Phones Release Notes for firmware release 11.1(1)SR2, at this URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-release-notes-list.html

After the firmware upgrade completes, the phone reboots automatically.

Procedure

Step 1 Click the following URL:

https://software.cisco.com/download/navigator.html?mdfid=286311381

Step 2 In the middle pane, select **IP Phone 7800 Series With Multiplatform Firmware**.

Step 3 Select your phone model in the right pane.

Step 4 On the next page that is displayed, select **Multiplatform Firmware**.

Step 5 On the next page that is displayed, in the **All Releases** > **MPP v11** folder, select **11.1.1 MSR2-1**.

Step 6 (Optional) Place your mouse pointer on the file name in the right pane, to see the file details and checksum values.

Step 7 Download the `cp-78xx.11-1-1MSR2-1_REL.zip` file.

Step 8 Click **Accept License Agreement**.

Step 9 Unzip the files.

Step 10 Place the files in the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.

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

- Upgrade the phone firmware from the phone administration web page:

  1. On the phone administration web page, go to **Admin Login** > **Advanced** > **Voice** > **Provisioning** tab, **Firmware Upgrade** section. In the **Upgrade Rule** field, enter the load file URL as described below.

     Load file URL format:

     ```
     <upgrade protocol>://<server ip address>[:<port>]>/<path>/<file name>.loads
     ```

Example:

```
https://10.73.10.223/firmware/sip78xx.11-1-1MSR2-1.loads
```

2. Click **Submit All Changes**.

- Upgrade the phone firmware directly from your web browser:

  In the address bar of your web browser, enter the phone upgrade URL as described below.

  Phone upgrade URL format:

  ```
  <phone protocol>://<phone ip address[:port]>/admin/upgrade?<load file URL>
  ```

  Load file URL format:

  ```
  <upgrade protocol>://<server ip address>[:<port>]>/<path>/<file name>.loads
  ```

  Example:

  ```
  https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip78xx.11-1-1MSR2-1.loads
  ```

Note Specify the `<file name>.loads` file in the URL. The `<file name>.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.

No Beep Sound Heard when the Mute Key is Pressed

When you press the **Mute** button during a call, you may not hear a beep sound. For anyone who is visually impaired, press the **Mute** button once to mute the phone and press the button twice to unmute the phone.

Phone Has a Firmware Build Earlier than 11.0.0

Sometimes, a phone taken out of the box has a firmware build earlier than 11.0.0. When this happens, you must upgrade the firmware on your phone to 11.0.0. Then you must update to 11.1.1 or later before you provision it.

Caveats

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

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**.

Open Caveats

The following list contains the severity 1, 2, and 3 caveats that are open for the Cisco IP Phone 7800 Series Multiplatform Phones that use the firmware release 11.1(1)SR2.

This list reflects a snapshot of the caveats that were open at the time this report was compiled. The status of caveats may have changed since then. For an updated view of the open caveats, or to view details or history for specific caveats, access the Bug Search Toolkit as described in Access Cisco Bug Search, on page 4. You must be a registered Cisco.com user to access this information.

- 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 Re-ync 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 does not retry after the server is unreachable or response error.
- CSCvh02982 Initiate Paging call during upgrade, and the upgrade fails after the call is terminated.
- CSCvh13270 Display is showing two calls during conference.
- CSCvh13556 Parameter RTP Packet Size validation does not work.
- CSCvh13875 Agent associating multiple call-center only shows one call-center's Queue Status.
- 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 logs in.
- CSCvh19488 Generate PRT will make phone reboot when "PRT Upload Rule" can't queried by DNS in HK locale.
- CSCvh19503 PC port mirror does not work on 78xx with switch voice vlan configured.
- 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
- CSCvh66685 Softkey "back" comes up in the first softkey position instead of on the last
- 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
- CSCvh73377 7861 Key System scenarios suffers serious delays with Broadworks call control
- 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
- CSCvh92118 Phone UI freezes, but on the next call inbound it starts working

Resolved Caveats

The following list contains the severity 1, 2, and 3 caveats that are resolved for the Cisco IP Phone 7800 Series Multiplatform Phones that use Firmware Release 11.1(1)SR2.

This list reflects a snapshot of the caveats that were resolved at the time this report was compiled. The status of caveats may have changed since then. For an updated view of the resolved caveats, or to view details or history for specific caveats, access the Bug Search Toolkit as described in Access Cisco Bug Search, on page 4. You must be a registered Cisco.com user to access this information.

- 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

Cisco IP Phone Firmware Support Policy

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

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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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