



# Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 11.1(2)SR1

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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(2)SR1.

- 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](https://activate.cisco.com) instead of [webapps.cisco.com](https://webapps.cisco.com) for provisioning. Phones with older versions

of the firmware will continue to use [webapps.cisco.com](http://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(2)SR1, 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

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- 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 **11.1.2 MSR1-2**.
- 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.11-1-2MSR1-1_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** Upgrade the phone firmware with one of these 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.11-1-2MSR1-1.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.11-1-2MSR1-1.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

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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 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(2)SR1.

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.

- CSCvg91741 phone can't access the webpage with http protocol
- CSCvh13875 Agent associating multiple call-center only shows one call-center's Queue Status
- CSCvh19503 PC port mirror does not work on 78xx with switch voice vlan configured
- CSCvh59168 LDAP directory name display issue
- 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.
- CSCvh90129 Phone reboots when you configure BLF only without mapped line key.[7811 only]
- CSCvi28353 phone reboot when have long XML User Name or password
- CSCvi30920 7811/7832: String "Show detail" is truncated on English US
- CSCvi40614 7861 reboot just use last line to make a call
- CSCvi79573 DUT failed to resync with multiple options
- CSCvi88682 re-enter Server All calls or Enterprise Directory, Cancel, then phone reboots
- CSCvi90186 should limit the "TOS/DiffServ Value" on web,if not,phone will keep rebooting with max length value

## 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(2)SR1.

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.

- CSCvj07154 CP-88xx-3PCC - Unable to hear beep from voicemail server
- CSCvj59089 Phone fails to provision using TR-69
- 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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- 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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