



# Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.7 (SIP)

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July 09, 2007

Use these release notes with a Cisco Unified IP Phone 7960G and 7940G running SIP firmware release 8.7.

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## Related Documentation

### Cisco Unified IP Phone Documentation

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

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

## Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G, you must install the latest firmware.

The firmware image names are:

- POS3-08-7-00.loads



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- P003-08-7-00.sbn
- POS3-08-7-00.sb2
- P003-08-7-00.bin

To install the firmware, go to the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/sip-ip-phone7960>

## Caveats

This section includes these topics:

- [Using Bug Toolkit, page 2](#)
- [Open Caveats, page 2](#)
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## Using Bug Toolkit

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

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

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

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

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).
  - Step 2** Log on with your Cisco.com user ID and password.
  - Step 3** Click the **Launch Bug Toolkit** hyperlink.
  - Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.
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## Open Caveats

There are no open defects for firmware release 8.7.

## Resolved Caveats

Table 1 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7940G and 7960G using firmware release 8.7.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 1 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 the “Using Bug Toolkit” section on page 2.

**Table 1** Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G (SIP) for Firmware Release 8.7

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsg38636</a>	Cisco Unified IP Phone (SIP) running firmware version 8.3 crashes and traps intermittently <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg38636">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg38636</a>
<a href="#">CSCsg89061</a>	Shutdown Survivable Remote Site Telephony (SRST) service but Cisco Unified IP Phone (SIP) still shows SRST active (Pub, Sub down) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg89061">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg89061</a>
<a href="#">CSCsg99463</a>	Cisco Unified IP Phone crashes during active call while accessing network settings <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg99463">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg99463</a>
<a href="#">CSCsh06690</a>	Multiple INVITE messages sent out when primary proxy is down <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh06690">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh06690</a>
<a href="#">CSCsh17507</a>	Cisco Unified IP Phone 7960G and 7940G (SIP) crash when ‘cprGetBuffer()’ fails <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh17507">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh17507</a>
<a href="#">CSCsh54530</a>	Call to Cisco Unified IP Phone 7960G (SIP) second line fails when a conference exists on the first line <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh54530">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh54530</a>
<a href="#">CSCsh72488</a>	Cisco Unified IP Phone (SIP) experiences one-way audio issues under certain condition <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh72488">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh72488</a>
<a href="#">CSCsh86460</a>	Cisco Unified IP Phone (SIP) does not use good server when outbound proxy configured <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86460">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86460</a>
<a href="#">CSCsh87857</a>	Cisco Unified IP Phone 7960G and 7940G (SIP) do not advertise comfort noise in Session Definition Protocol (SDP) when Voice Activity Detection (VAD ) is on <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh87857">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh87857</a>
<a href="#">CSCsh95051</a>	Cisco Unified IP Phone 7960/7940 (SIP) does not register with back up proxy <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh95051">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh95051</a>
<a href="#">CSCsi11523</a>	User Agent Server (UAS) sends ‘500’ response to the mismatch request <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11523">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11523</a>
<a href="#">CSCsi14100</a>	Cisco Unified IP Phone (SIP) does not failover for multiple responses for proxy address <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi14100">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi14100</a>

**Table 1** Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G (SIP) for Firmware Release 8.7 (continued)

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsi14295</a>	Cisco Unified IP Phone (SIP) rejects INVITE message if header value is invalid <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi14295">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi14295</a>
<a href="#">CSCsi32248</a>	Cisco Unified IP Phone 7960G (SIP) hangs and the call rings out when the call ends <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi32248">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi32248</a>
<a href="#">CSCsi40292</a>	Cisco Unified IP Phone 7960G (SIP) hangs when dialed from directory while in a conference <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi40292">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi40292</a>
<a href="#">CSCsi47399</a>	CANCEL/ACK message is missing 'to' tag during race condition <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi47399">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi47399</a>
<a href="#">CSCsi75987</a>	Cisco Unified IP Phone (SIP) gets stuck in partially registered state <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi75987">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi75987</a>
<a href="#">CSCsi86451</a>	Inconsistent 'sh ip RxFrag' and 'RxFragDrops' messages <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi86451">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi86451</a>
<a href="#">CSCsi97451</a>	Cisco Unified IP Phone 7960G and 7940G (SIP) send '486 busy' for incoming call when offhook <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi97451">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi97451</a>
<a href="#">CSCsj02162</a>	Cisco Unified IP Phone 7960G (SIP) sends bad 'to' tag in INVITE message, in redirect mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj02162">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj02162</a>
<a href="#">CSCsj05989</a>	Cisco Unified IP Phone 7960G (SIP) crashes when receiving calls in SRST mode <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj05989">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj05989</a>
<a href="#">CSCsj10538</a>	RTP information is not available in SIP messages after upgrade on Cisco Unified IP Phone (SIP) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10538">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10538</a>
<a href="#">CSCsj10738</a>	Transfer or conference to URL in directory does not work <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10738">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10738</a>
<a href="#">CSCsj15453</a>	Daylight Savings Time (DST) time change for Cisco Unified IP Phone 7960G and 7940G (SIP) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj15453">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj15453</a>

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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/en/US/docs/general/whatsnew/whatsnew.html>

## Cisco Product Security Overview

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A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

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