



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

July 09, 2007

Use these release notes with a Cisco Unified IP Phone 7960G and 7940G running SIP firmware release 8.7 with Cisco Unified Communications Manager versions 6.0, 5.1 and 5.0.

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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

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html



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Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

Installation Notes

The firmware image names are:

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

To load and install the required firmware image for Cisco Unified IP Phone 7960G and 7940G on Cisco Unified Communications Manager 6.0, 5.1, and 5.0, follow these steps:

Procedure

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- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** Click one of the following hyperlinks and follow the prompts to download the firmware:
- For Cisco Unified CallManager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7940-7960-8.7.00-sip.cop
 - For Cisco Unified CallManager 5.0(4) and later:
cmterm-7940-7960-8.7.00-sip.cop.sgn
- Step 3** Go back to the URL shown in [Step 1](#), click the following hyperlink, and follow the prompts to download the Readme file, which contains installation instructions for the corresponding firmware:
cmterm-7940-7960-sip 8-7-readme.htm
- Step 4** Follow the instructions in the Readme file to install the firmware.

Caveats

This section includes these topics:

- [Using Bug Toolkit, page 3](#)
- [Open Caveats, page 3](#)
- [Resolved Caveats, page 3](#)

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 . |
| 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 3](#).

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

Identifier	Headline and Bug Toolkit Link
CSCsg38636	Cisco Unified IP Phone (SIP) running firmware version 8.3 crashes and traps intermittently http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg38636
CSCsg89061	Shutdown Survivable Remote Site Telephony (SRST) service but Cisco Unified IP Phone (SIP) still shows SRST active (Pub, Sub down) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg89061
CSCsg99463	Cisco Unified IP Phone crashes during active call while accessing network settings http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsg99463
CSCsh06690	Multiple INVITE messages sent out when primary proxy is down http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh06690
CSCsh17507	Cisco Unified IP Phone 7960G and 7940G (SIP) crash when 'cprGetBuffer()' fails http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh17507
CSCsh54530	Call to Cisco Unified IP Phone 7960G (SIP) second line fails when a conference exists on the first line http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh54530
CSCsh72488	Cisco Unified IP Phone (SIP) experiences one-way audio issues under certain condition http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh72488
CSCsh86460	Cisco Unified IP Phone (SIP) does not use good server when outbound proxy configured http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh86460
CSCsh87857	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 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh87857
CSCsh95051	Cisco Unified IP Phone 7960G and 7940G (SIP) do not register with back up proxy http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh95051
CSCsi11523	User Agent Server (UAS) sends '500' response to the mismatch request http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi11523
CSCsi14100	Cisco Unified IP Phone (SIP) does not failover for multiple responses for proxy address http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi14100
CSCsi14295	Cisco Unified IP Phone (SIP) rejects INVITE message if header value is invalid http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi14295
CSCsi32248	Cisco Unified IP Phone 7960G (SIP) hangs and the call rings out when the call ends http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi32248
CSCsi40292	Cisco Unified IP Phone 7960G (SIP) hangs when dialed from directory while in a conference http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi40292
CSCsi47399	CANCEL/ACK message is missing 'to' tag during race condition http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi47399

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
CSCsi75987	Cisco Unified IP Phone (SIP) gets stuck in partially registered state http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi75987
CSCsi86451	Inconsistent 'sh ip RxFrag' and 'RxFragDrops' messages http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi86451
CSCsi97451	Cisco Unified IP Phone 7960G and 7940G (SIP) send '486 busy' for incoming call when offhook http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi97451
CSCsj02162	Cisco Unified IP Phone 7960G (SIP) sends bad 'to' tag in INVITE message, in redirect mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj02162
CSCsj05989	Cisco Unified IP Phone 7960G (SIP) crashes when receiving calls in SRST mode http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj05989
CSCsj10538	RTP information is not available in SIP messages after upgrade on Cisco Unified IP Phone (SIP) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10538
CSCsj10738	Transfer or conference to URL in directory does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj10738
CSCsj15453	Daylight Savings Time (DST) time change for Cisco Unified IP Phone 7960G and 7940G (SIP) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj15453

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

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

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.

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