Cisco IP Phone 6800 Series Multiplatform Phones Release Notes for Firmware Release 11.3(4)

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Release Notes

Use these release notes with the following Cisco IP Phone 6800 Series Multiplatform Phones running SIP Firmware Release 11.3(4).

- Cisco IP Phone 6821 Multiplatform Phones
- Cisco IP Phone 6841 Multiplatform Phones
- Cisco IP Phone 6851 Multiplatform Phones
- Cisco IP Phone 6861 Multiplatform Phones
- Cisco IP Phone 6871 Multiplatform Phones

Note This document doesn't include the DECT phones.

The following table describes the individual phone requirements.

Phone	Support Servers
Cisco IP Phone 6800 Series Multiplatform Phones	Cisco BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 13.0

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

Headset Inventory Reporting

This feature enables the phone to report the peripheral information to the server. When configured, if you connect or disconnect a peripheral device, the phone reports a message to the server. The peripherals that are supported are KEM and Cisco headset.

To enable this feature, use the field **Peripheral Inventory Enable** under **Peripheral** section. You can access this section from **Voice** > **SIP** of the phone web interface.

Only the Cisco IP Phone 6851 and 6871 Multiplatform Phones support the feature.

Where to Find More Information

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

RTL Language Support

With the firmware release 11.3(4), phone now supports Right-to-Left (RTL) languages. All multiplatform IP phones, A-KEM, and V-KEM now support the following languages.

- Arabic
- Hebrew

In the phone web interface, you can use the **Dictionary Server Script** field from **Voice** > **Regional** > **Language** to configure the language support.

Where to Find More Information

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

SSRC Reset for the New RTP and SRTP Sessions

Enable the Synchronization Source (SSRC) reset and avoid a failed call transfer, where only one party on a transferred call hears the audio.

To enable the feature, use the **SSRC Reset on RE-INVITE** field under the **RTP Parameters** section from **Voice** > **SIP**.

Note By default, the SSRC reset is disabled for the new RTP and SRTP sessions.

Where to Find More Information

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

Support Maximum of 12 SRV Records in a Query

The maximum number of the DNS SRV records supported in a query increases from 6 to 12.

Before the 11.3(4) release, the maximum number of the DNS SRV records is 6.

Where to Find More Information

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

Upgrade the Firmware

You can upgrade the phone firmware with TFTP, HTTP, or HTTPS. After the upgrade completes, the phone reboots automatically.

Procedure

Step 1 Click this link:

https://software.cisco.com/download/home/286318380

On the **Software Download** web page that is displayed, ensure that **IP Phone 6800 Series with Multiplatform Firmware** is selected in the middle pane.

Step 2 Select your phone model in the right pane.

Step 3 On the next page that is displayed, select **Multiplatform Firmware**.

Step 4 On the next page that is displayed, select **11.3.4** in the **All Releases** > **MPPv11** folder.

Step 5 (Optional) Place your mouse pointer on the file name to see the file details and checksum values.

Step 6 Download the corresponding file.

- 6821: `cmterm-6821.11-3-4MPP0001.374_REL.zip`
- Other phones in 6800 series: `cmterm-68xx.11-3-4MPP0001.374_REL.zip`

Step 7 Click **Accept License Agreement**.

Step 8 Unzip the file and place the files in the appropriate location on your upgrade server.

The appropriate location is the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.

Step 9 Upgrade the phone firmware with one of these methods.

- Upgrade the phone firmware from the phone administration web page:
  a. On the phone administration web page, go to **Admin Login** > **Advanced**, **Voice** > **Provisioning** > **Firmware Upgrade**.
  b. In the **Upgrade Rule** field, enter the load file URL as described below.

  Load file URL format:

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

  Examples:

  - 6821:

    ```
    https://10.73.10.223/firmware/sip6821.11-3-4MPP0001.374.loads
    ```

  - Other phones in 6800 series:

```
https://10.73.10.223/firmware/sip68xx.11-3-4MPP0001-374.loads
```

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

  Examples:

  - 6821:

    https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip6821.11-3-4MPP0001-374.loads

  - Other phones in 6800 series:

    https://10.74.10.225/admin/upgrade?https://10.73.10.223/firmware/sip68xx.11-3-4MPP0001-374.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 audio 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

Caveats

View Caveats

You can search for caveats (bugs) with the Cisco Bug Search tool.

Known caveats are graded according to severity level, and are either open or resolved.

Before you begin

You have your Cisco.com user ID and password.

Procedure

Step 1

Step 2 Click one of the following links:

- To view all caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.3(4)&sb=anfr&bt=custV
- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.3(4)&sb=anfr&sts=open&bt=custV
- To view resolved caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286318380&rls=11.3(4)&sb=anfr&sts=fd&bt=custV

Step 3 When prompted, log in with your Cisco.com user ID and password.

Step 4 (Optional) For information about a specific caveat, 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 11.3(4).

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 4.

- CSCvx62884 Multiple Vulnerabilities in Frame Aggregation and Fragmentation Implementation of 802.11
- CSCvx05369 Add directories shortcut key to kem,it will work slowly after reboot
- CSCvv21588 6821/7811/7832: PSK labels for Extend PSK functionality feature are truncated
- CSCvv51309 MPP software is not completing the ICE procedures when placing a call to L2SIP
- CSCvw72979 Phone will show the call center softkey after answer executive or call forward call.
- CSCvy20491 Customer enhancement requests for 3PCC feature: View image of IP camera on 3PCC phone.
- CSCvy36096 Unexpected 481 sent by phone when off/on-hook shared line quickly
- CSCvy39554 MPP Mutual auth fails in HTTPS for E911
- CSCvy27737 No reorder tone and will not time out when network conference fail

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 11.3(4).

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 4.

- CSCvw56643 Will not get the new IP address after changing the VLAN of the switch port
- CSCvv20301 POR: Not all characters are shown in the character preview pop-up
- CSCvv64780 Cannot restore the phone background after setting an invalid background picture
- CSCvw21396 ICE, Offer not having ICE candidates should be handled
- CSCvw42896 Phone can scan out the hidden SSID and appears in the scan list as a messy code
- CSCvw54519 Speed dial of 1 digit number is not supported for Proxy Call
- CSCvw82717 MPP phones - SBC is rejecting a specific line-seize SIP SUBSCRIBE
- CSCvw87814 Dropped Media from ICE enabled Device on Non ICE Call Path
- CSCvx05499 Two "Anonymous" were shown on LCD when shareline reiceving anonymous calls
- CSCvx13295 xmpp ping error will not trigger failover
- CSCvx38703 Phone cold rebooting upon expiration of download timer
- CSCvx38710 Logs are lost upon cold reboot
- CSCvx47030 softkey is wrong on cfwd contacts selection page
- CSCvx85189 Shared line remaining red after user hangs up call.
- CSCvy30979 MPP phones not honouring PAID update for caller ID in certain cases

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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