



Cisco IP Conference Phone 8832 Multiplatform Phones Release Notes for Firmware Release 11.3(7)

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Release Notes

Use these release notes with the Cisco IP Conference Phone 8832 Multiplatform Phones running SIP Firmware Release 11.3(7).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Conference Phone 8832 Multiplatform Phones	Cisco BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 16.0

Related Documentation

Use the following sections to obtain related information.

Cisco IP Conference Phone 8832 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-8800-series-multiplatform-firmware/index.html>

New and Changed Features

HTTP Proxy Support

You can set up the phone to connect the Internet through a specified HTTP proxy server for security purposes. Your users can also set up a proxy server on the phone LCD UI. You can set up the proxy server by one of the proxy modes: Auto and Manual.

To enable this feature, you configure the parameters under the **HTTP Proxy Settings** section from **Voice > System** on the phone web interface.

Where to Find More Information

- *Cisco IP Conference Phone 8832 Multiplatform Phones Administration Guide*
- *Cisco IP Conference Phone 8832 Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

LDAP Search Enhancement

You can enable the unified search in the LDAP directory. The search allows you to enter any value as filters. You can search with first name, last name, extension, or phone number. The phone transfers the request as a single search request.

To enable this feature from the phone administration web page, use the **Unified Search Enable** parameter under the **LDAP** section from **Voice > Phone**.

Where to Find More Information

- *Cisco IP Conference Phone 8832 Multiplatform Phones Administration Guide*
- *Cisco IP Conference Phone 8832 Multiplatform Phones User Guide*

Login Credential for the Call Statistics Menu

Your phone has enhanced security for access to the **Call statistics** menu. If the user password is set, the users will be prompted to enter the password when they try to access the menu, in order to view the details of the recent calls.

Where to Find More Information

- *Cisco IP Conference Phone 8832 Multiplatform Phones Administration Guide*
- *Cisco IP Conference Phone 8832 Multiplatform Phones User Guide*

Spam Indication of Incoming Calls on the Phones

This release supports the new technology standard Secure Telephony Identity Revisited (STIR) and Signature-based Handling of Asserted information using toKENs (SHAKEN) for the Webex call logs, local call logs, and local call sessions when the phone is in Webex environment. STIR/SHAKEN has been mandated by Federal Communications Commission (FCC). These standards define procedures to authenticate and verify caller identification for calls carried over the IP network. The STIR-SHAKEN framework is developed to provide the end user with a great degree of identification and control over the type of calls they receive. These sets of standards are intended to provide a basis for verifying calls, classifying calls, and facilitating the ability to trust caller identity end to end. Illegitimate callers can easily be identified.

When STIR/SHAKEN support is implemented on the Webex server, the phone displays an extra icon next to the caller ID based on the caller's STIR/SHAKEN verification result.

Based on the verification result, the phone displays three types of icons.

Where to Find More Information

- *Cisco IP Conference Phone 8832 Multiplatform Phones Administration Guide*

- *Cisco IP Conference Phone 8832 Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Upgrade Overview

The upgrade procedure is different according to the current phone firmware version.

- If the current phone firmware is 11.3(1) SR3 or later, see [Upgrade the Firmware from a version after 11.3\(1\) SR3, on page 3](#).
- If the current phone firmware is 11.3(1) SR2 or earlier, see [Upgrade the Firmware from a Version before 11.3\(1\) SR2, on page 4](#).

Upgrade the Firmware from a version after 11.3(1) SR3

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

The phone firmware supports the following upgrade paths:

- From 11.3(1) SR3 to 11.3(7)
- From 11.3(2) to 11.3(7)
- From 11.3(3) to 11.3(7)
- From 11.3(4) to 11.3(7)
- From 11.3(5) to 11.3(7)
- From 11.3(6) to 11.3(7)

Procedure

-
- Step 1** Click this link:
<https://software.cisco.com/download/home/286311392>
- On the **Software Download** web page that is displayed, ensure that **IP Phone 8800 Series with Multiplatform Firmware** is selected in the middle pane.
- Step 2** Select **IP Conference Phone 8832 with Multiplatform Firmware** 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 **11.3.7** 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 `cmterm-8832.11-3-7MPP0001.272_REL.zip` file.
- 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>]/<file name>.loads
```

Examples:

```
http://10.73.10.223/sip8832.11-3-7MPP0001.272.loads
```

```
https://server.domain.com/sip8832.11-3-7MPP0001.272.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>]/<file name>.loads
```

Examples:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/sip8832.11-3-7MPP0001.272.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8832.11-3-7MPP0001.272.loads
```

Note Specify the `<file name>.loads` file in the URL. The `<file name>.zip` file contains other files.

Upgrade the Firmware from a Version before 11.3(1) SR2

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

Before you begin

If the current phone firmware is one of the following versions, you must first upgrade the phone firmware to 11.3(1) SR2.

- 11.2(3)
- 11.2(3) SR1

- 11.3.1
- 11.3(1) SR1

For more information, see [Cisco IP Conference Phone 8832 Multiplatform Phones Release Notes for Firmware Release 11.3\(1\)SR2](#).

Procedure

-
- Step 1** Click this link:
<https://software.cisco.com/download/home/286311392>
 On the **Software Download** web page that is displayed, ensure that **IP Phone 8800 Series with Multiplatform Firmware** is selected in the middle pane.
- Step 2** Select **IP Conference Phone 8832 with Multiplatform Firmware** in the right pane.
- Step 3** On the next page that is displayed, select **Multiplatform Firmware**.
- Step 4** Under **Latest Release**, select **11.3.7**.
- 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.
`cmterm-8832.11-3-7MPP0001.272_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.
- Note** If you miss the step to upgrade the phone firmware to **11.3.1 MSR2-6**, then you must place the file under the root directory of the TFTP, HTTP, or HTTPS upgrade server.
 Example:
`http://10.73.10.223/sip8832.11-3-7MPP0001.272.loads`
 If the file is placed under a non-root directory of the upgrade server, the upgrade fails.
 Example:
`http://10.73.10.223/firmware/sip8832.11-3-7MPP0001.272.loads`
- 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>]/<file name>.loads`
 Examples:

```
http://10.73.10.223/sip8832.11-3-7MPP0001.272.loads
https://server.domain.com/sip8832.11-3-7MPP0001.272.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>]/<file
name>.loads
```

Examples:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/sip8832.11-3-7MPP0001.272.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8832.11-3-7MPP0001.272.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** 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=286319904&rls=11.3\(7\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319904&rls=11.3(7)&sb=anfr&bt=custV)
 - To view open caveats that affect this release:
[https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319904&rls=11.3\(7\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319904&rls=11.3(7)&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=286319904&rls=11.3\(7\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=286319904&rls=11.3(7)&sb=anfr&sts=fd&bt=custV)
- Step 2** When prompted, log in with your Cisco.com user ID and password.
- Step 3** (Optional) For information about a specific caveat, enter the bug ID number (*CSCxxxxnnnn*) 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 Conference Phone 8832 Multiplatform Phones that use Firmware Release 11.3(7).

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 (*CSCxxxxnnnn*). 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 open at the time this report was compiled. For an updated view of the open defects or to view specific bugs, access the Bug Search Toolkit as described in [View Caveats, on page 6](#).

- CSCvx44952 Phone showing Failed to download configurations even when it was successful while migrating to MPP
- CSCvx49825 Phone stuck at configuration check in progress during firmware migration if it was on WiFi before
- CSCvx78045 Add "PoE Power Required" parameter definitions to 8800 MPP administration guide
- CSCvz35920 SSRC changes for outgoing Re-INVITES
- CSCvz67625 License prompt is always displayed on GDS input screen if the phone is converted from On-Premises
- CSCwb46008 Many PRTs with logs missing for around 5 seconds

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Conference Phone 8832 Multiplatform Phones that use Firmware Release 11.3(7).

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 (*CSCxxxxxxx*). 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 6](#).

- CSCwb54978 CiscoIPPhoneStatus and CiscoIPPhoneStatusFile object is not mirrored in RTL mode
- CSCwb31031 Voicemail pin locked after unsuccessful login attempt by Hoteling Guest
- CSCwb23631 In German, department and email for directory are both displayed incorrectly
- CSCwa70835 When g722 is negotiated, the callee hears himself and the caller gets no audio
- CSCwa70820 MPP phones - Incorrect date and time in Recents page
- CSCwa95349 Cloud awareness: Phone will create new registration after reboot or for each refresh request

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see the [Cisco IP Phone Firmware Support Policy](#).

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The following information is for FCC compliance of Class B devices: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the equipment causes interference to radio or television reception, which can be determined by turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- 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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