



Cisco IP Conference Phone 8832 Multiplatform Phones Release Notes for Firmware Release 12.0(2)

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Release Notes

Use these release notes with the Cisco IP Conference Phone 8832 Multiplatform Phones running SIP Firmware Release 12.0(2).

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 Feature

Controlling the TLS Minimum Value

You can control the phone minimum value of TLS with the new **TLS** parameter.

To enable this feature from the phone administration web page, use the **TLS Min Version** parameter under the **Security Settings** from **Voice > System**.

Where to Find More Information

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

Digest Algorithms for Hoteling Subscription

Phone now support SHA-256, SHA512, and SHA 256 digest algorithms for hoteling authentication. Prior to release 12.0(2), phone only has support for MD5 algorithm.

Where to Find More Information

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

Enabling Phone Authorization with RFC-8760

You can enable the phone authorization with RFC8760.

To enable this feature from the phone administration web page, use the **Auth Support RFC8760** parameter under the **SIP Settings** section from **Voice > Ext (n)**.

Where to Find More Information

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

Enabling the Webex Metrics Services

With Metrics Enable, enable the phone control of all metric services.

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

Where to Find More Information

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

Enabling PRT Upload at Crash Services

You can indicate whether to automatically upload the PRT package to the server when the phone crashes.

To enable this feature from the phone administration web page, use the **PRT Upload at Crash** parameter under the **Problem Reporting Tool** section **Voice > Provisioning**

Where to Find More Information

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

Managing Participants List for Ad Hoc Conference

During an Ad Hoc conference, the host and the participants can show the participants list by pressing the **Participants** softkey on the phone. Also, both the host and the participants can add another person into the conference. However, only the host is allowed to remove a participant from the participant list.

Where to Find More Information

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

New Hardware in Cisco IP Conference Multiplatform Phone 8832

A new hardware phone is introduced in Cisco IP Conference Multiplatform Phone 8832. VID of this new phone is V08 or V09 and is different from the VID of old 8845 phone V05. Only firmware version 12.0(2) and later supports this new phone hardware. You cannot upgrade this new phone to MPP 12.0.1 loads and before. This new hardware only supports Webex calling license to do the migration. The phone can not migrate to Enterprise 14-1-1SR and 14-2-1 loads and before.

After the phone is configured with Voice Quality Report Address, the phone sends SIP publish messages. However, the value of MOSCQ (conversational quality) and MOSLQ (listening quality) remain zero.

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 5](#).

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 12.0(1) to 12.0(2)
- From 11.3(1) SR3 to 12.0(1)
- From 11.3(2) to 12.0(1)
- From 11.3(3) to 12.0(1)
- From 11.3(4) to 12.0(1)
- From 11.3(5) to 12.0(1)
- From 11.3(6) to 12.0(1)
- From 11.3(7) to 12.0(1)

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 **12.0.2** 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-8832.12.0.2MPP0001.116_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/sip8832.12.0.2MPP0001.116.loads
```

```
https://server.domain.com/sip8832.12.0.2MPP0001.116.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/sip8832.12.0.2MPP0001.116.loads`
`https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8832.12.0.2MPP0001.116.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

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- 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 **12.0.1**.
- Step 5** Under **Latest Release**, select **12.0.2**.
- Step 6** (Optional) Place your mouse pointer on the file name to see the file details and checksum values.
- Step 7** Download the corresponding file.
`cmterm-8832.12.0.2MPP0001.116_REL.zip`
- Step 8** Click **Accept License Agreement**.
- Step 9** 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/sip8832.12.0.2MPP0001.116.loads
```

If the file is placed under a non-root directory of the upgrade server, the upgrade fails.

Example:

```
http://10.73.10.223/sip8832.12.0.2MPP0001.116.loads
```

Step 10 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/sip8832.12.0.2MPP0001.116.loads
```

```
https://server.domain.com/sip8832.12.0.2MPP0001.116.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.sip8832.12.0.2MPP0001.116.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8832.12.0.2MPP0001.116.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

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- 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=12.0\(2\)&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286319904&rls=12.0(2)&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=12.0\(2\)&sb=anfr&sts=open&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286319904&rls=12.0(2)&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=12.0\(2\)&sb=anfr&sts=fd&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286319904&rls=12.0(2)&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 (*CSCxxxxxxx*) in the **Search for** field, and press **Enter**.
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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 12.0(2).

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 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 7](#).

- CSCwf10291 CP-8832-K9= does not support wireless after migration to MPP phone firmware
- CSCwe55809 Personal contact calls play the distinctive ring while there's an active call on 8800 phones

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 12.0(2).

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 7](#).

- CSCwc61284 SSH is not available for phones running Multiplatform Phone (MPP) firmware
- CSCwd01853 Cisco MPP Phones reboots when park and retrieve a call too fast
- CSCwc29314 MPP phones (88xx/68xx/78xx) do not support dual registration with TCP
- CSCwd62034 AWR-WB Media Type does not conform to RFC4867
- CSCvb65980 Nav hard key can't move cursor in Search Enterprise Directory
- CSCwb85883 88xx 88x5 the generated PRT toast content will overlap when a paging call is received
- CSCwa95349 Cloud awareness: Phone will create new registration after reboot or for each refresh request
- CSCwd47209 The 'ACK' from MPP phone does not have 'Route' header.
- CSCwd56139 Cisco MPP phones "Debug" level log still print out when log level set to "Notice"
- CSCwd62809 Intermittent audio noises are heard on Webex calls
- CSCwe27819 Vulnerabilities in linux-kernel - multiple versions CVE-2016-0821
- CSCwe67157 Vulnerabilities in linux-kernel - multiple versions CVE-2023-26545
- CSCwe01828 Vulnerabilities in linux-kernel - multiple versions CVE-2021-4037
- CSCwe24803 Vulnerabilities in linux-kernel 4.9.118 CVE-2022-3643
- CSCwc75949 8832 intermittently mutes and unmutes the microphone without user intervention
- CSCwb65913 ICE: Phone becomes not operational when Media ports are not getting released
- CSCwd86078 Vulnerabilities in u-boot - multiple versions CVE-2022-34835 cmd_i2c.c
- CSCwe86166 'Transfer' softkey in the Connected Key List is not working in 11.3.5 or later releases
- CSCwe46272: MPP 12.x not properly optimizing media via ICE on calls to LGW

Cisco IP Phone Firmware Support Policy

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

