Cisco Unified IP Phone 6901 and 6911 Release Notes for Firmware Release 9.3(1)SR2 (SCCP and SIP)

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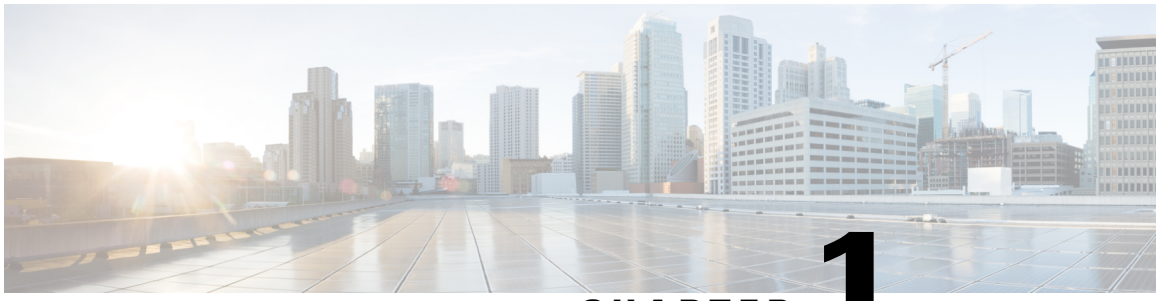

CHAPTER 1

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Introduction

These release notes support the Cisco IP Phones 6901 and 6911 running SIP Firmware Release 9.3(1)SR2.

The following table lists the Cisco Unified Communications Manager release and protocol compatibility for the Cisco IP Phones.

Table 1: Cisco IP Phones, Cisco Unified Communications Manager, and Firmware Release Compatibility

Cisco IP Phone	Protocol	Cisco Unified Communications Manager
Cisco IP Phones 6901 and 6911	SIP	Cisco Unified Communications Manager Release 7.1(5) and later.

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 6900 Series 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/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/tsd-products-support-series-home.html

Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

Cisco Business Edition 3000 Documentation

See the *Cisco Business Edition 3000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 3000 release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-3000/tsd-products-support-series-home.html

Cisco Business Edition 5000 Documentation

See the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 release. Navigate from the following URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html

Cisco Unified Communications Manager Express Documentation

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

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-express/tsd-products-support-series-home.html

New and Changed Features

This release contains no new or changed features.

Installation

Upgrade Notes

Direct upgrades, using signed load files, are supported to firmware release 9.3(1)SR2 from 9.x. You can use the following firmware release file for these direct upgrades.

Note Firmware Release 9.3(1)SR2 only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911.

- For Cisco Unified IP Phone 6901 and 6911:
  - cmterm-6901-sccp.9-3-1-SR2-2.cop.sgn
  - cmterm-6901-sip.9-3-1-SR2-3.cop.sgn
  - cmterm-6911-sccp.9-3-1-SR2-3.cop.sgn
  - cmterm-6911-sip.9-3-1-SR2-3.cop.sgn

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.3(1)SR2 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Note Firmware Release 9.3(1)SR2 only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

- **Skinny Client Control Protocol (SCCP) Software**

- **Session Initiation Protocol (SIP) Software**

Step 4 In the Latest Releases folder, choose **9.3(1)SR2**.

Step 5 Select one of the following firmware files, click the **Download Now** or **Add to cart** button, and follow the prompts:
The files for the Cisco Unified IP Phone 6900 Series are:

- For Cisco Unified IP Phone 6901 and 6911
  - cmterm-6911-sip.9-3-1-SR2-4.cop.sgn
  - cmterm-6911-sccp.9-3-1-SR2-3.cop.sgn
  - cmterm-6901-sip.9-3-1-SR2-3.cop.sgn
  - cmterm-6901-sccp.9-3-1-SR2-2.cop.sgn

Note If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

Step 6 Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:

- cmterm-6911-sip.9-3-1-SR2-4-readme.html
- cmterm-6911-sccp.9-3-1-SR2-3-readme.html
- cmterm-6901-sip.9-3-1-SR2-3-readme.html
- cmterm-6901-sccp.9-3-1-SR2-2-readme.html

Step 7 Follow the instructions in the readme file to install the firmware.

Install Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware.

Note Firmware Release 9.3(1)SR2 only applies to the Cisco Unified IP Phone 6901 and Cisco Unified IP Phone 6911.

- SCCP
  - cmterm-6901-sccp.9-3-1-SR2-2.zip
  - cmterm-6911-sccp.9-3-1-SR2-3.zip
- SIP

- cmterm-6911-sip.9-3-1-SR2-4.zip
- cmterm-6901-sip.9-3-1-SR2-3.zp

Note Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Procedure

Step 1 Go to the following URL:
http://www.cisco.com/cisco/software/navigator.html?mdfid=282677102&i=rm

Step 2 Choose your phone model.

Step 3 Choose one of the following firmware types:

- **Skinny Client Control Protocol (SCCP) Software**
- **Session Initiation Protocol (SIP) Software**

Step 4 In the Latest Releases folder, choose **9.3(1)SR2**.

Step 5 Download the relevant zip files.

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Limitations and Restrictions

Phone Limitation During SVI Change

Cisco IP Phones use a Switch Virtual Interface (SVI) to manage VLANs. If the SVI changes and the phones require new IP addresses, some phones require a reboot so that the new IP address is used. The following phones must be rebooted in this condition:

- Cisco Unified IP Phone 6901
- Cisco Unified IP Phone 6911
- Cisco Unified IP Phone 6921
- Cisco Unified IP Phone 6941
- Cisco Unified IP Phone 6945
- Cisco Unified IP Phone 6961

- Cisco Unified IP Phone 8941
- Cisco Unified IP Phone 8945
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, 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

On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

Caveats

This section describes the resolved and open caveats, and provides information on accessing the Cisco Software Bug Toolkit.

Access Cisco Bug Search

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

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

You can search for problems by using the Cisco Bug Search.

Before You Begin

To access Cisco Bug Search, you need the following items:

- Internet connection
- Web browser

- Cisco.com user ID and password

Procedure

Step 1 To access the Cisco Bug Search, go to:
https://tools.cisco.com/bugsearch

Step 2 Log in with your Cisco.com user ID and password.

Step 3 To look for information about a specific problem, enter the bug ID number in the Search for field, then press **Enter**.

Open Caveats

The following table lists severity 1, 2, and 3 defects that are open for the Cisco Unified IP Phones 6900 Series for Firmware Release 9.3(1)SR2.

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 that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in Access Cisco Bug Search, on page 6.

Table 2: Open Caveats for Firmware Release 9.4(1)SR2

Identifier	Headline
CSCud26030	6901 SCCP: DUT can't setup secure conference in secure SRST
CSCuj76132	Not re-request config file if get TFTP "Disk full or allocation exceed"
CSCur41020	6911 SCCP: PC port does'nt sync SW port speed when its link down to 10M

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 6900 Series for Firmware Release 9.3(1)SR2.

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 that is shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, the table 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 Access Cisco Bug Search, on page 6.

Table 3: Resolved Caveats for Firmware Release 9.3(1)SR2

Identifier	Headline
CSCud13382	LSC certificated cannot be installed on 6901 IP phone
CSCud19323	6911 SIP:Factory reset does not erase the existing Locale
CSCud43550	6901 SCCP: No audio when using 6901 phone with codec 15 (Media_Payload_G729AnnexB)
CSCue05884	The IP Phone does not stream RTP when the MXAgenaOLCpacketsize is 0
CSCuf20123	CP-6901: Unable to hear a Multicast MoH
CSCui69599	continuous recording tone when recording profile isenabled and recording tone is disabled
CSCuj95392	Tag <CUCMIPAddress> in OutofService need to change to<UnifiedCMIPAddress>
CSCun05383	6901 SCCP: Certificate size is too small on 6901 phones for 802.1x Authentication
CSCuo12086	Phone 6901 No audio via a CUBE SIP Trunk
CSCuo35614	6911 SCCP CME: Locale installation on CME
CSCuq91254	Auto Port Negotiation causes 6901/11 IP Phone unregister
CSCur34798	TCP port 4159 open
CSCur34799	6911 SCCP: Phone stuck when it is monitoring agent
CSCur34803	SIP: TCP port 4159 open
CSCur41015	6911 SIP: When PC port speed is 10Mbps, it never becomes to 100Mbps even re-plug
CSCur41020	6911 SCCP: PC port doesn't sync SW port speed when its link down to 10M

Unified Communications Manager Endpoints Locale Installer

By default, Cisco IP Phones are set up for the English (United States) locale. To use the Cisco IP phones in other locales, you must install the locale-specific version of the Unified Communications Manager Endpoints Locale Installer on every Cisco Unified Communications Manager server in the cluster. The Locale Installer installs the latest translated text for the phone user interface and country-specific phone tones on your system so that they are available for the Cisco IP Phones.

To access the Locale Installer required for a release, access http://software.cisco.com/download/navigator.html?mdfid=286037605&flowid=46245, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

Note The latest Locale Installer may not be immediately available; continue to check the website for updates.

Cisco IP Phone Documentation Updates on Cisco Unified Communications Manager

The Cisco Unified Communications Manager Self Care Portal (Release 10.0 and later) and User Options web pages (Release 9.1 and earlier) provide links to the IP Phone user guides in PDF format. These user guides are stored on the Cisco Unified Communications Manager and are up to date when the Cisco Unified Communications Manager release is first made available to customers.

After a Cisco Unified Communications Manager release, subsequent updates to the user guides appear only on the Cisco website. The phone firmware release notes contain the applicable documentation URLs. In the web pages, updated documents display “Updated” beside the document link.

Note The Cisco Unified Communications Manager Device Packages and the Unified Communications Manager Endpoints Locale Installer do not update the English user guides on the Cisco Unified Communications Manager.

Administrators and users should check the Cisco website for updated user guides and download the PDF files. Administrators can also make the files available to the users on their company website.

Tip Administrators may want to bookmark the web pages for the phone models that are deployed in their company and send these URLs to their users.

Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html.

Documentation, Service Requests, and Additional Information

For information on obtaining documentation, submitting a service request, and gathering additional information, 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/c/en/us/td/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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