Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.4(2)SR1

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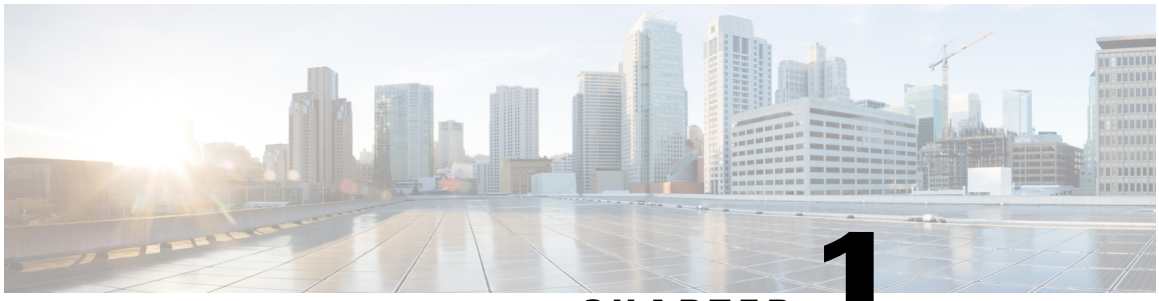

CHAPTER 1

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Introduction

These release notes support the Cisco Unified IP Phones 8961, 9951, and 9971 running Firmware Release 9.4(2)SR1.

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

Cisco Unified IP Phone	Protocol	Cisco Unified Communications Manager
Cisco Unified IP Phones 8961, 9951, and 9971	SIP	Cisco Unified Communications Manager Release 7.1(5) and later

Note Some features in this release may require a specific version of Cisco Unified Communications Manager. The feature description identifies if the feature requires a different version of Cisco Unified Communications Manager from the version identified in the above table.

Related Documentation

Use the following sections to obtain related information.

Cisco Unified IP Phone 8900 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-8900-series/tsd-products-support-series-home.html

Cisco Unified IP Phone 9900 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-phones-9900-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 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 Virtualization Experience Client Documentation

Refer to publications that are specific to your language. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-6000-series/tsd-products-support-series-home.html

New and Changed Features

This release contains no new or changed features.

Installation

Install the Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(2)SR1 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

Step 1 Go to the following URL:
https://software.cisco.com/download/navigator.html?mdfid=282677102

Step 2 Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.

Step 3 Choose your phone type.

Step 4 Choose **Session Initiation Protocol (SIP) Software**.

Step 5 In the Latest Releases folder, choose **9.4(2)SR1**.

Step 6 Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:

- cmterm-8961.9-4-2SR1-2.cop.sgn
- cmterm-9951.9-4-2SR1-2.cop.sgn
- cmterm-9971.9-4-2SR1-2.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 7 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- 8961.9-4-2SR1-2-readme.html
- cmterm-9951.9-4-2SR1-2-readme.html
- cmterm-9971.9-4-2SR1-2-readme.html

Step 8 Follow the instructions in the readme file to install the firmware.

Install the 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.

- cmterm- 8961.9-4-2SR1-2_REL.zip
- cmterm-9951.9-4-2SR1-2_REL.zip
- cmterm-9971.9-4-2SR1-2_REL.zip

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:
https://software.cisco.com/download/navigator.html?mdfid=282677102

Step 2 Depending on your phone model, choose **Cisco Unified IP Phones 8900 Series** or **Cisco Unified IP Phones 9900 Series**.

Step 3 Choose your phone type.

Step 4 Choose **Session Initiation Protocol (SIP) Software**.

Step 5 In the Latest Releases folder, choose **9.4(2)SR1**.

Step 6 Download the relevant zip files.

Step 7 Unzip the files.

Step 8 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.

Cisco Unified Video Camera Firmware

The Cisco Unified Video Camera is supported on Cisco Unified Communications Manager Release 7.1(5) and later.

Limitations and Restrictions

Cisco Unified IP Phone 9971 and Personal Address Book or Fast Dial Features

Users of the Personal Address Book or Fast Dial feature may receive an error message followed by a request to log back into the network. In DNS round robin configurations, the phone does not retain access with the same IP address. In this situation, the phone displays a message to indicate that the user must log into the phone again.

Plantronics Audio 615M Headset and Cisco Unified IP Phone 8961

The Plantronics Audio 615M headset is not compatible with the Cisco Unified IP Phone 8961. You must use an alternate headset type for this IP phone. For more information, see https://tools.cisco.com/bugsearch/bug/CSCth71104.

Plantronics CS50 USB Headset and Cisco Unified IP Color Key Expansion Module

The Plantronics CS50 USB headset causes the phone to request power from the switch even though the headset is self powered. In this case, if a device such as a camera or expansion module is connected and active on the phone, the switch will reject the power request for the headset because the power budget has been exceeded. In this case, the headset cannot be used.

Cisco Unified IP Phones 9951 and 9971 One-Way Video Calls

Because of limitations in the H.264 video signaling standards, Cisco Unified IP Phones 9951 and 9971 may not correctly display video that is received from devices supporting resolutions greater than 640 x 480. In this case, the user sees a black video screen.

To ensure that video from such devices displays properly on the IP phone, configure high definition phones and Cisco Unified IP Phones 8961, 9951, and 9971 into different call regions and limit the video bandwidth to 384 kb/s when calling between regions.

Cisco Virtualization Experience Client 2100

The Cisco Virtualization Experience Client 2100 (VXC 2100) Series are zero clients designed to deliver a user desktop from a centralized host server, providing access to desktop applications as if they were available locally. The Cisco VXC 2100 Series attaches to the Cisco Unified IP Phones 8961, 9951, and 9971 through a spine connector cable.

When running VXC with a single-tunnel option, high traffic to or from VXC may affect the phone's performance. Cisco Unified IP Phones 8961, 9951, and 9971 support 384kbps throughput bandwidth for VXC.

Set VPN MTU to 1406 to reduce packet reassemble in Cisco Unified IP Phones 8961, 9951, and 9971, to improve bandwidth in limited packet rate.

Video and audio applications may not play smoothly through VXC, even on a device plugged directly into a LAN.

USB CD-ROMs and other USB storage devices have limited support. In the current VXC environment, the expected performance is a low bit/transfer rate for USB storage devices and USB CD-ROMs connected to the VXC device.

For more information, see http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-2000-series/tsd-products-support-series-home.html.

No UDP for SIP Support

Cisco Unified IP Phones 8961, 9951, and 9971 do not support UDP for SIP. Do not configure the UDP protocol for SIP signaling on Cisco Unified IP Phones 8961, 9951, and 9971.

Multiple Text Messages

If you send multiple text messages to Cisco Unified IP Phones 8961, 9951, and 9971 within a few seconds using CiscoIPPhoneExecute.xml, the phone may reply with an HTTP/1.1 503 Service Unavailable message, and the user may not receive the text message on their phone screen.

Secure Video Bandwidth When Calling Over VPN

When using Cisco Unified IP Phones 8961, 9951, and 9971 for a secure video call over VPN and VXC VPN, the maximum supported bandwidth is 320 kbps.

Turn Off VPN Before Downgrade

The phone will go into an unregistered state if it is downgraded from a 9.3(1) load to a pre-9.2(3) load while VPN is turned on. Turn off VPN before downgrading to a pre-9.2(3) load.

Voice VLAN and IPv6 Limitation

If the PC attached to the PC port of the phone is using IPv6, we recommend that the PC Voice LAN access be disabled. This ensures that the PC can connect to the Voice VLAN.

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

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

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 8961, 9951, and 9971 for Firmware Release 9.4(2)SR1.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. 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 7.

Table 1: Open Caveats for Firmware Release 9.4(2)SR1

Identifier	Description
CSCuh59516	USB Headset: Adjust volume for active call can't be work
CSCup92089	connection refused, when we try to do ssh to the RT phone
CSCuq22092	Phone UI stuck when resetting
CSCuq23382	9971 lost connection with the server
CSCuq25819	Phone reports buffer error during SSH connection
CSCuq32312	Called name of mullti-leg info logged in remote call log are incorrect
CSCuq32376	9971 got freeze
CSCuq34821	The archived logs on 9971 phone web are not correctly
CSCuq36933	the dialing UI is always viewed until user close it
CSCuq41003	Alpha 9971 UI freeze issue
CSCuq49498	Phone reset after logoff VXC tunnel from ASA
CSCuq65279	UI freeze after network is switched to Ethernet

Identifier	Description
CSCuq65326	Phone reset during actions on menu
CSCuq69052	The volume heard in BT headset doesn't increase or decrease averagely
CSCuq69071	A RT volume change issue with BT headset
CSCuq76053	Phone didn't connect to Unity if press "#" after password inputted
CSCuq80204	Phone reset during stress test
CSCuq82776	Cannot initiate conference after hold key is pressed rapidly
CSCuq85180	CLI: Conference call on SRST will have the call state: CONF
CSCuq87055	UI freeze during reset on phone
CSCuq87089	A grey square remains after actionable alert disappear
CSCuq89182	Session bubble not be completely cleared during stress test
CSCuq91838	default account is not disabled on phone
CSCuq95910	No number displayed on call bubble in remote status
CSCuq95956	cli:show ui window detail ToastWidget-x return incomplete text
CSCuq96017	A 9971 exited the conference automaically
CSCuq97823	The volume on RT is differernt when BT headset is connected or not
CSCur03773	INTERNAL Ref value changes along with the call states(Ringing/connected)
CSCur06412	RT 9-4-1-9 phone load CLI output not proper - xfer and abdial scenarios
CSCur30371	Intermittently no video when 9971 using Jabber as video head
CSCur47590	Cannot conference in a remote shared line
CSCur65440	99XX IPPhone needs to escape space in GET request for RFC2616 compliance
CSCur69358	Can't display application window only display soft keys
CSCur70698	Screenshots very slow on 9971 model

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco Unified IP Phones 8961, 9951, and 9971 for Firmware Release 9.4(2)SR1.

For more information about an individual defect, access the Bug Search toolkit and search for the defect using the Identifier. 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 7.

Table 2: Resolved Caveats for Firmware Release 9.4(2)SR1

Identifier	Description
CSCup90458	Webs Popen Shell Command Execution Vulnerability
CSCuq02274	New EU Regulatory Compliance for 9971
CSCuq70652	8961/99XX: Errors received on USB port cause USB devices to reset
CSCur39976	9971 phone becomes unresponsive when receiving malformed RTP packets
CSCur60093	New call session pop up after end the call with Headset H650
CSCus00764	cipcfg -w shall always display WiFi interface configuration.

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 “Locale Installer” section in the *Cisco Unified Communications Operating System Administration Guide*.

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

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