

Cisco Unified IP Phone 8961, 9951, and 9971 Release Notes for Firmware Release 9.4(2)SR2

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Introduction

These release notes support the Cisco Unified IP Phones 8961, 9951, and 9971 running Firmware Release 9.4(2)SR2.

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

Upgrade Notes

Direct upgrades, using signed load files, are supported from 9.x to Firmware Release 9.4(2)SR2. You can use the following firmware release file for these direct upgrades.

- For Cisco Unified IP Phone 9951, 9971, and 8961:
 - cmterm-8961.9-4-2SR2-2.k3.cop.sgn
 - cmterm-9951.9-4-2SR2-2.k3.cop.sgn
 - cmterm-9971.9-4-2SR2-2.k3.cop.sgn

Install the Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 9.4(2)SR2 with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

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- 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)SR2**.
- Step 6** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:
- cmterm-8961.9-4-2SR2-2.k3.cop.sgn
 - cmterm-9951.9-4-2SR2-2.k3.cop.sgn
 - cmterm-9971.9-4-2SR2-2.k3.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- 8961.9-4-2SR2-2-readme.html
 - cmterm- 9951.9-4-2SR2-2-readme.html
 - cmterm- 9971.9-4-2SR2-2-readme.html
- Step 8** Follow the instructions in the readme file to install the firmware.
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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- 8961.9-4-2SR2-2_REL.zip
- cmterm- 9951.9-4-2SR2-2_REL.zip
- cmterm- 9971.9-4-2SR2-2_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.

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- 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)SR2**.
- 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.
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Limitations and Restrictions

DTMF During On-Hook Dialing

On-hook dialing can result in users hearing the DTMF from the key press in the handset. The tones are heard if the handset is picked up while the last digit is pressed. If users pick up the handset after pressing the last digit, they will normally not hear any DTMF.

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

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

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- 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**.
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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)SR2.

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 5](#).

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

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 9951/9971/8961 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 9951/9971/8961 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 99xx is differernt when BT headset is connected or not
CSCur03773	INTERNAL Ref value changes along with the call states(Ringing/connected)
CSCur06412	99xx 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	Intermittently no video when 9971 using Jabber as video head

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)SR2.

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 5.

Table 2: Resolved Caveats for Firmware Release 9.4(2)SR2

Identifier	Description
CSCum48267	OpenSSL bn Denial of Service Vulnerability
CSCum48417	OpenSSL ssl_get_algorithm2 Function Request Processing Denial of Service
CSCuo28644	Allegro RomPager HTTP Referer Header XSS
CSCup92977	Remove unneeded tools from production image
CSCuq60436	Multiple Vulnerabilities in OpenSSL - August 2014
CSCur49810	No tar log file on 8961 web page
CSCur65378	8961 with no DN assigned to Primary line /mnt/flash partition increases
CSCur70698	Screenshots very slow on 9971 model
CSCus08053	9971 phones have clipping garbled audio while using speakerphone
CSCus17021	99 packets are dropped and one way audio for a few seconds at 22 minutes
CSCus31274	Oct 2014 OpenSSL Vulnerabilities
CSCus33551	9951/9971/8961 POODLE vulnerability evaluation - CVE-2014-3566
CSCus42706	JANUARY 2015 OpenSSL Vulnerabilities
CSCus53052	No BLF audible Alert for 9951
CSCus70298	Evaluation of CVE-2015-0235 'GHOST' vulnerability
CSCus76452	Deskphone Video Intermittently not Working with 9.4.2 Firmware on 8961
CSCus85117	8961 Phone sees an active call when no call is active
CSCus87564	9971 does not tag voice packets to wireless AP

Identifier	Description
CSCut29519	99XX does not use TTL parameter for backup DNS server
CSCut31766	9971 breaks audio during call with jabber control
CSCut35079	phone unregisters and never registers back when we run nessus port scanner
CSCut46169	MARCH 2015 OpenSSL Vulnerabilities
CSCut70074	9951 may not re-register after receiving a NOTIFY w/restart or reset
CSCuv10117	Phone closes TCP connection when displaying image
CSCuv28931	9971/9951/8961 image command can run in non-root permission

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, new public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3” in their name. To install a k3 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the README for the `cisco.cm.version3-keys.cop.sgn` to determine if this additional cop file must first be installed on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

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>

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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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