Cisco IP Phone 7821, 7841, and 7861 Release Notes for Firmware Release 10.2(1)SR1

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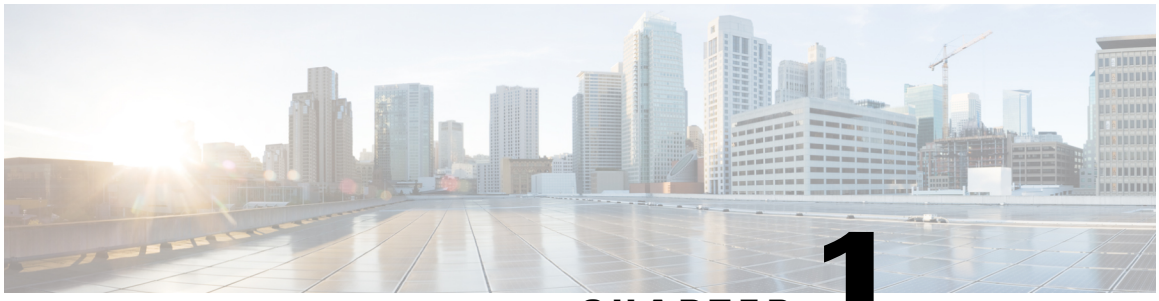

CHAPTER 1

Cisco IP Phone 7821, 7841, and 7861 Release Notes for Firmware Release 10.2(1)SR1

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Introduction

These release notes support the Cisco IP Phones 7821, 7841, and 7861 running SIP Firmware Release 10.2(1)SR1.

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 7821, 7841, and 7861	SIP	Cisco Unified Communications Manager version 8.5(1) and later. Cisco Unified Communications Manager DST Olsen version D or later

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 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-7800-series/tsd-products-support-general-information.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

New and Changed Features

This release contains no new or changed features.

Installation

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone Firmware Release 10.2(1)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:
http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm

Step 2 Depending on your phone model, choose **Cisco IP Phones 7800 Series**.

Step 3 Choose your phone type.

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

Step 5 In the Latest Releases folder, choose **10.2(1)SR1**.

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

- cmterm-78xx.10-2-1-12SR1-4.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.

Step 8 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.

- 78xx.10-2-1-12SR1-4.zip

Procedure

Step 1 Go to the following URL:
http://software.cisco.com/download/navigator.html?mdfid=284883944&i=rm

Step 2 Choose **Cisco IP Phones 7800 Series**.

Step 3 Choose your phone type.

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

Step 5 In the Latest Releases folder, choose **10.2(1)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.

Limitations and Restrictions

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

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 IP Phone 7800 Series for Firmware Release 10.3(1).

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 4.

Table 2: Open Caveats for Firmware Release10.3(1)

Identifier	Headline
CSCur77888	phone could not register to cucm if change fips configuration
CSCur98445	Not refresh configure file after network recover
CSCus07000	There are serious kernel "error" on the console log
CSCus32998	speed dial failed via pick up the handset if speaker disabled
CSCus33653	78XX phone not sending Call statistics in the 200OK.
CSCus34815	No Resume SK in ROH when use headset if speaker disabled
CSCus41425	phone ui shows wrong new voice mail info for light only
CSCus46324	Client Cbarge supervisor fail during monitoring
CSCus49612	phone should keep consistent action when conference from line
CSCus51283	7811: phone unregister during Codenomicon ICMPV6 testing
CSCus52642	press hold/resume softkey in a shorter time, phone responsed slowly
CSCus52824	Phone UI changed slowly if cBarge the call
CSCus54642	7821 cannot complete agent greeting conference with BIB recording
CSCus58355	answer softkey shows for local hold call.
CSCus65461	Toast doesn't need popup when transfer to Dpark
CSCus67926	"undefined" softkey come out when remote in use

Identifier	Headline
CSCus70130	7811 phone could not make/answer call any more
CSCus70263	Evaluation of CVE-2015-0235 'GHOST' vulnerability
CSCus72195	No load version could be found from CUCM on the 78xx CE phone
CSCus72226	78xx phone intermittently fail to clear CE info after reset all
CSCus74598	78xx:softkeys error after phone failover/fallback
CSCus75230	7800 series phones cannot handle certificates greater than 2048 bytes
CSCus76012	"UnDefined" softkey displayed on UI in some call state.
CSCus76472	Missed call icon display wrong
CSCus76474	There is a timer displayed after pressing the linekey
CSCus76482	The phone crashes after press "Fwd All" softkey
CSCus76487	Conference test linekey can not answer the call (just find one time)
CSCus76490	Phone have speaker tone sometime when press the hook switch fast.
CSCus76491	Phone will not fail over to VSRST.
CSCus76499	Sometimes phone UI will be showed blank.
CSCus76500	UE display wrong when the shareline phone ringing
CSCus78289	when off hook, 7811 dials "00" directly
CSCus80132	78xx: phone not recovery after Fuzzing.sh testing
CSCus80361	Conference display abnormal
CSCus80364	The overflow of characters cant be use
CSCus80477	Intercom function error
CSCus81800	78xx: phone reboots during Fuzzing.sh udp attack
CSCus82286	Softkey displayed abnormal after resuming call.
CSCus84647	7841 CE failed to send PRT
CSCus84727	The phone's UE diaplays unnormal when dial message waiting on number

Identifier	Headline
CSCus84738	The phone UI showed error and toast Extension mobility Unavailable
CSCus84741	Two share line phone dial each other,header display error
CSCus86094	"Applications" key is disabled when phone is registered with CME
CSCus86200	remote call info not updated for monitoring session
CSCus86225	78xx: prt process should align with 88xx
CSCus86678	78xx don't honor calls history related service setting on cucm.
CSCus86692	Behavior of phone is not correct
CSCus86981	Call back and FWD test fail
CSCus86984	Phone A doesnt display the dial out number on UE
CSCus88440	78xx: Phone play noise after reset phone on cucm occasionally
CSCus88504	78xx: phone can't set Call Fwd All from call history
CSCus88521	78xx: Phone don't play du-du tone after press Fwd All sk in the off-hook
CSCus89519	78xx Nothing is displayed on phone when a call arrives.
CSCus92214	7841: can't answer call by speaker/handset/headset/linekey
CSCus92469	Call info not shown on shared-line phone
CSCut11233	One 78xx phone fail to register in ce mode
CSCut13256	Softkey miss when cancel an on-hook dialing call
CSCut13357	78xx: CE login window header shows "???" when login
CSCut13591	7811 softkey error when in remote-in-use state
CSCut14099	IPPA Java out of memory
CSCut14947	78xx: display "unprovisioned" when phone restart
CSCut14960	Session list update slowly when conference
CSCut14964	All softkey disappear when phone is "remote in use" status
CSCut15049	Duration test: redial failed in about 12~24h

Identifier	Headline
CSCut15070	align 78xx CE related phrases with BE phone
CSCut15095	Duration test: upgrade_downgrade failed in about 12~24h
CSCut15593	Phone UI update error when called the third incoming call
CSCut15605	One 78xx phone always fail to submit PRT reprot
CSCut15614	Softkey and phrase error in PRT
CSCut15714	Phone can't return to PRT initial screen if exit menu in PRT process
CSCut15988	No error display if http service not accessible
CSCut16069	Conference window with Recents softkey problem
CSCut17661	Could not collect completed logs in PRT
CSCut18015	the call forward off softkey will disappear after running the script

Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 Series for Firmware Release 10.3(1).

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 4.

Table 3: Resolved Caveats for Firmware Release10.3(1)

Identifier	Headline
CSCup22421	Calls answered on 78xx phones are placed on hold automatically
CSCuq02713	Phones Should Enable the MAB on uplink Switch
CSCuq46372	MAC addr bypass authentication failed in DOT1X
CSCuq58308	7841 phone audio on speaker muted when both parties talk
CSCuq61332	78xx shows XML error when open App menu and ext services unavailable

Identifier	Headline
CSCuq66793	CP-78xx doesn't display "Service interruption" in SRST after hung up
CSCuq69025	78xx phones do not use Secondary TVS for EM after Failover
CSCuq72739	7841 cannot handle internal URL in custom XML/external services
CSCuq73819	78XX phone diskspace(var/volatile) Increases while setting ringtone
CSCuq82601	XML Parse Error Issue on both Corporate and Personal Directory on 78XX
CSCuq89138	7861 can't display missed call correctly by pushing "missed" softkey
CSCuq92866	78XX are unable to handle larger ptime value in SDP
CSCuq96598	XML Error on 78XX phones
CSCur16953	"Can't set PFK of ""Missed Calls""."
CSCur25099	78xx Hebrew locale issues with 10-2-1 firmware
CSCur35134	Jabber Video does not work with Cisco 78XX Phones
CSCur35773	7841 failing to create conference from CTI application
CSCur39715	CP 7821/7841 may become unusable when re-registering multiple times
CSCur41631	Direct call park button is not enabled after failback from SRST
CSCur45352	CP78XX cancel calls because of no enough codec resource
CSCur49750	78XX phone not mounting mnt/flash2 even after upgrading to 10-2-1-12ES1
CSCur52030	Undefined softkey don't take effect on 78XX Phone
CSCur54113	cann't make new call with speaker/headset/handset
CSCur57934	7800 phones stop playing multicast audio (informacast)
CSCur59644	When using CiscoIPPhoneInput, the submit button does not always appear
CSCur60763	Caller ID not displayed correctly on 78XX when Arabic locale is used
CSCur60954	SnoopyPlus phone should hide call history when history urls are disabled
CSCur61721	7800 Series handset doesn't answer second line when the first is on hold
CSCur64844	unable to off hook after receiving a call in shared line simultaneously

Identifier	Headline
CSCur66884	Connected another call after selecting "Hold" with 3rd party application
CSCur75727	phone freezed completedly including softkey and hardkey
CSCur78719	78xx phones not showing Call history and EM service
CSCur90234	78xx Label for Services URL not showing if assigned to button 4
CSCus03197	Call history selection highlight is incorrect
CSCus10285	CP7861/41/21 background noise on G729 calls
CSCus18070	7841 will not register back to CUCM cluster after SRST failover
CSCus18360	One way audio on inbound call
CSCus20047	78XX phones sending IP instead of hostname while accessing phone service
CSCus20746	Commit IP Phone 78XX 10.2.(1) feature safe/size safe support in CUCM DB
CSCus25031	78xx phone breaks audio in between call when used with jabber (CAST)
CSCus33522	SP 78XX POODLE vulnerability evaluation - CVE-2014-3566
CSCus42190	78xx phone cannot play preview of Non-Wideband Ringtone (.raw)
CSCus57373	8x to 9x upgrades broken due to incorrect reference of phone XML rule
CSCus59083	7821 phone crashes intermittently when recording is enabled
CSCus64017	phone can not register to CUCM after add second shared line back
CSCus73097	7861 phone BLF out of sync issue on Shared lines - NPE issue
CSCus74260	CP-7861 Offhook and press line key in a short time should answer a call
CSCus76475	78XX IP Phone stops writing logs and will eventually freeze or reboot
CSCus81661	No BLF audio in 78xx phones after firmware upgrade
CSCut13545	7821 phones | https web access doesnt work
CSCut32858	78xx series phones cannot handle certificates greater than 2048 bytes

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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