



Release Notes for Cisco SIP IP Phone 7940/7960 Release 7.4

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Contents

This document lists the known problems in Cisco Session Initiation Protocol (SIP) IP Phone 7940/7960 Release 7.4 and contains information about the Cisco SIP IP Phone 7940/7960 (hereafter referred to as the Cisco SIP IP phone) that is not included in the most recent release of the phone documentation.

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Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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New and Changed Information

New Hardware and Software Features in Release 7.4

There are no new hardware or software features in Cisco IP Phone 7940/7960 Release 7.4.

Installation Notes

For Cisco SIP IP phones, follow the instructions in the “Upgrading the Cisco SIP IP Phone Firmware” section at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/addprot/mgcp/frmw rup.htm

For these instructions, use POS3-07-4-00 as the image name for Release 7.4. You can find the current images at the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/sip-ip-phone7960>

Caveats

This section documents possible unexpected behavior by Cisco IP Phone 7940/7960 Release 7.4. This section lists only severity 1 and 2 caveats and select severity 3 caveats.

Open Caveats—Release 7.4

There are no known open caveats in this release.

Resolved Caveats—Release 7.4

- **CSCee57022:** Phones To Be More Ambitious Towards Updating Firmware
Symptom: Phones do not upgrade their firmware.
Condition: System with a large number of phones. Perform an upgrade (either Cisco CallManager or just firmware).
Workaround: Power-cycle the phone.
- **CSCef27445:** Cisco 7940 SIP: Trnsfer key should not be displayed in NewCall state
Symptom: Cisco IP phone 7940 running SIP load 7.1 will display “Trnsfer” (transfer) key in a “NewCall” state. Applicable to Cisco IP phone 7960 also.
Workaround: There is no workaround.
- **CSCef36049:** Cisco 79x0 SIP: Phone sends ACK for 487 to reg. proxy when outbound proxy

Symptom: Cisco 7940 / 7960 SIP phone sends SIP INVITE to an outbound proxy. The outbound proxy forwards the message to a SIP Gateway. If the call is forwarded and a 302 is received and after this forwarding if the call is cancelled, the response (ACK) to the 487 cancelled here is sent to the main proxy.

Conditions: The SIP network must have two proxies, one acting as outbound proxy to the SIP phones and the phones be registered to the main proxy.

Workaround: Remove outbound proxy and route SIP messages through main proxy

- **CSCef37095:** Cisco 79x0: SIP Phone does not respond when BYE messages cross on wire

Symptom: The SIP Phone 79x0 does not respond to a BYE message when it has crossed on the wire with another BYE message.

Workaround: Wait until retransmit timer expires.

- **CSCef38121:** Cisco 79x0: NTP Clock drift on SIP Phones

Symptom: The Cisco 7940/7960 phones exhibit a clock drift issue

Workaround: A phone reset will restart the time clock.

- **CSCef46202:** SIP: Cisco 7960 is not sending ARP request after getting DHCPACK message

Symptom: When the Cisco 7960 SIP IP phone is configured to use DHCP, it may not detect a duplicate IP address assignment.

Condition: This problem was observed on a Cisco 7960 SIP IP Phone running 7.1 software version.

Work-around: There is no workaround.

- **CSCef92256:** Phone stuck in configuring IP mode when performing a factory reset, save settings DHCP

Symptom: The phone is stuck in configuring IP mode.

Condition: This occurs when the DHCP server is down. Try factory reset on DHCP enabled phone and save settings while factory reset. Phone will be stuck in Configuring IP.

Workaround: Enable the DHCP server before doing a factory reset.

- **CSCeg17953:** Cisco 7940/7960 IP phones showing as untrusted on Cisco Catalyst 3550, Cisco Catalyst 3560, and Cisco Catalyst 4500

Symptom: The Cisco 7960 and 7940 phones appear as untrusted when using 802.1x.

Condition: The Cisco 7960 is running release 7.0(2), and connected to Cisco Cat3550, Cisco Cat3560, or Cisco Cat4500 switches. The switchport is configured using the **mls qos trust device cisco-phone** command.

Workaround: There is no workaround.

- **CSCeg34640:** Cisco 7960 fails to adhere to expires value in the 200 OK for REGISTER

Symptom: Cisco 7960 SIP IP Phone does not adhere to the “expires” value specified in the 200 OK response for the REGISTER message.

Condition: This has been observed in the 7.3 release of the SIP IP phones.

Workaround: Use the 7.2 or any prior phone release.

- **CSCeg41122:** Phone randomly crashes during SNTP updates

Symptom: Cisco 79x0 SIP phones randomly crash. It is mostly seen during SNTP updates (at 10 minutes and 25 seconds).

Workaround: There is no workaround.

- CSCeg41810:** Phone can not process calls (out of DSP buffers)

Symptom: Phone cannot process calls, no dial tone to make an outgoing call/can not accept incoming calls, generates a lot of “out of dsp buffers” error on the telnet screen.

Workaround: There is no workaround other than to reboot the phone.
- CSCeg44492:** Phones show as untrusted on Cisco Catalyst switches

Symptom: Cisco 7960 and 7940 SIP phones may appear as untrusted when using them with 802.1x and Cisco Catalyst switches.

Conditions: The phone is connected to a Cisco Catalyst series switch with 802.1x enabled.

Workaround: There is no workaround.
- CSCeg50138:** Pressing Speaker/Headset drops call when incoming call is waiting

Symptom: Existing SIP call is dropped.

Condition: If there is an active call using the handset and another call comes in (call waiting), then pressing the speaker or headset button will drop the existing call instead of switching it to speakerphone or headset.

Workaround: Use the navigation button to highlight the relevant call before pressing the speaker or headset button.
- CSCeg60263:** Cisco 7940/7960 SIP phones Network Statistics field shows Elapsed Time

Symptom: Misspelling. With the Cisco 7940/60 SIP 7.3 software, if you press Settings->5->2 (Status, Network Statistics), it says “Elapsed Time” instead of “Elapsd Time.”

Workaround: There is no workaround.
- CSCeg60605:** Cisco 79x0 phone crash during Tftp request

Symptom: Cisco 79x0 SIP phones may intermittently crash during Tftp requests.

Workaround: There is no workaround.
- CSCeg64635:** Cisco 7940/60 DHCP option 60 data different between big and little app

Symptom: The data portion of the option 60 (vendor class identifier) in a DHCP discover or DHCP offer is different between little and big applications. This may cause an issue with DHCP server handling requests based on the vendor class. This issue is seen on The Cisco 7940, 7960, 7940G and 7960G phones

Condition: For example, the Cisco 7960G is running 7.1(1) (P00307010100 load).

DHCP discover and DHCP request shows information for little applications:

```
Class Identifier (Vendor)
3c 25 43 69 73 63 6f 20 53 79 73 74 65 6d 73 2c 20 49 6e 63 2e 20 49 50 20 50 68 6f 6e
65 20 43 50 2d 37 39 36 30 47
Cisco Systems, Inc. IP Phone CP-7960G
(3c = option 60, 25 = length)
Does not contain a null value (00)
```

DHCP discover and DHCP request show for big applications:

```
Class identifier (Vendor)
"3c 26" 43 69 73 63 6f 20 53 79 73 74 65 6d 73 2c 20 49 6e 63 2e 20 49 50 20 50 68 6f
6e 65 20 43 50 2d 37 39 36 30 47 00
Cisco Systems, Inc. IP Phone CP-7960G
(3c = option 60, 26 = length)
Contains a null valure (00)
```

Workaround: Create two vendor class scope options for one that handles an ending null value and one that does not.

- **CSCeg78956:** SNTP behavior for anycast mode is incorrect

Symptom: According to the standard, which is noted in the DDTS bug report, either broadcast or multicast is good. I chose broadcast for the reason that a broadcast message is alive only within a broadcast domain which will be the VLAN the phone is in. Are there any changes to the behavior relative to the phones out there? Yes. For anycast to work as per definition, a time server must be accessible within the broadcast domain. Otherwise, the phones will not get time updates and the clock will not be displayed. The following warning message will appear: “Local Clock: No Time Server Updates” at the Settings->Status(5)->Status Messages(1) location.

Workaround: Change sntp_mode to 'unicast' and set the sntp_server to the address of the time server that is determined by the network administrator.

- **CSCsa70492:** Copyright Date needs to be changed to 2005 during initial boot up

Symptom: Copyright date needs to be updated when phone is booting.

Condition: Once phone is reset by command line or any type of reboot.

Workaround: There is no workaround.

Related Documentation

- [Cisco SIP IP Phone Administrator Guide, Release 7.2](#)
- [Cisco IP Phone 7960/7940 Series - Quick Reference](#)
- [Regulatory Compliance and Safety Information for the Cisco IP Phone 7960, 7940, and 7910 Series](#)
- [Installing the Wall Mount Kit for the Cisco IP Phone](#)

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments regarding Cisco IOS software release notes and caveats documentation to relnote-feedback@cisco.com.

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

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<http://www.cisco.com/warp/public/732/docsurvey/rtg/> to give us your feedback.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the documents listed in the [“Related Documentation” section on page 5](#).

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