



Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.4 for SIP

August 15, 2006

Use these release notes with a Cisco Unified IP Phone 7960G and 7940G running SIP firmware release 8.4.

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Related Documentation

For related Cisco Unified IP Phone documentation, refer to publications at the following documentation URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/addprot/sip/index.htm

Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G, you must install the latest firmware.

The firmware image names are:

- **P0S3-08-4-00.loads**
- **P003-08-4-00.sbn**
- **P0S3-08-4-00.sb2**
- **P003-08-4-00.bin**

To install the firmware, go to the following URL:

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

Caveats

These release notes contain descriptions of open and resolved caveats of severity level 1 or 2 and significant severity level 3.

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for the Cisco Unified IP Phone 7960G and 7940G by using Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using Bug Toolkit, you can find caveats of any severity for any release.

Bug Toolkit may also provide a more current listing than this document provides. You can search for problems by using the Cisco Software Bug Toolkit. You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.
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Open Caveats

[Table 1](#) lists Severity 1, 2, and 3 defects that are open in this firmware release.

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

Because defect status continually changes, be aware that [Table 1](#) 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 the [“Caveats” section on page 2](#).

Table 1 *Open Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.4*

Identifier	Headline and Bug Toolkit Link
CSCse57092	SIP Phone 8.3 crash intermittently during mid-call (bad pointer free) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse57092
CSCse69973	SIP Cisco Unified IP Phone 7940 8.3 dial plan not always used http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse69973
CSCse82734	SIP Cisco Unified IP Phone 7940 8.3 ACK not resent http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse82734
CSCse83878	Call record not available in directory http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse83878
CSCse96952	SIP phone does not send refer when conferencing Avaya SIP phones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse96952

Resolved Caveats

Table 2 lists Severity 1, 2, and 3 defects that are resolved in this firmware release.

Table 2 *Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.4*

Identifier	Headline and Bug Toolkit Link
CSCef36868	Cisco Unified IP Phone 79xx: Confrn LCD ICON status needs to change when UA is on HOLD http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef36868
CSCsd10401	Destination IP address flipped for outgoing requests http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10401
CSCsd74158	Cisco Unified IP Phone 7960/7940 with SIP send multiple BYE messages http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd74158
CSCsd82151	Call directories should only preserve non-local SIP domains http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd82151

Table 2 *Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.4 (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsd86855	Cisco Unified IP Phone 7960 SIP running load 8.2 hears two ringback tones http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86855
CSCsd97636	SIP INVITE with unrecognized field is not ignored http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd97636
CSCse04597	Phone displays large negative values for expires when doing show reg command http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse04597
CSCse04707	dnd_control not permanently enabled when using option 3 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse04707
CSCse05227	Cisco Unified IP Phone 7960 SIP Displays From instead of From Unknown http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse05227
CSCse05399	SIP: Cisco Unified IP Phone 7960/40 displays IP Address in the screen when CFwdAll is enabled http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse05399
CSCse05401	SIP Cisco Unified IP Phone 7960 does not send Arcords when DNS SRV fails http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse05401
CSCse21957	When preferred codec sets to mu or a-law, g.729 sample rate sets to 0 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse21957
CSCse42065	Cisco Unified IP Phone 7960/40: With dial plan # does not terminate the interdigit timeout http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse42065
CSCse43327	SIP: Cisco Unified IP Phone 7960 sends 400 Bad Request in response to notify for MWI http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse43327
CSCse52527	Phone leaks 32 bytes for outgoing call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse52527
CSCse64827	Phone may crash due to freeing message twice http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse64827

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation 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.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use

in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking

the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations 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.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—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 Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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