Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(1)

First Published: 2023-01-18

Last Modified: 2023-01-17

Release Notes

Use these release notes with the Cisco IP Phone 7800 Series Multiplatform Phones running SIP Firmware Release 12.0(1).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	BroadSoft BroadWorks 24.0 MetaSphere CFS version 9.5 Asterisk 16.0

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 Series Documentation

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):

https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/index.html

New and Changed Features

Display of Webex Call Duration

Now the phone displays the Webex call log duration. In the **Recents** screen, when you choose to view details of a placed call or a received call, the duration of the call is also displayed on the **Received calls** or **Placed calls** screen.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*

FIPS Mode Enabling

You can now enable phone with Federal Information Processing Standards (FIPS) compliance. This validation is required after OpenSSL Cisco OpenSSL 7.2.440 is ported to SL 2.0 as secured communication system through cryptography is important.

To enable this feature from the phone administration web page, use **FIPS mode** parameter under the **Security Settings** section from **Voice** > **System**.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Support for RFC-8760

The Cisco IP Phone now supports RFC-8760. If supported, the phone sends a SIP register request to the server without an authorization header field and the SIP server responses a 401 status with multiple www-authenticate headers. The headers include support for more secure digest algorithms such as SHA256, SHA-512/256 and MD5.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

WxC Outbound Proxy Survivability Support

Phone now has the ability to register to the Site Survivability Gateway (SGW) nodes when WxC SSE nodes are unreachable. When the phone connects to SGW nodes, phone supports only limited set of calling features. When this feature is enabled, user can see a service interruption notification on the phone.

To enable this feature from the phone administration web page, use **Survivability Proxy**, **Survivability Proxy Fallback Intvl** parameters under the **Proxy and Registration** section from **Voice** > **Ext(n)** and **Survivability Test Mode** parameter under **System Configuration** section from **Voice** > **System**.

Where to Find More Information

- *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 7800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

Upgrade Firmware

You can upgrade the phone firmware with TFTP, HTTP, or HTTPS. After the upgrade completes, the phone reboots automatically.

Procedure

Step 1 Click this link:

https://software.cisco.com/download/home/286318380

On the **Software Download** web page that is displayed, ensure that **IP Phone 7800 Series with Multiplatform Firmware** is selected in the middle pane.

Step 2 Select your phone model in the right pane.

Step 3 On the next page that is displayed, select **Multiplatform Firmware**.

Step 4 On the next page that is displayed, select **12.0.1** in the **All Releases** > **MPPv11** folder.

Step 5 (Optional) Place your mouse pointer on the file name to see the file details and checksum values.

Step 6 Download the corresponding file.

`cmterm-78xx.12.0.1MPP0001.245_REL.zip`

Step 7 Click **Accept License Agreement**.

Step 8 Unzip the file and place the files in the appropriate location on your upgrade server.

The appropriate location is the TFTP, HTTP, or HTTPS download folder, depending on the protocol that you want to use for the upgrade.

Step 9 Upgrade the phone firmware with one of these methods.

- Upgrade the phone firmware from the phone administration web page:

  a. On the phone administration web page, go to **Admin Login** > **Advanced**, **Voice** > **Provisioning** > **Firmware Upgrade**.

  b. In the **Upgrade Rule** field, enter the load file URL as described below.

  Load file URL format:

  ```
  <upgrade protocol>://<upgrade server ip
  address>[:<port>]>/<path>/<file name>.loads
  ```

  Examples:

  `http://10.73.10.223/firmware/sip78xx.12.0.1MPP0001.245.loads`

  `https://server.domain.com/firmware/sip78xx.12.0.1MPP0001.245.loads`

  c. Click **Submit All Changes**.

- Upgrade the phone firmware directly from your web browser:

  In the address bar of your web browser, enter the phone upgrade URL as described below.

  Phone upgrade URL format:

  ```
  <phone protocol>://<phone ip address[:port]>/admin/upgrade?<load file
  URL>
  ```

  Load file URL format:

  ```
  <upgrade protocol>://<upgrade server ip address>[:<port>]>/<path>/<file
  name>.loads
  ```

  Examples:

  `https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip78xx.12.0.1MPP0001.245.loads`

  `https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip78xx.12.0.1MPP0001.245.loads`

Note Specify the `<file name>.loads` file in the URL. The `<file name>.zip` file contains other files.

Limitations and Restrictions

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio 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.

Caveats

View Caveats

You can search for caveats (bugs) with the Cisco Bug Search tool.

Known caveats are graded according to severity level, and are either open or resolved.

Before you begin

You have your Cisco.com user ID and password.

Procedure

Step 1 Click one of the following links:

- To view all caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?pf=prdNm&sb=anf&prdNam=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware&kw=*&bt=custV&rls=12.0(1)
- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?pf=prdNm&sb=afr&kw=*&bt=custV&rls=12.0(1)&prdNam=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware
- To view resolved caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?pf=prdNm&sb=fr&kw=*&bt=custV&rls=12.0(1)&prdNam=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware

Step 2 When prompted, log in with your Cisco.com user ID and password.

Step 3 (Optional) For information about a specific caveat, enter the bug ID number (*CSCxxnnnnn*) in the **Search for** field, and press **Enter**.

Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 7800 Series Multiplatform Phones that use Firmware Release 12.0(1).

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxnnnnn*). You must be a registered Cisco.com user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the View Caveats, on page 4.

- CSCvz67625 License prompt is always displayed on GDS input screen if the phone is converted from On-Premises
- CSCvz35920 SSRC changes for outgoing Re-INVITES
- CSCwa70238 MPP should block sending CANCEL when Park button is pressed twice quickly
- CSCwb46008 Many PRTs with logs missing for around 5 seconds

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 Series Multiplatform Phones that use Firmware Release 12.0(1).

For more information about an individual defect, you can access the online history for the defect by accessing the Bug Search tool and entering the Identifier (*CSCxxnnnnn*). You must be a registered `Cisco.com` user to access this defect information.

Because the defect status continually changes, the list reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of the resolved defects or to view specific bugs, access the Bug Search Toolkit as described in the View Caveats, on page 4.

- CSCwd41757 Cisco MPP phones: Call is disconnected during a call
- CSCwd51776 Virtual extention number is not provided on MPP with "webex directory" contact search
- CSCwd61181 Cisco MPP Phones reboots upon receiving "GetSoftKeys" API calls
- CSCwd81572 Specific tones are not heard on speaker phone, but can be heard on the handset
- CSCwb92297 78xx VID 20 E2M, then back to E fail

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see the Cisco IP Phone Firmware Support Policy.

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- 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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