Cisco IP Phone 8800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(1)

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Release Notes

Use these release notes with the Cisco IP Phone 8800 Series Multiplatform Phones running SIP Firmware Release 12.0(1).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 8800 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 8800 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-8800-series-multiplatform-firmware/index.html

New and Changed Features

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 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

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 8800 Series Multiplatform Phones Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

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 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*

Support for Hybrid Meetings

User can join a meeting without a meeting password or host PIN. With this feature, the phone supports the following meeting conditions:

- Hybrid meeting (no need to input a meeting password or host PIN)
- Meeting and call cannot coexist
- Meeting list displays multiple meeting notifications

If joining without host PIN fails, user can join the meeting using a SIP URI (existing behaviour). Also a phone doesn't support meeting control functions, such as layout change, mute and unmute status sync with the server, and participant list.

Where to Find More Information

- *Cisco IP Phone 8800 Series Multiplatform Phones Administration Guide*
- *Cisco IP Phone 8800 Series Multiplatform Phones User 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 8800 Series Multiplatform Phones Administration Guide*

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 8800 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.

- 8845 and 8865: `cmterm-8845_65.12.0.1MPP0001.245_REL.zip`
- Other phones in 8800 series: `cmterm-88xx.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:

- 8845 and 8865:

  ```
  http://10.73.10.223/firmware/sip8845_65.12.0.1MPP0001.245.loads
  ```

  ```
  https://server.domain.com/firmware/sip8845_65.12.0.1MPP0001.245.loads
  ```

- Other phones in 8800 series:

  ```
  http://10.73.10.223/firmware/sip88xx.12.0.1MPP0001.245.loads
  ```

  ```
  https://server.domain.com/firmware/sip88xx.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:

  - 8845 and 8865:

    ```
    https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip8845_65.12.0.1MPP0001.245.loads
    ```

    ```
    https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip8845_65.12.0.1MPP0001.245.loads
    ```

  - Other phones in 8800 series:

    ```
    https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip88xx.12.0.1MPP0001.245.loads
    ```

    ```
    https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip88xx.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 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.

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?kw=*&pf=prdNm&rls=12.0(1)&sb=anfr&bt=custV&prdNam=Cisco%20IP%20Phone%208800%20Series%20with%20Multiplatform%20Firmware
- To view open caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=12.0(1)&sb=afr&bt=custV&prdNam=Cisco%20IP%20Phone%208800%20Series%20with%20Multiplatform%20Firmware
- To view resolved caveats that affect this release:

  https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&rls=12.0(1)&sb=fr&bt=custV&prdNam=Cisco%20IP%20Phone%208800%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 8800 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*.

- CSCvx25552: MPP video phones - Allow users to convert calls from video to audio and vice-versa during a call
- CSCvx78045: Add "PoE Power Required" parameter definitions to 8800 MPP administration guide
- CSCvy20491: Customer enhancement requests for 3PCC feature: View image of IP camera on MPP phone.
- CSCvy86354: MPP phones - 8845/8865 phones are randomly crashing
- CSCvz35920: SSRC changes for outgoing Re-INVITES
- CSCvz67625: License prompt is always displayed on GDS input screen if the phone is converted from On-Premises
- CSCwa70238: MPP should block sending CANCEL when Park button is pressed twice quickly
- CSCwc61476: Unable to Downgrade MPP to Pre-11.3.3 Version
- CSCwb27243: 8865 Crash - null pointer at libmmalvcp.so

Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 8800 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*.

- CSCwa95349: Cloud awareness: Phone will create new registration after reboot or for each refresh request
- CSCwb84477: 8865: KEM Type is set to unsupported option, phone will not report kem "offline" status to cloud
- CSCwb85883: 88xx 88x5 the generated PRT toast content will overlap when a paging call is received
- CSCwc08931: Cisco MPP 8851 IP Phone with Cisco 561 USB headset are randomly crashing
- CSCwc29314: MPP phones (88xx/68xx/78xx) do not support dual registration with TCP
- CSCwd47209: The 'ACK' from MPP phone does not have 'Route' header.
- CSCwd56139: Cisco MPP phones "Debug" level log still print out when log level set to "Notice"
- CSCwd62034: AWR-WB Media Type does not conform to RFC4867
- CSCwd62809: Intermittent audio noises are heard on Webex calls
- CSCwd01853: Cisco MPP Phones reboots when park and retrieve a call too fast
- CSCwb65913: ICE: Phone crashes when STUN server is not reachable due to port block
- CSCwd93487: 8851 KEM Memory leak causing reboot
- CSCwc61284: SSH is not available for phones running Multiplatform Phone (MPP) firmware

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.
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- Consult the dealer or an experienced radio/TV technician for help.

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