Cisco IP Phone 7800 Release Notes for Firmware Release 14.4(1)SR3

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These release notes support the Cisco IP Phones 7811, 7821, 7841, and 7861 running SIP Firmware Release 14.4(1)SR3.

The following table lists the support compatibility for the Cisco IP Phones.

Table 1: Cisco IP Phones, Cisco Unified Communications Manager, and Firmware Release Compatibility

Cisco IP Phone	Cisco Unified Communications Manager
Cisco IP Phones 7811, 7821, 7841, and 7861	Cisco Unified Communications Manager version 8.5(1) and later Cisco Unified Communications Manager DST Olsen version D or later SRST 8.0 (IOS load 15.1(1)T) and above
Cisco IP Phones 7811, 7821, 7841, and 7861	CME 10.0 (IOS load 15.3(3)M)
Cisco IP Phones 7811, 7821, 7841, and 7861	Cisco Expressway X8.7 or Cisco TelePresence Video Communication Server X8.7 (for Mobile and Remote Access)

Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 7800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco IP Phone 7800 Series.

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 on the product support page.

New and Changed Features

This release contains no new or changed features.

Installation

Installation Requirements

Before you install the firmware release, you must ensure that your Cisco Unified Communications Manager is running the latest device package. For more information about how to install a Unified CM device package, see Cisco Unified Communications Manager Device Package Installation Guide.

Note If your Cisco Unified Communications Manager doesn't have the required device package to support this firmware release, the firmware may not work correctly.

For information on the device packages, see the Cisco Unified Communications Manager Device Package Compatibility Matrix.

Install the Firmware Release on Cisco Unified Communications Manager

You must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

Step 1 Go to the Software Download page for the IP Phone 7800 Series.

Step 2 Choose your phone model.

Step 3 Choose **Session Initiation Protocol (SIP) Software**.

Step 4 In the Latest Release folder, choose **14.4(1)SR3**.

Step 5 Select the firmware file, click the **Download** or **Add to Cart** button, and follow the prompts.

The firmware filename is cmterm-78xx.14-4-1-0301-6.k4.cop.sha512.

Note
If you added firmware to the cart, when you are ready to download the files, click the Cart and then click **Download All**.

Step 6 Click the + next to the firmware file name in the File Information section to access more information about this file.

Step 7 Click the Readme link to open the installation instructions for the firmware.

Step 8 Follow the instructions in the Readme file to install the firmware.

Install the Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following zip file is available to load the firmware cmterm-78xx.14-4-1-0301-6.zip.

Procedure

Step 1 Go to the Software Download page for the IP Phone 7800 Series.

Step 2 Choose your phone model.

Step 3 Choose **Session Initiation Protocol (SIP) Software**.

Step 4 In the Latest Release folder, choose **14.4(1)SR3**.

Step 5 Select the firmware file, click the **Download** or **Add to Cart** button, and follow the prompts.

The firmware filename is cmterm-78xx.14-4-1-0301-6.zip.

Note
If you added firmware to the cart, when you are ready to download the files, click the Cart and then click **Download All**.

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the directory on the TFTP server. For more information about how to manually copy the firmware files to the server, see the *Cisco Unified Communications Operating System Administration Guide*.

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.

Health-Care Environment Use

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

On-Hook Transfer Limitation in SIP Phones

When the Cisco Unified Communications Manager **Transfer On-Hook Enabled** field is enabled, users might report a problem with direct call transfer in SIP phones. If the user transfers the call and immediately goes on hook before they hear the ring signal, the call may drop instead of being transferred.

The user needs to hear the ring signal so that they can be sure that the call is being routed.

Language Limitation

There is no localized Keyboard Alphanumeric Text Entry (KATE) support for the following Asian locales:

- Chinese (China)

- Chinese (Hong Kong)
- Chinese (Taiwan)
- Japanese (Japan)
- Korean (Korea Republic)

The default English (United States) KATE is presented to the user instead.

For example, the phone screen will show text in Korean, but the **2** key on the keypad will display **a b c 2 A B C**.

Downgrade limitation for phones with multiple lines

If the phone firmware is downgraded from the version 14.3(1) or higher to a version below 14.3(1), the loss of ringtone association might occur. Typically, this issue occurs on the phone with multiple lines configured.

To resolve the issue when it occurs, perform a factory reset on the phone.

Caveats

View Caveats

You can search for caveats using the Cisco Bug Search Tool.

Known caveats (bugs) are graded according to severity level, and can be either open or resolved.

Before you begin

To view caveats, you need the following items:

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

Procedure

Step 1 Perform one of the following actions:

- Use this URL for all caveats: https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.4(1)SR3&sb=anfr&svr=3nH&bt=custV
- Use this URL for all open caveats: https://bst.cloudapps.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284883944&rls=14.4(1)SR3&sb=afr&sts=open&svr=3nH&bt=custV
- Use this URL for all resolved caveats: https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=284883944&rls=14.4(1)SR3&sb=fr&svr=3nH&bt=custV

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

Step 3 (Optional) Enter the bug ID number in the Search For field, then press **Enter**.

Open Caveats

The following list contains a snapshot of the severity 1, 2, and 3 caveats that are open for the Cisco IP Phone 7800 Series for Firmware Release 14.4(1)SR3.

For more information about an individual caveat, access the Bug Search Tool and search for the caveat using the bug ID number. You must be a registered Cisco.com user to access this online information.

Because bug status continually changes, the list reflects a snapshot of the bugs that were open at the time this report was compiled. For an updated view of open caveats, access the Bug Search Tool as described in View Caveats, on page 4.

- CSCvi99439: CME service URL throws XML error in 78xx.
- CSCvs26183: 78xx phone aux port upgrade 56x without headset needs 22mins.
- CSCwa12226: Sometimes the DN will remain or disappear after login/logout the EMCC service.

Resolved Caveats

This release resolves the following issues.

- CSCwu68826 - 78xx/88xx series phone 802.1Q authentication (EAP-TLS) fails when EC LSC certificate is installed
- CSCwu46872 - Cisco IP Phone 8800 series stack buffer overflow in SIP
- CSCwu46981 - Heap based buffer overflow in LLDP
- CSCwu46942 - An exploitable memory leak can be found in SIP
- CSCwv80693 - 78xx/88xx series phone does not refresh MRA token after local router outage for an extended period

Application Programming Interface

Cisco supports phone API utilization by 3rd party applications that have been tested and certified through Cisco by the 3rd party application developer. Any phone issues related to uncertified application interaction must be addressed by the 3rd party and will not be addressed by Cisco.

For support model of Cisco certified 3rd party applications/solutions, please refer to Cisco Solution Partner Program website for details.

Cisco Unified Communication Manager Public Keys

To improve software integrity protection, public keys are used to sign cop files for Cisco Unified Communications Manager Release 10.0.1 and later. These cop files have “k3 or k4” in their name. To install a k3 or k4 cop file on a pre-10.0.1 Cisco Unified Communications Manager, consult the Readme for the ciscocm.version3-keys.cop.sgn to determine if you must install this additional cop file on your specific Cisco Unified Communications Manager version. If these keys are not present and are required, you will see the error “The selected file is not valid” when you try to install the software package.

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 the Software Download page, navigate to your phone model, and select the Unified Communications Manager Endpoints Locale Installer link.

For more information, see the documentation for your particular Cisco Unified Communications Manager release.

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.

You and your users should check the Cisco website for updated user guides and download the PDF files. You can also make the files available to your users on your company website.

Tip You may want to bookmark the web pages for the phone models that are deployed in your company and send these URLs to your users.

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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