Release Notes for Cisco SIP IP Phone 7940G/7960G Release 7.5

July 11, 2005

Contents

This document summarizes the features in Cisco Session Initiation Protocol (SIP)
IP Phone 7940G/7960G Release 7.5 and lists the known problems resolved in Release 7.5.

This document includes the following sections:

New and Changed Information

Release 7.5 provides the following features:

- RFC 3261 compliance (no TCP)
- RFC 3264 compliance
- RFC 3311 Compliance (display updates only, no media)

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- Remote-Party-ID for display updates—A Remote-Party-ID header received in an INVITE or 200 OK will now update the display of the phone to accurately reflect the connected party

- New Configuration parameters sip_max_forwards and rfc_2543_hold

- REGISTER contact header sip.instance parameter support

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/frmwrup.htm

For these instructions, use P0S3-07-5-00 as the image name for Release 7.5. You can find the current images at the following URL:

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

Caveats

This section lists Severity 1, 2, and 3 caveats that were resolved in Cisco IP Phone 7940/7960 Release 7.5.

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, perform either of these actions:

- Go to this URL: http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

- Log in to Cisco.com, click **Technical Support**, then click **Tools & Utilities**, then click **Software Bug Toolkit** under Troubleshooting Tools

Table 1   Resolved Caveats

Identifier	Summary
CSCdy38909	Exit softkey highlighted and frozen
CSCed23057	SIP phone having problem setting up lines rollover
CSCed61099	SIP: Add DIVERSION or CC-DIVERSION to 302 Moved messages for CFWDALL
CSCef03069	URL dialing on Cisco IP Phone 7940G does not work correctly
CSCef12937	inconsistent handling of SIP MERGED REQUESTs by Cisco IP Phones
CSCef24554	Cisco SIP IP Phone 7940G: CANCEL after ACK generates 481 response instead of 200
CSCef24665	Cisco SIP IP Phone 7940Gdoes not retransmit 180 RINGING on receipt of initial INVITE
CSCef25428	Cisco SIP IP Phone 7940G/7960G: DNS behavior needs to comply with RFC3263 section 4.2

Table 1   Resolved Caveats (continued)

Identifier	Summary
CSCef30287	Cisco SIP IP Phone 7940G/7960G: Wrong ACK URI in ACK for CANCEL after handling 302 moved
CSCef30442	Cisco SIP IP Phone 7940G/7960G: If caller_id blocking is on the transferring phone, attended transfer fails
CSCef35589	Cisco SIP IP Phone 7940G/7960G: i Statistics stop when volume setting on phone is changed
CSCef36049	Cisco SIP IP Phone 7940G/7960G: Phone sends ACK for 487 to registered proxy when outbound proxy
CSCef36145	Cisco SIP IP Phone 7940G/7960G: protocol configuration not erased fully with erase protocol-flash command
CSCef36846	Cisco SIP IP Phone 7940G/7960G: Conference **JOIN** softkey removal from LCD when pressed
CSCef54206	ICMP hard error vulnerability
CSCef65512	Cisco IP Phone 7940G/7960G: SIP firmware lacks output for MORE softkey in XML debugs
CSCef75039	Cisco SIP IP Phone 7940G/7960G: 500 Internal Server error when FQDN in headers are not in DNS
CSCef86019	Vendor string inconsistent
CSCef86031	Cisco IP Phone does not accept option 66 with trailing dot in hostname
CSCef96994	Blind Transfer (BlndXfr) on SIP phone fails if performed too quickly
CSCef97229	Redundant DNS query on registered proxy when outbound proxy configured
CSCef97246	Memory leak galore requests messages cannot be sent
CSCeg00874	Cisco IP Phone 7960G configured for Outbound_Proxy performs DNS lookup to SIP Proxy
CSCeg17839	Cisco SIP IP Phone SIP: Search button in External Directory Lookup is not working
CSCeg39329	No audio issues in SRST mode when DNS unreachable
CSCeg50138	Pressing the **Speaker** or **Headset** button drops call when incoming call is waiting
CSCeg53739	Issues with DNS A query with Cisco SIP IP Phone 7940G
CSCeg57821	Call waiting tone plays though it was disabled
CSCeg61881	Cisco SIP IP Phone 7940G phone freezes after one minute when external application run
CSCeg73740	Call not registered if hung up before connect
CSCeh06789	Nonce count is wrong
CSCeh06884	Transfer of a transfer has incorrect **Conference** softkey displayed
CSCsa61335	SNTP: Phone does not send out broadcast message when sntp_server =" "
CSCsa66530	Cisco IP Phone 7940G edit feature does not work
CSCsa66534	Cisco IP Phone 7940G softkeys have duplicate options
CSCsa68469	Cisco IP Phone 7960G with SIP load MWI does not work for e.164 numbers

Table 1   Resolved Caveats (continued)

Identifier	Summary
CSCsa68504	Audio is heard in the speaker while using handset
CSCsa68720	HTTP status line is stuck
CSCsa68745	CANCEL/200 Race condition causes retry/UI issues on the recipient phone
CSCsa69639	Cisco SIP IP Phone 7940G/7960G: Phone is not functional after Codenomicon SIP Test Suite run
CSCsa69654	Cisco SIP IP Phone 7960G: 183 (SDP) followed by 180 (noSDP)—ringing not applied
CSCsa70268	Cisco SIP IP Phone 7940G/7960G: Malformed ACK response results in hung call state
CSCsa71413	Cisco SIP IP Phone 7940G/7960G: Invalid answer in 200 OK results in no ACK before BYE sent
CSCsa72019	Remote media address may not be updated properly when address is FQDN
CSCsa72503	Duplicate 183s are ignored
CSCsa73377	Cisco SIP IP Phone 7940G/7960G: SIP phone stuck in Busy state due to PROTOS Test Suite
CSCsa75606	ARP cache timeout if set to 0 in the Cisco IP Phone 7960G floods the network with ARP queries
CSCsa76323	SIP phone not clearing CCB after retries for 487 message
CSCsa81386	CSeq with a different method name is not rejected
CSCsa81406	Phone accepts CSeq value greater than 2^{31} or 2147483648
CSCsa81956	Phone does not send 501 for incoming SUBSCRIBE, PRACK, PUBLISH, COMET
CSCsa82030	Phone not discarding Response messages with multiple Via headers
CSCsa83100	Phone not sending 400 for an incoming INVITE with missing callid
CSCsa84386	XML directory entry displays broken in the Cisco SIP IP Phone 7960G screen
CSCsa84410	Phone does not send ACK for 487 in CANCEL scenario
CSCsa84546	Phone does not send 481 to reject CANCEL with wrong Call-ID
CSCsa84733	Phone generates DSPAlarms when talking to a Conexant UA
CSCsa84743	Cisco SIP IP Phone 7940G/7960G: Backspace underbar cursor one spot too far left during edit
CSCsa85977	Phone not sending 405 for incoming REGISTER
CSCsa87013	Cisco SIP IP Phone 7940G/7960G: Phone does not send NOTIFY with 100 trying body immediately
CSCsa87079	Cisco SIP IP Phone 7940G/7960G: Malformed INVITE with Replaces if REFER has display name in header
CSCsa87406	Cisco IP Phone 7960G fails to call to backup proxy intermittently
CSCsa87820	Phone fails CSeq sequence number scenarios
CSCsb05659	Cisco SIP IP Phone 7940G/7960G: Transfer Failed Status line message even though transfer succeeds
CSCsb07307	Bad Record-Route header not handled properly and may crash phone

Table 1   Resolved Caveats (continued)

Identifier	Summary
CSCsb07936	DNS command dns -c/p needs to include SRV
CSCsb09417	Bad Req-URI may cause phone to crash
CSCsb09615	Transfer failure: the URI in Refer-To is unreachable
CSCsb09625	Transfer interop issue: transferrer may not like NOTIFY(100 Trying)
CSCsb15840	Hold and conference failing with Mediatrix
CSCuk55038	Echo fades in and out when talking Cisco IP Phone to Cisco IP Phone

Related Documentation

You can obtain the following documentation at this URL:

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

- *Cisco SIP IP Phone Administrator Guide, Release 7.x*
- *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 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

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same 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=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/

Cisco Marketplace:

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

Ordering Documentation

Beginning June 30, 2005, 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/

Cisco will continue to support documentation orders using the Ordering tool:

- Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:

  http://www.cisco.com/en/US/partner/ordering/

- Instructions for ordering documentation using the Ordering tool are at this URL:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

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 send comments about Cisco 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.

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 can perform these tasks:

- 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 and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from 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 might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies — 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.

- 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 to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.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.htm

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

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)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

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.

- 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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