Release Notes for Cisco SIP IP Phone 7940/7960 Release 4.2

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Contents

This document lists the known problems in Cisco Session Initiation Protocol (SIP) IP Phone 7940/7960 Release4.2 and contains information about the Cisco SIP IP Phone 7940/7960 (hereafter referred to as the Cisco SIP IP phone) that is not included in the most recent release of the phone documentation.

This document includes the following sections:

CISCO SYSTEMS

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New and Changed Information

New Software Features in Release 4.2

The following new software features are supported in Cisco IP Phone 7940/7960 Release4.2.

UDP Fragmentation Support

The Cisco SIP IP phone supports User Datagram Protocol (UDP) fragmentation, which allows the phone to transmit and receive fragmentedUDP packets up to 1932 bytes for use in conjunction with SIP messages.

Backup Proxy Registration to Support SIP-SRST

The SIP phone can register with a backup proxy to support Survivable Remote Site Telephony (SRST). If the main proxy goes down, the backup proxy has the registration information required to route calls successfully.

DNS SRV Support for Outbound Proxy

The SIP phone supports DNS SRV for outbound proxy configuration.

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/sip7960/sadmin31/sipmntn.htm

For these instructions, use P0S3-04-2-00.bin as the image name for Release4.2.

Caveats

Open Caveats—Release 4.2

This section documents possible unexpected behavior by Cisco IP Phone 7940/7960 Release4.2 and describes only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCdz56288**: 7960 does not show call-transfer softkey for blind-transfer
- **CSCdz58323**: RURI check is for user only not user and host
- **CSCdz80209**: Excessive DNS SRV lookup when proxy configured as A record

Resolved Caveats—Release 4.2

All the caveats listed in this section are resolved in Cisco IP Phone 7940/7960 Release4.2. This section lists only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCdw16714** : Flooding unicast packets cause phone reboot
- **CSCdw16720** : Illegally fragmented packets reboot phone
- **CSCdw95128** : Illegally fragmented packets reboot phone
- **CSCdx21102**: Unchecked query string parameter vunerability
- **CSCdy27741**: Phone has Denial of Service Issues
- **CSCdz38170**: Porting TCP fix port - CSCdy85340
- **CSCdz15614**: Add Backup Proxy Registration to support SIP-SRST
- **CSCdy25289**: 79x0 does not support UDP fragmentation
- **CSCdy34100**: Internationalization changes (short-term)
- **CSCdy69428**: Flooding traffic to SIP or MGCP Phone reboots it
- **CSCdy50584**: Phone resets with line rate traffic from PC Port
- **CSCdy75562**: Session Audit of held call with same valid SDP streams RTP
- **CSCdz01402**: Loose routing attributes cause RURI and Route header issue
- **CSCdz01389**: CANCEL RURI should not use route set from 18x message
- **CSCdz01942**: Retransmitted Hold INVITE returns 486 Busy
- **CSCdz02796**: INVITE with malformed Contact is accepted, wreaks havoc
- **CSCdz03330**: Phone plays pacman with INVITE with no user in RURI
- **CSCdz15317**: Phone crash while tooling around Directory submenus
- **CSCdz18770**: Phone config files only 5724 bytes not 8192 bytes
- **CSCdz14064**: The status line changes when PC boots on second port
- **CSCdz23605**: DND softkey when set in config file causes ip re-spin
- **CSCdz26230**: Add LAQUOT and RAQUOT to name-addr parameter of contact header
- **CSCdz14050**: Volume slider bar shifts while in use
- **CSCdz04295**: 2nd transfer from phone results in malformed REFER
- **CSCdz04317**: Point to point transfer fails, phone always send to proxy
- **CSCdz08435**: 79x0 phones have issues with DHCP Option 66 when value is FQDN
- **CSCdz37294**: DST does not work if start month is larger than stop month
- **CSCdy46690**: Not able to handle multipart/mixed Content-Type
- **CSCdz37924**: SIP phone should not put port number 5060 in triggered INVITE
- **CSCdz48178**: PROTOS Test Regression - CCB 2-5 disconnect timer never expires
- **CSCdw93281:** Fragmented TCP packets reboot phone

Related Documentation

- Cisco SIP IP Phone 7940/7960 Administrator Guide Version 4.2
- Cisco IP Phone 7960 and 7940 Series at a Glance
- 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

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com

Translated documentation is available at this URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408526-7208 or, elsewhere in North America, by calling 800553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the "Leave Feedback" section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

 • Streamline business processes and improve productivity

 • Resolve technical issues with online support

 • Download and test software packages

 • Order Cisco learning materials and merchandise

 • Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

http://www.cisco.com

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC WebSite and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.

- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

http://www.cisco.com/register/

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC WebSite.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section on page 4.