



Release Notes for Cisco SIP IP Phone 7940/7960 Release 7.2

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Contents

This document lists the known problems in Cisco Session Initiation Protocol (SIP) IP Phone 7940/7960 Release 7.2 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.

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New and Changed Information

New Software Features in Release 7.2

The following new software features are supported in Cisco IP Phone 7940/7960 Release 7.2.

New Reset-Log Commands Added

Two new command line interface (CLI) commands have been introduced that can be accessed from console access to the phones.

show reset-log

The BugTrap information logged in the BugMem area can be displayed using the new **show reset-log** command that can be accessed using the console or Telnet access to the phone.

A sample log entry for SIP/MGCP is given below for a software forced reset.

```
Router> show reset-log
 2004-05-10 20:07:14.900 Code:dd04, P:0, S:12310804
 PHN   Task Call Stack:
 00088c28
 000311a8
 00038cf0
 00048a0c
 00047850
 System Regs: CPSR=2000003f
 R0=00000001 R8=0042d5c8
 R1=87654321 R9=00400128
 R2=00000000 R10=0000f0d0
 R3=00000211 R11=00400128
 R4=00000218 R12=00408314
 R5=00000000 R13=00403ffc
 R6=00000000 R14=000381bb
 R7=00000000 R15=0007d5ac
```

The task call stack and System Regs information supplied by the development or support engineers will be used along with a symbol decoder tool to help with faster resolution of the defect.

Clear reset-log

The "clear reset-log" CLI will clear the Bugmem area.

```
Router> clear reset-log
```

Reset Log Cleared

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/frmw rup.htm

For these instructions, use POS3-07-2-00 as the image name for Release 7.2. You can find the current images at the following URL:

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

Caveats

Open Caveats—Release 7.2

This section documents possible unexpected behavior by Cisco IP Phone 7940/7960 Release 7.2. This section lists only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCef17407**: SIP 7960 phone: consult transfer doesn't work - Refer-To incorrect
- **CSCef44958**: 79x0: Outbound Proxy DNS Error Handling not correct

Resolved Caveats—Release 7.2

All caveats listed in this section are resolved in Cisco IP Phone 7940/7960 Release 7.2. This section lists only severity 1 and 2 caveats and select severity 3 caveats.

- **CSCec14587**: SIP: Need to CACHE & cycle thru multiple DNS entries for FQDN Type A
- **CSCec78341**: Phone Reboots when IP Redirect Received
- **CSCed73817**: Anonymous Call Rejection returns wrong Response code
- **CSCed88281**: SIPPhone: Dialplan timeout value defaults to -001
- **CSCee05802**: 7960 struck with Booting Dsp alarm on its display
- **CSCee66898**: Header params in CONTACT header of SIP 3xx resp. are not processed
- **CSCee69206**: Cisco SIP IP Phone cannot handle tags longer than 64 characters
- **CSCee73495**: IP Phone does not play 4th column DTMF tones when using handset
- **CSCee84643**: SIP 79x0: Attended transfer does not complete when backup proxy acti
- **CSCee88732**: 7940 SIP continually re-transmits BYE message
- **CSCee93948**: Phone TFTP order selection is wrong
- **CSCef16350**: SIP Phone 7940 hangs up on caller if Headset button pressed transfer
- **CSCef33488**: 79x0 SIP: ACK to 407 Auth sent to incorrect IP addr. w/ outbound pxy
- **CSCef33522**: 79x0: SIP Phone does not cancel retransmit timer and clear callstate

Related Documentation

- [Cisco SIP IP Phone Administrator Guide, Release 7.2](#)
- [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 provides several ways to obtain documentation, 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 on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

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 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments regarding Cisco IOS software release notes and caveats documentation to relnote-feedback@cisco.com.

You can submit e-mail comments about technical 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.

Documentation Survey

Is Cisco documentation helpful? Click [here](#) to give us your feedback or go to the following URL to give us your feedback:

<http://www.cisco.com/warp/public/732/docsurvey/rtg/> to give us your feedback.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- 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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the documents listed in the [“Related Documentation” section on page 3](#).

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