



# Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(5)

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## Release Notes

Use these release notes with the Cisco IP Phone 7800 Series Multiplatform Phones running SIP Firmware Release 12.0(5).

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	Cisco BroadWorks RI MetaSphere CFS version 9.5 Asterisk 18.0

## Related Documentation

Use the following sections to obtain related information.

### Cisco IP Phone 7800 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-7800-series-multiplatform-firmware/index.html>

## New and Changed Features

### Support for Auto Selection of SDP IP Preference

With the Firmware Release 12.0(5), you can configure auto selection of IP addresses for SIP signaling and RTP streams.

You can use the **SDP IP Preference** parameter in the phone administration web page from **Voice > SIP** to configure this feature.

### Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

## Support for DNS64 and NAT64

With the Firmware Release 12.0(5), you can configure DNS64 + NAT64 to allow MPP to operate within IPv6 deployments in compliance with RFC 7050.

### Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*
- *XML Reference Guide for Cisco IP Phone Multiplatform Phones*

## 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/286320285>
- On the **Software Download** web page that is displayed, ensure that **IP Phone 7800 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 **12.0.5** in the **All Release > MPPv12** 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.  
 cmterm-78xx.12-0-5MPP0001-325\_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:  

```
http://10.73.10.223/firmware/sip78xx.12-0-5MPP0001-325.loads
```

```
https://server.domain.com/firmware/sip78xx.12-0-5MPP0001-325.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:

```
https://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip78xx.12-0-5MPP0001-325.loads
```

```
https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip78xx.12-0-5MPP0001-325.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, 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

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### Step 1

Click one of the following links:

- To view all caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?productId=&severity=&productId=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware&kw=\\*&status=120\(5\)](https://bst.cloudapps.cisco.com/bugsearch/search?productId=&severity=&productId=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware&kw=*&status=120(5))

- To view open caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?productId=&severity=&kw=\\*&status=120\(5\)&productId=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware](https://bst.cloudapps.cisco.com/bugsearch/search?productId=&severity=&kw=*&status=120(5)&productId=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware)

- To view resolved caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?productId=&severity=&kw=\\*&status=120\(5\)&productId=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware](https://bst.cloudapps.cisco.com/bugsearch/search?productId=&severity=&kw=*&status=120(5)&productId=Cisco%20IP%20Phone%207800%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 (*CSCxxxxnnnn*) in the **Search for** field, and press **Enter**.

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## Open Caveats

The following list contains the severity 1, 2, and 3 defects that are open for the Cisco IP Phone 7800 Series Multiplatform Phones that use Firmware Release 12.0(5).

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 (*CSCxxxxnnnn*). 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, on page 3](#).

- CSCwf10956—Macro \$\$SERVIP is not expanded in Log Request Msg in syslog
- CSCwb46008—Many PRTs with logs missing for around 5 seconds

## Resolved Caveats

The following list contains the severity 1, 2, and 3 defects that are resolved for the Cisco IP Phone 7800 Series Multiplatform Phones that use Firmware Release 12.0(5).

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 (*CSCxxxxnnnn*). 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, on page 3](#).

- CSCwj24477—MPP-7861 Screen Freeze In BLF Call Park Hold Scenario
- CSCwi87651—accented chars cause parsing error for XSI lookup

- CSCwk25793—ES-256-CBC Encryption Cisco IP Phone with Multiplatform Firmware (MPP) Administration Guides

## 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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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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