

Release Notes for Cisco Small Business IP Phone SPA50X and SPA30X Firmware Version 7.4.7

December 17, 2010

These Release Notes describe the new updates and fixes in the Cisco Small Business IP Phone SPA50X and SPA30X firmware version 7.4.7.

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Changes Since Cisco Small Business IP Phone SPA50X and SPA30X Firmware Version 7.4.6

Updates were made and problems were fixed.

Updates Since Firmware Version 7.4.6

Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED)

The Cisco SPA500 Series and Cisco SPA300 Series IP Phones support LLDP-MED for deployment with Cisco or other third-party network connectivity devices that use a Layer 2 auto-discovery mechanism. Implementation of LLDP-MED is done in accordance with IEEE 802.1AB (LLDP) Specification of May 2005, and ANSI TIA-1057 of April 2006.

For more information on LLDP-MED, including configuration instructions, see Chapter 5, Configuring Security, Quality, and Network Features, in the *Cisco Small Business SPA300 Series, SPA500 Series, and WIP310 IP Phone Administration Guide*.

Voice Quality Report Enhancements

The Cisco SPA500 Series and Cisco SPA300 Series IP Phones provide a new parameter, **Voice Quality Report Address**. This parameter is used for configuration of the phones to work with a SIP event package, SIP PUBLISH, that enables the collection and reporting of metrics that measure the quality for VoIP sessions. This parameter can be configured for each extension in the Ext <number> tab of the configuration utility. More information can be found in Chapter 4, Configuring SIP, SPCP, and NAT, in the *Cisco Small Business SPA300 Series, SPA500 Series, and WIP310 IP Phone Administration Guide*.

Resynchronizing the Phone Configuration Based on the Time of Day

A new parameter, **Resync At**, has been added in the Provisioning tab of the configuration utility. This parameter allows you to specify the time of day at which you want the IP phone to resynchronize with the server; for example, to download a new configuration. See the *Cisco Small Business IP Telephony Devices Provisioning Guide* for more information.

Macro Expansion for XML Provisioning

The Cisco SPA IP phones support macro expansion for use in XML provisioning. For more information, see Chapter 2 and Chapter 4 of the *Cisco Small Business IP Telephony Devices Provisioning Guide*.

Accessibility Control for the Phone User Interface

Firmware release 7.4.7 allows you to restrict the menus and options that phone users see when they use the phone interface. The **Phone-UI-user-mode** parameter can be enabled in a provisioning file or in the configuration utility. For more information, see Chapter 6, Provisioning Basics, of the *Cisco Small Business SPA300 Series, SPA500 Series, and WIP310 IP Phone Administration Guide*, and Chapter 2 of the *Cisco Small Business IP Telephony Devices Provisioning Guide*.

SIP “Reason” Header in CANCEL Message Support

Firmware version 7.4.7 includes support for the SIP “Reason” header in CANCEL messages. No configuration is required.

Fixed Problems Since Firmware Version 7.4.6—Phones Used With a SIP Call Control System

| Identifier | Phone Model | Summary |
|----------------------------|-------------------|---|
| CSCth67580 | SPA30X/ SPA50X | Syslog messages report “upgrade” when a phone plays music via an XML application. |
| CSCth69550 | SPA50X | When canceling a conference call, if canceling before dialing, user had to manually resume call. If canceling the conference call after dialing, the call automatically resumed. Different behavior occurs when canceling one conference call. The fixed status is that when a conference call is canceled, the phone will not resume the call previously put on hold. This makes the SPA50X phones' behavior consistent with the SPA525G's behavior. |
| CSCth69658 | SPA301/ SPA501 | Using the phone's interactive voice response (IVR) system to disable SPCP did not save the selected mode. |
| CSCth71332 | SPA301 | Using the phone's IVR system to configure with 220 or 230 would cause the SPA301 to immediately exit the IVR and dial the number. |
| CSCth71385 / CSCti04979 | SPA301/ SPA501 | Cannot disable Web Server access with phone's IVR 7932# command. |
| CSCth76144 | SPA30X/ SPA50X | Speed dial in extended function fails if userID has period in it; for example, fnc=sd;ext=a.b@192.168.2.181. Debug log showed “Calling:@a.b:0.” |

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| Identifier | Phone Model | Summary |
|----------------------------|--|---|
| CSCth88233 | SPA30X/ SPA50X | Changing the Regional > Prompt Tone with the phone's web-UI did not take effect until the phone was manually rebooted. The change now takes effect without rebooting the phone. |
| CSCth88793 | SPA303/ SPA50X (except SPA501) | PC port on phone did not properly change packet priority when VLAN priority 1 was configured. |
| CSCti03040 | SPA30X/ SPA50X | Phone replied with ICMP port unreachable to first DNS server even if the DNS server did not supply requested information. |
| CSCti03325 | SPA30X/ SPA50X | Phone ignores TTL in DNS answer. |
| CSCti03334 / CSCti38767 | SPA303/ SPA50X (except SPA501) | Incorrect message displayed when caller ID withheld by inbound caller and phone is configured for language other than English. |
| CSCti03537 | SPA30X/ SPA50X | DTMF intermittently fails. |
| CSCti04511 | SPA30X/ SPA50X | Audio deteriorates if the jitter is between 30 and 45 ms. |
| CSCti07123 | SPA303/ SPA50X (except SPA501) | The answer and ignore softkeys should display when involved in a conference call and another call comes in. |
| CSCti13821 | SPA30X/ SPA50X | Phone used same sequence number for SIP PUBLISH even after it received a 200-OK. |
| CSCti28265 | SPA30X/ SPA50X | DHCP OPTION 6 provided 2 DNS servers. Phone would initially try secondary DNS server but reverts to trying a failed primary DNS server without trying the secondary DNS server. |
| CSCti29323 | SPA303 / SPA50X (except SPA501) | Resume and End softkeys only work for Line Key 1 and not the remaining line keys. |

| Identifier | Phone Model | Summary |
|------------|-------------------------------------|---|
| CSCti29546 | SPA303 / SPA50X (except SPA501) | <p>Softkey behavior differs from SPA525G. Example:</p> <pre><PSK_3 ua="na">fnc=sd;ext=*60;vid= 1;nme=MOH Off</PSK_3></pre> <p>had to be modified to</p> <pre><PSK_3 ua="na">fnc=sd;ext=*60@\$PROXY;vid= 1;nme=MOH Off</PSK_3></pre> <p>Corrected behavior now allows</p> <pre><PSK_3 ua="na">fnc=sd;ext=*60;vid= 1;nme=MOH Off</PSK_3></pre> <p>and the phone automatically applies @PROXY.</p> |
| CSCti31524 | SPA50X (except SPA501) with SPA500S | When using the SPA500S to perform a Group Call Pickup, a second incoming call cannot be picked up. |
| CSCti31574 | SPA303/ SPA50X (except SPA501) | A programmable softkey configured for all-group [multicast] speed dial does not work when configured as follows: fnc=sd;ext=800;vid= 1;nme= All Page |
| CSCti51224 | SPA303/ SPA50X (except SPA501) | HTTPS used for contact, message, and logout in a line key's extended function results in "request failed." |
| CSCti58390 | SPA303/ SPA50X (except SPA501) | <p>When idle and configured with the following, the lcr idle-state softkey is not displayed in position 6, but cfwd is displayed in position 6:</p> <p>Miss_Call_Shortcut: No</p> <p>Log_Missed_Calls_For_EXT_1: Yes</p> <p>Programmable_Softkey_Enable: Yes</p> <pre><Idle_Key_List ua="na">redial;dir;dnd;psk4;psk2;lcr;cfwd;chkcfd;psk1;psk3;</Idle_Key_List></pre> |

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| Identifier | Phone Model | Summary |
|------------|---|---|
| CSCti60766 | SPA303/ SPA50X (except SPA501) | When using a click-to-dial application, the phone being controlled displays “page from”. This behavior has been changed so that the phone now displays “From.”. |
| CSCti78526 | SPA30X/ SPA50X | The phone hangs if the RTP packet size is set to ≥ 50 ms. |
| CSCti84953 | SPA30X/ SPA50X | The SIP proxy length field is changed from 127 to 255 characters. |
| CSCti88731 | SPA30X/ SPA50X | SIP PUBLISH: added remote statistics, Erroneous Signal and Noise, and corrected start and stop timestamps. |
| CSCti97085 | SPA30X/ SPA50X | Phone locked up after receiving in response to a register request, a 200 OK with an empty organization field. |
| CSCti99050 | SPA303/ SPA50X (except SPA501) | Phone UI user access control not honoring ua=na in XML configuration file. |
| CSCtj15774 | SPA30X/ SPA50X | Reorder Delay value is now defaulted to 255. Refer to https://supportforums.cisco.com/docs/DOC-12123 . |
| CSCtj16200 | SPA30X/ SPA50X | Cisco XML API next key does not function properly. |
| CSCtj16866 | SPA303/ SPA50X (except SPA501) | Directory softkey not displayed when performing a blind transfer. |
| CSCtj21747 | SPA303/ SPA50X (except SPA501) | Phone doesn't reboot after reinstalling ethernet cable. If phone powered with an external power supply and is connected to a network without DNS, the phone displays “searching for DNS.” Disconnecting the phone's network cable and inserting into another switch does not result in the phone trying to find a DNS server on the new network or rebooting. |

| Identifier | Phone Model | Summary |
|------------|-------------------|---|
| CSCtj32326 | SPA30X/ SPA50X | Phone sends 200 OK ACK with only its first CODEC preference. The phone's behavior is now changed such that: <ol style="list-style-type: none"> 1. Set ExtN > Audio Configuration > Release Unused Codec: no 2. Phone's 200 OK responses to INVITE now include preferred CODEC list with the extension's preferred CODEC listed first. |
| CSCtj32333 | SPA30X/ SPA50X | Phone was using its preferred CODEC from the SIP INVITE 200 OK SDP negotiation instead of the preference listed in the 200 OK. |
| CSCtj71183 | SPA30X/ SPA50X | Phone's SPC utility incorrectly lists the XML as supporting "5x5" phones. This has changed to "50x" phones and does not affect functionality in any way. |
| CSCtj74644 | SPA30X/ SPA50X | The phone's syslog output did not properly display .[periods] and instead displayed "%2E" in IP addresses or macro expanded \$SWVER variables. |
| CSCtj77032 | SPA30X/ SPA50X | SIP PUBLISH report is not sent if call is canceled while being transferred. |
| CSCtj77165 | SPA30X/ SPA50X | RTCP-XR packets are only sent to 1 party in conference call instead of all parties. |
| CSCtj79804 | SPA30X/ SPA50X | With Feature Key Synchronization (FKS) and call forward no answer (CFNA) the ringtime period is based on seconds, not ringtimes. CFNA is now handled only on the server so ringtimes will not trigger local timer on phone. |
| CSCtj80646 | SPA30X/ SPA50X | When being provisioned and receiving a 301 (moved permanently) redirect, the phone did not submit a request to the new address provided in the redirect. |
| CSCtj81280 | SPA30X/ SPA50X | The \$ISCUST, \$INCOMINGNAME, \$REMOTENUMBER, \$AUTHID, \$DISPLAYNAME variables were not properly expanded during XML provisioning. |
| CSCtj86094 | SPA30X/ SPA50X | In the SIP PUBLISH report, the from and to tags in the DialogID field are incorrect when the call is forwarded. |
| CSCtj86116 | SPA30X/ SPA50X | In the SIP PUBLISH report, the Call-ID-Parameter in the DialogID field is incorrect. |
| CSCtj86371 | SPA30X/ SPA50X | In the SIP PUBLISH report, the Remote Address port is always 5060. |

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| Identifier | Phone Model | Summary |
|------------|-------------------|---|
| CSCtj99684 | SPA30X/ SPA50X | In the SIP PUBLISH report, when Do Not Disturb is configured and a call is forwarded, the “from” and “to” ID are incorrect. |
| CSCtk12261 | SPA30X/ SPA50X | In the SIP PUBLISH report, the remote port reported was reported as SIP. This has been corrected to report as RTP. |
| CSCtk13789 | SPA30X/ SPA50X | Phone was unresponsive for two minutes while sending DNS address lookups for an unknown SIP proxy. |

Fixed Problems Since Firmware Version 7.4.6—Phones Used With a Smart Phone Control Protocol (SPCP) System

This section lists fixed problems found in phones used with an SPCP call control system; for example, the Cisco Unified Communications 500 Series (UC500) System.

| Identifier | Phone Model | Summary |
|----------------------------|------------------------|---|
| CSCth69550 | SPA50X | When canceling a conference call, if canceling before dialing, user had to manually resume call. If canceling the conference call after dialing, the call automatically resumed. Different behavior occurs when canceling one conference call. The fixed status is that when a conference call is canceled, the phone will not resume the call previously put on hold. This makes the SPA50X phones' behavior consistent with the SPA525G's behavior. |
| CSCth69658 | SPA301/ SPA501 | Using the phone's IVR system to disable SPCP did not save the selected mode. |
| CSCth71332 | SPA301 | Using the phone's IVR system to configure with 220 or 230 would cause the SPA301 to immediately exit the IVR and dial the number. |
| CSCth71385 / CSCti04979 | SPA301/ SPA501 | Cannot disable Web Server access with phone's IVR 7932# command. |
| CSCth76822 | SPA50X with SPA500S | SPA500S LED button flashes red instead of orange for incoming call. |
| CSCth88793 | SPA30X/ SPA50X | PC port on phone did not properly change packet priority when VLAN priority 1 was configured. |

| Identifier | Phone Model | Summary |
|------------|---------------------------------|---|
| CSCti30982 | SPA303 / SPA50X (except SPA501) | Changing ring type using the French language dictionary causes the phone to hang. |
| CSCtj93580 | SPA303/ SPA50X (except SPA501) | The “EditDial” softkey in the Personal Speed Dial menu does not work. Pressing other keys repeatedly resulted in phone halting. |

Known Issues

The following table lists known issues, including the identifier, phone model, and to which protocol the issue applies (if phones are used with a SIP call control system or if phones are used with an SPCP call control system).

| Identifier | Phone Model | Protocol | Description/Workaround |
|------------|----------------|----------|---|
| CSCtj81288 | SPA30X/ SPA50X | SIP | <p>The phone tries resynchronization for longer time period than expected if the profile rule file is invalid.</p> <p>Symptom: Using Phone Display (Option 18 profile rule) - using HTTP as the protocol to a missing file can cause the phone to try to resynchronize for a longer time period than expected.</p> <p>Workaround: Ensure the file name and file path is correct when using the HTTP protocol or use the TFTP protocol which does not exhibit the same behavior on a missing file.</p> |
| CSCtk14652 | SPA502 | SIP | <p>Missing “toggle” softkey while call state is in conference or transfer mode.</p> <p>Symptom: “Toggle” softkey is missing.</p> <p>Workaround: Change <Line_Navigation> to “Per Call”. Then the user can use the navigation key to switch between calls.</p> |

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| Identifier | Phone Model | Protocol | Description/Workaround |
|------------|-------------------|----------|--|
| CSCtk15125 | SPA301/ SPA501 | SIP | <p>Can't end IP dialing call when <Make Call Without Reg> is disabled.</p> <p>Symptom: After call is answered using the speaker button, pressing speaker button again will not release the call.</p> <p>Workaround: Pressing the Line Key will release the call.</p> |
| CSCtk15169 | SPA301/ SPA501 | SIP | <p>Cannot answer IP dialing call while accessing IVR; phone freezes.</p> <p>Symptom: With configuration < Make Call Without Reg> set to No, and <Ans Call Without Reg> set to yes, answering an inbound call while accessing IVR can hang the phone.</p> <p>Workaround: Do not answer IP dialing call when accessing IVR menu of the SPA301 or SPA501 phone.</p> |
| CSCtk56267 | SPA30X/ SPA50X | SPCP | <p>TimeCardView recording message failed.</p> <p>Symptom: TimeCardView service is unable to record message.</p> <p>Workaround: None.</p> |
| CSCtk56276 | SPA30X/ SPA50X | SPCP | <p>TimeCardView user logout does not return to main menu.</p> <p>Symptom: When performing the following:</p> <ol style="list-style-type: none">1. Services > TimeCardView > Login2. Logout -> display logout > Exit <p>The phone goes back to the option window, not the main menu.</p> <p>Workaround: None.</p> |

Related Information

| Support | |
|---|--|
| Cisco Small Business Support Community | www.cisco.com/go/smallbizsupport |
| Cisco Small Business Support and Resources | www.cisco.com/go/smallbizhelp |
| Phone Support Contacts | www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html |
| Cisco Small Business Firmware Downloads | <p>www.cisco.com/go/smallbizfirmware</p> <p>Select a link to download firmware for Cisco Small Business Products. No login is required.</p> <p>Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).</p> |
| Product Documentation | |
| Cisco Small Business SPA50X | www.cisco.com/go/spa500phones |
| Cisco Small Business | |
| Cisco Partner Central for Small Business (Partner Login Required) | www.cisco.com/web/partners/sell/smb |
| Cisco Small Business Home | www.cisco.com/smb |

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OL-24197-01