

Cisco IP Phone 7800 Series Multiplatform Phones Release Notes for Firmware Release 12.0(7)SR2

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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(7)SR2.

The following table describes the individual phone requirements.

Phone	Support Requirements
Cisco IP Phone 7800 Series Multiplatform Phones	Cisco BroadWorks RI Asterisk 20

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

Set password on first login

As of Firmware Release 12.0(7)SR2, it's mandatory to set up the passwords before the phone's initial registration (Out-Of-Box) when both the user and admin passwords are empty. It is also required to set up the passwords after a factory reset. Anyone who accesses the phone web page is requested to set passwords for both the administrator and the user during the OOB stage. The passwords must comply with the password rules.



Note

Sometimes it may be difficult to enter user passwords on a phone since a password may consist of capital letters, small letters, numbers, and special characters. Despite the complex password defined on the phone web interface, a system administrator can provide a simple or even blank password to a user through provisioning as a workaround.

Where to Find More Information

- *Cisco IP Desk Phone with Multiplatform Firmware (MPP) - Administration Guide*

Update TLS Minimum Value

With Firmware Release 12.0(7)SR2, the default minimum TLS value of the phone is TLS 1.2.

When the phone functions as a client, the legacy option of **TLS Min Version** is now renamed to **TLS Client Min Version**. The corresponding XML parameter in the phone configuration file (cfg.xml) is updated to <TLS_Client_Min_Version>.



Note If you are working with your own configuration file, the previous <TLS_Min_Version> parameter still works. However, avoid using both <TLS_Client_Min_Version> and <TLS_Min_Version> in the same configuration file.

When the phone functions as a server, you can control the minimum TLS value with the new **TLS Server Min Version** option under **Voice > System > Security Settings** on the phone administration web page.

Where to Find More Information

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

Generate Log Information for Certain Activities

As of Firmware Release 12.0(7)SR2, your phone generates and sends logging messages for the following events to a syslog server.

- Web
 - Admin/user successful login/logout
 - Admin/user rejected login attempt
 - Admin/user password change
 - Web server service on/off
- Personal directory
 - Create/Update/Delete on LCD or web
- Call history
 - Delete call history on LCD or web
- LCD PIN
 - Successful unlock
 - Rejected unlock attempt

Upgrade the 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/286311392>
 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** Under **Latest Release**, select **12.0.7SR2**.
- 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.12-0-7MPP0201-66_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.12-0-7MPP0201-66.loads
```

```
https://server.domain.com/firmware/sip78xx.12-0-7MPP0201-66.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:

<http://10.74.10.225/admin/upgrade?http://10.73.10.223/firmware/sip78xx.12-0-7MPP0201-66.loads>

<https://10.74.10.225/admin/upgrade?https://server.domain.com/firmware/sip78xx.12-0-7MPP0201-66.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

- 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

Step 1 Click one of the following links:

- To view all caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?pdNm=&sb=af&pdNm=Cisco%20IP%20Phone%207800%20Series%20wif%20Multiplatform%20Firmware&kw=*&dt=usV&ls=120\(7\)](https://bst.cloudapps.cisco.com/bugsearch/search?pdNm=&sb=af&pdNm=Cisco%20IP%20Phone%207800%20Series%20wif%20Multiplatform%20Firmware&kw=*&dt=usV&ls=120(7))

- To view open caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?pdNm=&sb=af&kw=*&dt=usV&ls=120\(7\)&pdNm=Cisco%20IP%20Phone%207800%20Series%20wif%20Multiplatform%20Firmware](https://bst.cloudapps.cisco.com/bugsearch/search?pdNm=&sb=af&kw=*&dt=usV&ls=120(7)&pdNm=Cisco%20IP%20Phone%207800%20Series%20wif%20Multiplatform%20Firmware)

- To view resolved caveats that affect this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?product=ip&os=ios&fw=*&osv=&is=120\(7\)&product=Cisco%20IP%20Phone%207800%20Series%20with%20Multiplatform%20Firmware](https://bst.cloudapps.cisco.com/bugsearch/search?product=ip&os=ios&fw=*&osv=&is=120(7)&product=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**.

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(7)SR2.

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 4](#).

- 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(7)SR2.

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 [View Caveats, on page 4](#).

- CSCwo65986—MPP phones rejecting INVITEs with specific headers.
- CSCwn74481—MPP missing the beginning audio from a voicemail server.
- CSCwn84785—MPP Phones nightly resync is not rebooting the phones - Changes work only after a reboot.
- CSCwm05273—A slight clicking sound can be heard when resuming a held call.
- CSCwo34585—MPP // Web Proxy is Ignored for GDS Onboarding.
- CSCwp37769—Broadworks MPP, Crash on Incoming Call for long Call-ID.

Cisco IP Phone Firmware Support Policy

For information on the support policy for phones, see <https://cisco.com/go/phonefirmwaresupport>.

