



# Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.2 for SIP

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**March 8, 2006**

Use these release notes with a Cisco Unified IP Phone 7960G and 7940G running SIP firmware release 8.2.

You might need to notify your Cisco Unified IP Phone users about some of the information provided in this document.

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## Related Documentation

### Cisco Unified IP Phone Documentation

For related Cisco Unified IP Phone documentation, refer to publications that are specific to your language, phone model and Cisco Unified CallManager version. Navigate from the following documentation URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7960/addprot/sip/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/addprot/sip/index.htm)

## Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G, you must install the latest firmware.

The firmware image names are:

- **P0S3-08-2-00.loads**
- **P003-08-2-00.sbn**
- **P0S3-08-2-00.sb2**
- **P003-08-2-00.bin**

To install the firmware, go to the following URL:

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

## Caveats

These release notes contain descriptions of open and resolved caveats of severity level 1 or 2 and significant severity level 3.

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for the Cisco Unified IP Phone 7960G and 7940G by using Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using Bug Toolkit, you can find caveats of any severity for any release.

Bug Toolkit may also provide a more current listing than this document provides.

You can search for problems by using the Cisco Software Bug Toolkit. You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.
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## Open Caveats

[Table 1](#) lists Severity 1, 2, and 3 defects that are open in this firmware release.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 1](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “[Caveats](#)” section on page 2.

**Table 1** Open Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.2

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsb39087</a>	Transfer can fail <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39087">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb39087</a>
<a href="#">CSCsb78781</a>	Phone BYE instead of 488 if it does not accept sdp bdy in a re-INV <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb78781">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb78781</a>
<a href="#">CSCee27487</a>	Quality of ring tone is poor when set to lower audible levels <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee27487">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee27487</a>
<a href="#">CSCsa90227</a>	Key rollover with Hold and EndCall softkeys causes wrong action <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa90227">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa90227</a>
<a href="#">CSCsd28935</a>	IP phone sends malformed Hostname option in DHCP request <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd28935">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd28935</a>
<a href="#">CSCsd33828</a>	Incorrect parsing error for Diversion Header <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd33828">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd33828</a>
<a href="#">CSCsc53597</a>	Ack sent to 0.0.0.0 when DNS lookup of Record-route header fails <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc53597">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc53597</a>
<a href="#">CSCsd02547</a>	Phone does not ACK response for 1st INV once 2nd INV sent out <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd02547">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd02547</a>
<a href="#">CSCsd27904</a>	R-URI and To in triggered INVITE getting clipped at 256 characters <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd27904">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd27904</a>

## Resolved Caveats

[Table 2](#) lists Severity 1, 2, and 3 defects that are resolved in this firmware release.

**Table 2 Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.2**

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCef27445</a>	7940 SIP: Trnsfer key should not be displayed in NewCall state <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef27445">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef27445</a>
<a href="#">CSCef42556</a>	79x0: Multiple A records per DNS entry send to port 7 when debug on <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef42556">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef42556</a>
<a href="#">CSCsa66613</a>	Enhance SRST fail-over algorithm in SIP Cisco Unified IP Phone 7960 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa66613">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa66613</a>
<a href="#">CSCsa79717</a>	DNS: Phone caching malformed packets <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa79717">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa79717</a>
<a href="#">CSCsa82856</a>	Stack trace is not produced when software watchdog fires <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa82856">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa82856</a>
<a href="#">CSCsa87406</a>	SIP Cisco Unified IP Phone 7960 fails to call to backup proxy intermittently <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa87406">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa87406</a>
<a href="#">CSCsa93808</a>	Via header in ACK for a 3xx response is different from original INV <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa93808">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa93808</a>
<a href="#">CSCsa95427</a>	phone does not reject empty Accept header <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa95427">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa95427</a>
<a href="#">CSCsb02796</a>	SIP: messages retransmitted forever <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb02796">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb02796</a>
<a href="#">CSCsb02925</a>	Phone accepts Replaces header in methods other than INVITE <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb02925">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb02925</a>
<a href="#">CSCsb05659</a>	SIP 79x0: Transfer Failed Status line message even though transfer succeeds <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb05659">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb05659</a>
<a href="#">CSCsb08363</a>	SIP 79x0: Behavior change is handset use to answer 2 multi-line calls <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb08363">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb08363</a>

**Table 2** *Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.2 (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsb09615</a>	Transfer failure: the URI in Refer-To is unreachable <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb09615">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb09615</a>
<a href="#">CSCsb11503</a>	SIP Phone: NOTIFY 100 TRYING missing CRLF <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11503">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11503</a>
<a href="#">CSCsb11513</a>	MORE softkey after resume <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11513">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11513</a>
<a href="#">CSCsb11518</a>	SIP Phone: Able to type past end of dial plan <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11518">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb11518</a>
<a href="#">CSCsb18004</a>	SIP: SIP Cisco Unified IP Phone 7960 does not add route header to ACK <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb18004">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb18004</a>
<a href="#">CSCsb57676</a>	7960: SIP semi-attended transfer fails with 404 error <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb57676">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb57676</a>
<a href="#">CSCsb75593</a>	Spurious DTMF (RTP) packets exchanged between phones <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb75593">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb75593</a>
<a href="#">CSCsb95840</a>	SIP PHONE 7.5 crash <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb95840">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb95840</a>
<a href="#">CSCsb98259</a>	Refresh of XML documents fails on SIP Cisco Unified IP Phone 7960 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb98259">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb98259</a>
<a href="#">CSCsc00807</a>	SIP Phone firmware 7.5—A dead air right after receiving a re-INVITE <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc00807">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc00807</a>
<a href="#">CSCsc11313</a>	Must press Exit key twice to exit the Directories menu <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc11313">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc11313</a>
<a href="#">CSCsc16795</a>	g729r8 interop issue with IP phones <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc16795">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc16795</a>
<a href="#">CSCsc19352</a>	SIP 7.5: Voice quality choppy / garbled <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc19352">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc19352</a>

**Table 2** *Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.2 (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsc21742</a>	Consultative transfer fails in SIP SRST <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc21742">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc21742</a>
<a href="#">CSCsc22401</a>	NOTIFY sent in response to 407 has bad body <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc22401">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc22401</a>
<a href="#">CSCsc32732</a>	Change garp_enable parameter value interpretation on SIP Cisco Unified IP Phone 7960/7940 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc32732">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc32732</a>
<a href="#">CSCsc44201</a>	7940: One way audio with NAT enabled on SIP 7.5 load <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc44201">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc44201</a>
<a href="#">CSCsc45611</a>	7960 sends BYE multiple times to wrong IP address <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc45611">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc45611</a>
<a href="#">CSCsc46316</a>	Phone does not display duplicate IP address when DHCP is enabled <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc46316">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc46316</a>
<a href="#">CSCsc50496</a>	Clipping, TNP, and Cisco Unified IP Phone 7960 slow to respond to INVITES <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCsc50496">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCsc50496</a>
<a href="#">CSCsc55533</a>	Rarely and randomly redial does not work <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc55533">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc55533</a>
<a href="#">CSCsc56385</a>	7940/7960 Blind transfers leads to XML parser error and phone freeze <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56385">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56385</a>
<a href="#">CSCsc56474</a>	IP phone ARP reply sent to wrong VLAN, one way audio <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56474">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56474</a>
<a href="#">CSCsc67176</a>	Avaya to SIP Cisco Unified IP Phone 7960—calls failed both directions <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc67176">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc67176</a>
<a href="#">CSCsc69431</a>	IB2: Retry-After header is ignored when phone get error response <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc69431">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc69431</a>

**Table 2** *Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.2 (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsc69858</a>	7960 (7.5) sends BYE to outbound proxy using Via port <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc69858">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc69858</a>
<a href="#">CSCsc87561</a>	7960 (7.5): Loss of digits when pressing very fast <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc87561">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc87561</a>
<a href="#">CSCsc89938</a>	IB2: Phone not displaying digits during second call of transfer scenario (Duplicate of CSCsc87561) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc89938">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc89938</a>
<a href="#">CSCsc95062</a>	Transferred call is getting dropped <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc95062">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc95062</a>
<a href="#">CSCsc97532</a>	SIP Cisco Unified IP Phone 7960 phone resets during failed transfer scenario <a href="#">CSCsc97532</a>
<a href="#">CSCsc97543</a>	Pressing service 3 to five 5 resets the SIP phone <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc97543">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc97543</a>
<a href="#">CSCsd03364</a>	Codenomicon: Phone crash on test 1474x <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03364">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03364</a>
<a href="#">CSCsd04774</a>	SIP TNP 7970 locks up by pressing Settings, 6, 3, speaker on 89S <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd04774">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd04774</a>
<a href="#">CSCsd07728</a>	7960: REFER handling failure during a conference call scenario <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd07728">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd07728</a>
<a href="#">CSCsd08172</a>	Phone freeze/reorder/lockup/ on 6th call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08172">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08172</a>
<a href="#">CSCsd09028</a>	IB2: Missing logo-url from phone, if logo-url server is an IIS server <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09028">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09028</a>
<a href="#">CSCsd10476</a>	Copyright year needs to be changed on SIP phones from 2005 to 2006 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10476">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10476</a>



**Table 2** *Resolved Caveats for Cisco Unified IP Phone 7960G and 7940G for Firmware Release 8.2 (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsd24491</a>	ACK being sent to port 0 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24491">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24491</a>
<a href="#">CSCsd41048</a>	Request-URI in REFER requests is not generated properly <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd41048">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd41048</a>

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML

documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

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## Documentation Feedback

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

We appreciate your comments.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



**Tip**

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

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Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations 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.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—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 Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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