

**Issue:**

Cisco Unified IP Phone 8945 SCCP/SIP - Unable to modify Max Calls and Busy Trigger on 8945 DN as shown below

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**- Multiple Call/Call Waiting Settings on Device SEP000000000001**

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Maximum Number of Calls and Busy Triggers per Line are:

Maximum Number of Calls	3
Busy Trigger	2

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**Defect:**

[CSCtu39017](#)

**Applies to:**

CUCM Versions: 7.15 to 8.6.2

Firmware Versions (SIP and SCCP): SCCP894x.9-2-2S and SCCP894x.9-2-3S / SIP894x.9-2-2S and SIP894x.9-2-3S

Note: does not apply to 894x.9-1-X as the feature was first introduced in 894x.9-2-2S

**Fixed in:**

7.1.5(5.34079.1) Requires ES via TAC

8.0(3.23044.1) Requires ES via TAC

8.5(1.14047.1) Requires ES via TAC

8.6(1.21018.1) Requires ES via TAC

8.6(2.21008.1) Requires ES via TAC

**Workaround:**

Upgrade CUCM to fixed-in version or install 8945 9.2.2 QED Device Enabler

This document steps thru the installation of the QED file on CUCM 8.6.2a, the QED must be installed on each CUCM node in the cluster, beginning with the Publisher. For more information on the device enabler refer to the ReadMe file (applies to both the SCCP and SIP versions):

<http://www.cisco.com/web/software/282074289/55987/cmterm-894x-sccp-9-2-2-0-readme.html>

The file can be downloaded via CCO via:

Cisco.com > Downloads Home > Products > Voice and Unified Communications > IP Telephony > Unified Communications Endpoints > Cisco Unified IP Phone 8900 Series > Cisco Unified IP Phone 8945  
Skinny Client Control Protocol (SCCP) Software-9.2(2) - or - Session Initiation Protocol (SIP) Software-9.2(2)

File Name: **8941/8945 IP Phone Enabler - Compatible CUCM Versions: 7.1(5)+**  
cmterm-894x-qed.9-2-2-0.cop.sgn      29-NOV-2011      0.02 MB

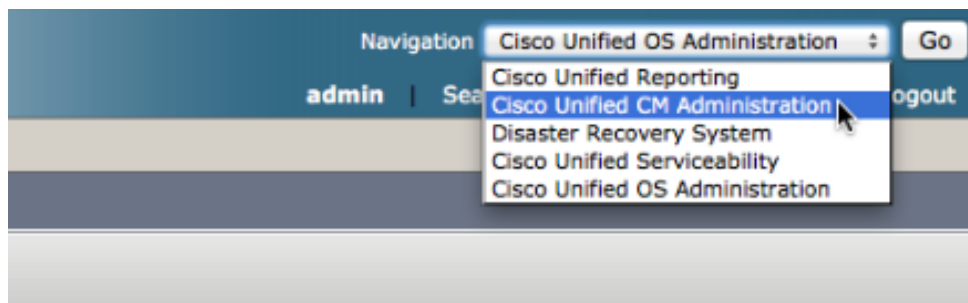
**Note:** You must be running a minimum version of SCCP894x.9-2-2S or SIP894x.9-2-2S, if you are running 894x.9-1-X you must upgrade the phone firmware to 9.2.2 or greater

Instructions for installing firmware and dev packs can be found in the “CUCM Operating System Administrator Guide I Software Upgrade section I Installing COP Files, Dial Plans, and Locales”

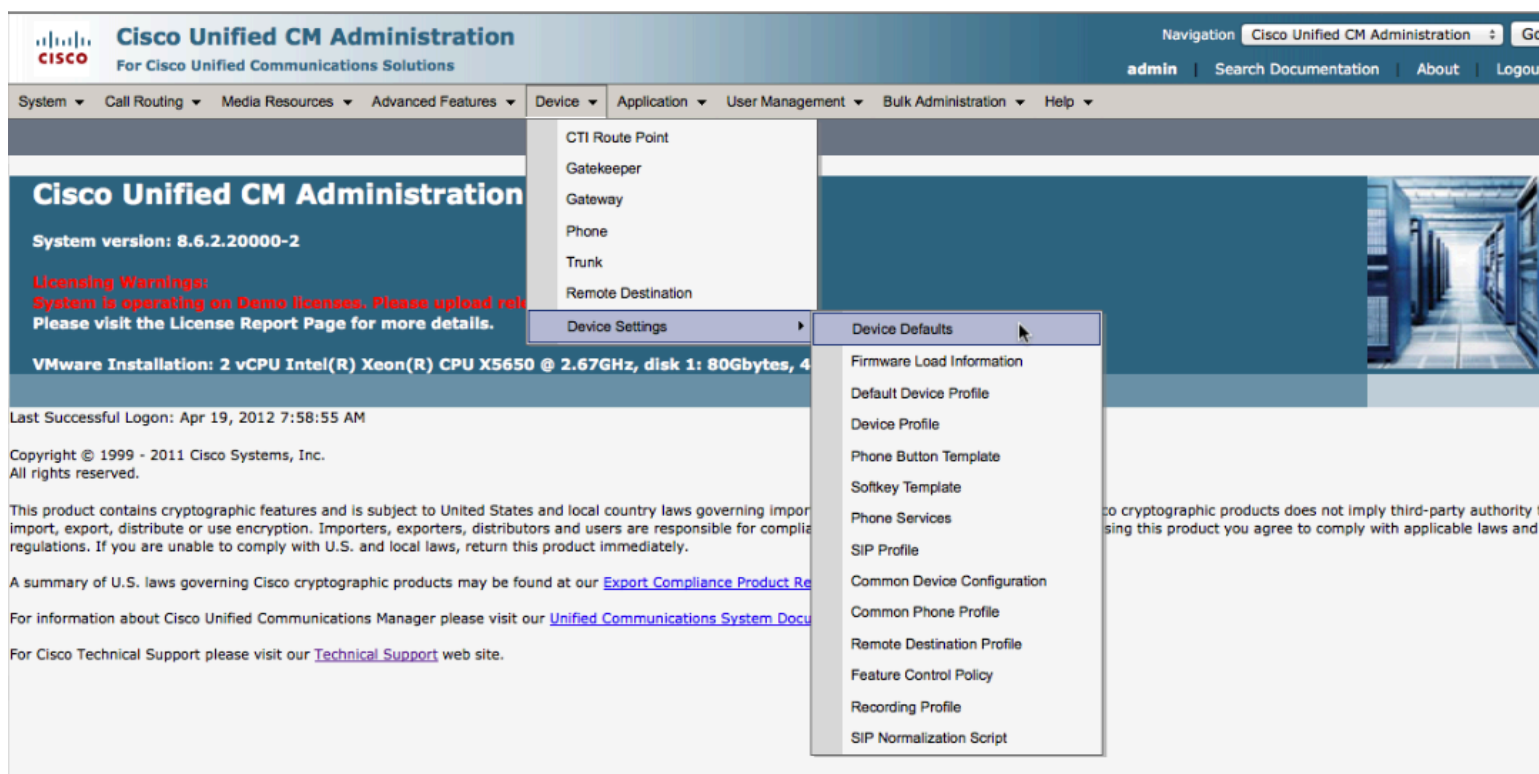
The guides specific to your version can be found here:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)


1. Download and then place the QED file on your SFTP server, note the path and credentials
2. Login to the <https://1.2.3.4/ccmadmin> (where 1.2.3.4 is the ip address of the CUCM Publisher)












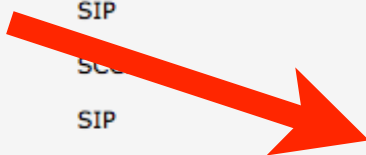
3. Go to Device | Device Settings | Device Defaults and make a note of the current default firmware for the 8945 phone



### Device Defaults Configuration

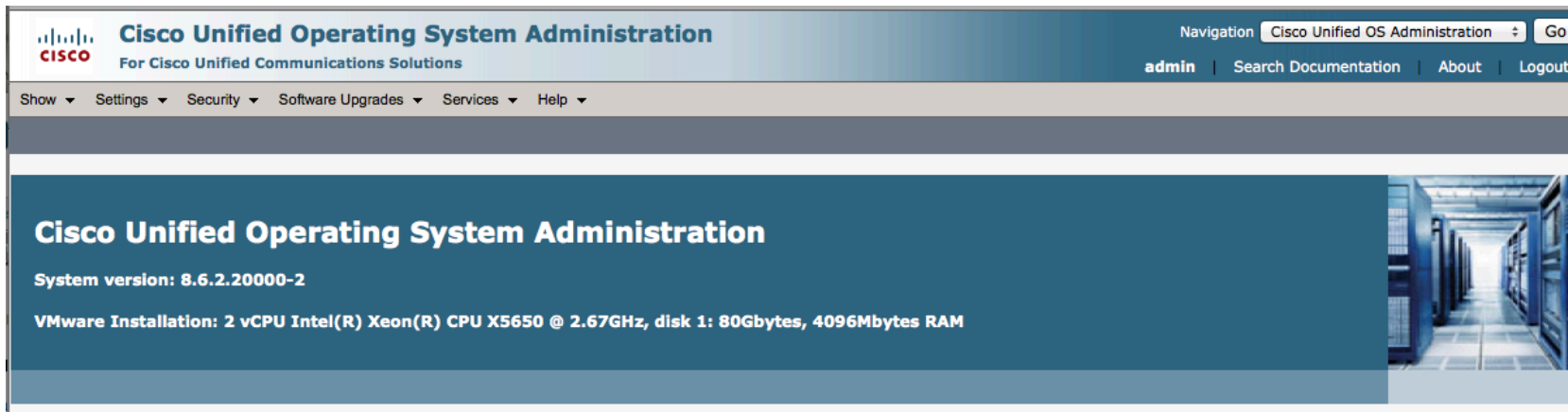
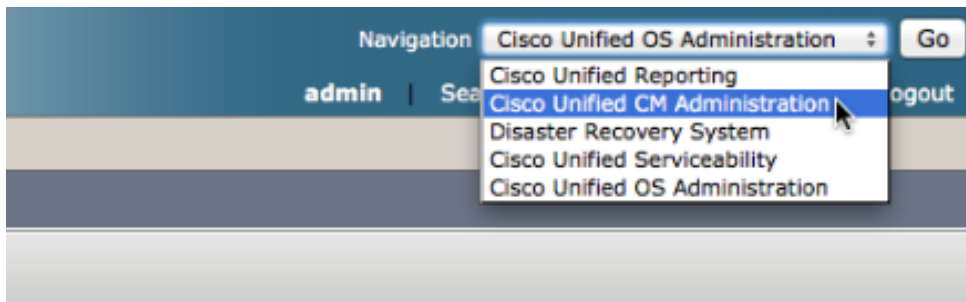
 Save

 Cisco 7970	SCCP	SCCP70.9-2-1S	Default ▾	Standard 7970 SCCP ▾
 Cisco 7970	SIP	SIP70.9-2-1S	Default ▾	Standard 7970 SIP ▾
 Cisco 7971	SIP	SIP70.9-2-1S	Default ▾	Standard 7971 SIP ▾
 Cisco 7971	SCCP	SCCP70.9-2-1S	Default ▾	Standard 7971 SCCP ▾
 Cisco 7975	SCCP	SCCP75.9-2-1S	Default ▾	Standard 7975 SCCP ▾
 Cisco 7975	SIP	SIP75.9-2-1S	Default ▾	Standard 7975 SIP ▾
 Cisco 7985	SCCP	cmterm_7985.4-1-7-0	Default ▾	Standard 7985 ▾
 Cisco 8941	SIP	SIP894x.9-2-3-5	Default ▾	Standard 8941 SIP ▾
 Cisco 8941	SCCP	SCCP894x.9-2-3-5	Default ▾	Standard 8941 SCCP ▾
 Cisco 8945	SIP	SIP894x.9-2-3-5	Default ▾	Standard 8945 SIP ▾
 Cisco 8945	SCCP	SCCP894x.9-2-3-5	Default ▾	Standard 8945 SCCP ▾
 Cisco ATA 186	SCCP	ATA030204SCCP0902C	Default ▾	Standard ATA 186 ▾

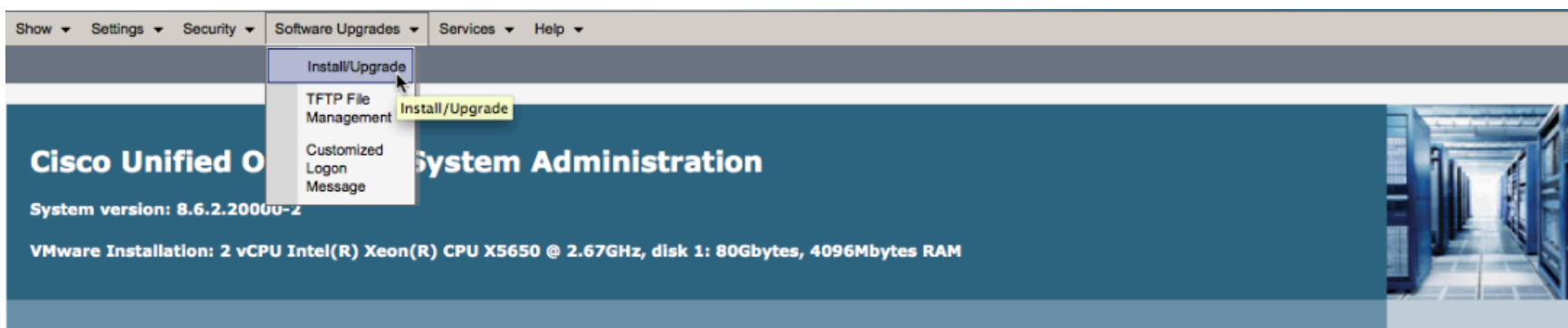


Copy the firmware name to a text file as you might need it later

4. Navigate to the Cisco Unified OS Administration web page:





5. Go to Software Upgrades | Install/Upgrade



6. Select Remote Filesystem from the Source\* drop down menu and enter the SFTP information and click Next
  - 'Directory' is the path that the QED file is stored in on the SFTP server
  - 'Server' is the ip address of the SFTP server
  - 'User Name' and 'User Password' are the credentials to login to the SFTP server/directory


Show ▾ Settings ▾ Security ▾ Software Upgrades ▾ Services ▾ Help ▾

### Software Installation/Upgrade

 Cancel  Next

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**Status**

 Status: Ready

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**Software Location**

Source\*

Directory\*

Server\*

User Name\*

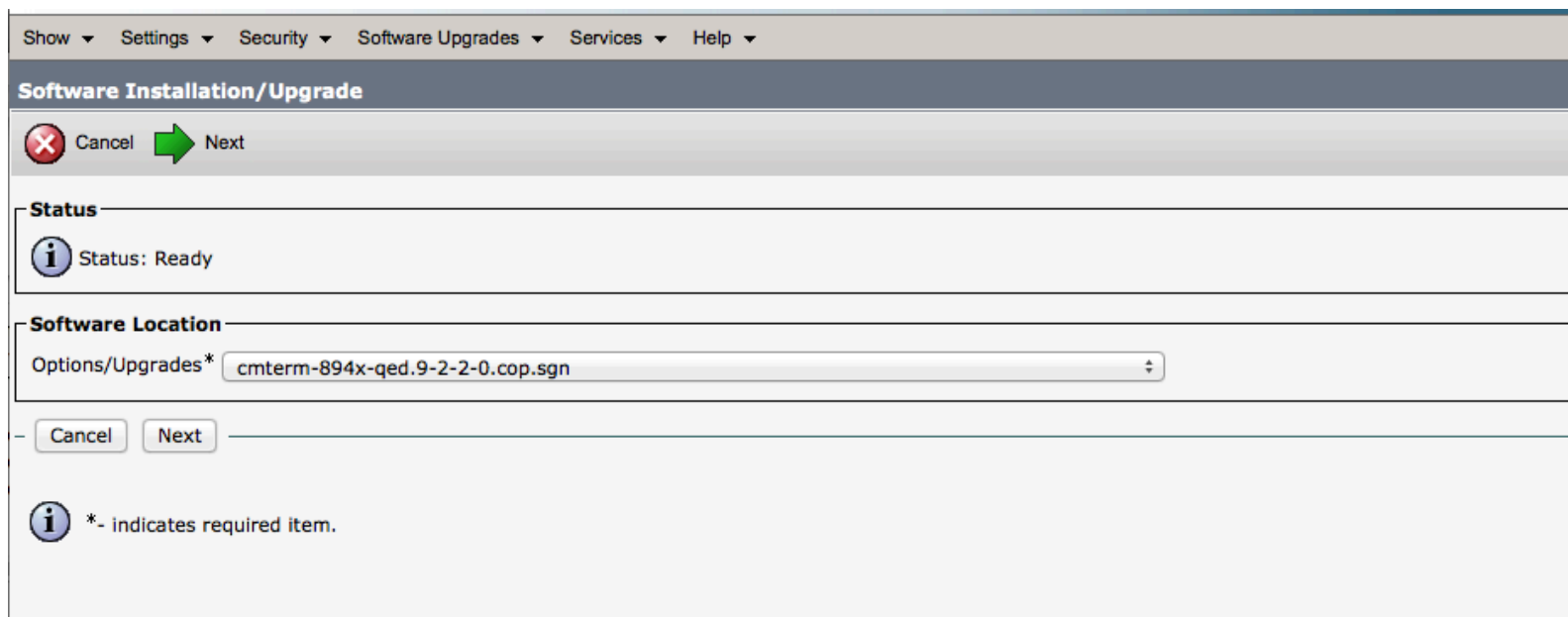
User Password\*

Transfer Protocol\*

SMTP Server

Email Destination

7. You will be presented with a drop down menu listing all available upgrade files in the SFTP directory, if the only firmware file available is the QED it will be displayed as shown below, click Next



Software Installation/Upgrade

Cancel Next

**Status**

Status: Ready

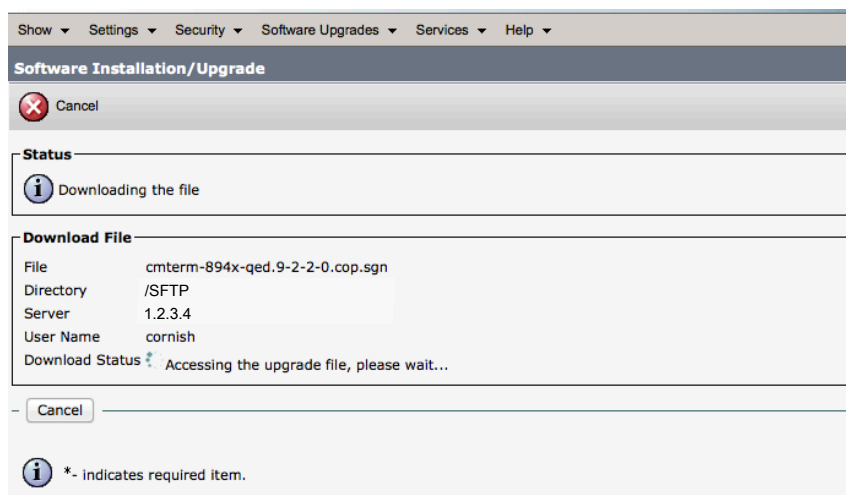
**Software Location**

Options/Upgrades\* cmterm-894x-qed.9-2-2-0.cop.sgn

Cancel Next

\*- indicates required item.

8. CUCM will then begin the file download



Software Installation/Upgrade

Cancel

**Status**

Downloading the file

**Download File**



File	cmterm-894x-qed.9-2-2-0.cop.sgn
Directory	/SFTP
Server	1.2.3.4
User Name	cornish
Download Status	Accessing the upgrade file, please wait...

Cancel



\*- indicates required item.

9. Once the download is complete you will be prompted to verify the MD5 Hash, the Hash is provided when the file is added to your download cart in CCO or via the QED ReadMe file (link provided previously), once confirmed you may click Next

**Software Installation/Upgrade**



 Cancel  Next

**Status**

-  **Warning:** To ensure the integrity of the installation file, please verify the MD5 hash value against the Cisco Systems web site
-  **Warning:** You may need to stop some services before you install a locale. You may then restart those services after you complete the locale installation. Refer to your product-specific online help for locale installation details.


**File Checksum Details**

File cmterm-894x-qed.9-2-2-0.cop.sgn  
MD5 Hash Value e9:aa:29:02:1c:32:04:0d:3b:01:4e:a5:c3:95:d8:a1


 

The installation will then begin, status is provided in the progress window

**Software Installation/Upgrade**


 Cancel


**Installation Status**

File cmterm-894x-qed.9-2-2-0.cop.sgn  
Start Time Thu Apr 19 08:49:06 PDT 2012  
Status  Running

**Installation Log**

```
GIFFILES = product472.gif product473.gif
XMLFILES = Phone_8941_display_instance.xml Phone_8941_SIP_display_instance.xml Phone_8945_display_instance.xml
Phone_8945_SIP_display_instance.xml Phone_894x_rules.xml
Updating device defaults for non-L2
chmod 644 Product_472.csv Product_473.csv
chown database:ccmbase Product_472.csv Product_473.csv
/bin/cp -fp Product_472.csv Product_473.csv /usr/local/cm/db/csv/products
Running DB commands for CSV files.
/bin/su -l informix -s /bin/sh -c "source /usr/local/cm/db/dblenv.bash /usr/local/cm ; source /usr/local/cm/db/informix/local/ids.env ;
/usr/local/cm/bin/installdb -c /usr/local/cm/db/csv/products/Product_472.csv"
```




 \*- indicates required item.



10. When the installation completes (approx 5 min) you will see a message in the window stating that the QED was successfully installed. At this point you may navigate back to the CM Administration webpage

Show ▾ Settings ▾ Security ▾ Software Upgrades ▾ Services ▾ Help ▾

### Software Installation/Upgrade

 Install Another

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#### Installation Status

File	cmterm-894x-qed.9-2-2-0.cop.sgn
Start Time	Thu Apr 19 08:49:06 PDT 2012
Status	Locale /common/download//cmterm-894x-qed.9-2-2-0.cop Successfully installed

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#### Installation Log

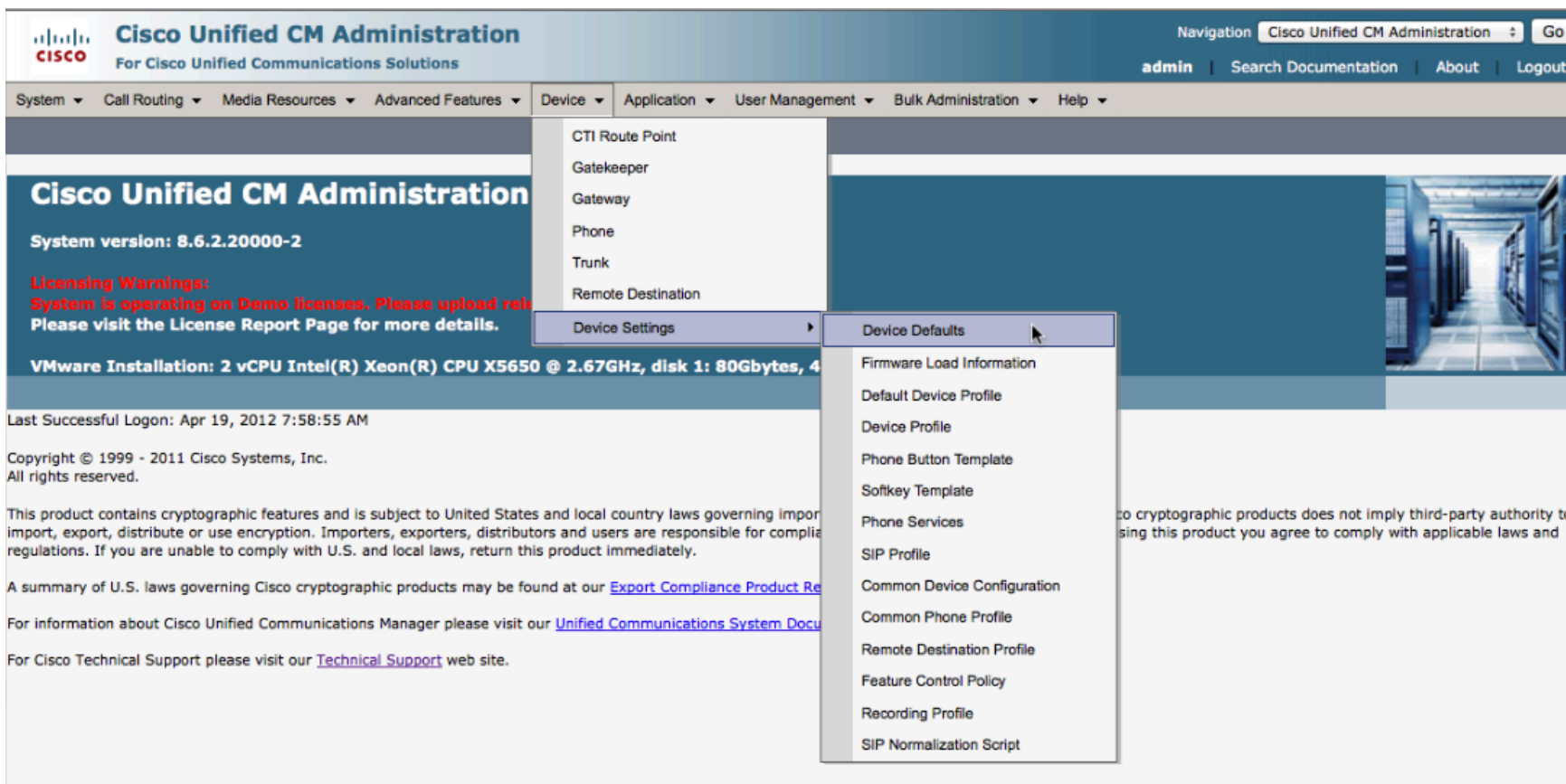
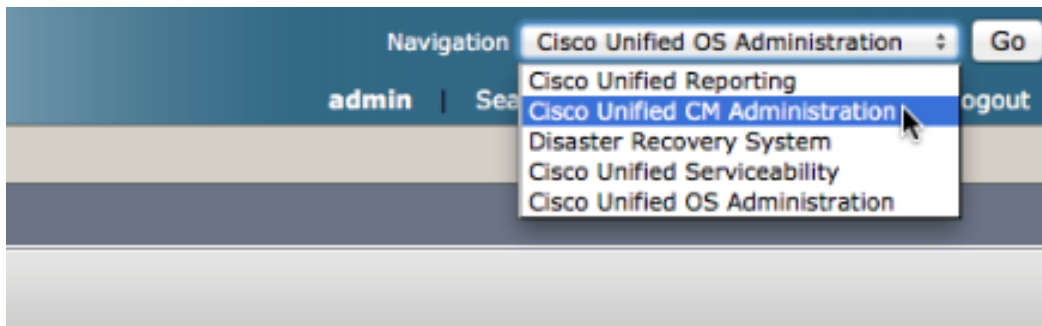
```
installdb Success[-x]

(21255) Thu Apr 19 08:51:32 PDT 2012
Successful final run of installdb


(21255) Thu Apr 19 08:51:32 PDT 2012
Successful running of copstart for option /common/download//cmterm-894x-qed.9-2-2-0.cop.

(21255) Thu Apr 19 08:51:32 PDT 2012
Locale /common/download//cmterm-894x-qed.9-2-2-0.cop Successfully installed
```

11. From the CM Administration webpage go to Device | Device Settings | Device Defaults and confirm your 8945 firmware is unchanged, if it did change then refer to the firmware file name you copied in Step 3, re-enter this name and save



### Device Defaults Configuration

 Save

 Cisco 7970	SCCP	SCCP70.9-2-1S	Default ▾	Standard 7970 SCCP ▾
 Cisco 7970	SIP	SIP70.9-2-1S	Default ▾	Standard 7970 SIP ▾
 Cisco 7971	SIP	SIP70.9-2-1S	Default ▾	Standard 7971 SIP ▾
 Cisco 7971	SCCP	SCCP70.9-2-1S	Default ▾	Standard 7971 SCCP ▾
 Cisco 7975	SCCP	SCCP75.9-2-1S	Default ▾	Standard 7975 SCCP ▾
 Cisco 7975	SIP	SIP75.9-2-1S	Default ▾	Standard 7975 SIP ▾
 Cisco 7985	SCCP	cmterm_7985.4-1-7-0	Default ▾	Standard 7985 ▾
 Cisco 8941	SIP	SIP894x.9-2-3-5	Default ▾	Standard 8941 SIP ▾
 Cisco 8941	SCCP	SCCP894x.9-2-3-5	Default ▾	Standard 8941 SCCP ▾
 Cisco 8945	SIP	SIP894x.9-2-3-5	Default ▾	Standard 8945 SIP ▾
 Cisco 8945	SCCP	SCCP894x.9-2-3-5	Default ▾	Standard 8945 SCCP ▾
 Cisco ATA 186	SCCP	ATA030204SCCP09020	Default ▾	Standard ATA 186 ▾

12. The Max Calls and Busy Trigger fields should now be editable, place test calls to confirm

#### - Multiple Call/Call Waiting Settings on Device SEP000000000001

Note: The range to select the Max Number of calls is: 1-24

Maximum Number of Calls\*

Busy Trigger\*

(Less than or equal to Max. Calls)

#### - Forwarded Call Information Display on Device SEP000000000001