Release Notes for
Cisco Emergency Responder 1.2(2)

Updated: November 22, 2004

These release notes are updated to provide the following information about Cisco Emergency Responder (Cisco ER) 1.2(2):

- New support for Cisco CallManager: In addition to the previously-supported versions of Cisco CallManager (see complete list in the "Supported Hardware and Software" section on page 4), Cisco ER1.2(2) suppports Cisco CallManager 4.1(2) and 4.0.

- If you are installing Cisco ER for the first time, you must install Cisco ER 1.2(1) and then upgrade to Cisco ER 1.2(2).

  When you install Cisco ER 1.2(1) as a new installation, you will be prompted to select the version of Cisco CallManager that you are running; you are presented with options for Cisco CallManager 3.1, 3.2, or 3.3.

  - If you are running Cisco CallManager 3.1, 3.2, or 3.3, select the version you are running.

  - If you are running Cisco CallManager 4.0 or 4.1(2), select any one of the available options: Cisco CallManager 3.1, 3.2, or 3.3; Cisco ER will accept it. If you later upgrade to Cisco ER 1.2(3), you are presented with

the Cisco CallManager 3.x options and additional options for 4.0 and 4.1(2). You can then select the correct version of Cisco CallManager that you are running.

- CSCin83776—Cisco ER 1.2(1) fails after installation when running Active Directory on OS 2.6. For details and workaround, see the following URL:

http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin83776

- You must install the Cisco ER publisher and subscriber on servers separate from each other; and, they must be installed on separate servers from Cisco CallManager and any Cisco AVVID application.

- You must remove any service releases, service patches or anti-virus software prior to upgrading Cisco ER. Removing the service releases will not impact your Cisco ER configuration. To remove service releases and service patches, use the Add/Remove Program in the Microsoft Windows control panel. After the upgrade, re-install the programs.

- The Cisco ER 1.2(2) upgrade and configuration procedures contained in these release notes have been updated. See the following topics:

These release notes provide the following information about
Cisco Emergency Responder 1.2(2):

What's New in Cisco Emergency Responder 1.2(2)

Use the following topics to learn about Cisco ER 1.2(2):

Note The administration guide and online help are not updated for Cisco ER 1.2(2). For
information about Cisco ER 1.2(1), refer to the *Cisco Emergency Responder
Administration Guide 1.2* and th*e Release Notes for
Cisco Emergency Responder 1.2*.

Cisco Emergency Responder 1.2(2) Overview

New Supported Hardware and Software includes:

- Cisco CallManager 4.0(1) and 4.1(2)

- Cisco 3725 Multiservice Access Router

- Cisco 3745 Multiservice Access Router

- Cisco IP 7970

For information on all supported software and hardware, see the "Supported Hardware and Software" section on page 4.

Supported Installations—You can install Cisco ER 1.2(2) as an upgrade from Cisco ER 1.1(4) or as an upgrade from Cisco ER 1.2(1). Follow the instructions in the "Installing Cisco Emergency Responder 1.2(2)" section on page 15.

Cisco ER 1.2(2) Enhancements—Cisco ER 1.2(2) takes advantage of a new feature in Cisco CallManager 4.0(1) that allows dynamic modification of the calling party number. This feature reduces the number of route patterns that Cisco ER requires. You no longer configure a route pattern for every ELIN number on the Cisco CallManager. Instead, you can configure multiple ELIN numbers for a single route pattern on Cisco ER and you can do so across ERLs. Note that ELIN numbers still must be unique.

For more information on this feature, see the "Important Notes" section on page 14 and the "New Email Messages and Event Logs" section on page 34.

Configuration Changes—To take advantage of the modification of the calling party number feature, perform the configuration updates described in the "Using The Calling Party Modification Feature" section on page 28.

Supported Hardware and Software

Cisco ER 1.2(2) is designed for use with Cisco CallManager 4.0(1). Cisco ER 1.2(2) can also run with the versions of Cisco CallManager that are supported in Cisco ER 1.2(1) (see complete list in the "Supported Hardware and Software" section on page 4). However, to take advantage of the Calling Party Modification feature, you must use Cisco CallManager 4.0 or later with Cisco ER 1.2(2) or later.

For a complete list of hardware and software that Cisco ER 1.2(2) supports, see the following tables:

- Table 1 on page 6—Required software.

- Table 2 on page 7—Optional software that is recommended for full functionality of Cisco ER.

- Table 3 on page 8—The different types of phones that Cisco ER 1.2(2) supports. Note that the type of support Cisco ER supplies differs depending on the type of phone and the type of switch port to which the phone is attached.

- Table 4 on page 10—The switches supported for automatic tracking. You can use other switches, but you might have to manually define phones attached to those switches.

> **Note** Cisco Emergency Responder (Cisco ER) does not support Cisco Integrated Communications System (ICS) 7750 servers.

- Table 5 on page 13—Supported Media Convergence Server Platforms and configurations.

- Table 6 on page 13—Non-supported configurations.

Table 1   Required Software

Item	Minimum Software Version	Description
Cisco CallManager	3.1(4b) Cisco ER 1.2 also supports: • Cisco CallManager 3.1(4b) • Cisco CallManager 3.2(2) spB Cisco CallManager 3.2(2c) Cisco CallManager 3.2(2c) spE Cisco CallManager 3.2(2c) spF Cisco CallManager 3.2(2c) spG • Cisco CallManager 3.2(3) • Cisco CallManager 3.3(2) spA Cisco CallManager 3.3(2) spB Cisco CallManager 3.3(2) spC • Cisco CallManager 3.3(3) • Cisco CallManager 4.0(1) • Cisco CallManager 4.1(2)	The software that runs the telephony network. The Cisco CallManager directory is used by Cisco ER to store cluster information.
Cisco CallManager Operating System	OS 2000.2.4 Cisco ER 1.2(2) also supports OS 2000.2.5 and OS 2000.2.5sr2.	Be sure to upgrade your OS version to OS 2000.2.4 or OS 2000.2.5, **before** upgrading to Cisco ER 1.2(2). Cisco CallManager 4.0(1) requires: • OS 2000.2.5sr2 (OS 2000.2.5 with service release 2 or later). • You must first install OS 2000.2.4, upgrade to OS 2000.2.5, and then install SR2. • For more information about installing the OS, see http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm

Table 1   Required Software (continued)

Item	Minimum Software Version	Description
Web browser	• Netscape Navigator 4.5 up to, but not including, 6.x	Navigator is supported on Solaris, Windows NT, and Windows 95.
	• Microsoft Internet Explorer 5.0 and higher	Internet Explorer is supported on Windows 2000, Windows NT, and Windows 95.

Table 2   Optional And Recommended Software

Item	Minimum Software Version	Description
Email server	Any SMTP email server	Used to send email notifications to onsite alert (security) personnel. If you use an SMTP email-based paging server, personnel are paged instead of emailed.
Cisco IP Telephony Applications Backup Utility	Version 3.5.44	Used as a reliable and convenient way to perform regularly scheduled automatic or user-invoked backups of your data. Use the utility with Cisco ER 1.2 to manually perform periodic directory backups.
Ciscoworks IP Telephony Environment Monitor (ITEM)	Version 2.0	Used to monitor the health and functionality of Cisco ER 1.2(2).
McAfee Netshield	Version 4.5.1 SP1 Version 7.0 is also supported.	Used to help protect your system from virus attacks.
Cisco Security Agent (CSA)	Version 4.0	Used to help protect desktops and servers within corporate networks from security attacks.

> ✎
>
> **Note** For information about using McAfee Netshield and Cisco Security Agent (CSA), refer to this URL:
> http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/index.htm

Table 3   Supported Phones

Phones	Description
Phones automatically tracked using CDP • Cisco IP Phone models 7970, 7960, 7940, 7935, 7912, 7910, 7905, 7902 • All other Skinny phones with CDP support, with the exception of ATA devices	These phones do not require special Cisco ER configuration. However, ensure that you enable CDP (Cisco Discovery Protocol) on the switches. **Note** When running with Cisco CallManager 4.0(1), Cisco ER 1.2(2) correctly displays the Cisco IP Phone models 7902, 7905, and 7912. When running with earlier versions of Cisco CallManager, Cisco ER 1.2(2) displays these phone models as "OTHER." **Note** Although ATA phones support CDP and SCCP, Cisco ER cannot automatically track them. You can add ATA phones manually and assign them to an ERL. Cisco ER will route calls from ATA phones based on the assigned ERL.
Phones automatically tracked using CAM tables • Cisco IP SoftPhone 1.2 and 1.3 • Cisco IP Phone models 12 SP+ and VIP 30	To automatically track these phones, you must enable CAM tracking when you add the switches to the Cisco ER configuration. Phones that do not use CDP are tracked using the CAM table on all supported switch platforms for Native and AUX Vlans. For more information, see the "Identifying the LAN Switches" section on page 42 in the *Cisco Emergency Responder Administration Guide 1.2.*

Table 3   Supported Phones (continued)

Phones	Description
Phones that you can track using IP subnet • Wireless phones, such as Cisco Wireless IP Phone 7920 and Cisco IP SoftPhones running on 802.11b • Supported Cisco IP Phones connected to Cisco or third-party switches that are not discovered or recognized by Cisco ER	To track these phones, you must configure the subnet and then assign ERLs to the configured subnets. See "Configuring IP Subnet-based ERLs" section on page 29 in the *Cisco Emergency Responder Administration Guide 1.2*.
Phones that you can manually define • Analog phones, for example, phones connected to VG248 and ATA devices • Generic H.323 or SIP endpoints • Any phone otherwise supported for automatic tracking that is connected to an unsupported switch port	These phones are only supported if their calls are routed by Cisco CallManager. For information on defining these phones in the Cisco ER configuration, see the "Manually Defining a Phone" section on page 57 in the *Cisco Emergency Responder Administration Guide 1.2*.

✎

Note Cisco ER supports SNMP version 1, version 2 and version 2c of a LAN switch.

Table 4   Supported Voice-Ready LAN Switches

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 2900 XL	12.1.9.EA1 and higher	2908 XL	1.3.6.1.4.1.9.1.170
		2916 MXL	1.3.6.1.4.1.9.1.171
		2924 XL	1.3.6.1.4.1.9.1.183
		2924 CXL	1.3.6.1.4.1.9.1.184
		2924 XLV	1.3.6.1.4.1.9.1.217
		2924 CXLV	1.3.6.1.4.1.9.1.218
		2912 XL	1.3.6.1.4.1.9.1.219
		2924 MXL	1.3.6.1.4.1.9.1.220
		2912 MXFL	1.3.6.1.4.1.9.1.221
		2900	1.3.6.1.4.1.9.5.12
		2926	1.3.6.1.4.1.9.5.35
		2948 G	1.3.6.1.4.1.9.5.42
		2980 G	1.3.6.1.4.1.9.5.49
		2980 GA	1.3.6.1.4.1.9.5.51
Catalyst 2950	12.1.9.EA1 and higher	2950-12	1.3.6.1.4.1.9.1.323
		2950-24	1.3.6.1.4.1.9.1.324
		2950C-24	1.3.6.1.4.1.9.1.325
		2950T-24	1.3.6.1.4.1.9.1.359
		2950G-12	1.3.6.1.4.1.9.1.427
		2950G-24	1.3.6.1.4.1.9.1.428
		2950G-48	1.3.6.1.4.1.9.1.429
		2950S-24	1.3.6.1.4.1.9.1.430
		2950G-24DC	1.3.6.1.4.1.9.1.472

Table 4   ***Supported Voice-Ready LAN Switches (continued)***

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3500 XL	Cisco IPS 12.0(5)XU or higher If you are using 3500 clusters, you must assign an IP address to each 3500 switch.	3508 GXL	1.3.6.1.4.1.9.1.246
		3512 XL	1.3.6.1.4.1.9.1.247
		3524 XL	1.3.6.1.4.1.9.1.248
		3548 XL	1.3.6.1.4.1.9.1.278
		3524 PWR XL	1.3.6.1.4.1.9.1.287
Catalyst 3550	12/1/6/EA1a or higher	3550-24	1.3.6.1.4.1.9.1.366
		3550-48	1.3.6.1.4.1.9.1.367
		3550-12T	1.3.6.1.4.1.9.1.368
		3550-12G	1.3.6.1.4.1.9.1.431
		3550-24DC	1.3.6.1.4.1.9.1.452
Cisco 3725 Multiservice Access Router	Image version: IOS 12.2(8)T5		1.3.6.1.4.1.9.1.414
Cisco 3745 Multiservice Access Router	Image version: IOS 12.2(13)T		1.3.6.1.4.1.9.1.436
Catalyst 4000/4500	Catalyst OS 5.5 or higher	4003	1.3.6.1.4.1.9.5.40
		4912 G	1.3.6.1.4.1.9.5.41
		4006	1.3.6.1.4.1.9.5.46
		4500	1.3.6.1.4.1.9.1.14
		4503	1.3.6.1.4.1.9.5.58
		4506	1.3.6.1.4.1.9.5.59
Catalyst 4000	Cisco IOS 12.1(13)EW	4000 C	1.3.6.1.4.1.9.1.448
		4503	1.3.6.1.4.1.9.1.503
		4506	1.3.6.1.4.1.9.1.502
		4507	1.3.6.1.4.1.9.1.501

Table 4 *Supported Voice-Ready LAN Switches (continued)*

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 5000	Catalyst OS 6.x	5000	1.3.6.1.4.1.9.5.7
		5002	1.3.6.1.4.1.9.5.29
Catalyst 5500		5500	1.3.6.1.4.1.9.5.17
		5505	1.3.6.1.4.1.9.5.34
		5509	1.3.6.1.4.1.9.5.36
Catalyst 6000	Catalyst OS 5.5 or higher. If using an MSFCW module, Cisco IOS 12.1(3a)XL	6006	1.3.6.1.4.1.9.5.38
		6009	1.3.6.1.4.1.9.5.39
		6509	1.3.6.1.4.1.9.5.44
		6506	1.3.6.1.4.1.9.5.45
		6509 SP	1.3.6.1.4.1.9.5.47
		6513	1.3.6.1.4.1.9.5.50
Catalyst 6000	Cisco IOS	6006	1.3.6.1.4.1.9.1.280
		6009	1.3.6.1.4.1.9.1.281
		6506	1.3.6.1.4.1.9.1.282
		6509	1.3.6.1.4.1.9.1.283
		6509 SP	1.3.6.1.4.1.9.1.310
		6513	1.3.6.1.4.1.9.1.400

Cisco ER 1.2(2) runs on Cisco Media Convergence Server (MCS) hardware platforms (with Windows 2000 and voice applications). You can also use equivalent Cisco-certified servers. Cisco ER 1.2(2) supports the MCS platforms and scalability shown in Table 5.

Note The number of ERLs that can be deployed is determined by the number of route patterns and translation patterns configurable in Cisco CallManager. If Cisco ER 1.2(2) is running with Cisco CallManager 4.0(1) and the Calling Party Modification feature is enabled, this limitation does not apply.

✎
Note Cisco ER servers support a maximum of 500 CTI-based Cisco IP SoftPhones.

✎
Note Cisco ER does not support Cisco Integrated Communications System (ICS) 7750 servers.

Table 5   Supported Cisco ER 1.2(2) MCS Platforms and Scalability

Scalability	MCS 7815I-2.0	MCS 7825H-2.2	MCS 7835I-2.4 MCS 7835H-2.4	MCS 7845H-2.4
Switches	200	500	1,000	2,000
Switch Ports	12,000	30,000	60,000	120,000
Manual Phones	1,000	2,500	5,000	10,000
Roaming Phones (remote Cisco ER group)	600 per Cisco ER cluster	1,200 per Cisco ER cluster	2,000 per Cisco ER cluster	3,000 per Cisco ER cluster
IP Phones	6,000	12,000	20,000	30,000

Table 6 lists configurations that Cisco ER does not support.

Table 6   Non-Supported Configurations

Non-Supported Configurations	Notes
Hub topologies	
DSL, VPN, IDSN and other remote or dial-in technologies	Cisco ER cannot support telecommuters who have phones linked into your network over these types of lines
Survivable remote site telephony (SRST)	If you deploy Cisco ER over a WAN link, the link must be active for Cisco ER to work correctly.

Important Notes

Changes in the Cisco ER License Screen—In Cisco ER 1.2(2), the license entry acts as a password entry and the license key does not display. And, a description of the license key, for example, 100-users license, appears in the left pane instead of the license key.

Incorrect module ID for 3550—CSCin38464 flagged that Cisco ER showed the incorrect module ID for 3550 switches. The recommended workaround was to update the switch port labels from 0/1 - 0/24 to 1/1 - 1/24 in the import file before re-importing the file.

Cisco ER 1.2(2) fixes CSCin38464 so that the correct module ID is displayed in the Cisco ER administration pages. However, all the existing ERL and switch port location configurations made in Cisco ER 1.2(1) will be lost if upgraded to Cisco ER 1.2(2). You must re-configure the ERLs associated with the 3550 switches with correct port labels.

Clarification to the "Creating the Emergency Call Route Points" Documentation—This clarification applies to the administration guide for Cisco ER 1.1(4) and Cisco ER 1.2. In the "Creating the Emergency Call Route Points" procedure in Chapter 3, Configuring Cisco CallManager for Cisco Emergency Responder, the example shows that you select E911CSS for the Calling Search Space. This is correct. However, you could select Phone CSS for the Calling Search Space. You would select Phone CSS if it contains the partition that belongs to the Cisco IP Phone that is calling 911. When the call comes back for a destination for that Cisco IP Phone, Cisco CallManager will look for the Directory Number mentioned in the Backup Route Point (ELIN913).

Installing Cisco Emergency Responder 1.2(2)

You can install Cisco ER 1.2(2) as an upgrade from Cisco ER 1.1(4) or as an upgrade from Cisco ER 1.2(1). See the following topics:

- Before You Install or Upgrade, page 15
- Installing Cisco Emergency Responder 1.2(1) on a New System, page 17
- Upgrading from Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(2), page 22

  or

- Upgrading From Cisco Emergency Responder 1.2(1) to Cisco Emergency Responder 1.2(2), page 27

Before You Install or Upgrade

Cisco recommends that you perform the installation or upgrade during off-peak hours. The upgrade will stop Cisco Emergency Responder services, upgrade the required services and files and restart the Cisco ER services when complete.

Review the following information before you upgrade your system to Cisco ER 1.2(2):

- Determine and list your Cisco ER Host Name and Passwords.
    - Decide on a permanent hostname for the Cisco ER server before you install Cisco ER. Changing the hostname of a Cisco ER server after installation may cause problems.
    - Cisco recommends that you add the publisher hostname and the IP address to the hosts file (usually at C:\\WINNT\system32\drivers\etc\hosts) on the subscriber **before** you begin the Cisco ER installation or upgrade.
    - The hostname for the Cisco ER 1.2(2) publisher and subscriber must not contain the underscore character (_). If you have an existing Cisco ER server with an underscore in its hostname, change the hostname of the server prior to installing Cisco ER 1.2(2).
    - The local Administrator password must be the same for the Cisco ER publisher server and subscriber server. If the passwords are different, there may be problems in setting up the subscriber database. If you encounter problems with the subscriber database setup, use the

Admin Utility task "Point subscriber to new publisher" to fix the problem. For more information, see the "Using the Cisco ER Admin Utility" in the *Cisco Emergency Responder Administration Guide 1.2(1)*.

 – Different versions of Cisco ER cannot be deployed in the same Cisco ER group. The subscriber and the subscriber Cisco ER servers must be running the same version of Cisco ER. If you are upgrading to Cisco ER 1.2(2) make sure to upgrade both Cisco ER servers to version 1.2(2).

 – You must upgrade the entire Cisco ER cluster.

 • Cisco CallManager Versions:

 – When you install Cisco ER 1.2(1) as a new installation, you will be prompted to select the version of Cisco CallManager that you are running. Select your version of Cisco CallManager from the options: 3.1, 3.2, or 3.3. Or, if you are running Cisco CallManager 4.0 or 4.1, select one of the earlier versions; Cisco ER will accept it.

 – When you upgrade to Cisco ER 1.2(2), you may get additional options for your Cisco CallManager version. If so, select the version of Cisco CallManager that you are running. If you still get prompts for Cisco CallManager 3.1, 3.2, or 3.3, select one of the earlier versions; Cisco ER will accept it. If you later upgrade to Cisco ER 1.2(3), you can select the correct Cisco CallManager version.

 • Use the Add/Remove Program in the Microsoft Windows control panel to uninstall all Service Packs, Service Patches and Antivirus Services; re-install them after the upgrade:

 – Uninstall all Service Packs and Service Releases before the upgrade. This will not impact your Cisco ER configuration.

 – Uninstall all antivirus services, such as the Cisco-approved McAfee virus service. You can enable all antivirus services after you complete the procedures.

 – If you have Cisco IDS Host Sensor Agents installed on the server, you must uninstall the following services before the upgrade: entercept Agent; entercept Watchdog; entercept Notification Manager; entercept Server.

- Caveats:

  - You cannot install Cisco ER on the same system as any other Cisco IP Telephony applications, such as Cisco CallManager, Cisco Customer Response Solutions (Cisco CRS), Cisco CallManager AutoAttendant, Cisco Personal Assistant, and so on.

  - You cannot install Cisco ER on a Windows domain controller.

  - You cannot install or upgrade to Cisco ER 1.2(2) using Terminal Services.

  - Once you upgrade your system to Cisco ER 1.2(2), Cisco ER downgrades are not supported.

  - Review the latest caveats contained in these Cisco ER 1.2(2) release notes for before installation.

Installing Cisco Emergency Responder 1.2(1) on a New System

This procedure describes how to install Cisco Emergency Responder (Cisco ER) 1.2(1) on a new system.

With Cisco ER 1.2, the Cisco ER cluster information is determined at the time of installation. Cisco ER cluster information is based on the Cisco CallManager publisher where you point your initial configuration data to be stored. You enter Cisco ER group configuration through the web interface based on publisher (master) and subscriber (backup) server pairs:

Installing the Cisco ER Publisher Server

To install Cisco ER 1.2(1), you install the publisher server first, then you install the subscriber server on a separate machine. You must install Cisco ER on separate servers from Cisco CallManager or any Cisco AVVID applications.

To install the publisher server, perform the following steps:

Procedure

Step 1   As a local administrator, log onto the computer log onto the computer where you are running the Cisco ER installation program.

Step 2   Insert the Cisco ER Installation CD into the CD-ROM drive and launch the Cisco ER installation program by clicking on the installation executable file:

cer-ffr.1-2-1.exe

This will start extracting the installation files.

Step 3   Click **Next** to continue the installation.

The End-User License Agreement window displays.

Step 4   Read the agreement, and click **Yes** to accept the terms and continue. (Or, click **No** to cancel the installation).

The Cisco Emergency Responder server window displays.

Step 5   On the Cisco Emergency Responder server page, select **Publisher** to install the publisher first.

The Service Log On Account window displays.

Step 6   At the Password field, enter a password for the CERSQLAdmin account (this is the user account created and used by Cisco ER) and click **Next**.

The Cisco Emergency Number Configuration window displays.

Step 7   Change the Emergency Number default value of 911 to the emergency number for your location and click **Next**.

The Cluster Directory Configuration window displays.

Step 8   On the Cluster Directory Configuration window, enter the settings for the Cisco CallManager system that you will use for Cisco ER cluster configuration information.

    a. Host name—The host name of the server running Cisco CallManager.

    b. User Name—The username for the administrator on the Cisco CallManager host.

    c. Password—The password for the administrator on the Cisco CallManager host.

Note   The Cisco ER installation will fail if the Cisco CallManager Publisher is currently mapped on the Cisco ER server. Be sure to remove any network mappings or logout of the Cisco ER server and login again to start the installation. To remove an existing mapping to Cisco CallManager, see the "Removing Network Mappings" section on page 22.

Step 9   Select the Cisco CallManager version that you are running.

- If you are running Cisco CallManager 3.1, 3.2, or 3.3, then select your Cisco CallManager version.
- If you are running Cisco CallManager 4.0 or 4.1, select any of the Cisco CallManager 3.x versions; Cisco ER will accept it. When you upgrade to Cisco ER 1.2(3), you will get additional options and you can then select your correct Cisco CallManager version.

Step 10   Click **Next**.

The Ready to Install Cisco Emergency Responder window displays.

Step 11   Click **Next.**

The installation of the Cisco ER publisher server will take about an additional 10 to 15 minutes to complete.

Step 12   After installation, Cisco ER prompts you to reboot.

Reboot the server now for Cisco ER to become operational.

Installing the Cisco ER Subscriber Server

After you have installed the Cisco Emergency Responder publisher server, you must install the Cisco Emergency Responder (Cisco ER) subscriber server. Install the subscriber on a separate from the Cisco ER publisher and separate from Cisco CallManager or Cisco AVVID applications.

⚠️

Caution Be sure that you have completely installed the publisher, including the reboot, before you start to install the subscriber server.

Perform the following steps to install the Cisco ER subscriber server.

Procedure

Step 1 As a local administrator, log onto the computer where you are running the Cisco ER installation program for the subscriber.

Step 2 Insert the Cisco ER Installation CD into the CD-ROM drive and launch the Cisco ER installation program by clicking on the installation executable file:

cer-ffr.1-2-1.exe

This will start extracting the installation files.

Step 3 Click **Next** to continue the installation.

The End-User License Agreement window displays.

Step 4 Read the agreement, and click **Yes** to accept the terms and continue. (Or, click **No** to cancel the installation.)

The Cisco Emergency Responder server window displays.

Step 5 On the Cisco Emergency Responder server page, select **Subscriber** and enter the following data:

a. At the Publisher Hostname, enter the name of the Cisco ER publisher.

b. At the CERSQLAdmin password on Publisher, enter the CERSQLAdmin account password on the publisher.

The Cisco ER installation validates the publisher Cisco ER version; reads the Cisco CallManager cluster information and the Cisco CallManager version configuration; and displays the details.

Cisco ER displays the Subscriber Details window.

Note The Cisco ER installation will fail if the Cisco CallManager publisher is currently mapped on the Cisco ER server. Be sure to remove any network mappings or logout of the Cisco ER server and login again to start the installation. To remove an existing mapping to Cisco CallManager, see the "Removing Network Mappings" section on page 22.

Note If the installation cannot validate the publisher, see the "Cannot Validate Publisher" section in the Troubleshooting chapter.

Step 6 Verify the publisher information.

- If the publisher information is correct, click **Next**.

- If the information is not correct, click the **Back** button and make sure that the correct Cisco ER publisher server is specified. Then, click **Next**.

Installation of the subscriber server takes approximately 10 minutes to complete.

Step 7 After installation, Cisco ER prompts you to reboot.

Reboot the server now for Cisco ER to become operational.

Tip Cisco ER creates multiple files in the directory C:\CERInstall. If you need to contact Cisco Technical Support concerning installation issues, zip and send all the files under this folder to your support contact.

After you have installed all your Cisco ER servers, perform the procedure "Upgrading From Cisco Emergency Responder 1.2(1) to Cisco Emergency Responder 1.2(2)" section on page 27.

And, if you want to use the Calling Party Modification Feature, you must make some additional configuration changes. See the "Using The Calling Party Modification Feature" section on page 28.

Removing Network Mappings

The installation of Cisco Emergency Responder (Cisco ER) will fail if the Cisco CallManager publisher is currently mapped on the Cisco ER server. Make sure to remove any network mappings or logout of the Cisco ER server and login again to start the installation.

To remove an existing mapping to Cisco CallManager on the Cisco ER server, perform the following steps:

Procedure

Step 1 To open Windows Internet Explorer, go to Programs > Start and right click **Explore**.

Step 2 Go to the Tools menu and select **Disconnect Network Driv**e.

Step 3 Locate the mappings that correspond to this Cisco CallManager, select them, and select **ok** to remove them.

Step 4 Now run the Cisco ER installation and provide the Cisco CallManager information at the prompts.

Step 5 If you continue to have installation problems, zip and send all the files in the directory C:\CERInstall to Cisco Technical Support.

Upgrading from Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(2)

This procedure describes how to upgrade Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(2). Be sure to read the "Before You Install or Upgrade" section on page 15 before upgrading your system.

With Cisco Emergency Responder 1.2(1) or later, the Cisco ER cluster information is determined at the time of installation. Cisco ER cluster information is determined by the Cisco CallManager publisher upon which your initial configuration data is stored. You enter Cisco ER group configuration through the web interface based on publisher and subscriber server pairs.

The Cisco ER 1.2(2) upgrade installation program launches the data migration utility to migrate Cisco ER1.1(4) data to the publisher server. This data migration utility does not migrate Cisco ER 1.1(4) data to the subscriber server; the subscriber obtains this data from the publisher during the periodic database synchronizations.

Before You Begin the Upgrade from Cisco ER 1.1(4) to Cisco ER 1.2(2)

- Before you upgrade from Cisco ER 1.1(4) to Cisco ER 1.2(2), you must apply all your Cisco ER user license keys on the Cisco ER 1.1(4) License Manager screen. These license keys will then be migrated during the upgrade to Cisco ER 1.2(2). Note that Cisco ER 1.2 will not recognize Cisco ER 1.1(4) user licenses when applied through the Cisco ER 1.2(2) License Manager screen.

- Cisco ER 1.1(4) and Cisco ER 1.2(2) cannot be deployed in the same Cisco ER group. If you are upgrading to Cisco ER 1.2(2) make sure to upgrade both Cisco ER servers to version 1.2(2).

- The Cisco CallManager publisher that stores the group LDAP data for the Cisco ER 1.1(4) you are upgrading must be available and reachable during the Cisco ER 1.2(2) upgrade. This is required for successful migration of Cisco ER 1.1(4) data during the upgrade.

- If the Cisco CallManager used for storing Cisco ER 1.1(4) group LDAP data is integrated with Active Directory, make sure that the Active Directory is also reachable during the upgrade.

To upgrade Cisco ER 1.1(4) to Cisco ER 1.2(2), you first install the publisher server. Perform the following steps:

Procedure

Step 1 Download the Cisco ER 1.2(2) upgrade program, **CER-fmu.1-2-2.exe,** from the Cisco software download page: http://www.cisco.com/cgi-bin/tablebuild.pl/cer.

Step 2 Double click **CER-fmu.1-2-2.exe** to begin the installation.

The End-User License Agreement window displays.

Step 3 Read the agreement, and click **Yes** to accept the terms and continue. (Or, click **No** to cancel the upgrade.)

The Cisco Emergency Responder server window displays.

Step 4 On the Cisco Emergency Responder server page, select Publisher to install the publisher first.

The Service Log On Account window displays.

Step 5 At the Password field, enter a password for the CERSQLAdmin account. This is the user account created and used by Cisco ER.

Step 6 Click **Next**.

The Cisco Emergency Number Configuration window displays.

Step 7 Change the Emergency Number default value of 911 to the emergency number for your location.

Step 8 Click **Next**.

The Cluster Directory Configuration window displays.

Step 9 On the Cluster Directory Configuration window, enter the settings for the Cisco CallManager system that you will use for Cisco ER cluster configuration information:

   a. Host name—The host name of the server running Cisco CallManager.

   b. User Name—The username for the administrator on the Cisco CallManager host.

   c. Password—The password for the administrator on the Cisco CallManager host.

The CallManager Server Version window displays.

Step 10 Select the correct Cisco CallManager version that the Cisco ER services will coexist with and click **Next**.

- You will have options of Cisco CallManager versions 3.1, 3.2, 3.3.

- If you are running Cisco CallManager 4.0 or 4.1, select any one of the available options: Cisco CallManager 3.1, 3.2, or 3.3; Cisco ER will accept it. If you later upgrade to Cisco ER 1.2(3), you are presented with the Cisco CallManager 3.x options and additional options for 4.0 and 4.1. You can then select the correct version of Cisco CallManager that you are running.

The Ready to Install Cisco Emergency Responder window displays.

Step 11 Click **Next.**

The publisher server for Cisco ER is installed. Installation takes approximately 10 to 15 minutes to complete.

Step 12 After the installation, Cisco ER prompts you to reboot.

Reboot the server now.

Step 13 Proceed to installing the subscriber.

To complete the upgrade to Cisco ER 1.2(2), you now install the subscriber on a separate server. Perform the following steps:

Procedure

Step 1 Download the Cisco ER 1.2(2) upgrade program, **CER-fmu.1-2-2.exe,** from the Cisco software download page: http://www.cisco.com/cgi-bin/tablebuild.pl/cer.

Step 2 Double click **CER-fmu.1-2-2.exe** to begin the installation.

The End-User License Agreement window displays.

Step 3 Click **Next** to continue the installation.

The End-User License Agreement window displays.

Step 4 Read the agreement, and click **Yes** to accept the terms and continue. (Or, click **No** to cancel the installation.)

The Cisco Emergency Responder server window displays.

Step 5   On the Cisco Emergency Responder server page, select **Subscriber** and enter the following data:

   a.   At the Publisher Hostname, enter the name of the Cisco ER publisher.

   b.   At the CERSQLAdmin password on Publisher, enter the CERSQLAdmin account password on the publisher.

Note   The Cisco ER installation will fail if the Cisco CallManager Publisher is currently mapped on the Cisco ER server. Be sure to remove any network mappings or logout of the Cisco ER server and login again to start the installation. To remove an existing mapping to Cisco CallManager, see the "Removing Network Mappings" section on page 22.

Cisco ER displays the Publisher Details window.

The Cisco ER installation validates the publisher Cisco ER version; reads the Cisco CallManager cluster information and the Cisco CallManager version configuration; and displays the details.

Note   If the installation cannot validate the publisher, see the "Cannot Validate Publisher" section in the Troubleshooting chapter.

Step 6   Verify the publisher information.

   •   If the publisher information is correct, click **Next**.

   •   If the information is not correct, click the **Back** button and make sure that the correct Cisco ER publisher server is specified. Then, click **Next**.

The subscriber server for Cisco ER is now installed. Installation takes approximately 10 minutes to complete.

Step 7   After installation, Cisco ER prompts you to reboot.

Reboot the server now for Cisco ER to become operational.

Tip   Cisco ER creates multiple files in the directory C:\CERInstall. If you need to contact Cisco Technical Support concerning installation issues, zip and send all the files under this folder to your support contact.

✎

Note All data from Cisco ER 1.1(4) will be migrated to Cisco ER 1.2(2).

This completes the system upgrade to Cisco ER 1.2(2). You do not have to make any configuration changes.

However, to take advantage of the Cisco ER 1.2(2) Calling Party Modification feature, you must make some configuration changes. Follow the instructions in the "Using The Calling Party Modification Feature" section on page 28.

Upgrading From Cisco Emergency Responder 1.2(1) to Cisco Emergency Responder 1.2(2)

This procedure describes how to upgrade from Cisco Emergency Responder (Cisco ER) 1.2(2) to Cisco ER 1.2(2). You first install the Cisco ER publisher and then you install the Cisco ER subscriber.

✎

Note Be sure to uninstall all Service Patches or Service Releases (use the Add/Remove Programs in the Microsoft Windows control panel). And read the "Before You Install or Upgrade" section on page 15.

To upgrade from Cisco Emergency Responder (Cisco ER) 1.2(1) to Cisco ER 1.2(2), perform the following steps:

Procedure

Step 1 Download CER.fmu.1-2-2.exe onto your server from the following URL:

http://www.cisco.com/cgi-bin/tablebuild.pl/cer

Step 2 Double click on **CER.fmu.1-2-2.exe** to begin the upgrade.

Step 3 When prompted, enter the password for the CERSQLAdmin account.

Cisco ER validates the password.

Step 4 Verify the publisher information and follow the remaining prompts to complete the installation.

> ✎
>
> **Note** The Cisco ER installation will fail if the Cisco CallManager Publisher is currently mapped on the Cisco ER server. Be sure to remove any network mappings or logout of the Cisco ER server and login again to start the installation. To remove an existing mapping to Cisco CallManager, see the "Removing Network Mappings" section on page 22.

> ✎
>
> **Note** After you install Cisco ER 1.2(2), if you are running Cisco ER with Cisco CallManager 4.0(1) or earlier and you later upgrade to Cisco CallManager 4.1(2), you must run this file: C:\Program Files\CiscoSystems\CiscoER\bin\CCM4.1.bat.

Using The Calling Party Modification Feature

After you have successfully upgraded to Cisco ER 1.2(2) or later, Cisco ER will continue to work well without any configuration changes. However, if you want to take advantage of the Calling Party Modification feature in Cisco CallManager 4.0(1), you must make some configuration changes.

Use the following sections to learn about the Calling Party Modification feature and configure it:

- Understanding the Calling Party Modification Feature, page 29
- Configuring Calling Party Modification, page 31

Understanding the Calling Party Modification Feature

This section describes the following subjects:

Advantages of Using Call Party Modification

Cisco Emergency Responder 1.2(2) or later running Cisco CallManager 4.0(1) or later provides a way to modify the calling party number. This allows Cisco ER to scale beyond previous ERL limitations.

Previously, the number of ERLs/ELINs that could be configured was limited by the number of route patterns that could be configured in Cisco CallManager. With Cisco ER 1.2(2) or later running Cisco CallManager 4.0(1) or later, you no longer need to configure one Cisco CallManager route pattern per Cisco ER ELIN. Instead you configure only one route pattern per E911 gateway. And, you can configure the same route pattern for different ERLs.

How Calling Party Modification Impacts Call Processing

Cisco ER 1.2(2) adds the Calling Party Modification field to the Cisco ER Group Settings page. This field has a drop-down box for the enable and disable options, with the default set to disable. Calling Party Modification impacts Cisco ER call processing as described here:

- If you leave Calling Party Modification set to disabled, the default setting, the calling party displayed on the destination phone is taken from the Calling Party Transformation Mask file on the Route Pattern page in Cisco CallManager. This is how Cisco ER prior to Cisco ER 1.2(2) behaves.

- If you enable Calling Party Modification, call routing uses the calling party modification numbers. These phone numbers are taken from the ELINs configured for the route patterns in the ERL configurations.

> **Note** Phone numbers are taken from the ELINs only if the Enable Calling Party Number Modification check box on the Cisco CallManager User page for Cisco ER user is checked.

Calling Party Modification can be enabled only with Cisco ER 1.2(2) or later and Cisco CallManager 4.0(1) or later. If Cisco ER is working with an earlier version of Cisco CallManager, trying to enable the feature will fail with the following error message:

```
Cannot enable Calling Party Modification. This configuration is
allowed only for Cisco CallManager 4.0 or higher.
```

The feature cannot be disabled if duplicate route patterns (that is, more then one ELIN associated with a single route pattern) are configured in ERL settings. If duplicate route patters are configured, trying to disable this flag will fail with the following error message:

```
Cannot disable Calling Party Modification as Duplicate Route Patterns
are configured.
```

Settings for Calling Party Modification

The Calling Party Modification setting must match in Cisco CallManager and in Cisco Emergency Responder (Cisco ER): either enabled or disabled.

- If Calling Party Modification is set in Cisco CallManager but not in Cisco ER:
    - the call will be routed to the ERL security number.
    - If the call fails to route to the ERL security number, the call will be routed to the default security number.
    - If the call fails to route to the default security number, the call will route to the default route pattern without calling party transformation.

    The PSAP callbacks may not work correctly.

- If the Calling Party Modification setting is enabled for Cisco ER but not Cisco CallManager, the call will be routed to the default ERL.

Configuring Calling Party Modification

Perform the following procedures in the order shown to configure Calling Party Modification:

Identify Changes to Current Cisco Emergency Responder Configuration

Use this procedure to collect information about your current Cisco Emergency Responder (Cisco ER) configuration in order to re-configure Cisco ER with fewer route patterns.

✎
Note　You **must** pick a different route pattern for all Cisco ER gateways.

✎
Note　Be sure to select route patterns that are different from your existing configuration.

To identify the configurations to be changed, perform the following steps:

Step 1　Identify the ERLs that will be used and write down ELINs for each ERL.

Step 2　Pick the route pattern to be used for the default ERL in Cisco ER. Write down the ELIN numbers that will be configured for the default ERL.

Step 3　Pick one route pattern per Cisco ER gateway (this route pattern **must** be different from the one used for the default ERL) and write down the ERL and ELIN numbers that will be configured for this route pattern.

Step 4　Repeat Step 3 until you have identified the configuration for all Cisco ER gateways.

Configure Cisco CallManager for Calling Party Modification

⚠️

Caution   Be sure to complete all new configurations for the Calling Party Modification feature in Cisco CallManager (4.0(1) or later) before you delete any existing Cisco CallManager configurations.

In Cisco CallManager administration, perform the following procedure.

Step 1   Pick the route patterns configured for the default ERL and configure each route pattern.

Step 2   Pick the route pattern identified for each e911 gateway and configure each route pattern in Cisco CallManager.

Cisco recommends the following settings for route patterns:

a.   Enable the Calling Party Transformation field.

b.   Enter any of the ELINs that you configured in Cisco ER for that route pattern in the Calling Party Transformation Mask field.

The ELIN will be used as a backup mechanism for call routing using the Calling Party Transformation Mask.

Step 3   On the Cisco CallManager user page (for Cisco ER user), check the "Enable Calling Modification Number" check box.

✎

Note   You must set the Calling Party Modification flag to Enable in the Cisco ER Group Settings page, and checked the Enable Calling Modification Number check box in the Cisco CallManager Cisco ER user page.
The Use Calling Party's External Phone Number Mask in the Cisco CallManager route pattern screen does not play any role in these settings.

Configure Cisco Emergency Responder for Calling Party Modification

Perform the following steps to set the CallIng Party Modification feature in Cisco Emergency Responder (Cisco ER) Administration:

⚠️

Caution   From Step 3 through the completion of Step 4, call routing and PSAP call back may not work correctly. Cisco recommends that you perform this procedure during off-peak hours.

Step 1   Before you make changes to your Cisco ER configuration, use the ERL export tool to take a backup of your existing ERL configuration.

Step 2   On the Cisco ER Group Settings page, set the Calling Party Modification field to **Enable**.

Step 3   Use the information you collected in the "Identify Changes to Current Cisco Emergency Responder Configuration" section on page 31 to help you configure the following:

    a.   Configure all the identified ERLs.

    b.   For each ERL, configure the route pattern-ELIN pair. The same route pattern can be configured with multiple ELINs across ERLs.

Step 4   After you have completed the configurations, restart Cisco ER.

Verify that Cisco ER 1.2(2) is running correctly and as expected. Then, you can delete your old Cisco ER and Cisco CallManager configurations that are no longer required.

New Error Messages

If you set the Calling Party Modification flag to Disable, you cannot configure duplicate route patterns in the ERL page. If you try to do so, Cisco ER 1.2(2) displays the following error message:

```
Duplicate route pattern configurations cannot be made as Calling Party
Modification is disabled.
```

Similarly, if duplicate route patterns has been configured and you try to set the Calling Party Modification flag to Disable, Cisco ER 1.2(2) displays the following error message:

```
Cannot disable Calling Party Modification as duplicate route patterns
are configured.
```

New Email Messages and Event Logs

Cisco ER 1.2(2) generates two new email messages that are described in the following sections:

Emergency Call Could Not be Routed

If the emergency call routing to some route patterns configured in the ERL fails, Cisco ER 1.2(2) sends the following email to the system administrator:

Subject: Emergency call could not be routed using some route patterns (CERServer:<server hostname>)

Message Body: Emergency call from :<Caller Extn> could not be routed using some Route Patterns. Check Event Log.

The corresponding Event Log will display the following message:

```
Emergency call from <extn> could not be routed using the following
route patterns.

<RoutePattern1>
<RoutePattern2>
............
Call Routed to <RoutePattern-X>
Please check the availability of the above routes.
```

Solution Check the routes that have failed for availability.

Calling Party Modification Failed

If the calling party modification was not successful, Cisco ER 1.2(2) sends the following email to the system administrator:

Subject: Emergency Calling Party Modification Failed (CERServer: <server>)

Message Body: Emergency call from :<Caller Extn> cannot be routed with calling party modification. Check Event Log.

The Event Log displays the following message:

```
Emergency Call from <Caller Extn> has been routed to default ERL
because the calling party modification failed.
Please make sure that the checkbox "Enable Calling Party Number
Modification: is checked on the Cisco CallManager user page for the
CER user. PSAPO callbacks MAY NOT work correctly. The CER service will
need to be restarted once the flag is checked on the CallManager User
page.
```

Solution Check the box for the "Enable Calling Party Number Modification" in the Cisco ER user page in Cisco CallManager 4.0(1) Administration. After you enable this flag, restart the CER service for the changes to take effect.

Problems Fixed in Cisco Emergency Responder 1.2(2)

Problems fixed in Cisco Emergency Responder 1.2(2) are shown in Table 7.

Table 7 Problems Fixed in Cisco Emergency Responder 1.2(2)

Bug ID	Headline
CSCin55552	The route pattern ELINs are not used in cyclic order
CSCin53499	Cisco Emergency Responder does not detect phones used with a Cisco Catalyst 6513 Switch that has dual supervisors.
CSCin55564	Cisco Emergency Responder cannot import ERL data without deleting route pattern and ELIN details.
CSCin55802	The apostrophe character in Cisco ER attributes breaks the migration to Cisco ER 1.2.
CSCin55823	Updated SNMP settings are not always reflected.
CSCin55849	Licensing display changes.

Table 7   Problems Fixed in Cisco Emergency Responder 1.2(2) (continued)

Bug ID	Headline
CSCin38464	Cisco Emergency Responder shows the incorrect module ID for the Cisco Catalyst 3550 Series Switch.
CSCin27846	Cisco IP Phone 7905 displays as type "OTHER" in the Cisco ER administration pages.
CSCin57649	The import of a CSV file saved in Microsoft Excel causes an error.
CSCed35033	Phone tracking may fail due to SNMP configuration and order.
CSCin62077	The directory number and the IP address of the phone are not displayed in the Cisco ER administration pages.

Cisco Emergency Responder 1.2(2) Known Problems

Known problems are unexpected behaviors or defects in the product. They are graded according to severity level. These release notes contain information about some of the known problems that you might encounter.

You can search for additional known problems on the Cisco bug tracking system tool, called Bug Toolkit. To access Bug Toolkit, enter http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl in your web browser.

Table 8 describes restrictions or other known issues for using Cisco ER 1.2(2). Enter the Bug Toolkit URL to see a full description of a problem.

Table 8   Cisco Emergency Responder 1.2(2) Known Problems

Bug ID	Headline and Bug Toolkit URL
CSCed50283	An ERL can be deleted without first disassociating the IP Subnet. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed50283
CSCeb86095	Cisco ER should play the alert prompt repeatedly to ensure security personnel hear it. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeb86095
CSCin36763	The same phone is seen in the IP subnet screen and the switch port screen. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin36763

Table 8   Cisco Emergency Responder 1.2(2) Known Problems (continued)

Bug ID	Headline and Bug Toolkit URL
CSCin45219	A new server group entry gets created in LDAP for every installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin45219
CSCin47989	A switch port search by phone type is not available. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin47989
CSCin50064	Discovered phones of another server group are lost after a reboot of the Cisco Emergency Responder server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50064
CSCin51370	Cisco Emergency Responder cannot find the correct ERL for two phones with the same extension in a remote server group. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin51370
CSCin48214	The ERL name for intercluster calls is confusing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin48214
CSCin50772	The database subscription for Cisco Emergency Responder may not happen if the subscriber is backdated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50772
CSCin46794	Need a utility to reset the backup administrator password on the Cisco Emergency Responder server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin46794
CSCin47031	Cisco Emergency Responder displays a wrong port name for 29xx and 35xx switches. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin47031
CSCin50146	Memory usage on 7835H causes a warning on NMS applications. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50146
CSCin50214	Cisco IP SoftPhone movement with change in IP not updated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50214
CSCin54282	Cisco Emergency Responder does not discover phones if CCM.EXE is not running on the seed Cisco CallManager. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin54282

Documentation Roadmap

Use the *Release Notes for Cisco Emergency Responder 1.2(2)* for information about upgrading from Cisco ER 1.1(4) to Cisco ER 1.2(2) or from Cisco ER 1.2 to Cisco ER 1.2 to Cisco ER 1.2(2).

You must have either Cisco ER 1.1(4) or Cisco ER1.2 installed before you upgrade to Cisco ER 1.2(2). Use the following publications to learn how to install and use new systems for Cisco Emergency Responder 1.1(4) or Cisco Emergency Responder 1.2.

All Cisco ER documents are available online at:

http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/index.htm

- *Cisco Emergency Responder Administration Guide*—Describes how to plan for, install, configure, manage, and use the Cisco ER application. An Adobe Acrobat (PDF) version of this manual is available on the Cisco Emergency Responder software CD and in the Cisco ER administration online help.

- Cisco Emergency Responder Administration online help —Contains information available in *Cisco Emergency Responder Administration Guide*.

- *Cisco Emergency Responder User's Guide* —Describes how to use the end-user interface, used by onsite alert (security) personnel to obtain information about emergency calls. This guide is built into the end-user interface as the online help system. The online help includes a PDF version you can use to print the guide for distribution.

✎

Note The license documents that contain the server license key and user license key ship with the Cisco ER software; these documents are not available online. See the Cisco ER license requirements in the *Cisco Emergency Responder Administration Guide* for a description of these documents.

Obtaining Documentation

Cisco provides several ways to obtain documentation, 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 on the World Wide Web at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

http://www.cisco.com/go/subscription

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

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

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.

- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.

- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

- Priority level 1 (P1)—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.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

  http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide,* and the *Internetworking Design Guide.* For current Cisco Press titles and other information, go to Cisco Press online at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

  http://www.cisco.com/go/packet

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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

- 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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

  http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html