Release Notes for Cisco Emergency Responder 1.2

Updated: April 9, 2004

These release notes are updated to note the following corrections to the "*Configuring Cisco CallManager for Cisco Emergency Responder* "chapter of Cisco Emergency Responder Administration Guide 1.2. The online guide has been updated with the changes.

- In the "*Creating a Cisco Emergency Responder Calling Search Space*" section, step 4 incorrectly says to select the Phones partition and then select the E911 partition. You must select the E911 Partition and then select the Phones partition. Arrange the partitions so that E911 is at the top of the list. If you are using any other partitions, add them to this list after the E911 partition.

- In the "*Creating the Emergency Call Route Points*" section, the example provided in Table 3-1 incorrectly lists the Partition for Route Point 911 as E911. You should enter Phones for the Partition for Route Point 911.

- In the "*Creating the Translation Patterns for 9.911*" section, Table 3-2 has been added to clarify the entries in the procedure. And Table 3-3 has been included to support the new procedure to configure emergency call route points for 9.911.

Updated: September 26, 2003

These release notes are updated to add the following information about
Cisco Emergency Responder Service Release 1.2(1):

- If your Cisco Emergency Responder 1.1(4) configuration contains
  apostrophe characters that cause the migration to
  Cisco Emergency Responder 1.2 to fail, download **CER.1-2-1-sr1.exe** and
  install it according to the CER.1-2-1-sr1.Readme.txt instructions.

  You can find CER.1-2-1-sr1.exe and the CER.1-2-1-sr1.Readme.txt at this
  URL:

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

- See Table 1 for problems resolved in Cisco Emergency Responder
  Service Release 1.2(1).

Table 1   Fixed Problems in Cisco Emergency Responder Service Release 1.2(1)

Bug ID	Summary
CSCin55802	The apostrophe character in the Cisco Emergency Responder attributes causes the upgrade to Cisco Emergency Responder 1.2 to fail.
CSCin52568	Sysappl MIBS returns invalid Cisco Emergency Responder details after upgrade.
CSCin52387	The ERL Debug tool shows the MAC of a Cisco IP SoftPhone as device name as seen in Cisco CallManager.
CSCin56236	Cisco IP SoftPhone is not discovered behind switch port after using the ERL Debug tool.

Cisco Emergency Responder 1.2

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

What's New in Cisco Emergency Responder 1.2

The changes and new features in Cisco Emergency Responder (Cisco ER) 1.2 are reflected in the *Cisco Emergency Responder Administration Guide 1*.2:

- **Installation requirement**—You can install Cisco ER 1.2 as a new installation or as a upgrade from all earlier versions of Cisco ER. For information, see the Installing or Upgrading to Cisco Emergency Responder 1.2 chapter.

  After you install Cisco ER 1.2(1):

  – If you later upgrade from Cisco CallManager 3.1 to 3.2, you must run this file:

    C:\Program Files\CiscoSystems\CiscoER\bin\CCM3.2.bat

  – If you later upgrade from Cisco CallManager 3.2 to 3.3, you must run this file:

    C:\Program Files\CiscoSystems\CiscoER\bin\CCM3.3.bat

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

- **New Cisco CallManager support and new switch support**—Cisco ER 1.2 provides support for Cisco CallManager 3.3(3). For other supported versions of Cisco CallManager and supported switches, refer to the Network Hardware and Software Requirements section in the Planning chapter.

- **Cisco Emergency Responder 1.2 Enhancements**—Refer to the Planning chapter for a list of the new features available in Cisco ER 1.2.

- Note the following two corrections to the Planning chapter of the *Cisco Emergency Responder Administration Guide 1.2 (*corrected in the online version of the guide on Cisco.com):

  – Cisco ER 1.2 supports 120,000 switch ports on the MCS 7845H.

  – With Cisco ER 1.2, you can add user licenses in the following increments: 100; 500; 1,000; 5,000; 10,000.

Table 2 lists the bugs that were fixed in Cisco Emergency Responder 1.2.

Table 2   Fixed Problems in Cisco Emergency Responder 1.2

Bug ID	Summary
CSCin44170	Thread count increases for cer.exe with McAfee installed.
CSCdw11238	There are no web alerts generated if there is no init to the GUI.
CSCdv34748	IF ECS is restarted, calls are routed to default while the GUI shows zone info.
CSCeb29699	Cisco Emergency Responder does not discover Cisco IP SoftPhones configured with the hostname for Cisco CallManager.
CSCin01309	Movement of phones homed to another Cisco Emergency Responder group is not always detected.
CSCin25393	Inter-server group movements are not tracked if all the Cisco CallManagers are integrated with Active Directory.
CSCdv22688	Send alerts to administrator if e911 server goes down.
CSCdu76987	Able to login with invalid passwords.
CSCea07192	Ability to have 911 route point as a configurable extension.
CSCin10039	Need to handle failover of more than two CTI Managers.
CSCin33690	Cisco Emergency Responder does not work if the Cisco CallManager DC directory password is changed using ccmpwdchanger.
CSCin49224	Unlocated phones do not get associated with the addition of an IP address.
CSCeb67305	Switch port and phone update process is not completed in Cisco Emergency Responder 1.1(4).
CSCin51407	CTI ports do not register after a subscriber to publisher transition.
CSCin28362	Non-CDP phones connected to a 45xx switch are not discovered.
CSCin57518	Cisco Emergency Responder server license expires with Active Directory after inserting user license key.

Documentation Roadmap

Use these publications to learn how to install and use
Cisco Emergency Responder (Cisco ER). 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 1.2*—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 1.2 software CD and in the Cisco ER
  administration online help.

- Cisco Emergency Responder Administration 1.2 online help —Contains
  information available in *Cisco Emergency Responder
  Administration Guide 1.2*.

- *Cisco Emergency Responder User's Guide* 1.2—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.

- *Release Notes for Cisco Emergency Responder 1.2*—contains the latest
  information about Cisco ER 1.2.

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 1.2 for a description
of these documents.

Cisco Emergency Responder 1.2 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 3 describes restrictions or other known issues for using Cisco Emergency Responder 1.2. Enter the Bug Toolkit URL to see a full description of a problem.

Table 3   Cisco Emergency Responder 1.2 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
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
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 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

Table 3   Cisco Emergency Responder 1.2 Known Problems (continued)

Bug ID	Headline and Bug Toolkit URL
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
CSCin38464	Cisco Emergency Responder shows an incorrect module identifier for 3550 switches. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin38464
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
CSCin53499	Cisco Emergency Responder does not detect a phone with a 6513 that has dual supervisors. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin53499
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
CSCin52568	Sysappl MIBS returns invalid Cisco Emergency Responder details after upgrade. **Note** This problem has been fixed in Cisco Emergency Responder Service Release 1.2(1). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin52568
CSCin52387	The ERL Debug tool shows the MAC of a Cisco IP SoftPhone as device name as seen in Cisco CallManager. **Note** This problem has been fixed in Cisco Emergency Responder Service Release 1.2(1). http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin52387

Table 3   Cisco Emergency Responder 1.2 Known Problems (continued)

Bug ID	Headline and Bug Toolkit URL
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
CSCin57649	Import of CSV file saved in Microsoft Excel causes error.
	http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin57649

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