

Release Notes for Cisco Emergency Responder 1.1(4)

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 the Cisco Emergency Responder Administration Guide 1.1(4). 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.



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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 October 10, 2003

These release notes are updated to add the following known problems: CSCin54282, CSCin57649, and CSCin57518. For details, refer to [Table 5 on page 24](#).



Note

CSCin54282, CSCin57649, and CSCin57518 have been resolved in Cisco Emergency Responder 1.2(1).

Updated August 6, 2003

These release notes provide the following information about Cisco Emergency Responder 1.1(4):

- [Important Updates to the Release Notes for Cisco Emergency Responder 1.1\(4\), page 2](#)
- [What’s New in Cisco Emergency Responder 1.1\(4\), page 4](#)
- [Cisco ER 1.1\(4\) spA and Cisco ER 1.1\(4\) spB, page 10](#)
- [Installing Cisco Emergency Responder 1.1\(4\), page 10](#)
- [Documentation Roadmap, page 22](#)
- [Important Notes, page 23](#)
- [Cisco Emergency Responder Known Problems, page 24](#)
- [Obtaining Documentation, page 30](#)
- [Obtaining Technical Assistance, page 31](#)

Important Updates to the Release Notes for Cisco Emergency Responder 1.1(4)

Please read the following important updates to the Cisco ER 1.1(4) release notes:

- Cisco Emergency Responder does not support Cisco CallManager installed on the Cisco Integrated Communications System (ICS) 7750.

- An upgrade to Cisco ER 1.1(4) from **any** Cisco ER support patch (for example, Cisco ER 1.1(3) spA) is not supported. You must first uninstall the support patch and then perform the upgrade.
- To install a support patch with a new installation of Cisco ER 1.1(4):
 - Follow the installation procedures on [Installing Cisco Emergency Responder 1.1\(4\)](#), page 10 with the exception of Step 17.
 - Step 17 of the Installation procedure should be modified to state:
Click **Yes** to reboot before continuing to install Cisco ER Service Patches.
 - Install the support patch.
- The list of supported phones in the “Planning for Cisco Emergency Responder” chapter in the *Cisco Emergency Responder Administration Guide 1.1(4)* states that phones automatically tracked using CDP include Cisco IP Phone models 7960, 7940, 7910, 7905G, and all other Skinny phones with CDP support.

This statement should read: All other skinny phones with CDP support, **with the exception of Cisco ATA**. Although Cisco ATA devices support CDP and SCCP, Cisco ER cannot automatically track them. You can add Cisco ATA devices manually and assign them to an ERL and Cisco ER will route calls from Cisco ATA devices based on the assigned ERL.

- There is an error in the list of supported switches (Table 1-2 Part 3) in the *Cisco Emergency Responder Administration Guide 1.1(4)*. Cisco ER 1.1(4) does NOT support 3550-24-PWR. To use Cisco ER 1.1(4) with 3550-24-PWR, you must download Cisco ER 1.1(4)spA and the Cisco ER 1.1(4)spA read me file from <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>
Cisco ER 1.1(4)spA closes DDTS CSCea40859.

What's New in Cisco Emergency Responder 1.1(4)

These are the changes and new features in Cisco Emergency Responder (Cisco ER) 1.1(4). These changes are reflected in the Cisco ER documentation available on Cisco.com. For the latest information, refer to the Release Notes for Cisco ER1.1(4) that are posted on Cisco.com.

- **Installation requirement**—You can install Cisco ER 1.1(4) as a new installation or as a upgrade.
 - For information on installing Cisco ER 1.1(4) as a new installation, see [Installing Cisco Emergency Responder on a New System, page 16](#).
 - For instructions on upgrading to Cisco ER 1.1(4), see [Upgrading to Cisco Emergency Responder 1.1\(4\), page 20](#).
- **New switch support**— Cisco ER 1.1(4) supports:
 - the Catalyst 4500 series running Catalyst Operating System S 7.2 or higher and IOS 12.1(13)EW or higher



Note Cisco ER 1.1(4) running Catalyst 4500 running IOS 12.1(13)EW can locate/track only CDP phones. Cisco ER 1.1(4) running Catalyst 4500 running IOS 12.1(13)EW will not locate/track non-CDP phones such as VIP 30 and Cisco IP SoftPhone.

- the Catalyst 6513 running Catalyst Operating System 6.1(2) or higher and IOS 12.1(12) or higher

See [Table 1](#) for a complete list of Cisco ER 1.1(4) supported switches.

Table 1 *Supported Voice-Ready LAN Switches*

Series (Ethernet ports only)	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 2900 XL	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	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 1 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3000	3000	1.3.6.1.4.1.9.5.10
	3200	1.3.6.1.4.1.9.5.15
	3100	1.3.6.1.4.1.9.5.23
	3001	1.3.6.1.4.1.9.5.26
Catalyst 3500 XL	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	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
Catalyst 4000	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 (Running Cisco IOS)	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
Catalyst 5000	5000	1.3.6.1.4.1.9.5.7
	5002	1.3.6.1.4.1.9.5.29

Table 1 *Supported Voice-Ready LAN Switches (continued)*

Series (Ethernet ports only)	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
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 (Running CatOS)	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 (Running 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

- **New Cisco CallManager support**—During installation, you are asked which version of Cisco CallManager you are using.

Cisco ER 1.1(4) supports:

- Cisco CallManager 3.1(4b)
 - 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 3.3(2) spA
- After you install Cisco ER 1.1(4):
 - if you later upgrade from Cisco CallManager 3.1 to 3.2, you need to 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 need to run this file:
C:\Program Files\CiscoSystems\CiscoER\bin\CCM3.3.bat



Note

A single Cisco ER *group* cannot support a mix of Cisco CallManager clusters: it can only support all 3.2 or all 3.3 clusters, for example. However, a Cisco ER *cluster* can contain Cisco ER groups that support different versions of Cisco CallManager. In this way, Cisco ER can support a mix of Cisco CallManager versions in your telephony network.

- **New Cisco phone support**—Cisco ER 1.1(4) supports Cisco IP Phone 7905G. Cisco ER 1.1(4) displays the phone type for the Cisco IP Phone 7905G as “OTHER.”
- **Fixed problems**—[Table 2](#) lists the bugs that were fixed in the Cisco ER 1.1(4). See the [“Cisco Emergency Responder Known Problems” section on page 24](#) for a current bug list.

Table 2 *Fixed Problems in Cisco Emergency Responder 1.1(4)*

Bug ID	Summary
CSCdy80728	Cisco ER fails to install error message. Cisco ER 1.1(4) fixes this problem.
CSCdy82980	Incorrect Log message. Cisco ER 1.1(4) fixes this problem.
CSCin18787	Some ERL's are not shown in the Cisco ER web interface after they are deleted and re-imported. Cisco ER 1.1(4) fixes this problem.
CSCin19586	When an unsupported device is deleted from a seed list, Cisco ER shows an error in the event viewer. Cisco ER 1.1(4) fixes this problem. Cisco ER 1.1(4) provides a default delete for devices that may not be reachable by SNMP.
CSCin24354	Cisco ER cluster is functionality broken when the same Active Directory is used for all groups. Cisco ER 1.1(4) fixes this problem.
CSCin24562	If the sysName is the same, Cisco ER does not discover 29xx, 2950 or 3500 switches. Cisco ER 1.1(4) discovers 29xx, 2950 or 3500 switches with the same sysName.
CSCin24765	Cisco ER should use cached information if the primary LDAP is down. Cisco ER 1.1(4) fixes this problem.
CSCin25688	Multiple active ERLs can exist with the same name. Cisco ER 1.1(4) fixes this problem. Note For information on how this bug may impact Cisco ER upgrades, see Table 5 on page 24 .

Cisco ER 1.1(4) spA and Cisco ER 1.1(4) spB

Cisco ER 1.1(4) spA adds support for the 3550-24-PWR, System Object ID 1.3.6.1.4.1.9.1.485.

Cisco ER 1.1(4) spB adds the following support:

- MCS-7825H
- MCS-7835H
- Catalyst 4000 (running Cisco IOS), System Object ID 1.3.6.1.4.1.9.1.448, cat4000-IS-M

For more information about Cisco ER 1.1(4) spB, refer to the [“Installing Cisco ER 1.1\(4\) on an MCS-7825H or MCS-7835H”](#) section on page 11.

Installing Cisco Emergency Responder 1.1(4)

These topics cover the hardware and software requirements, the installation instructions and the upgrade instructions for Cisco ER 1.1(4).

- [Installing Cisco ER 1.1\(4\) on an MCS-7825H or MCS-7835H, page 11](#)
- [Before You Begin the Installation or Upgrade, page 11](#)
- [Installation Overview, page 12](#)
- [Hardware and Software Prerequisites, page 12](#)
- [License Keys for Cisco Emergency Responder, page 14](#)
- [Installing Cisco Emergency Responder on a New System, page 16](#)
- [Upgrading to Cisco Emergency Responder 1.1\(4\), page 20](#)

Installing Cisco ER 1.1(4) on an MCS-7825H or MCS-7835H

**Caution**

Cisco ER 1.1(4) spB is required to support MCS 7825H or MCS 7835H.

When you install Cisco ER 1.1(4) on an MCS 7825H or MCS 7835H:

- Cisco ER flashes a warning that this is not a supported platform.
- Ignore the warning and proceed with the installation of Cisco ER 1.1(4).

**Note**

You must reboot the server where you are installing Cisco ER 1.1(4) before you install any Cisco ER support patch.

- Download Cisco ER 1.1(4) spB from the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cer>
- Install Cisco ER 1.1(4) spB on top of Cisco ER 1.1(4), following the instructions in the Cisco ER 1.1(4) spB Read me file.

Before You Begin the Installation or Upgrade

**Note**

The following section contains the same information that is in Chapter 2, “Installing Cisco Emergency Responder” of the *Cisco Emergency Responder Administration Guide 1.1(4)*. The information is repeated here to facilitate your installation of Cisco ER 1.1(4).

If you are upgrading to Cisco ER 1.1(4) from a previous version of Cisco ER, refer to the [“Upgrading to Cisco Emergency Responder 1.1\(4\)” section on page 20](#).

Before installing Cisco Emergency Responder (Cisco ER), review the planning information in the *Cisco Emergency Responder Administration Guide 1.1(4)*, Chapter 1, “Planning for Cisco Emergency Responder.” After installing Cisco ER, you must configure Cisco CallManager and Cisco ER. Proceed with Chapter 3, “Configuring Cisco CallManager for Cisco Emergency Responder” and Chapter 4, “Configuring Cisco Emergency Responder” in the guide.

Installation Overview

Cisco Emergency Responder (Cisco ER) consists of two components. The pieces are: the Cisco ER web interfaces for end users and administrators and the Cisco ER server.

Although some Cisco ER settings are configured during installation, most of the configuration must be done after installation through the Cisco ER administration interface.

To install Cisco ER you must complete these tasks:

1. Install the Cisco ER server and user and administrative interfaces. See the [“Installing Cisco Emergency Responder on a New System” section on page 16](#) for details.
2. Configure Cisco CallManager. See Chapter 3, “Configuring Cisco CallManager for Cisco Emergency Responder” in the Cisco Emergency Responder Administration Guide 1.1(4) for details.
3. Configure Cisco ER. See the Chapter 4, “Configuring Cisco Emergency Responder” in the Cisco Emergency Responder Administration Guide 1.1(4) for details.

Hardware and Software Prerequisites

Cisco ER requires specific hardware and software to run properly. See the following sections:

- [“What’s New in Cisco Emergency Responder 1.1\(4\)” section on page 4](#)
- [“Cisco ER 1.1\(4\) spA and Cisco ER 1.1\(4\) spB” section on page 10](#)

Refer to [Table 3 on page 13](#) for an overview of supported Cisco Media Convergence Server (MCS) hardware platforms. You can also use equivalent Cisco-certified servers.

Table 3 *Supported Media Convergence Server Platforms*

Component	MCS-7835-1266	MCS-7825-1133
Processor	Intel Pentium III, 1.266 GHz	Intel Pentium III, 1.133 GHz
Cache	512-KB Level 2 ECC cache	256-KB Level 2 ECC cache
Memory	1-GB 133-MHz Registered ECC SDRAM	1-GB 133-MHz Registered ECC SDRAM
Network Connectivity	Two Fast Ethernet NIC Embedded 10/100 Wake On LAN (WOL).	Two Fast Ethernet NIC Embedded 10/100 Wake On LAN (WOL)
Storage	<ul style="list-style-type: none"> • Dual 18.2-GB Ultra3 SCSI hot-plug drives • Integrated Smart Array 5i Controller (Ultra3 SCSI) 	<ul style="list-style-type: none"> • Single 40-GB Ultra ATA/100 7200 RPM non-hot-plug drive • Integrated Ultra ATA/100 Controller Module
Floppy Drive	1.44-MB diskette drive	1.44-MB diskette drive
CD-ROM Drive	24X Max IDE CD-ROM Drive	Removable CD-ROM/Diskette drive assembly
Power Supply	Hot-plug redundant 400-watt power supply	180-watt PFC Power Supply
Video	Integrated ATI Rage XL Video Controller with 8MB Video Memory	Integrated ATI Rage XL Video Controller with 4 MB video memory
Backup Drive	Optional 20/40-GB DAT (digital audio tape) hot-plug drive	Not available

License Keys for Cisco Emergency Responder

When you install Cisco Emergency Responder (Cisco ER), you must enter various license keys. Make sure that you have all the required license keys (see [Table 4](#)) available before you begin the installation process.

Table 4 License Keys for Cisco Emergency Responder

License Key	What Is It For	Where To Find the Key	When You Enter The Key
Operating System (OS) License Key	This provides the base operating system that Cisco ER requires.	FVHD IAZA ROFJ DERJ	<p>You are prompted to enter the OS license key when you install the operating system for Cisco CallManager.</p> <p>The operating system is part of the Cisco CallManager Spirian CD-ROMs. When you enter the OS key, the Spirian script will install only the operating system, not Cisco CallManager.</p> <p>Note You must install the operating system before you install Cisco ER.</p>
Product Installation Key	This key allows use of Cisco ER for 30 days for demonstration purposes.	The document, <i>Product Installation and Server License Keys for Cisco Emergency Responder</i> , containing this key ships with the Cisco ER software	<p>You are prompted to enter this key at the beginning of the Cisco ER installation.</p> <p>See Step 3 of the “Installing Cisco Emergency Responder on a New System” section on page 16.</p> <p>Note This key expires after 30 days. For continued access to Cisco ER, you must then enter the Server License Key.</p>

Table 4 License Keys for Cisco Emergency Responder

License Key	What Is It For	Where To Find the Key	When You Enter The Key
Server License Key	This license allows use of Cisco ER for up to 100 users beyond the 30-day evaluation period.	The document, <i>Product Installation and Server License Keys for Cisco Emergency Responder</i> , containing this key ships with the Cisco ER software	<p>After installing the product, enter the server license key through the Cisco ER administration interface. See the “Entering the Cisco Emergency Responder License Key” section on page 14.</p> <p>Note You do not have to wait for the 30-day demonstration period to expire. You may enter the Server License Key any time after you have installed Cisco ER.</p> <p>Note If you have not entered the Server License Key by the time the 30-day demonstration period expires, Cisco ER prompts you to enter it.</p>
User License Key	This is the key for the number of user licenses that you purchased for Cisco ER above the 100 user licenses included in the server license key	<p>The document, <i>User License Key for Cisco Emergency Responder</i>, containing this key ships with the Cisco ER software.</p> <p>If you buy spare user licenses after the initial Cisco ER purchase, you will receive this key separately.</p>	<p>After installing the Server License Key, enter the User License Key through the Cisco ER administration interface. See the “Entering the Cisco Emergency Responder License Key” section on page 14.</p> <p>Note Be sure to install the Server License Key on the Cisco ER box before installing the User License Key.</p>

Installing Cisco Emergency Responder on a New System

This procedure describes how to install Cisco Emergency Responder (Cisco ER).

Before You Begin

- 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 must log into the system on which you are installing Cisco ER as the local administrator.
- **If you are using Cisco CallManager Operating System 2000.2.3 or 2000.2.4:**
 - The OS automatically sets the SNMP service to “No Accepted Community Names.
 - You must change the SNMP service setting to allow, at a minimum, “READ ONLY permission to public.” This setting is required to configure the SNMP connection for Cisco ER (see [Configuring the SNMP Connection](#) in the *Cisco Emergency Responder Administrator’s Guide*.)
- Read the latest release notes for Cisco ER 1.1(4) before you install Cisco ER. See this URL:
<http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/index.htm>




Note

Be aware that installing Cisco ER 1.1(4) will cause the Cisco ER services to restart.

To install Cisco ER 1.1(4) for the first time, perform the following steps.

Procedure

- Step 1** Log onto the computer from which you are running the Cisco ER installation program as a local administrator.
- Step 2** Install the Cisco CallManager operating system.

- Step 3** During the OS installation, you will be prompted for Operating System (OS) License Key.
Enter **FVHD IAZA ROFJ DERJ**.
- Step 4** Insert the Cisco ER Installation CD into the CD-ROM drive.
The Cisco ER installation program automatically launches.
- Step 5** Enter the Product Installation Key.
Obtain this key from the *Production Installation and Server License Keys for Cisco Emergency Responder* document that shipped with the Cisco ER product CD.
-  **Note** The key starts with **BYCL**.
-
- Step 6** Click **OK**.
The welcome window displays.
- Step 7** Click **Next**.
The End-User License Agreement window displays.
- Step 8** Read the agreement, and click **I Agree** to accept the terms and continue. Or, click **Exit** to cancel the installation.
The Emergency Number Configuration window displays.
- Step 9** If necessary, change the Emergency Number default value of 911 to the emergency number for your location. Click **Next**.
The Cisco ER Service Configuration window displays.
- Step 10** To install Cisco ER on an Windows 2000 Domain, select **Use a Domain Account** and enter the following:
- Account—Domain administrator account
 - Password—Password for the domain administrator account
 - Domain—Domain in which you are installing Cisco ER
 - If you are installing multiple Cisco ER servers, you must install them in the same Windows 2000 domain.
- To install Cisco ER locally, do not select **Use a Domain Account**, enter only the local account name and password.

Step 11 Click **Next**.

The Cisco CallManager Database Location for this Cisco ER Group window displays.

Step 12 On the Cisco CallManager Database Location for this Cisco ER Group window, enter the settings for the primary Cisco CallManager system that you will use for Cisco ER group configuration information. If you are installing a standby Cisco ER server, enter the same information you entered for the primary server.

The Cisco CallManager server you select must be configured as a publisher:

- Host name—The DNS name or IP address of the server running Cisco CallManager.
- Windows2000 username and password—the settings on the server running the primary Cisco CallManager.
- SQL Server username and password—the SQL server used by Cisco CallManager.

These settings must match those on the system running Cisco CallManager. For example, if, on that system, you do not have passwords set for Windows2000 and the SQL Server, do not enter them here. User names are required, however.



Note You must be able to access the Cisco CallManager system from the computer on which you are installing Cisco ER. When you click **Next**, the installer verifies connectivity to the Cisco CallManager system. If it cannot reach Cisco CallManager, it generates an error and installation cannot continue.



Note The directory servers you use for the Cisco ER group and Cisco ER cluster must be able to be reached by host name of the directory server. If the directory server is not reachable by host name, you must update the Local Hosts file on each Cisco ER server to map the directory server's host name to its IP address. This is required whether the directory server is running on the same system as Cisco CallManager or on a separate system.

Step 13 Click **Next**.

The Cisco CallManager Database Location for this Cisco ER Cluster window displays.

- Step 14** On the Cisco CallManager Database Location for this Cisco ER Cluster window, enter the settings from the primary Cisco CallManager system that you will use for Cisco ER cluster configuration information. Enter the same information for all Cisco ER servers that will form the Cisco ER cluster.

The Cisco CallManager server you select must be configured as a publisher:

- Host name—The DNS name or IP address of the server running Cisco CallManager
- Windows2000 username and password—the settings on the server running the primary Cisco CallManager
- SQL Server username and password—the SQL server used by Cisco CallManager

These settings must match those on the system running Cisco CallManager. For example, if, on that system, you do not have passwords set for Windows2000 and the SQL Server, do not enter them here. User names are required, however.



Note You must be able to access the Cisco CallManager system from the computer on which you are installing Cisco ER. When you click **Next**, the installer verifies connectivity to the Cisco CallManager system. If it cannot reach Cisco CallManager, it generates an error and installation cannot continue.

- Step 15** Click **Next**.

The Ready to Install Cisco ER window displays.

- Step 16** Click **Next**.

Cisco ER is installed. Installation takes approximately 10 to 15 minutes to complete. Once complete, the Cisco Product Activation window displays.

Step 17 Click **Yes** to restart the computer. Click **No** to continue installing other applications.

You must restart the computer before using Cisco ER. If you do not restart the computer, it will not appear as a CDP neighbor in the switches.



Note After the installation and restart, when the computer comes up for the first time, Cisco ER displays a message that the installation was successful and provides the URL for accessing the CER Administration Web Interface.

Step 18 Configure Cisco CallManager as described in Chapter 3, “Configuring Cisco CallManager for Cisco Emergency Responder” of the Cisco Emergency Responder Administration Guide 1.1(4).

Step 19 Configure Cisco ER as described in Chapter 4, “Configuring Cisco Emergency Responder” of the Cisco Emergency Responder Administration Guide 1.1(4).



Tip Cisco ER creates an installation log called Cisco ER-Install.log in the WINNT directory. If you need to contact Cisco Technical Support concerning installation issues, send this file to your support contact.

Upgrading to Cisco Emergency Responder 1.1(4)

You can upgrade to Cisco Emergency Responder (Cisco ER) 1.1(4) from:

- Cisco ER 1.1(1)
- Cisco ER 1.1(2)
- Cisco ER 1.1(3)

You cannot upgrade to Cisco ER 1.1(4) from any support patch. If you are running a Cisco ER system with a support patch, you must un-install the support patch before you begin the upgrade.



Note Be aware that upgrading Cisco ER will cause the Cisco ER services to restart.

To upgrade to Cisco ER 1.1(4), perform the following procedure:

Procedure

- Step 1** As a local administrator, log in to the computer where you are running the Cisco ER installation program.
- Step 2** To start the installation upgrade, download and run the following file:
CER-fmr.1-1-4.exe.
The Welcome page displays.
- Step 3** Click **Next**.
The End-User page displays.
- Step 4** Read the agreement. Click **Yes** to accept the term and continue or click **No** to cancel the installation.
When you select **Yes**, the Cisco CallManager Version Select screen displays.
- Step 5** If you are running Cisco ER with Cisco CallManager 3.1 and wish to continue with the same version of Cisco CallManager, select **Cisco CallManager 3.1**.
OR
If you are running Cisco ER with Cisco CallManager 3.2 or 3.3, click **Next** without selecting a Cisco CallManager version.
- Step 6** Click **Next**.
The Start Copying Files screen displays the following information:
The Cisco CallManager Version being supported.
The Cisco Emergency Responder version.
- Step 7** Click **Next**.
The Cisco Emergency Responder 1.1(r) upgrade takes approximately 1 to 2 minutes to complete. Then, the Setup Complete screen displays.
- Step 8** Click **Finish** to complete the setup.
Cisco Emergency Responder 1.1(4) is now installed.

Documentation Roadmap

Use these publications to learn how to install and use 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 1.1(4)* (DOC-7815111=)—Describes how to plan for, install, configure, manage, and use the Cisco ER application. An Adobe Acrobat (PDF) version of this manual is available in the Cisco ER administration online help.
- Cisco Emergency Responder Administration 1.1(4) online help —Contains information available in *Cisco Emergency Responder Administration Guide*. This ensures you have complete information even if you do not have the manual readily available while using Cisco ER.
- *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 two license documents, *The Product Installation and Server License Keys for Cisco Emergency Responder* and *The User License Key for Cisco Emergency Responder* ship with the Cisco ER software; these documents are not available online. See [Table 5 on page 24](#) for a description of these documents.

Important Notes

This section contains information that is not included in the Cisco Emergency Responder documentation.

- *Cisco Emergency Responder Administration Guide* gives the incorrect vintage for the supported Catalyst 4500 series. Cisco ER 1.1(4) supports the Catalyst 4500 series running Catalyst Operating System S 7.2 or higher and IOS 12.1(13)EW or higher.



Note

Cisco ER 1.1(4) running Catalyst 4500 with IOS 12.1(13)EW can locate/track only CDP phones. Cisco ER 1.1(4) running Catalyst 4500 with IOS 12.1(13)EW image will not track non-CDP phones such as Cisco IP SoftPhone and VIP 30.

- Cisco ER has added a new field, Port Name, to the end-user interface. A statement in the section “*What Happens When Someone Makes an Emergency Call?*” in the *Cisco Emergency Responder User Guide* should be modified as follows:
 - Additional details about the caller's location such as the physical address for the ERL and port name are displayed when you click on a call record. (The port name can be configured on the switch for a particular port.)
 - Cisco ER displays the port name for automatically-tracked phones only.

Cisco Emergency Responder 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 5](#) describes restrictions or other known issues for using Cisco ER 1.1(4).

Table 5 *Cisco Emergency Responder Known Problems*

Bug ID	Summary	Explanation
CSCin57649	Import of csv files saved or edited in Microsoft Excel causes error.	<p>If the ERLs are exported and the same csv file is imported, the import is successful. However, if the exported file is opened and saved in Microsoft Excel and then imported, the import fails. Cisco ER displays the error message: “Number of Records Inserted: 0.”</p> <p>This problem occurs because Microsoft Excel removes the trailing commas in each row.</p> <p>If you encounter this problem, you can:</p> <ul style="list-style-type: none"> Edit the file in a text editor and add back the comma field(s) that Microsoft Excel stripped. <p>OR</p> <ul style="list-style-type: none"> Use a text editor instead of Microsoft Excel to edit the csv file. <p>Note This problem has been resolved in Cisco ER 1.2(1)</p>

Table 5 Cisco Emergency Responder Known Problems (continued)

Bug ID	Summary	Explanation
CSCin54282	Cisco ER 1.1(4) does not discover phones if ccm.exe is not running on the seed Cisco CallManager.	<p>In a cluster of at least two Cisco CallManagers, if you stop the Cisco CallManager service on one of the Cisco CallManagers in the cluster and then add the Cisco CallManager as a seed in the Cisco ER server, Cisco ER will not discover phones and will not display a message in the Cisco ER event viewer. Cisco CallManager continues to be SNMP-reachable.</p> <p>If you encounter this problem, perform the following steps:</p> <ol style="list-style-type: none"> 1. From Cisco ER, delete the publisher Cisco CallManager seed where the ccm.exe is not running. 2. Add a subscriber as a seed in Cisco ER. 3. Run switch-port discovery. <p>Note This problem has been resolved in Cisco ER 1.2(1)</p>
CSCin57518	With Active Directory, the Cisco ER license expires after you insert the user license key.	<p>If you use the Cisco CallManager Active Directory to store Cisco ER information, after you enter the user license key:</p> <ul style="list-style-type: none"> • Cisco ER displays “License expired.” • You can view only the license screen. • The Cisco ER server will not start. <p>This problem occurs because Cisco ER assumes that the license list will always have the server license key or the evaluation license key as the first entry in the list.</p> <p>There is no workaround.</p> <p>Note This problem has been resolved in Cisco ER 1.2(1).</p>
CSCin28362	Cisco ER 1.1(4) does not discover non-CDP phones connected to the Catalyst 4500 switch series.	Cisco ER 1.1(4) does not discover non-CDP phones (Cisco IP SoftPhone and VIP 30, for example) connected to Catalyst 4500 switch series running IOS Image 12.1(13)EW.

Table 5 Cisco Emergency Responder Known Problems (continued)

Bug ID	Summary	Explanation
CSCin25393	If the Active Directory goes down, Cisco ER does not track the movement of phones.	<p>This problem occurs under the following circumstances:</p> <p>Two Cisco CallManager clusters (CCMA and CCMB) are integrated with the same Active Directory.</p> <p>Two Cisco ER server groups (CERA and CERB) are configured to serve the Cisco CallManager clusters; CERA serves CCMA and CERB serves CCMB.</p> <p>The same Active Directory is configured as cluster directory for the two Cisco ER server groups.</p> <p>Under these circumstances, when the Active Directory is down, Cisco ER does not track the movement of phones and Cisco ER routes the call to the old (original) PSAP.</p>

Table 5 Cisco Emergency Responder Known Problems (continued)

Bug ID	Summary	Explanation
CSCin25688	Multiple active ERLs can exist with the same name.	<p>For a new installation of Cisco ER 1.1(4), this problem will not appear.</p> <p>The problem occurs with Cisco ER 1.1(2) or 1.1(3). When you upgrade from Cisco ER 1.1(2) or 1.1(3) to Cisco ER 1.1(4), the problem carries over.</p> <p>When Cisco ER 1.1(2) or 1.1(3) is installed, multiple active ERLs may exist with the same name. This can result in unwanted behavior such as ERLs not being deleted when you try to delete them even though the Cisco ER web interface shows that the ERLs were successfully deleted.</p> <p>Prevention</p> <p>To prevent this problem from occurring, do not delete and recreate ERLs with the same name in Cisco ER 1.1(2) or 1.1(3).</p> <p>Workaround</p> <p>If you experience this problem with Cisco ER 1.1(2) or 1.1(3), perform the following steps:</p> <ol style="list-style-type: none"> 1. Upgrade to Cisco ER 1.1(4). 2. Delete ERLs from the web interface as long as they reappear. Once all the entries for the ERL have been deleted, recreate the entries. <p>Note If you cannot delete the ERLs, try to delete them after you restart the Cisco ER server.</p> <ol style="list-style-type: none"> 3. Delete and recreate the ERL port map associations. 4. Delete and recreate the manual entry to ERL mappings. 5. Delete and recreate any discrepant entries. 6. After you make all the re-configurations, restart the Cisco ER server.

Table 5 Cisco Emergency Responder Known Problems (continued)

Bug ID	Summary	Explanation
CSCdu76987	Domain user can log into Cisco ER with an invalid password.	<p>If you install Service Pack 2 on Windows 2000 Server, a domain user identified in one of the Cisco ER user groups can log into Cisco ER using an invalid password if the domain user's password is blank.</p> <p>To avoid this problem, ensure that all domain users added to Cisco ER groups have non-null passwords.</p>
CSCdw04143	IIS (inetinfo) can crash if there are more than 500 Cisco IP SoftPhones.	<p>Cisco IP SoftPhones advertise themselves to Cisco ER on a periodic basis. If more than 500 Cisco IP SoftPhones happen to advertise themselves at the same time, inetinfo (IIS) does not handle this many requests gracefully and shows some erratic behavior.</p> <p>We recommend you do not have more than 500 Cisco IP SoftPhones per Cisco ER group. If you run into this problem, restart IIS and the Cisco ER Administration server.</p>
CSCdw04518	Change of switch families does not discover ports.	<p>If you add a switch to the Cisco ER configuration, then reuse that switch's IP address for a switch of a different model, Cisco ER cannot discover the ports on the new switch. For example, if you add 10.10.10.12 to Cisco ER for a Catalyst 3500, then reassign 10.10.10.12 to a Catalyst 6000, Cisco ER cannot discover the ports on the Catalyst 6000.</p> <p>To avoid this problem, if you reassign an IP address to a different switch model, remove the switch from the Cisco ER configuration, then add it back to the Cisco ER configuration. This allows Cisco ER to identify the changed switch model.</p>
CSCdw05627	If the LDAP directory is unavailable when an emergency call is made, no call history records are generated.	Cisco ER saves call history information in the Cisco CallManager LDAP directory. Therefore, if the directory is unavailable, call history information for emergency calls made during the LDAP down-time is lost.

Table 5 Cisco Emergency Responder Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw23712	Issues when transferring a call to the emergency number.	<p>If you transfer a caller to the emergency call number (such as 911), the call is successfully transferred to the PSAP. However, there are some limitations to this:</p> <ul style="list-style-type: none"> • The call is routed to the PSAP based on the ERL for your phone, not the caller's phone. Thus, the call might be routed to the wrong PSAP. • The PSAP receives callback information for your phone extension, not the extension of the caller who you transferred. • The notification sent to onsite alert personnel contains information about your phone, not the caller's phone.
CSCin02233	Unexpected behavior when moving a phone used with Cisco CallManager Extension Mobility	<p>If you move a phone that is used with Cisco CallManager Extension Mobility (that is, so that users can log into the phone and receive calls to their own phone number), emergency calls might be misdirected if the phone moves between Cisco CallManager clusters that are supported by different Cisco ER groups.</p> <p>For example, you move phone X from one Cisco ER group ABC to group DEF, but the phone still homes to the Cisco CallManager supported by group ABC. A user logs into the phone with extension Y and makes an emergency call. The call is routed using the wrong ERL in Cisco ER group DEF.</p> <p>After Cisco ER performs a phone tracking process in group ABC, extension Y will show up as an unlocated phone in Cisco ER group DEF's GUI, with nothing listed in the remote server field. Now, if an emergency call is made from extension Y, it is routed based on Y's ERL in Cisco ER group ABC. This behavior is the result of MAC addresses not being transferred across inter-cluster links.</p> <p>To avoid these problems, run a full switch-port and phone update process on both Cisco ER server groups, or wait for the incremental phone tracking process to run on both Cisco ER server groups.</p>

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at 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 is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

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/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- 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. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

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

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

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

We appreciate your comments.

Obtaining Technical Assistance

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

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that 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

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, 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 Web Site. The Cisco TAC Web Site requires 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://www.cisco.com/register/>

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

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 level of 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.

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