



Installing or Upgrading to Cisco Emergency Responder 1.2

Cisco Emergency Responder (Cisco ER) consists of three components: the Cisco ER web interface for end users and administrators, the Cisco ER server and the phone tracking engine. Although some Cisco ER settings are configured during installation, most of the configuration must be done after installation using the Cisco ER administration interface.

Before installing Cisco Emergency Responder (Cisco ER) 1.2 or upgrading to Cisco ER 1.2, review [Chapter 1, “Planning for Cisco Emergency Responder.”](#) After installing Cisco ER, you must configure Cisco CallManager and Cisco ER. Proceed with the [Chapter 3, “Configuring Cisco CallManager for Cisco Emergency Responder”](#) and [Chapter 4, “Configuring Cisco Emergency Responder.”](#)

These topics cover the hardware and software requirements and installation instructions for Cisco ER.

- [Hardware and Software Prerequisites, page 2-2](#)
- [Before You Install or Upgrade, page 2-2](#)
- [Installing Cisco Emergency Responder 1.2 on a New System, page 2-5](#)
- [Upgrading Cisco Emergency Responder, page 2-9](#)

Hardware and Software Prerequisites

Cisco Emergency Responder (Cisco ER) requires specific hardware and software to run properly. Review the following sections before you proceed with the installation or upgrade to Cisco ER 1.2:

- See the “[Network Hardware and Software Requirements](#)” section on [page 1-12](#) to verify that you have all the hardware and software, and in the supported versions, that you must install for Cisco ER.
- See [Table 1-6 on page 1-20](#) to check that your MCS platform provides the Cisco ER capabilities to meet your configuration needs. (You can also use equivalent Cisco-certified servers.)
- See [Table 1-8 on page 1-22](#) to make sure that you have all the required license keys available before you begin the installation process.
- It is recommended that you perform the installation or upgrade during off-peak hours.

Before You Install or Upgrade

Review the following information before you install or upgrade your system to Cisco Emergency Responder (Cisco ER) 1.2:



Caution

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.



Caution

During the subscriber server installation, the database setup may fail if the publisher hostname resolution takes too long. To avoid this issue, it is recommended 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.

**Caution**

The Cisco CallManager server that you plan to use for the Cisco ER cluster directory must be reachable using the server's hostname. It is recommended that you add the Cisco CallManager's hostname and IP address to the hosts file **before** you begin the installation or upgrade procedure.

- Note the following Cisco ER 1.2 version requirements:
 - The primary and the standby Cisco ER servers must be running the same version of Cisco ER.
 - A Cisco ER group running Version 1.2 will not be able to work with a Cisco ER group running Cisco ER Version 1.1(x) in the same Cisco ER cluster.
 - When upgrading to Cisco ER, you must upgrade the entire Cisco ER cluster.
- 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.
- The hostname for the Cisco ER 1.2 publisher and subscriber must not contain the underscore character (_). If you have an existing Cisco ER 1.1 with an underscore in its hostname, change the hostname of the server prior to installing Cisco ER 1.2.
- 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 CER Admin Utility” section on page 6-28](#).
- Before you install or upgrade to Cisco ER 1.2, you must disable 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 disable the following services before you install or upgrade to Cisco ER 1.2: entercept Agent; entercept Watchdog; entercept Notification Manager; entercept Server. You can start the services after the installation.

Before You Install or Upgrade

- 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 using Terminal Services.
- Have all your license keys available for input. See [Table 1-8 on page 1-22](#) for more information.
- Read the latest release notes for Cisco ER 1.2 before installation:
<http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/index.htm>
- Install the components for Cisco ER 1.2 in the order shown in [Table 2-1 on page 2-4](#).

Table 2-1 Installation Tasks

Installation Task	Where to Find Documentation
Cisco CallManager operating system 2000.2.3, 2000.2.4, 2000.2.7, 2000.4.1, or 2000.4.2	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm To find which versions of the operating system are currently supported, go to http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm . The document at this link is updated regularly and contains the up-to-date list of operating systems that are supported.
Cisco CallManager Backup and Restore Utility Version 3.5.44	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/backup/index.htm
Cisco ER 1.2	Installing Cisco Emergency Responder 1.2 on a New System, page 2-5 or Upgrading Cisco Emergency Responder, page 2-9

Installing Cisco Emergency Responder 1.2 on a New System

This procedure describes how to install Cisco Emergency Responder (Cisco ER) 1.2 for the first time. For information on upgrading your system to Cisco ER 1.2, see the [“Upgrading Cisco Emergency Responder” section on page 2-9](#).

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 (primary) and subscriber (secondary) server pairs:

- [Installing the Publisher Server, page 2-5](#)
- [Installing the Subscriber Server, page 2-7](#)

Installing the Publisher Server

To install Cisco ER 1.2, you install the publisher server first, then you install the subscriber server. To install the publisher server, perform the following steps:

Procedure

-
- Step 1** As a local administrator, 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
 - 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 server first.
- The Service Log On Account window displays.
- Step 6** Enter the following information for the publisher:
- At the Password field, enter a password for the CERSQLAdmin account. This is the user account created and used by Cisco ER.
 - At the Confirm password field, re-enter the password.
- Step 7** Click **Next**.
- The Cisco Emergency Number Configuration window displays.
- Step 8** Change the Emergency Number default value of 911 to the emergency number for your location.
- Step 9** Click **Next**.
- The Cluster Directory Configuration window displays.
- Step 10** On the Cluster Directory Configuration window, enter the settings for the Cisco CallManager system that you will use for Cisco ER cluster configuration information
- Host name—The host name of the server running Cisco CallManager.
 - User Name—The username for the administrator on the Cisco CallManager host.
 - Password—The password for the administrator on the Cisco CallManager host.
- The CallManager Server Version window displays.
- Step 11** Select the Cisco CallManager version that the Cisco ER services will coexist with and click **Next**.
- The Ready to Install Cisco Emergency Responder window displays.
- Step 12** Click **Next**.
- The publisher server for Cisco ER is now installed. Installation takes approximately 10 to 15 minutes to complete.

- Step 13** After installation, Cisco ER prompts you to reboot.
Reboot the server now for Cisco ER to become operational.

**Caution**

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

Installing the Subscriber Server

Now you must install the subscriber server. Perform the following steps.

Procedure

- Step 1** As a local administrator, 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
- 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** to install the subscriber server and enter the following data:
- At the Publisher Hostname, enter the name of the Cisco ER publisher.
 - At the CERSQLAdmin password on Publisher, enter the CERSQLAdmin account password on the publisher.

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 on page 6-22](#) 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.

- Step 8** The first Cisco ER publisher and subscriber server are now installed. Repeat both procedures to add additional publisher and subscriber servers as required for your configuration.

**Caution**

Be sure to reboot after adding each server.

**Tip**

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

After you have installed all your Cisco ER servers, perform the following tasks:

- Configure Cisco CallManager as described in [Chapter 3, “Configuring Cisco CallManager for Cisco Emergency Responder.”](#)
- Configure Cisco ER as described in the [Chapter 4, “Overview of Cisco Emergency Responder Configuration”](#).

Upgrading Cisco Emergency Responder

This procedure describes how to upgrade your Cisco Emergency Responder (Cisco ER) system to version 1.2. If this is a new installation of Cisco ER 1.2, see the [“Installing Cisco Emergency Responder 1.2 on a New System”](#) section on [page 2-5](#).

Be sure to read the [“Before You Install or Upgrade”](#) section on [page 2-2](#).

This section describes the following topics:

- [Supported Upgrade Paths, page 2-9](#)
- [Upgrading Cisco Emergency Responder to Version 1.2, page 2-10](#)

Supported Upgrade Paths

You can upgrade Cisco Emergency Responder (Cisco ER) to version 1.2 from the following configurations:

- Cisco ER1.1(1)
- Cisco ER 1.1(2)
- Cisco ER 1.1(3)
- Cisco ER 1.1(4)



Caution

Upgrades from Cisco ER service patches (for example, Cisco ER 1.1(4) spA or Cisco ER 1.1(4) spB) to Cisco ER 1.2 are not supported. If you are running Cisco ER with a service patch, uninstall the service patch before proceeding with the upgrade.

**Caution**

Once you upgrade your system to Cisco ER 1.2, Cisco ER downgrades are not supported.

Upgrading Cisco Emergency Responder to Version 1.2

To upgrade your Cisco Emergency Responder (Cisco ER) system to version 1.2, you must use the Cisco ER 1.2 upgrade installation program that is available from the Cisco.com software download page. If you try to use the Cisco ER 1.2 installation program on an existing system, Cisco ER detects the previous Cisco ER installation and you are prompted to use the Cisco ER 1.2 Upgrade Installation.

With Cisco Emergency Responder 1.2, 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 (primary) and subscriber (secondary) server pairs.

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

Before You Begin the Upgrade

**Caution**

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.

- Cisco ER 1.1(x) and Cisco ER 1.2 cannot be deployed in the same Cisco ER group. If you are upgrading to Cisco ER 1.2, make sure to upgrade both Cisco ER servers to version 1.2.
- The Cisco CallManager publisher that stores the group LDAP data for the Cisco ER 1.1(x) you are upgrading must be available and reachable during the Cisco ER 1.2 upgrade. This is required for successful migration of Cisco ER 1.1(x) data during the upgrade.
- If the Cisco CallManager used for storing Cisco ER 1.1(x) group LDAP data is integrated with Active Directory, make sure that the Active Directory is also reachable during the upgrade.
- The hostname for the Cisco ER 1.2 publisher and subscriber must not contain the underscore character (_). If you have an existing Cisco ER 1.1 with an underscore in its hostname, change the hostname of the server prior to installing Cisco ER 1.2.
- Once you upgrade your system to Cisco ER 1.2, Cisco ER downgrades are not supported.

To upgrade to Cisco ER 1.2, you install the publisher server first, then you install the subscriber server. Perform the upgrade procedures:

- [Installing the Publisher Server, page 2-11](#)
- [Installing the Subscriber Server, page 2-13](#)

Installing the Publisher Server

To install the publisher server, perform the following steps:

Procedure

-
- Step 1** As a local administrator, log onto the computer where you are running the Cisco ER Upgrade Installation program.
- Step 2** Launch the Cisco ER 1.2 upgrade program by clicking on the upgrade executable file: **CER-fmu.1-2-1.exe**



Note You can find and download the Cisco ER 1.2 upgrade program at this URL: <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>.

- Step 3** Click **Next** to continue the upgrade.
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 upgrade.)
The Cisco Emergency Responder server window displays.
- Step 5** On the Cisco Emergency Responder server page, select **Publisher** to install the publisher server first.
The Service Log On Account window displays.
- Step 6** Enter the following information for the publisher:
- a. At the Password field, enter a password for the CERSQLAdmin account. This is the user account created and used by Cisco ER.
 - b. At the Confirm password field, re-enter the password.
- Step 7** Click **Next**.
The Cisco Emergency Number Configuration window displays.
- Step 8** Change the Emergency Number default value of 911 to the emergency number for your location.
- Step 9** Click **Next**.
The Cluster Directory Configuration window displays.
- Step 10** 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 11** Select the Cisco CallManager version that the Cisco ER services will coexist with and click **Next**.
The Ready to Install Cisco Emergency Responder window displays.

Step 12 Click **Next**.

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

Step 13 After the installation, Cisco ER prompts you to reboot.

Reboot the server now for Cisco ER to become operational.



Caution

Be sure to completely install the publisher server and reboot, before you install the subscriber server,

Installing the Subscriber Server

Now you must install the subscriber server. Perform the following steps:

Procedure

Step 1 As a local administrator, log onto the computer where you are running the Cisco ER 1.2 Upgrade Installation.

Step 2 Launch the Cisco ER 1.2 upgrade program by clicking on the upgrade executable file: **CER-fmu.1-2-1.exe**



Note You can find and download the Cisco ER 1.2 upgrade program at this URL: <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>.

Step 3 Click **Next** to continue the upgrade 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** to install the subscriber server and enter the following data:
- At the Publisher Hostname, enter the name of the Cisco ER publisher.
 - At the CERSQLAdmin password on Publisher, enter the CERSQLAdmin account password on the publisher.

The Publisher Details window displays. 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 on page 6-22](#) in the Troubleshooting chapter.

- Step 6** Verify the publisher information is correct.
- 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.

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

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

Reboot the server now for Cisco ER to become operational.

- Step 8** Repeat the procedure to continue adding additional publisher and subscriber servers as required for your configuration. Repeat the procedure for each publisher and subscriber server.

**Caution**

Be sure to reboot after adding each server.

**Tip**

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

**Tip**

You can find the logs related to migration of Cisco ER 1.1(x) data at:
C:\Program Files\Cisco Systems\CiscoER\logs\mig*.log.

After you have added all your publisher and subscriber servers, you have completed the system upgrade to Cisco ER 1.2. You do not have to make any configuration changes.

