



Installing Cisco Emergency Responder 1.2(3)

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.

You can upgrade to Cisco ER 1.2(3) from the following installed systems:

- Cisco ER 1.1(4)
- Cisco ER 1.2(1)
- Cisco ER 1.2(2)



Note

If you are installing Cisco ER for the first time, install Cisco ER 1.2(1) and then upgrade to Cisco ER 1.2(3).

These topics cover the hardware and software requirements and upgrade 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\(1\) on a New System” section on page 2-6](#)
- [“Upgrading from Cisco Emergency Responder 1.1\(4\) to Cisco Emergency Responder 1.2\(3\)” section on page 2-11](#)

- “Upgrading From Cisco Emergency Responder 1.2(1) or 1.2(2) to Cisco Emergency Responder 1.2(3)” section on page 2-15
- “Using The Calling Party Modification Feature” section on page 2-16

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(3):

- See the “[Network Hardware and Software Requirements](#)” section on [page 1-14](#) 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 1-24](#) 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 1-9 on page 1-26](#) to make sure that you have all the required license keys available before you begin the installation process.

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(3):

- 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(3) 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(3).
- 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” section on page 6-31](#).
- Cisco ER Versions:
 - Different versions of Cisco ER cannot be deployed in the same Cisco ER group. The primary and the standby Cisco ER servers must be running the same version of Cisco ER. If you are upgrading to Cisco ER 1.2(3) make sure to upgrade both Cisco ER servers to version 1.2(3).
 - 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: Cisco CallManager 3.1, 3.2, or 3.3.

**Note**

If you are running Cisco CallManager 4.0 or 4.1, select any one of the earlier versions; Cisco ER will accept it.

- When you upgrade to Cisco ER 1.2(3), you get additional options for your Cisco CallManager version. When prompted, select the specific version of Cisco CallManager that you are running: Cisco CallManager 3.1, 3.2, 3.3, 4.0, or 4.1.

- Use the Add/Remove Program in the 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: intercept Agent; intercept Watchdog; intercept Notification Manager; intercept 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(3) using Terminal Services.
 - Once you upgrade your system to Cisco ER 1.2(3), Cisco ER downgrades are not supported.
 - Review the latest release notes for Cisco ER 1.2(3) before installation:
<http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/index.htm>

- Install the components for Cisco ER 1.2(3) in the order shown in [Table 2-1](#).

Table 2-1 Installation Tasks

Installation Task	Where to Find Documentation
Cisco CallManager operating system 2000.2.6 SR2	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm Note Use the installation key FVHD IAZA ROFJ DERJ for the installation of the Cisco operating system.
Cisco CallManager	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
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(3)	<p>Perform the appropriate upgrade procedure:</p> <ul style="list-style-type: none"> • Upgrading from Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(3), page 2-11 or • Upgrading From Cisco Emergency Responder 1.2(1) or 1.2(2) to Cisco Emergency Responder 1.2(3), page 2-15. <p>If you are installing Cisco Emergency Responder for the first time, perform the following procedures:</p> <ul style="list-style-type: none"> • Installing Cisco Emergency Responder 1.2(1) on a New System, page 2-6 • Chapter 3, “Configuring Cisco CallManager for Cisco Emergency Responder” • Upgrading From Cisco Emergency Responder 1.2(1) or 1.2(2) to Cisco Emergency Responder 1.2(3), page 2-15.
Post Cisco ER 1.2(3) upgrade	<ul style="list-style-type: none"> • Enable any services such as antivirus software that you disabled before the upgrade. • Optional: To implement the Cisco ER 1.2(2) Calling Party Modification feature, see the “Using The Calling Party Modification Feature” section on page 2-16.

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) for the first time.

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 Cisco ER Publisher, page 2-6](#)
- [Installing the Cisco ER Subscriber, page 2-8](#)

Installing the Cisco ER Publisher

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

To install the publisher, 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** Launch the Cisco ER installation program (downloadable from <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>) 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**.
The Service Log On Account window displays.
- Step 6** At the Password field, enter a password for the CERSQLAdmin account (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
- 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.



Note The publisher installation 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 network mapping to Cisco CallManager, see [“Removing Network Mappings” section on page 2-10](#).

- Step 9** Select the Cisco CallManager version that you are running.
- If you are running Cisco CallManager 3.1, 3.2, or 3.3, 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 will take an additional 10 to 15 minutes to complete.

Step 12 After installation, you must reboot the server.

Installing the Cisco ER Subscriber

Now you install the Cisco Emergency Responder (Cisco ER) subscriber. You must install the subscriber on a separate server from the Cisco ER publisher. The subscriber server must also be 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.

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 Launch the Cisco ER installation program (downloadable from <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>) 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** 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 subscriber installation 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 network mapping, see [“Removing Network Mappings” section on page 2-10](#).

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 6-24](#) 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 installation of the Cisco ER subscriber will take an additional 10 to 15 minutes to complete.

Step 7 After installation, you must reboot the server.

**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.

Next Steps

After you have installed all your Cisco ER servers, perform the procedure [“Upgrading From Cisco Emergency Responder 1.2\(1\) or 1.2\(2\) to Cisco Emergency Responder 1.2\(3\)”](#) section on page 2-15.

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 2-16.

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

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- 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 Drive**.
- 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.
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Upgrading from Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(3)

This procedure describes how to upgrade Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(3). Be sure to read the [“Before You Install or Upgrade” section on page 2-2](#).

With Cisco Emergency Responder 1.2(3), 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(3) upgrade installation program launches the data migration utility to migrate Cisco ER 1.1(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(3)

- Before you upgrade from Cisco ER 1.1(4) to Cisco ER 1.2(3), 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(3). Note that Cisco ER 1.2 will not recognize Cisco ER 1.1(4) user licenses when applied through the Cisco ER 1.2(3) License Manager screen.

- Cisco ER 1.1(4) and Cisco ER 1.2(3) cannot be deployed in the same Cisco ER group. If you are upgrading to Cisco ER 1.2(3) make sure to upgrade both Cisco ER servers to version 1.2(3).
- 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(3) 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.

Installing the Cisco ER Publisher

To upgrade Cisco ER 1.1(4) to Cisco ER 1.2(3), perform the following steps:

Procedure

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- Step 1** Download the Cisco ER 1.2(3) upgrade program, **CER-fmu.1-2-3.exe**, from the Cisco software download page: <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>.
 - Step 2** Double click **CER-fmu.1-2-3.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.



Note

The publisher installation 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 network mapping, see [“Removing Network Mappings” section on page 2-10](#).

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



Note

You will have options of Cisco CallManager versions 3.1, 3.2, 3.3, 4.0 and 4.1.

The Ready to Install Cisco Emergency Responder window displays.

Step 11 Click **Next**.

The installation takes approximately 10 to 15 minutes to complete

Step 12 Reboot the server now for Cisco ER to become operational.



Note

All data from Cisco ER 1.1(4) will be migrated to Cisco ER 1.2(3).

Installing the Cisco ER Subscriber

To complete the upgrade to Cisco ER 1.2(3), install the subscriber on a different same server from the publisher. Perform the following steps:

Procedure

- Step 1** As a local administrator, log onto the computer where you are running the Cisco ER 1.2(3) Upgrade Installation.
- Step 2** Launch the Cisco ER 1.2(3) upgrade program by clicking on the upgrade executable file: **CER-fmu.1-2-3.exe**.
- 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

The subscriber installation 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 network mapping, see [“Removing Network Mappings” section on page 2-10](#).



Note

If the installation cannot validate the publisher, see the [“Cannot Validate Publisher” section on page 6-24](#) 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. Then, click **Next**.

Installation takes approximately 10 to 15 minutes to complete.

- Step 7** Reboot the server now for Cisco ER to become operational.

**Tip**

You can find the installation logs related to migration of Cisco ER 1.1(4) data at: C:\Program Files\Cisco Systems\CiscoER\logs\mig*.log. If you need to contact Cisco Technical Support concerning installation issues, send all the files under this folder to your support contact.

This completes the system upgrade to Cisco ER 1.2(3). 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 2-16.

Upgrading From Cisco Emergency Responder 1.2(1) or 1.2(2) to Cisco Emergency Responder 1.2(3)

This procedure describes how to upgrade from Cisco Emergency Responder (Cisco ER) 1.2(1) or from Cisco ER 1.2(2) to Cisco ER 1.2(3). 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 windows control panel). And read the [“Before You Install or Upgrade”](#) section on page 2-2.

To upgrade from Cisco Emergency Responder (Cisco ER) 1.2(1) or from Cisco ER 1.2(2) to Cisco ER 1.2(3), perform the following steps:

Procedure

Step 1 Download CER.fmu.1-2-3.exe onto your server from the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cer>

Step 2 Double click on **CER.fmu.1-2-3.exe** to begin the upgrade.

Step 3 Now you have When prompted if you wish to install, select **Yes**.

The rest of the upgrade will proceed without any input on your part. A message is displayed when the upgrade is complete.



Note After you install Cisco ER 1.2(3), 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 2-17](#)
- [Configuring Calling Party Modification, page 2-19](#)

Understanding the Calling Party Modification Feature

This section describes the following subjects:

- [Advantages of Using Call Party Modification, page 2-17](#)
- [How Calling Party Modification Impacts Call Processing, page 2-17](#)
- [Settings for Calling Party Modification, page 2-18](#)

Advantages of Using Call Party Modification

Cisco Emergency Responder 1.2(2) or later running with 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.

Prior to Cisco ER 1.2(2), 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 this change, you do not need to configure one Cisco CallManager route pattern per Cisco ER ELIN. Instead you configure only one route pattern per E911 gateway.

You can also 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 than one ELIN associated with a single route pattern) are configured in ERL settings. If duplicate route patterns 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, page 2-19](#)
- [Configure Cisco CallManager for Calling Party Modification, page 2-20](#)
- [Configure Cisco Emergency Responder for Calling Party Modification, page 2-21](#)

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 2-19 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(3) is running correctly and as expected. Then, you can delete your old Cisco ER and Cisco CallManager configurations that are no longer required.
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■ Using The Calling Party Modification Feature