



Release Notes for Cisco Emergency Responder 1.2(3)

Date	Modification History
November 29, 2005	Updated to document Cisco Emergency Responder 1.2(3a) Service Release 2a; support for Cisco CallManager 4.1(3) and for additional hardware; and to correct documentation errors.
November 22, 2004	Updated to provide additional installation information.
October 11, 2004	Initial release of Cisco ER 1.2(3)

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Related Documentation

Refer to these documents for more information about Cisco Emergency Responder 1.2(3).

Document Name	Location
<i>Cisco Emergency Responder Administration Guide 1.2(3)</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res12/res123/admn123/index.htm
<i>Cisco Emergency Responder Administration Guide 1.2(3)</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res12/res123/user123/index.htm

Release Information

Updated November 29, 2005

These release notes are updated to provide the following information about Cisco Emergency Responder (Cisco ER) 1.2(3).

Cisco Emergency Responder 1.2(3a) Service Release 2a

The current supported version is Cisco Emergency Responder 1.2(3a) Service Release 2a. See the following table for supported upgrade paths.

To install Cisco ER for the first time	Install <ol style="list-style-type: none">1. Cisco ER 1.2(1)2. Cisco ER 1.2(3a)3. Cisco ER 1.2(3a)sr2a
If you already have Cisco ER 1.2(1) or Cisco ER 1.2(2) installed	Install <ol style="list-style-type: none">1. Cisco ER 1.2(3a)2. Cisco ER 1.2(3a)sr2a
If you already have Cisco ER 1.2(3) or Cisco ER 1.2(3a) installed	Install Cisco ER 1.2(3a)sr2a

To install Cisco ER 1.2(3a)sr2:

1. Download the following readme and the exe installation file at <http://www.cisco.com/cgi-bin/tablebuild.pl/cer>

Cisco ER1.2(3a)sr2a ReadMe
CER-1-2-3a-sr2a.exe

2. Follow the instructions in the Read Me. See also the caveats and procedures in the installation chapter in the *Cisco Emergency Responder Administration Guide 1.2(3)* at:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res12/res123/admn123/index.htm>

Support for Cisco CallManager 4.1(3)

In addition to all earlier supported Cisco CallManager versions, Cisco ER 1.2(3) supports Cisco CallManager 4.1(3).

Cisco ER 1.2(3) supports OS2000-2.7; OS2000.4.1; OS2000.4.1(a); and OS2000.4.2.

New Hardware Support

In addition to the hardware support listed in the "Network Hardware and Software Requirements" section in *Cisco Emergency Responder Administration Guide 1.2(3)*, Cisco ER 1.2(3) supports the following:

- MCS-7815-I1-IPC3 -- requires OS 2000.2.7
- MCS-7825-H1-IPC1-- requires OS 2000.4.1
MCS-7825-I1-IPC1 -- requires OS 2000.4.1(a)
- MCS-7835-H1-IPC1 - requires OS 2000.2.7
MCS-7835-I1-IPC1 - requires OS 2000.2.7
- MCS-7845-H1-IPC1 - requires OS 2000.2.7
MCS-7845-I1-IPC1 - requires OS 2000.2.7

Documentation Errata

The following Documentation errors are corrected in the online version of the *Cisco Emergency Responder Administration Guide 1.2(3)*:

- Cisco ER 1.2(3) tracks Cisco IP Communicator 1.1 automatically using CDP recovery, not via IP subnets.
- Cisco ER 1.2(3) supports Catalyst 2900 XL, version 12.0.5 WE12 and higher.

Updated: November 22, 2004

These release notes are updated to provide the following information about Cisco Emergency Responder (Cisco ER) 1.2(3):

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

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

- If you are running Cisco CallManager 3.1, 3.2, or 3.3, select the version you are running.
 - If you are running Cisco CallManager 4.0 or 4.1, select any one of the available options: Cisco CallManager 3.1, 3.2, or 3.3; Cisco ER will accept it. After you upgrade to Cisco ER 1.2(3), you are presented with the Cisco CallManager 3.x options and additional options for 4.0 and 4.1. You can then select the correct version of Cisco CallManager that you are running.
- CSCin83776—Cisco ER 1.2(1) fails after installation when running Active Directory on OS 2.6. For details and workaround, see the following URL:
<http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin83776>
 - You must install the Cisco ER publisher and subscriber on servers separate from each other; and, they must be installed on separate servers from Cisco CallManager and any Cisco AVVID application.
 - You must remove any service releases, service patches or anti-virus software prior to upgrading Cisco ER. Removing the service releases will not impact your Cisco ER configuration. To remove service releases and service patches, use the Add/Remove Program in the Microsoft Windows control panel. After the upgrade, re-install the programs.
 - Cisco ER 1.2(3) supports Catalyst 3550-24PWR OID 1.3.6.1.4.1.9.1.485
 - The Cisco Emergency Responder (Cisco ER) procedures for installation and upgrades have been updated in *Cisco Emergency Responder Administration Guide 1.2(3)*.
 - Before you Install or Upgrade
 - Installing Cisco ER on a New System.

- Upgrading from Cisco Emergency Responder 1.1(4) to Cisco Emergency Responder 1.2(3) or Upgrading from Cisco Emergency Responder 1.2(1) or from Cisco Emergency Responder 1.2(2) to Cisco Emergency Responder 1.2(3).
- Using the Calling Party Modification Feature

See the updated procedures in the administration guide at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/respond/res12/res123/admn123/index.htm>

October 11, 2004

This document introduces Cisco Emergency Responder (Cisco ER) 1.2(3).

Support for Cisco CallManager—In addition to all earlier supported Cisco CallManager versions, Cisco ER 1.2(3) supports Cisco CallManager 4.1(2). Operating System 2000.2.6 SR2 is required, at a minimum.

Supported Upgrade Paths to Cisco ER 1.2(3) are:

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

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).

Supported New Devices:

- Cisco Catalyst 2950-24SX; Cisco Catalyst 2950-48SX; Cisco Catalyst 2950-48T
- Cisco Catalyst 3560
- Cisco Catalyst 3750
- Cisco Catalyst 4510R
- Cisco Catalyst 6503
- Cisco Catalyst 6509 NEB-A

For a complete list of hardware and software that Cisco ER 1.2(3) supports, see the "Network Hardware and Software Requirements" section in the *Cisco Emergency Responder Administration Guide 1.2(3)*.

Port Naming Convention—To support switches such as the Cisco Catalyst 3750 which have ports that can be uniquely identified by Switch ID, Module ID and Port ID combination, Cisco ER 1.2(3) uses the following port naming convention in the Switch Port administration page:

- IfName: New field display name for port as given for the switch CLI (for example, Fa1/5 or Gi2/0/1)
- Port Identifier: replaces the Module ID/Port ID. It contains {optional} <<Switch ID (for stackable switches like the Cisco Catalyst 3750)>> / <<relative position of the module in switch>> / <<relative position of port in the module>>
- Search on Port IfName replaces the Module ID/Port ID search.

For more information, see the Switch Port Details section in *Cisco Emergency Responder Administration Guide 1.2(3)*.

Cisco CallManager 4.1(2) Interactions

- When configuring Cisco CallManager 4.1(2) and Cisco ER 1.2(3), do not configure the Time of Day feature in the partition used for emergency calls (see *Creating a Cisco Emergency Responder Partition in Cisco Emergency Responder Administration Guide 1.2(3)*).
- Cisco ER 1.2(3) does not support Forced Authorization Codes (FAC) or Client Matter Codes (CMC).

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

Table 1 Cisco Emergency Responder 1.2(3) Known Problems

Bug ID	Headline and Bug Toolkit URL
CSCin83776	Cisco ER 1.2(1) running Active Directory on OS 2.6 crashes after installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin83776
CSCin36763	The same phone is seen in the IP subnet screen and the switch port screen. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin36763
CSCin45219	A new server group entry gets created in LDAP for every installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin45219
CSCin47031	Cisco Emergency Responder displays a wrong port name for 29xx and 35xx switches. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin47031
CSCin47989	A switch port search by phone type not available. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin47989
CSCin48214	The ERL name for intercluster calls is confusing. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin48214
CSCin46794	Need a utility to reset the backup administrator password on the Cisco Emergency Responder server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin46794
CSCin50064	Discovered phones of another server group are lost after a reboot of the Cisco Emergency Responder server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50064
CSCin50146	Memory usage on 7835H causes a warning on NMS applications. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50146
CSCin50214	Cisco IP SoftPhone movement with change in IP not updated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50214
CSCin50772	The database subscription for Cisco Emergency Responder may not happen if the subscriber is backdated. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin50772

Table 1 *Cisco Emergency Responder 1.2(3) Known Problems (Continued)*

Bug ID	Headline and Bug Toolkit URL
CSCin51370	Cisco Emergency Responder cannot find the correct ERL for two phones with the same extension in a remote server group. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin51370
CSCin54282	Cisco Emergency Responder does not discover phones if CCM.EXE is not running on the seed Cisco CallManager. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin54282
CSCin81524	An additional port gets discovered with Catalyst 6509 NEB. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCin81524

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

<http://www.cisco.com/cisco/web/support/index.html>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

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

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

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

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

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

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

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

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the [Related Documentation](#) section.

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