



Release Notes for Cisco Emergency Responder 2.0(3)

January 04, 2008

These release notes describe the feature enhancement and caveats for Cisco Emergency Responder (Cisco ER) 2.0(3).

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Hardware and Software Requirements

Cisco ER 2.0 supports a variety of hardware and software components, as shown in the following tables.



Note

The type of support can differ between types of hardware; read the tables carefully to determine how Cisco ER will work with the devices you use.



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Table 1 lists other software that you must install to use Cisco ER 2.0.

Table 1 Required Software

Item	Supported Software Version	Description
Cisco Unified CallManager and Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Cisco Unified CallManager 4.1 • Cisco Unified CallManager 4.2 • Cisco Unified CallManager 4.3 • Cisco Unified Communications Manager 5.0 • Cisco Unified Communications Manager 5.1 • Cisco Unified Communications Manager 6.0 • Cisco Unified Communications Manager 6.1 	The software that runs the telephony network.
Web browser	Microsoft Internet Explorer 6.0	

Table 2 contains optional software that is recommended for use with Cisco ER 2.0.

Table 2 Recommended Software

Item	Minimum Software Version	Description
E-mail server	Any SMTP e-mail server	Used to send e-mail notifications to onsite alert (security) personnel. If you use an SMTP e-mail paging server, personnel are paged instead of e-mailed.
Cisco Unified Operations Manager	Version 1.0	Used to monitor the health and functionality of Cisco ER.
Note CiscoWorks IP Telephony Environment Monitor (ITEM) 2.0 is also supported.		

Table 3 lists the different types of phones that support Cisco ER 2.0. The type of support Cisco ER 2.0 supplies differs depending on the type of phone and the type of switch port to which the phone is attached.

Table 3 **Supported Phones**

Phones	Description
<p>Phones automatically tracked using CDP</p> <ul style="list-style-type: none"> • SCCP protocol on Cisco Unified IP Phone 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7937, 7936, 7935, 7931, 7912, 7911, 7910, 7906, 7905, 7902, 7985 • All other SCCP phones with CDP support, with the exception of ATA devices • SIP protocol on Cisco Unified IP Phone 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7912, 7911, 7906, 7905, 3911 • Cisco IP Communicator 	<p>These phones do not require special Cisco ER configuration. However, ensure that you enable Cisco Discovery Protocol (CDP) on the switches.</p> <p>Note Although ATA phones support CDP and SCCP, Cisco ER cannot automatically track them. You can add ATA phones manually and assign them to an Emergency Response Location (ERL). Cisco ER will route calls from ATA phones based on the assigned ERL.</p>

Table 3 Supported Phones (continued)

Phones	Description
<p>Phones that you can track using IP subnet</p> <ul style="list-style-type: none"> Wireless phones, such as Cisco Unified Wireless IP Phone 7920/7921, and Cisco IP Communicator running on 802.11b Supported Cisco Unified IP Phones connected to Cisco or third-party switches that are not discovered or recognized by Cisco ER Cisco Unified Personal Communicator Third-party SIP phones Any phone otherwise supported for automatic tracking that is connected to an unsupported switch port 	<p>To track these phones, you must configure the subnet and then assign ERLs to the configured subnets.</p> <p>Note The use of CAM table tracking can result in the inadvertent discovery and unsupported use of wireless IP phone MACs for tracking purposes. To avoid mis-tracking of wireless IP phones, if CAM table tracking is enabled for a switch, the ERL configured for any switch port connected to a wireless access point must agree with the ERL configured for the IP subnet that will contain the phones connected to that access point.</p>
<p>Phones that you can manually define or track using IP subnet</p> <ul style="list-style-type: none"> Analog phones, for example, phones connected to VG 224/248 and ATA devices Generic H.323 endpoints. Supported H.323 phones include Microsoft NetMeeting and video-enabled H.323 endpoints 	<p>These phones are only supported if their calls are routed by Cisco Unified Communications Manager.</p> <p>Note Phones behind analog gateways must be added as manual phones even if a subnet is configured using Cisco ER where the gateway IP address is in that subnet. Phones behind Analog Telephony Adapters (ATAs) are not added as manual phones; they may show as unlocated phones if they are not located behind a switch port.</p>



Note Cisco ER supports SNMP version 1, version 2, and version 2c of a LAN switch.

Table 4 lists the switches that are supported for automatic tracking. You can use other switches, but you might have to manually define phones attached to those switches.

Table 4 Supported Voice-Ready LAN Switches

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 500 Express Switch		500-24TT	1.3.6.1.4.1.9.1.724
		500-24LC	1.3.6.1.4.1.9.1.725
		500-24PC	1.3.6.1.4.1.9.1.726
		500G-12TC	1.3.6.1.4.1.9.1.727

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 2900 XL	12.01.5.WE12 and higher	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
Catalyst 2940	Cisco IOS 12.1(22)EA1	2940-8TT-S	1.3.6.1.4.1.9.1.540
		2940-8TF-S	1.3.6.1.4.1.9.1.542
Catalyst 2948	CatOS	2948G-GE-TX	1.3.6.1.4.1.9.5.62
Catalyst 2950	12.1.9.EA1 and higher	2950-12	1.3.6.1.4.1.9.1.323
		2950-24	1.3.6.1.4.1.9.1.324
		2950-24SX	1.3.6.1.4.1.9.1.480
		2950-48SX	1.3.6.1.4.1.9.1.560
		2950-48T	1.3.6.1.4.1.9.1.559
		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
Catalyst 2960	Cisco IOS 12.2(25)SED	2960-24TC-L	1.3.6.1.4.1.9.1.694
		2960-48TC-L	1.3.6.1.4.1.9.1.695
		2960G-24TC-L	1.3.6.1.4.1.9.1.696
		2960G-48TT-L	1.3.6.1.4.1.9.1.697
		2960-24TT-L	1.3.6.1.4.1.9.1.716
		2960-48TT-L	1.3.6.1.4.1.9.1.717
		2960-8TC-L	1.3.6.1.4.1.9.1.798
		2960G-8TC-L	1.3.6.1.4.1.9.1.799

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3500 XL	Cisco IOS 12.0(5)XU or higher If you are using Catalyst 3500 clusters, you must assign an IP address to each Catalyst 3500 switch.	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	12/1/6/EA1a or higher	3550-24	1.3.6.1.4.1.9.1.366
		3550-24PWR	1.3.6.1.4.1.9.1.485
		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 3560	Cisco IOS 12.2(20)SE or higher	3560-24PS	1.2.6.1.4.1.9.1.563
		3560-48PS	1.2.6.1.4.1.9.1.564
		3560-24TS-S/-E	1.2.6.1.4.1.9.1.633
		3560-48TS-S/-E	1.2.6.1.4.1.9.1.615
		3560G-24TS-S/-E	1.2.6.1.4.1.9.1.634
		3560G-48TS-S/-E	1.2.6.1.4.1.9.1.617
		3560G-24PS-S/-E	1.2.6.1.4.1.9.1.614
		3560G-48PS-S/-E	1.2.6.1.4.1.9.1.616
		3560-8PC-S	1.3.6.1.4.1.9.1.797
Catalyst 3560E	Cisco IOS Release 12.2(35)SE2 or higher	3560E-48TD-S	1.3.6.1.4.1.9.1.794
		3560E-48TD-E	1.3.6.1.4.1.9.1.794
		3560E-48PD-SF	1.3.6.1.4.1.9.1.796
		3560E-48PD-S	1.3.6.1.4.1.9.1.796
		3560E-48PD-EF	1.3.6.1.4.1.9.1.796
		3560E-48PD-E	1.3.6.1.4.1.9.1.796
		3560E-24TD-S	1.3.6.1.4.1.9.1.793
		3560E-24TD-E	1.3.6.1.4.1.9.1.793
		3560E-24PD-S	1.3.6.1.4.1.9.1.795
		3560E-24PD-E	1.3.6.1.4.1.9.1.795

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3750	Cisco IOS 12.2(20)SE or higher	3750-24	1.3.6.1.4.1.9.1.511
		3750-24FS-S	1.3.6.1.4.1.9.1.656
		3750-48	1.3.6.1.4.1.9.1.512
		3750-24TS	1.3.6.1.4.1.9.1.513
		3750-24T	1.3.6.1.4.1.9.1.514
		37XX Stack	1.3.6.1.4.1.9.1.516
		3750G-12Sfp	1.3.6.1.4.1.9.1.530
		3750-48PS	1.3.6.1.4.1.9.1.535
		3750-24PS	1.3.6.1.4.1.9.1.536
		3750G-16TD	1.3.6.1.4.1.9.1.591
		3750G-24PS	1.3.6.1.4.1.9.1.602
		3750G-48PS	1.3.6.1.4.1.9.1.603
		3750G-48TS	1.3.6.1.4.1.9.1.604
		3750G-24TS1U	1.3.6.1.4.1.9.1.624
3750G-24TS1U/-EIU	1.3.6.1.4.1.9.1.624		
Catalyst 3750E	Cisco IOS Release 12.2(35)SE2 or higher	3750E-48TD-S	1.3.6.1.4.1.9.1.790
		3750E-48TD-E	1.3.6.1.4.1.9.1.790
		3750E-48PD-SF	1.3.6.1.4.1.9.1.791
		3750E-48PD-S	1.3.6.1.4.1.9.1.791
		3750E-48PD-EF	1.3.6.1.4.1.9.1.791
		3750E-48PD-E	1.3.6.1.4.1.9.1.791
		3750E-24TD-S	1.3.6.1.4.1.9.1.789
		3750E-24TD-E	1.3.6.1.4.1.9.1.789
		3750E-24PD-S	1.3.6.1.4.1.9.1.792
		3750E-24PD-E	1.3.6.1.4.1.9.1.792
Catalyst 3750ME	Cisco IOS 12.2(25)EY	3750-24TE-M	1.3.6.1.4.1.9.1.574
Catalyst 4000	Cisco IOS 12.1(13)EW	4000 C	1.3.6.1.4.1.9.1.448
		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
		4510R	1.3.6.1.4.1.9.1.537
		4948-S-S/-E	1.3.6.1.4.1.9.1.626
		4948-10GE-S/-E	1.3.6.1.4.1.9.1.627

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 4000/4500	Catalyst OS 5.5 or higher	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 4900 Metro		ME-4924-10GE	1.3.6.1.4.1.9.1.706
Catalyst 4948	Cisco IOS 12.2(20)EWA	4948	1.3.6.1.4.1.9.1.626
		4948-10GE	1.3.6.1.4.1.9.1.627
Catalyst 5000	Catalyst OS 6.x	5000	1.3.6.1.4.1.9.5.7
		5002	1.3.6.1.4.1.9.5.29
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 6500	Catalyst OS	6503	1.3.6.1.4.1.9.5.56
		6509 NEB-A chassis	1.3.6.1.4.1.9.5.61
	Catalyst OS 5.5 or higher If using an MSFC module, Cisco IOS 12.1(3a)XL	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 6500	Cisco IOS	6503	1.3.6.1.4.1.9.1.449
		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 NEB-A chassis	1.3.6.1.4.1.9.1.534
		6509 SP	1.3.6.1.4.1.9.1.310
		6513	1.3.6.1.4.1.9.1.400
Cisco 2800 Integrated Services Routers	Cisco IOS 12.3(8)T4	Cisco 2811	1.3.6.1.4.1.9.1.576
		Cisco 2821	1.3.6.1.4.1.9.1.577
		Cisco 2851	1.3.6.1.4.1.9.1.578
Cisco 3725 Multiservice Access Router	Image version: IOS 12.2(8)T5		1.3.6.1.4.1.9.1.414

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Cisco 3745 Multiservice Access Router	Image version: IOS 12.2(13)T		1.3.6.1.4.1.9.1.436
Cisco 3800 Integrated Services Routers	Cisco IOS	Cisco 3825	1.3.6.1.4.1.9.1.543
		Cisco 3845	1.3.6.1.4.1.9.1.544

Cisco ER 2.0 supports the Cisco MCS Unified Communications Manager Appliance platforms shown in [Table 5](#); [Table 7](#) lists capacity for these platforms.

**Note**

The number of ERLs that can be deployed is determined by the number of route patterns and translation patterns configurable in Cisco Unified Communications Manager.

**Note**

Cisco ER does not support Cisco Integrated Communications System (ICS) 7750 servers.

[Table 5](#) lists the supported Media Convergence Server (MCS) platforms.

**Note**

You must upgrade servers with less than 2 GB memory or less than 72 GB hard disk drive space.

Table 5 Supported MCS Platforms

Cisco MCS Server	Equivalent OEM Server	CPU
MCS-7816-H3-IPC1		3.2 GHz
MCS-7816-I3-IPC1		3.2 GHz
MCS-7825H-2.2-EVV1	HP DL320-G2	2.26 GHz
MCS-7825H-3.0-IPC1	HP DL320-G2	3.06 GHz
MCS-7825H-3.0-IPC2	HP DL320-G2	3.06 GHz
MCS 7825I-3.0-IPC1	IBM x306	3.06 GHz
MCS-7825-H1-IPC1	HP DL320-G3	3.4 GHz
MCS-7825-I1-IPC1	IBM x306	3.4 GHz
MCS-7825-H2-IPC1	HP DL320-G4	2.8 GHz
MCS-7825-I2-IPC1	IBM x306m	2.8 GHz
MCS-7825-H2-IPC2	HP DL320-G4	3.4 GHz
MCS-7825-I2-IPC2	IBM x306m	3.4 GHz
MCS-7825-H3-IPC1	HP DL320-G5	2.13 GHz
MCS-7825-I3-IPC1	IBM x3250	2.13 GHz
MCS-7835H-2.4-EVV1	HP DL380-G3 (1 CPU)	2.4 GHz
MCS-7835I-2.4-EVV1	IBM x345 (1 CPU)	2.4 GHz
MCS-7835H-3.0-IPC1	HP DL380-G3 (1 CPU)	3.06 GHz

Table 5 Supported MCS Platforms (continued)

MCS-7835I-3.0-IPC1	IBM x345 (1 CPU)	3.06 GHz
MCS-7835-H1-IPC1	HP DL380-G4 (1 CPU)	3.4 GHz
MCS-7835-I1-IPC1	IBM x346 (1 CPU)	3.4 GHz
MCS-7835-H2-IPC1	HP DL380-G5 (1 CPU)	2.33 GHz
MCS-7835-I2-IPC1	IBM x3650 (1 CPU)	2.33 GHz
MCS-7845H-2.4-EVV1	HP DL380-G3 (2 CPUs)	2.4 GHz
MCS-7845H-3.0-IPC1	HP DL380-G3 (2 CPUs)	3.06 GHz
MCS-7845I-3.0-IPC1	IBM x345 (2 CPUs)	3.06 GHz
MCS-7845-H1-IPC1	HP DL380-G4 (2 CPUs)	3.4 GHz
MCS-7845-I1-IPC1	IBM x346 (2 CPUs)	3.4 GHz
MCS-7845-H2-IPC1	HP DL380-G5 (2 CPUs)	2.33 GHz
MCS-7845-I2-IPC1	IBM x3650 (2 CPUs)	2.33 GHz

Table 6 lists the supported Media Convergence Server (MCS) platforms for upgrades from Cisco ER 1.3 only. These servers are not supported for new installations.

Table 6 Supported MCS Platforms for Upgrades from Cisco ER 1.3 Only

Cisco MCS Server	Equivalent OEM Server	CPU
MCS-7815I-3.0-IPC1		3.06 GHz
MCS-7815I-3.0-IPC2		3.06 GHz
MCS-7815-I1-IPC1		3.4 GHz
MCS-7815-I1-IPC2		3.4 GHz
MCS-7815-I1-IPC3		3.4 GHz
MCS-7815-I1-IPC4		3.4 GHz
MCS-7815-I2-IPC1		2.8 GHz

Table 7 gives capacity information for Cisco Emergency Responder, assuming one synthetic voice alert per emergency call.

Table 7 Supported Cisco ER 2.0 MCS Platforms and Scalability

	Cisco 7816	Cisco 7825	Cisco 7835	Cisco 7845
Automatically tracked phones	6,000	12,000	20,000	30,000
Manually configured phones	1,000	2,500	5,000	10,000
Roaming phones (per Cisco Emergency Responder cluster)	600	1,200	2,000	3,000
Switches	200	500	1,000	2,000
Switch ports	12,000	30,000	60,000	120,000
ERLs	1,000	3,000	7,500	10,000

Related Documentation

Cisco Emergency Responder Documentation

Refer to the publications for Cisco ER 2.0. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

New and Changed Information

The topics below contain new and changed information that are introduced in Cisco Emergency Responder release 2.0(3), but are not documented in the *Cisco Emergency Responder Administration Guide 2.0* or *Cisco Emergency Responder User's Guide 1.3(1)*.

Support for Cisco Unified Communications Manager 6.1

Cisco Emergency Responder Administration Guide 2.0 does not specifically reference Cisco Unified Communications Manager 6.1. When you are configuring Cisco Emergency Responder to support Cisco Unified Communications Manager 6.1, follow the procedures for Configuring Cisco Unified Communications Manager 5.0, 5.1, and 6.0.

Changing the Publisher's IP Address on a CER Server

You can change the IP address of a Cisco ER Publisher by using the following procedure:

1. Change the IP address on the Cisco ER Publisher by using one of the following options:
 - In Cisco Unified Operating System Administration, enter the new IP address in **Settings > IP > Ethernet**. Refer to the “Cisco Unified Operating System Administration Web Interface For Cisco Emergency Responder” appendix chapter in the *Cisco Emergency Responder Administration Guide*.
 - On the command-line interface (CLI), configure the new IP address with the **set network ip** command. Refer to the “Command Line Interface” appendix chapter in the *Cisco Emergency Responder Administration Guide*.
2. Once the Publisher reboots, login to Cisco Unified Operating System Administration on the Cisco ER Subscriber.

3. Choose **Settings > IP > Publisher**. Cisco Unified Operating System Administration displays the old IP address of the Publisher. Enter the new IP address of the Publisher in the Edit box and click on Save.
4. Reboot the Subscriber immediately, so that the Cisco ER Publisher maintains communication with the Cisco ER Subscriber.

Installation Notes

This section describes upgrade information for Cisco ER 2.0(3) and includes these topics:

- [Supported Upgrades, page 12](#)
- [Important Upgrade Notes, page 12](#)

Supported Upgrades

You must upgrade to Cisco ER 1.3.x or later before you can upgrade to Cisco ER 2.0(3). You cannot upgrade directly to Cisco ER 2.0(3) from earlier versions of Cisco ER.

Important Upgrade Notes

If you upgrade your system to Cisco ER 2.0(3) from Cisco ER 2.0(2), you can downgrade to Cisco ER 2.0(2).

**Note**

If you upgrade your system to Cisco ER 2.0(3) from Cisco ER 2.0(1), you should not downgrade to Cisco ER 2.0(1) because of known issues with Cisco ER 2.0(1).

If you upgrade your system to Cisco ER 2.0(3) from Cisco ER 1.3(2) or an earlier release, you cannot downgrade to the earlier release.

Important Notes

This section contains information on resolved defects for Cisco ER 2.0(3).

Help Screen for the ERL Debug Tool Page Goes to Call History Help Page

When you access the Help screen for the ERL Debug Tool using the following sequence—**CER Admin GUI > Tools > ERL Debug Tool Page**, the user is taken to the Call History Help page. For more information, refer to the Software Bug Toolkit for [CSCs174509](#).

Caveats

This section includes these topics:

- [Using Bug Toolkit, page 13](#)
- [Open Caveats, page 13](#)
- [Resolved Caveats, page 15](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs . |
| Step 2 | Log in with your Cisco.com user ID and password. |
| Step 3 | To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click Go . |
-

Open Caveats

[Table 8](#) lists Severity 1, 2 and 3 defects that are open for Cisco ER 2.0(3).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 8](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the [Using Bug Toolkit, page 13](#).

Table 8 *Open Caveats for Cisco ER 2.0(3)*

Identifier	Headline and Bug Toolkit Link
CSCsh61004	Cisco ER memory increases when continuous 911 calls are made on a loaded system http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh61004
CSCsh79007	Communication between Cisco ER Publisher and 'ClusterDBHost' is partially secure http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsh79007
CSCsk06843	Cisco ER 1.3.x to Cisco ER 2.0 upgrade (W1 upgrade) on Subscriber http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk06843
CSCsk24266	Tracked IP Phone is shown as unlocated if manual Emergency Response Location (ERL) was earlier assigned http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk24266
CSCsk37388	Need a way to delete the Cisco ER user licenses http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk37388
CSCsk49416	IP Phone Tracking SNMP settings require additional detail http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk49416
CSCsk62485	Need to delete mixer log file without root access for Cisco ER http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk62485
CSCsk70640	The effective ERL is set to Default for IP Phones located in remote Cisco ER http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk70640
CSCsk70666	Provide Alternate alert if OnSite IP Phone alert fails http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk70666
CSCsk71390	CTI route point and CTI ports take four minutes to failover to Cisco ER subscriber http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk71390
CSCsk71428	'Suppress IP Communicator location change reporting' email alert for Cisco Unified Personal Communicator (CUPC) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk71428

Table 8 Open Caveats for Cisco ER 2.0(3) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsk80936	Cisco ER has incorrect GUI mapping of Publisher and Subscriber http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk80936
CSCsl89792	Primary routepoint does not get stored after fresh skip installation method http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl89792
CSCsl96646	Layer 2 upgrade screen does not show reboot option and MD5 hash value http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl96646
CSCsm24169	Upgrading to Cisco ER 2.0.3 on the subscriber server fails during shared memory allocation for Data Base Management System (DBMS) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm24169

Resolved Caveats

[Table 9](#) lists Severity 1, 2 and 3 defects that are resolved for Cisco ER 2.0(3).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 9](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [Using Bug Toolkit, page 13](#).

Table 9 Resolved Caveats for Cisco ER 2.0(3)

Identifier	Headline and Bug Toolkit Link
CSCsj92138	Root account is enabled by default in Cisco ER 2.0 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj92138
CSCsk09741	Changing the IP address of Cisco ER Subscriber breaks the communication between pub and subscriber http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk09741
CSCsk27392	CTI ports do not re-register with primary Cisco ER after failover or fallback http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk27392
CSCsk50703	Deadlock on route point configurations, making system unusable http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk50703

Table 9 Resolved Caveats for Cisco ER 2.0(3) (continued)

Identifier	Headline and Bug Toolkit Link
CSCs112794	Cisco ER certificate may prevent 'ceruser' link in email from working properly http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs112794
CSCs135791	PSAP can not call back 911 caller if secondary Cisco ER routes the call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs135791
CSCs136003	Cannot add more than six host IP addresses to SNMP Cisco ER 2.0.2 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs136003
CSCs139034	Cisco ER 2.0 supports Cisco Unified Communications Manager versions 6.1 and 4.1 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs139034
CSCs147746	Cisco ER Cisco Unified Communications Manager (CUCM) page shows password in plain text http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs147746
CSCs147834	Cisco ER server logs the user out during upload of license http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs147834
CSCs155163	Some Platform Security testcases fail http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs155163
CSCs158663	Backup Emergency Number is not generated correctly for non-911 primary numbers http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs158663
CSCs165074	License upload issues when migrating from Cisco ER1.3.x to Cisco ER 2.0 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs165074
CSCs174024	On Operating System Administration page, the years from 2005 to 2009 are not displayed properly using Internet Explorer version 7 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs174024
CSCs175256	Cisco ER 2.0(2) does not contain new model information for MCS servers http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCs175256

Documentation Updates

This section provides documentation changes that do not appear in the existing Cisco Emergency Responder documentation or the online help for the application.

Migrating Cisco ER Data

Before you begin migrating data from a Cisco ER 1.3 system to a Cisco ER 2.0 system with Data Migration Assistance (DMA), verify that the server meets the list of supported hardware. Refer to [Hardware and Software Requirements](#) for more information.

Perform the following tasks before migrating data with DMA:

Table 10 **Procedures to Follow Before Running DMA for Cisco Emergency Responder**

Procedure	Reference
Use the Cisco Unified Communications Manager Backup and Restore Utility (BARS) to back up your data on the Cisco Emergency Responder publisher. You can use the BARS backup to fall back to your current software versions, if necessary.	Refer to the appropriate version of Backup and Restore Utility Administration Guide and related documentation at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
Create the following directory on the publisher server: C:\Program Files\Cisco Systems\CiscoER\Subscriber_backup Copy the call history files from the Cisco Emergency Responder subscriber that are located in C:\Program Files\Cisco Systems\CiscoER\callHistory into the directory that you created on the publisher.	For more information, refer to the appropriate version of <i>Cisco Emergency Responder Administration Guide</i> .
Disable Cisco Security Agent.	

After you complete the migration with DMA, be sure to verify that the backup file is not stored in the local directory of the server that is being upgraded. Copy the file to another location.



Note

The Cisco ER 1.3.x server and user licenses are not migrated. You must obtain a new set of Cisco ER 2.0 server and user licenses from Cisco. Please refer to the *Cisco Emergency Responder Administration Guide* for more information on obtaining licenses.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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