



Release Notes for Cisco Emergency Responder 2.0(4)

December 15, 2008

These release notes describe the feature enhancement and caveats for Cisco Emergency Responder (Cisco ER) 2.0(4).

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Hardware and Software Requirements

Cisco ER 2.0(4) 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(4).

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(4).

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(4). The type of support Cisco ER 2.0(4) 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 7920/7921/7925, 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 2900	Catalyst OS	2948G	1.3.6.1.4.1.9.5.42
		2948-G-GE-TX	1.3.6.1.4.1.9.5.62
Catalyst 2900 XL	Cisco IOS 12.1(5)WE12	2912MF-XL	1.3.6.1.4.1.9.1.221
		2924C-XL-V	1.3.6.1.4.1.9.1.218
		2924 M-XL	1.3.6.1.4.1.9.1.220
		2924-XL-V	1.3.6.1.4.1.9.1.217

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 2940	Cisco IOS 12.1(22)EA1	2940-8TF	1.3.6.1.4.1.9.1.542
		2940-8TT	1.3.6.1.4.1.9.1.540
Catalyst 2950	Cisco IOS 12.1(9)EA1	2950-12	1.3.6.1.4.1.9.1.323
		2950-24	1.3.6.1.4.1.9.1.324
		2950C-24	1.3.6.1.4.1.9.1.325
		2950G-24-EI-DC	1.3.6.1.4.1.9.1.472
		2950S-24	1.3.6.1.4.1.9.1.430
		2950SX-24	1.3.6.1.4.1.9.1.480
		2950SX-48	1.3.6.1.4.1.9.1.560
Catalyst 2960	Cisco IOS 12.2(25)SED	2960-24LT-L	1.3.6.1.4.1.9.1.951
	Cisco IOS 12.2(46)SE	2960-24PC-L	1.3.6.1.4.1.9.1.950
	Cisco IOS 12.2(25)SED	2960-24-S	1.3.6.1.4.1.9.1.929
	Cisco IOS 12.2(25)SED	2960-24TC-L	1.3.6.1.4.1.9.1.694
	Cisco IOS 12.2(25)SED	2960-24TC-S	1.3.6.1.4.1.9.1.928
	Cisco IOS 12.2(25)SED	2960-24TT-L	1.3.6.1.4.1.9.1.716
	Cisco IOS 12.2(25)SED	2960-48TC-L	1.3.6.1.4.1.9.1.695
	Cisco IOS 12.2(25)SED	2960-48TC-S	1.3.6.1.4.1.9.1.927
	Cisco IOS 12.2(25)SED	2960-48TT-L	1.3.6.1.4.1.9.1.717
	Cisco IOS 12.2(35)SE	2960-8TC-L	1.3.6.1.4.1.9.1.798
	Cisco IOS 12.2(25)SED	2960G-24TC-L	1.3.6.1.4.1.9.1.696
	Cisco IOS 12.2(25)SED	2960G-48TC-L	1.3.6.1.4.1.9.1.697
	Cisco IOS 12.2(35)SE	2960G-8TC-L	1.3.6.1.4.1.9.1.799
	Cisco IOS 12.2(25)SED	2960PD-8TT-L	1.3.6.1.4.1.9.1.952
Catalyst 3500 XL	Cisco IOS 12.0(5)XU If you are using Catalyst 3500 clusters, you must assign an IP address to each Catalyst 3500 switch.	3508G-XL	1.3.6.1.4.1.9.1.246
Catalyst 3550	Cisco IOS 12.1(6)EA1a	3550-12G	1.3.6.1.4.1.9.1.431
		3550-12T	1.3.6.1.4.1.9.1.368
		3550-24-DC	1.3.6.1.4.1.9.1.366
		3550-24-DC	1.3.6.1.4.1.9.1.452
		3550-24-PWR	1.3.6.1.4.1.9.1.485
		3550-48	1.3.6.1.4.1.9.1.367

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3560	Cisco IOS 12.2(20)SE	3560-24PS	1.3.6.1.4.1.9.1.563
	Cisco IOS 12.2(20)SE	3560-24TS	1.3.6.1.4.1.9.1.633
	Cisco IOS 12.2(20)SE	3560-48PS	1.3.6.1.4.1.9.1.564
	Cisco IOS 12.2(20)SE	3560-48TS	1.3.6.1.4.1.9.1.634
	Cisco IOS 12.2(35)SE	3560-8PC	1.3.6.1.4.1.9.1.797
	Cisco IOS 12.2(20)SE	3560G-24PS	1.3.6.1.4.1.9.1.614
	Cisco IOS 12.2(20)SE	3560G-24TS	1.3.6.1.4.1.9.1.615
	Cisco IOS 12.2(20)SE	3560G-48PS	1.3.6.1.4.1.9.1.616
	Cisco IOS 12.2(20)SE	3560G-48TS	1.3.6.1.4.1.9.1.617
Catalyst 3560-E	Cisco IOS 12.2(35)SE2	3560E-12D	1.3.6.1.4.1.9.1.930
		3560E-12SD	1.3.6.1.4.1.9.1.956
		3560E-24PD	1.3.6.1.4.1.9.1.795
		3560E-24TD	1.3.6.1.4.1.9.1.793
		3560E-48PD	1.3.6.1.4.1.9.1.796
		3560E-48TD	1.3.6.1.4.1.9.1.794
Catalyst 3750	Cisco IOS 12.2(20)SE	3750 Stack	1.3.6.1.4.1.9.1.516
		3750-24FS	1.3.6.1.4.1.9.1.656
		3750-24PS	1.3.6.1.4.1.9.1.536
		3750-24TS	1.3.6.1.4.1.9.1.513
		3750-48PS	1.3.6.1.4.1.9.1.535
		3750-48TS	1.3.6.1.4.1.9.1.512
		3750G-12S	1.3.6.1.4.1.9.1.530
		3750G-12S-SD	1.3.6.1.4.1.9.1.688
		3750G-16TD	1.3.6.1.4.1.9.1.591
		3750G-24PS	1.3.6.1.4.1.9.1.602
		3750G-24T	1.3.6.1.4.1.9.1.514
		3750G-24TS	1.3.6.1.4.1.9.1.511
		3750G-24TS-1U	1.3.6.1.4.1.9.1.624
		3750G-24WS-S25	1.3.6.1.4.1.9.1.778
		3750G-24WS-S50	1.3.6.1.4.1.9.1.779
3750G-48PS	1.3.6.1.4.1.9.1.603		
3750G-48TS	1.3.6.1.4.1.9.1.604		
Catalyst 3750 Metro	Cisco IOS 12.2(25)EY	3750-24TE-M	1.3.6.1.4.1.9.1.574

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3750-E	Cisco IOS 12.2(35)SE2	3750E-24PD	1.3.6.1.4.1.9.1.792
		3750E-24TD	1.3.6.1.4.1.9.1.789
		3750E-48PD	1.3.6.1.4.1.9.1.791
		3750E-48TD-S	1.3.6.1.4.1.9.1.790
Catalyst 4000	Catalyst OS 5.5	4003	1.3.6.1.4.1.9.5.40
	Catalyst OS 5.5	4006	1.3.6.1.4.1.9.5.46
	Cisco IOS 12.1(13)EW	4006	1.3.6.1.4.1.9.1.448
Catalyst 4500	Catalyst OS 5.5	4503	1.3.6.1.4.1.9.5.58
	Cisco IOS 12.1(13)EW	4503	1.3.6.1.4.1.9.1.503
	Catalyst OS 5.5	4506	1.3.6.1.4.1.9.5.59
	Cisco IOS 12.1(13)EW	4506	1.3.6.1.4.1.9.1.502
	Cisco IOS 12.1(13)EW	4507	1.3.6.1.4.1.9.1.501
	Cisco IOS 12.1(13)EW	4510	1.3.6.1.4.1.9.1.537
Catalyst 4500 E	Cisco IOS 12.2(40)SG	4503-E	1.3.6.1.4.1.9.1.874
		4506-E	1.3.6.1.4.1.9.1.875
		4507R-E	1.3.6.1.4.1.9.1.876
		4510R-E	1.3.6.1.4.1.9.1.877
Catalyst 4900	Catalyst OS 5.5	4912G	1.3.6.1.4.1.9.5.41
	Catalyst IOS 12.(20)EWa	4948	1.3.6.1.4.1.9.1.626
	Catalyst IOS 12.(20)EWa	4948-10GE	1.3.6.1.4.1.9.1.659
Catalyst 6500	Catalyst OS	6503	1.3.6.1.4.1.9.5.56
	Cisco IOS	6503	1.3.6.1.4.1.9.1.449
	Cisco IOS	6504-E	1.3.6.1.4.1.9.1.657
	Catalyst OS	6506	1.3.6.1.4.1.9.5.45
	Cisco IOS	6506	1.3.6.1.4.1.9.1.282
	Catalyst OS	6509	1.3.6.1.4.1.9.5.44
	Cisco IOS	6509	1.3.6.1.4.1.9.1.283
	Catalyst OS	6509-NEB	1.3.6.1.4.1.9.5.47
	Cisco IOS	6509-NEB	1.3.6.1.4.1.9.1.310
	Catalyst OS	6509-NEB-A	1.3.6.1.4.1.9.5.61
	Cisco IOS	6509-NEB-A	1.3.6.1.4.1.9.1.534
	Cisco IOS 12.2(18)SXF11	6509-V-E	1.3.6.1.4.1.9.1.832
	Catalyst OS	6513	1.3.6.1.4.1.9.5.50
Cisco IOS 12.2(18)SXF11	6513	1.3.6.1.4.1.9.1.400	

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst Express 500	Cisco IOS	500-24LC	1.3.6.1.4.1.9.1.725
		500-24PC	1.3.6.1.4.1.9.1.726
		500-24TT	1.3.6.1.4.1.9.1.724
		500G-12TC	1.3.6.1.4.1.9.1.727
Catalyst Express 520	Cisco IOS	520-24LC	1.3.6.1.4.1.9.1.933
		520-24PC	1.3.6.1.4.1.9.1.934
		520-24TT	1.3.6.1.4.1.9.1.932
		520-8PC	1.3.6.1.4.1.9.1.897
		520G-24TC	1.3.6.1.4.1.9.1.935
Cisco 1800	Cisco IOS 12.4(13)XW	Cisco 1861-UC-4FXO-K9	1.3.6.1.4.1.9.1.903
Cisco 2800	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 3700	Cisco IOS 12.2(8)T5	Cisco 3725	1.3.6.1.4.1.9.1.414
	Cisco IOS 12.2(13)T	Cisco 3745	1.3.6.1.4.1.9.1.436
Cisco 3800	Cisco IOS	Cisco 3825	1.3.6.1.4.1.9.1.543
	Cisco IOS	Cisco 3845	1.3.6.1.4.1.9.1.544
Cisco ME 4900	Cisco ME 4924-10GE	Cisco IOS	1.3.6.1.4.1.9.1.788

Table 5 lists the network modules that are supported in Cisco ER 2.0(4).



Note

The Network Modules (NM) use the System Object IDs of the routers into which they are inserted.

Table 5 Supported Network Modules

Network Modules	System Object ID from CISCO-PRODUCTS-MIB
NME-16ES-1G	1.3.6.1.4.1.9.1.665
NME-16ES-1G-P	1.3.6.1.4.1.9.1.663
NME-X-23ES-1G	1.3.6.1.4.1.9.1.704
NME-X-23ES-1G-P	1.3.6.1.4.1.9.1.702
NME-XD-24ES-2S-P	1.3.6.1.4.1.9.1.664
NME-XD-48ES-2S-P	1.3.6.1.4.1.9.1.703

Cisco ER 2.0(4) supports the Cisco MCS Unified Communications Manager Appliance platforms shown in [Table 6](#); [Table 8](#) 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 6](#) 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 6 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-7816-I4-IPC1		3.0 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-7825-H4-IPC1	HP DL320-G5P	3.0 GHz
MCS-7825-I4-IPC1	IBM x3250-M2	3.0 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
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

Table 6 Supported MCS Platforms (continued)

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 7 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 7 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 8 gives capacity information for Cisco Emergency Responder 2.0(4), assuming one synthetic voice alert per emergency call.

Table 8 Supported Cisco ER 2.0(4) 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(4). 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(4), 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\(3\)](#), page 11
- [Changing the Publisher's IP Address on a CER Server](#), page 11
- [Windows Upgrade with Host Name Change](#), page 12

Support for Cisco Unified Communications Manager 6.1(3)

Cisco Emergency Responder Administration Guide 2.0 does not specifically reference Cisco Unified Communications Manager 6.1(3). When you are configuring Cisco Emergency Responder to support Cisco Unified Communications Manager 6.1(3), 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.

Windows Upgrade with Host Name Change

Follow this procedure when you want to change the Cisco ER host name when you upgrade your Windows server.

Procedure

- Step 1** Perform the Windows upgrade of the Cisco ER Publisher using DMA backup.
 - Step 2** Delete the Subscriber host name that migrates from the DMA backup using the **System > Server Settings** page.
 - Step 3** Restart the Publisher Cisco ER server.
 - Step 4** Add the new Subscriber host name using the **Add Subscriber** page.
 - Step 5** Install the Subscriber.
-

For more information on this procedure, refer the [CSCsv94185](#) using the Bug Toolkit.

Installation Notes

This section describes upgrade information for Cisco ER 2.0(4) and includes these topics:

- [Supported Upgrades, page 12](#)
- [Apply the COP File Before Upgrade from Cisco ER 2.0\(x\), page 13](#)
- [Important Upgrade Notes, page 13](#)

Supported Upgrades

You must upgrade to Cisco ER 1.3.x or later before you can upgrade to Cisco ER 2.0(4). You cannot upgrade directly to Cisco ER 2.0(4) from earlier versions of Cisco ER.

Apply the COP File Before Upgrade from Cisco ER 2.0(x)

The Cisco Options Package (cop) file—`ciscocm.cerisorename.cop`—must be applied to the Cisco ER 2.0(x) release before a Linux upgrade to Cisco ER 2.0(4). You can download the cop file from the following URL: <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=272877967>.



Note

You must apply this cop file to Cisco ER 2.0(x) before an attempt to upgrade to Cisco ER 2.0(1). If the cop file is not applied to Cisco ER 2.0(x), you will not see the Cisco ER 2.0(4) image as a valid upgrade option.

To download and install the cop file using Cisco Unified Operating System (OS) Administration, follow these steps:

Procedure

-
- Step 1** Login to the Cisco Unified OS Administration website on the Cisco ER system.
 - a. Enter the following URL: `https://<CER-server>/cmplatform`.
 - b. Use the navigation pull down menu in the upper right-hand corner to select **Cisco Unified OS Administration**.
 - Step 2** Go to **Software Upgrades > Install/Upgrade**.
 - Step 3** Enter the required details to access the cop file and click **Next**.
 - Step 4** Select the cop file and wait for the system to display the MD5 checksum for validation. Wait for the installation to complete.
 - Step 5** Go to **Show > Software**, to verify the cop file name is in the table.
-

To download and install the cop file using Command Line Interface (CLI), follow these steps:

Procedure

-
- Step 1** Login to CLI from the console or Secure Shell (SSH).
 - Step 2** Use the `utils system upgrade list remote/local` command to select the location of the cop file.
 - Step 3** Use the `utils system upgrade get remote/local` command to download the cop file. The CLI terminal will display the MD5 checksum of the cop file.
 - Step 4** Use the `utils system upgrade start` command to install the cop file. After the installation is complete, control will be returned to the CLI terminal.
 - Step 5** Use the `show version active` command to verify the cop file is on the Cisco ER system.
-

Important Upgrade Notes

If you upgrade your system to Cisco ER 2.0(4) from Cisco ER 2.0(2) or Cisco ER 2.0(3), you can downgrade to Cisco ER 2.0(2) or Cisco ER 2.0(3).

**Note**

If you upgrade your system to Cisco ER 2.0(4) 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).

**Note**

You should not upgrade your system from Cisco ER 2.0(4) to Cisco ER 7.0(2).

If you upgrade your system to Cisco ER 2.0(4) from Cisco ER 1.3(2) or an earlier release, you cannot downgrade to the earlier release.

Important Notes

This section contains these topics:

- [ERL Switch Port Associations, page 14](#)
- [Enabling Calling Party Modification, page 14](#)
- [Emergency \(911\) Calls from Shared Lines, page 14](#)

ERL Switch Port Associations

Cisco ER 2.0(4) includes support for retaining the ERL switch port associations when upgrading to specific versions. For more information, refer to [CSCsl02108](#).

Enabling Calling Party Modification

Online Help is available for enabling calling party modification. For more information, refer to [CSCsv75933](#).

Emergency (911) Calls from Shared Lines

If you make an emergency call from a Cisco Unified IP Phone using a shared line, the call may terminate on an incorrect ERL across the cluster. For more information, refer to [CSCsw14019](#).

Caveats

This section includes these topics:

- [Using Bug Toolkit, page 15](#)
- [Open Caveats, page 15](#)
- [Resolved Caveats, page 16](#)

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 9](#) lists Severity 1, 2 and 3 defects that are open for Cisco ER 2.0(4).

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 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 15](#).

Table 9 Open Caveats for Cisco ER 2.0(4)

Identifier	Headline and Bug Toolkit Link
CSCsk71390	Computer Telephony Interface (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
CSCsq02189	Cisco ER GUI shows 'Publisher database is down' after restarting database services http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq02189
CSCsr99349	Cisco ER server reports 200% CPU usage due to incorrect Cisco Unified Communications Manager configuration http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr99349
CSCsv76367	Phone Location field is empty for Cisco Unified IP Phones behind a switch port in a cluster environment http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv76367
CSCsv77887	Cisco ER Disaster Recovery System (DRS) backup shows 'WARNING (CDPAGT)' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv77887
CSCsv89038	Hardware CLI commands do not work on 7825-I4 and 7816-I4 servers http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsv89038

Resolved Caveats

Table 10 lists Severity 1, 2 and 3 defects that are resolved for Cisco ER 2.0(4).

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 10 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 15](#).

Table 10 Resolved Caveats for Cisco ER 2.0(4)

Identifier	Headline and Bug Toolkit Link
CSCsj05687	Cisco ER shows evaluation period is complete after the license uploads to publisher http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj05687
CSCsj10748	Cisco Unified Wireless IP Phone 7920 is discovered behind switch port http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj10748

Table 10 Resolved Caveats for Cisco ER 2.0(4) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsj99048	Cisco Unified IP Phone type is shown as ‘unknown’ in a cluster environment http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj99048
CSCsk37388	Need a way to delete the licenses http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk37388
CSCsk62157	Cisco ER cannot discover and display phones when Cisco ER starts earlier than Unified CM http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk62157
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
CSCsk80936	Cisco ER incorrect GUI mapping of Publisher and Subscriber http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk80936
CSCsl54306	911 route points and CTI ports do not register after reboot of Cisco ER followed by Unified CM http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl54306
CSCsl76574	Cisco ER does not reflect user input primary route point after Windows installation http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl76574
CSCsl89792	Primary route point is not stored after fresh (SKIP) installation http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl89792
CSCsm80871	Provide rotation on stack trace and ‘systemout’ log files in Cisco ER http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm80871
CSCso35554	Subscriber installation error connecting to publisher during Cisco ER 1.3 to 2.0 upgrade http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso35554
CSCso73890	Memory leak in cerdbmon process—‘Cisco Database Layer’ service http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso73890
CSCsq18956	Log memory usage data at regular intervals and inform administrator of high usage http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq18956
CSCsq81366	Alerts and CallHistory fails if ‘CalledAddress starts with ‘ELINDigitStripPattern’ http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq81366

Table 10 *Resolved Caveats for Cisco ER 2.0(4) (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsq82358	Cisco ER should allow Unified CM version downgrade after installation http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq82358
CSCsr86026	SNMP 'MIB2 IF-MIB' has incorrect operational status with failover enabled http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr86026
CSCsu30894	Cisco Database Layer Monitor service appears as stopped in 'sysAppl' MIB http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu30894
CSCsu35598	Cisco ER 2.0(3) refresh box appears on Web Alerts page after 30 minutes http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu35598
CSCsu83725	Disaster Recovery System (DRS) feature is broken after nine months of Cisco ER 2.0 installation http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu83725
CSCsu92135	CLI command 'show memory size' shows incorrect data on Hewlett-Packard machine http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu92135

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(4) 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 tasks shown in [Table 11](#) before migrating data with DMA.

Table 11 **Procedures to Follow Before Running DMA for Cisco Emergency Responder**

Task	Purpose	For more information...
1.	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 the Cisco IP Telephony Backup and Restore System (BARS) administration guide and related documentation at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
2.	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.	Refer to the appropriate version of <i>Cisco Emergency Responder Administration Guide</i> .
3.	Disable Cisco Security Agent.	Refer to the <i>Release Notes for Cisco Security Agent for Cisco Unity, Release 3.1(4)</i> at this URL: http://www.cisco.com/en/US/docs/voice_ip_comm/unity/security_agent/release/notes/314cusecagtrelnotes.html

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(4) 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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