Release Notes for Cisco Emergency Responder 7.0(1)

Revised: April 16, 2010

These release notes describe the feature enhancement and caveats for Cisco Emergency Responder (Cisco ER) 7.0(1).

Contents

These release notes provide the following information:

Hardware and Software Requirements

Cisco ER 7.0(1) 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.

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Table 1 lists other software that you must install to use Cisco ER 7.0(1).

Table 1 Required Software

Item	Supported Software Version	Description
Cisco Unified CallManager and Cisco Unified Communications Manager	• 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 • Cisco Unified Communications Manager 7.0	The software that runs the telephony network.
Web browser	• Microsoft Internet Explorer 6.0 • Microsoft Internet Explorer 7.0	

Table 2 contains optional software that is recommended for use with Cisco ER 7.0(1).

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 **Note** CiscoWorks IP Telephony Environment Monitor (ITEM) 2.0 is also supported.	Version 1.0	Used to monitor the health and functionality of Cisco ER.

Table 3 lists the different types of phones that support Cisco ER 7.0(1). The type of support Cisco ER 7.0(1) 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
Phones automatically tracked using CDP • Cisco Unified IP Phones using SCCP protocol, including 7985, 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7937, 7936, 7935, 7931, 7912, 7911, 7910, 7906, 7905, 7902, but not including ATA gateways • Cisco Unified IP Phones using SIP protocol, including 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7931, 7912, 7911, 7906, 7905, 3911, but not including ATA gateways • Cisco IP Communicator	These phones do not require special Cisco ER configuration. However, ensure that you enable Cisco Discovery Protocol (CDP) on the switches. **Note** Although ATA gateways support CDP and SCCP, Cisco ER cannot automatically track them using CDP. You can track ATA gateways by IP address, or manually assign them to an Emergency Response Location (ERL).
Phones that you can track using IP subnet • 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	To track these phones, you must configure the subnet and then assign ERLs to the configured subnets. **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.
Phones that you can manually define or track using IP subnet • 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	These phones are only supported if their calls are routed by Cisco Unified Communications Manager. **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.

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	From CISCO-PRODUCTS-MIB or CISCO-STACK-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
Catalyst 520		520-8PC	1.3.6.1.4.1.9.1.897
		520-24TT	1.3.6.1.4.1.9.1.932
		520-24LC	1.3.6.1.4.1.9.1.933
		520-24PC	1.3.6.1.4.1.9.1.934
		520G-24TC	1.3.6.1.4.1.9.1.935
Catalyst 2900 XL	12.01.5.WE12 and later	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

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	From CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 2950	12.1.9.EA1 and later	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
Catalyst 3500 XL	Cisco IPS 12.0(5)XU or later 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 later	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

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	From CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 3560	Cisco IOS 12.2(20)SE or later	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 later	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
Catalyst 3750	Cisco IOS 12.2(20)SE or later	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

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	From CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 3750E	Cisco IOS Release 12.2(35)SE2 or later	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
Catalyst 4000/4500	Catalyst OS 5.5 or later	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
		4503-E	1.3.6.1.4.1.9.1.874
		4507R-E	1.3.6.1.4.1.9.1.876
		4510R-E	1.3.6.1.4.1.9.1.877
		4506	1.3.6.1.4.1.9.5.59
		4506-E	1.3.6.1.4.1.9.1.875
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

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	From CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
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 later 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
		6509-V-E	1.3.6.1.4.1.9.1.832
		6513-E	1.3.6.1.4.1.9.1.400
		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
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
ISR 1861			1.3.6.1.4.1.9.1.903

Table 5 lists the network modules and HWICs that are supported in Cisco ER 7.0(1).

Note The Network Modules (NM) and the High-Speed WAN Interface Cards (HWIC) use the System Object IDs of the routers into which they are inserted.

Table 5 Supported Network Modules and HWICs

Network Modules and HWICs	System Object ID from CISCO-PRODUCTS-MIB
NM-16ESW	Refer to above Note
NM-16ESW-1GIG	Refer to above Note
NM-16ESW-PWR	Refer to above Note
NM-16ESW-PWR-1GIG	Refer to above Note
NM-36ESW	Refer to above Note
NM-36ESW-2GIG	Refer to above Note
NM-36ESW-PWR	Refer to above Note
NM-36ESW-PWR-2GIG	Refer to above Note
NME-16ES-1G	1.3.6.1.4.1.9.1.702
NME-16ES-1G-P	1.3.6.1.4.1.9.1.663
NME-X-23ES-1G	1.3.6.1.4.1.9.1.703
NME-X-23ES-1G-P	1.3.6.1.4.1.9.1.664
NME-XD-24ES-1S-P	1.3.6.1.4.1.9.1.665
NME-XD-48ES-2S-P	1.3.6.1.4.1.9.1.666
HWIC-4ESW	Refer to above Note
HWIC-4ESW-POE	Refer to above Note
HWIC-D-9ESW	Refer to above Note
HWIC-D-9ESW-POE	Refer to above Note

Cisco ER 7.0(1) 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-7825H-3.0-IPC1	HP DL320-G2	3.06 GHz

Table 6 Supported MCS Platforms (continued)

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-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
MCS-7835-H2-IPC2	HP DL380-G5 (1 CPU)	2.33 GHz
MCS-7835-I2-IPC1	IBM x3650 (1 CPU)	2.33 GHz
MCS-7835-I2-IPC2	IBM x3650 (1 CPU)	2.33 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/x346r (2 CPUs)	3.4 GHz
MCS-7845-H2-IPC1	HP DL380-G5 (2 CPUs)	2.33 GHz
MCS-7845-H2-IPC2	HP DL380-G5 (2 CPUs)	2.33 GHz
MCS-7845-I2-IPC1	IBM x3650 (2 CPUs)	2.33 GHz
MCS-7845-I2-IPC2	IBM x3650 (2 CPUs)	2.33 GHz

Table 7 lists the supported Media Convergence Server (MCS) platforms for upgrades from Cisco ER 1.3 or Cisco ER 7.0(1) only. These servers are not supported for new installations.

Table 7 Supported MCS Platforms for Upgrades from Cisco ER 1.3 or Cisco ER 7.0(1) 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

Table 7 Supported MCS Platforms for Upgrades from Cisco ER 1.3 or Cisco ER 7.0(1) Only

Cisco MCS Server	Equivalent OEM Server	CPU
MCS-7815-I1-IPC4		3.4 GHz
MCS-7815-I2-IPC1		2.8 GHz

Table 8 gives capacity information for Cisco Emergency Responder, assuming one synthetic voice alert per emergency call.

Table 8 Supported Cisco ER 7.0(1) 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 7.0. 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 7.0(1):

- Interoperability with Intrado V9-1-1® for Enterprise Service for On-Premise and Off-Premise Phones, page 12

Interoperability with Intrado V9-1-1® for Enterprise Service for On-Premise and Off-Premise Phones

Cisco Emergency Responder 7.0(1) provides interoperability support for Intrado V9-1-1 for Enterprise Service in the Cisco Unified Communications environment. Cisco Emergency Responder and Intrado V9-1-1 for Enterprise Service provides emergency services to phones that are located on the corporate network (on-premise) and phones that are located away from the corporate network (off-premise).

- On-Premise phone—Cisco Emergency Responder 7.0(1) working with Intrado provides for the automation of the PS-ALI update interface, a single point-of-contact for PS-ALI updates, and a single source for emergency call delivery.
- Off-Premise phone—Cisco Emergency Responder 7.0(1) working with Intrado provides support to process user-entered PS-ALI updates and to complete emergency calls on phones that are in jurisdictions where the enterprise has no local PSTN gateway.

Cisco Emergency Responder Administration UI Enhancements

Cisco Emergency Responder 7.0(1) provides the following Cisco Emergency Responder Administration enhancements:

- Enhancements to the search utility on Switch Port Details
- Customization of email alert, refer to http://www.cisco.com/en/US/docs/voice_ip_comm/cer/7_0/english/administration/guide/e911page.html#wp1052283
- Display of switch port details in explorer view
- Remembering switch port table display across sessions
- Per switch ERL assignment
- Displaying of switch port description in the switch port details page and using switch port description as switch port locations
- Purging of Call History data
- Customization of pager alerts
- Include event viewer contents in email alerts

Support for Canadian French

Cisco Emergency Responder 7.0(1) supports the localization of the Cisco Emergency Responder User (Security End User) web pages into French (Canadian). The localization support includes voice, web, and email alerts.

Accessibility Features

The Cisco Emergency Responder User (Security End User) web pages and Cisco Emergency Off-Premise User web pages include accessibility features that assist visually impaired or blind attendants.

Installation Notes

This section describes upgrade information for Cisco ER 7.0(1) and includes these topics:

Supported Upgrades

You must upgrade to Cisco ER 1.3.x or later before you can upgrade to Cisco ER 7.0(1). You cannot upgrade directly to Cisco ER 7.0(1) 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 7.0(1). 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 7.0(1). If the cop file is not applied to Cisco ER 2.0(x), you will not see the Cisco ER 7.0(1) 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

The following upgrade notes apply to Cisco ER 7.0(1) and earlier:

- If you upgrade your system to Cisco ER 7.0(1) from Cisco ER 2.0(3), you can downgrade to Cisco ER 2.0(3).
- If you upgrade your system to Cisco ER 7.0(1) from Cisco ER 2.0(2), you can downgrade to Cisco ER 2.0(2).
- If you upgrade your system to Cisco ER 7.0(1) 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 7.0(1) from Cisco ER 1.3(2) or an earlier release, you cannot downgrade to the earlier release.

Important Notes

The following section contains important information that may have been unavailable upon the initial release of documentation.

Additional Open Caveats in Cisco ER 7.0(1)

The following minor caveats are open in Cisco ER 7.0(1):

- CSCsq29150—Cisco ER subscriber has incorrect Unified version following new installation
- CSCsr99836—Change of language causes call time formats to differ in Web Alert
- CSCsu07870—After Windows upgrade, the GUI shows ‘Onsite Alert Pager Address’ as null
- CSCso75277—Applying cop file ‘ciscocm.cerisorename.cop’ shows error in GUI
- CSCsr02315—Incorrect information in ERL audit trail after using ERL migration tool

- CSCsu04052—Intrado functionality—TN update, LOS, and MSAG queries fail and result in an error
- CSCsr53381—Cisco ER off-premises end users are not differentiated based on Unified CM 'ClusterID'
- CSCsu03792—After Disaster Recovery System (DRS) Restore, the schedule is always disabled; enabling schedule results in error
- CSCsu22955—Location association using an invalid location returns blank page
- CSCsu22918—Need to enter non-mandatory fields while adding locations in Off-Premise (OFP) website
- CSCsu25909—Issues with 'View ALI Discrepancies' page

Installing Upgrade Software on a Cisco MCS 7815-I2

For Cisco MCS server 7815-I2, the installation software does not display a reboot option at the end of the installation of Cisco Emergency Responder upgrade software, version 2.x and later. Cisco MCS server 7815-I2 has a motorized DVD player that automatically closes the tray when the machine boots up and this can have the undesired effect of Cisco Emergency Responder not starting up.

After completing the upgrade, take out the DVD from the DVD drive and restart Cisco Emergency Responder on Cisco Unified OS Administration or from the command line interface.

Information for the Last Time of an Emergency Call is not Displayed if Call Record has been Purged

Be aware that the administrator can schedule a purge or manually purge recent call history records. When you view the details of a phone search for a shared line, CER displays a "No Emergency Call in last 2 months" message if the purge utility has already deleted the call record.

Updating the Database on the Cisco Emergency Responder when CER services on the Publisher Stops

When the CER service on the publisher stops, and the CER Service on the subscriber takes over, the Cisco Emergency Responder Administration allows you to make updates on the subscriber because the publisher database is active and can be updated.

Retrieving the Object ID for Switch Modules on the Switch

When you use the **snmpget** command to query a switch for the Object Identifier (OID) of the switch modules and it returns a generic sysobjectid of 1.3.6.1.4.1.9.1.516, you can specify the switch to return the OID for the switch modules by using the **no snmp-server sysobjectid type stack-oid** command, saving the switch configuration, and reloading the switch module. After reloading the switch module, the **snmpget** command returns the specific OID for the switch module.

Cisco Emergency Responder Detects a Duplicate IP Address or Hostname on a Switch

When Cisco Emergency Responder detects a duplicate IP Address or Hostname entries for a single chassis switch, it displays a CER detected duplicate seed message in the event log viewer. This can be caused when two IP addresses are entered for the same switch in Cisco ER Administration or when Cisco ER is not able to access the chassis group MIB on the switch via SNMP.

If there are two IP addresses entered for the same switch, you must delete the duplicate IP address in CER Administration.

If Cisco ER cannot access the chassis group MIB on the switch, you must apply the chassis group MIB to the SNMP view and perform a selective discovery for the switch.

Removing a Switch from the Network

When you remove a switch from the network, you must also delete the switch on Cisco Emergency Administration. Failure to delete the switch will increase the time that Cisco ER takes to complete a phone discovery scan. Cisco ER performs a complete discovery scan on all switches when the server is rebooted or when the server is upgraded. The Cisco ER administrator must ensure that all switches that are entered in Cisco ER can be reached by Cisco ER via SNMP.

Caveats

This section includes these topics:

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 7.0(1).

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 16.

Table 9 Open Caveats for Cisco ER 7.0(1)

Identifier	Headline and Bug Toolkit Link
CSCsk71390	Computer Telephony Interface (CTI) route point and CTI ports take four minutes to failover to CER 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
CSCsq40146	‘Cerserver’ process results in a core dump http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq40146
CSCsq50526	Cisco ER subscriber license page shows ‘Permanent’ before uploading licenses http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq50526

Table 9 Open Caveats for Cisco ER 7.0(1) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsr95474	After L2 upgrade from Cisco ER 2.0 to Cisco ER 7.0(1), incorrect IP Phones show up in unlocated list http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr95474
CSCsr99349	Cisco ER 7.0(1) server reports 200% CPU usage due to incorrect Unified CM configuration http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsr99349
CSCsu30894	Cisco Database Layer Monitor service appears as stopped in 'sysAppl' MIIB http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsu30894
CSCtf90741	Cisco ER with Unified CM 7.0 default ERL failover fails due to incorrect redirect CSS http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCtf90741

Resolved Caveats

Table 10 lists Severity 1, 2 and 3 defects that are resolved for Cisco ER 7.0(1).

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 16.

Table 10 Resolved Caveats for Cisco ER 7.0(1)

Identifier	Headline and Bug Toolkit Link
CSCsj05687	Cisco ER shows evaluation period is complete after license upload to publisher http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj05687
CSCsj10748	Cisco Unified Wireless IP Phone 7920 gets discovered behind switchport http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj10748
CSCsj24030	Unable to upload publisher license due to hostname mismatch after Windows upgrade http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj24030
CSCsj26242	Cisco ER diagnostic alerts do not have the originating server details http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj26242
CSCsj79951	Cisco ER Disaster Recovery System (DRS) backup page shows password in clear text http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj79951

Table 10 Resolved Caveats for Cisco ER 7.0(1) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsj99048	Phone Type is shown as 'unknown' in a cluster environment http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsj99048
CSCsk00917	Cannot login to Cisco ER publisher after deleting the publisher from GUI http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk00917
CSCsk01164	Logging fails and eventually causes the Cisco ER server to crash http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk01164
CSCsk09741	Changing the IP address of Cisco ER publisher breaks the communication between publisher and subscriber http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk09741
CSCsk13915	Incorrect Cisco ER version is shown in 'sysapplpkg' version http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk13915
CSCsk19645	Cisco ER has no audio on emergency call alert to onsite security. http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk19645
CSCsk24266	Tracked IP Phone is shown as unlocated if manual ERL was previously assigned earlier http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk24266
CSCsk27392	Computer Telephony Interface (CTI) ports do not re-register with primary Cisco ER server after failover or fallback http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk27392
CSCsk37388	Need a way to delete the licenses http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk37388
CSCsk42033	ERL name greater than 20 characters cannot be assigned to IPSubnets, Manual, or Synthetic Phones http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk42033
CSCsk50703	Deadlock on route point configurations make the system unusable http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk50703
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

Table 10 Resolved Caveats for Cisco ER 7.0(1) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsk62485	Need to be able to delete driver and JTAPI logs from CLI without root access http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk62485
CSCsk70640	The effective ERL is set to 'default' for phones located in remote Cisco ER http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsk70640
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
CSCsl35791	Public Safety Answering Point (PSAP) cannot call back 911 caller if secondary Cisco ER server routed the call http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl35791
CSCsl36003	Cannot add more than six host IP addresses to SNMP Cisco ER http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl36003
CSCsl47746	Cisco ER Unified CM page shows password in plain text http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl47746
CSCsl47834	Cisco ER server logs the user out during upload of license http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl47834
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
CSCsl58663	Backup emergency number is not generated correctly for non-911 primary number http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl58663
CSCsl69996	Hostname field in the SNMP settings page does not accept greater than 20 characters http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl69996
CSCsl74024	On the operating system administration page, the years from 2005 to 2009 are incorrectly displayed using Internet Explorer version 7 http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl74024

Table 10 Resolved Caveats for Cisco ER 7.0(1) (continued)

Identifier	Headline and Bug Toolkit Link
CSCsl76038	'cm-log4jinit-servlet-0.0.0.1-0.i386.rpm' is not installed on Cisco ER http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl76038
CSCsl76561	Files in import and export folder do not get copied during Windows installation http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl76561
CSCsl76574	Cisco ER does not reflect user input primary route point after Windows-to-Linux upgrade http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl76574
CSCsl89792	Primary route point does not get stored after new installation using the SKIP option http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl89792
CSCsl95303	Cisco Tomcat service on Cisco ER is reported as stopped in 'SYS-APPL-MIB' http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl95303
CSCsl96739	Linux upgrade from earlier version of Cisco ER to version 2.0(3) results in an error http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl96739
CSCsl96745	Windows upgrade from earlier version of Cisco ER to version 2.0(3) results in an error http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsl96745
CSCsm66367	Cluster database host configuration is not migrated during Windows upgrade from Cisco ER version 1.3(2) to version 2.0(3) http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm66367
CSCsm68614	After new installation of Cisco ER publisher and subscriber, Cisco ER publisher shows that subscriber is active http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsm68614
CSCsm80871	Provide rotation on stack trace and system out 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 version 1.3 to version 2.0 upgrade http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso35554
CSCso73890	Memory leak in Cisco Database Layer Monitor service http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso73890

Table 10 Resolved Caveats for Cisco ER 7.0(1) (continued)

Identifier	Headline and Bug Toolkit Link
CSCso85341	Cannot import third-party signed certificate http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCso85341
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 call history fails if called address starts with 'ELINDigitStrip' pattern http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq81366
CSCsq82358	Cisco ER should allow Unified CM version downgrade after installation http://tools.cisco.com/Support/BugToolKit/search/getBugDetails.do?method=fetchBugDetails&bugId=CSCsq82358

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Emergency Responder 7.0(1) documentation was released:

Reconciling ALI Discrepancies

The Reconciling ALI Discrepancies procedure in the Using Cisco Emergency Responder with Intrado V9-1-1 Enterprise Services chapter has been updated to provide clarification on the data that CER is saving in the database.

You can use Cisco Emergency Responder to compare the records from Intrado VUI with the records in it's database and displays ALI records that have discrepancies. You can examine each record and choose to update the local record with information from Intrado or to update the ALI data in your local CER database with the data obtained from the Intrado VUI.

To reconcile ALI discrepancy records, follow these steps:

Procedure

Step 1 In Cisco Emergency Responder Administration, choose **ERL > Intrado ERL > View ALI Discrepancies.**

The View Intrado ALI Discrepancies page appears.

Step 2 Enter search criteria to find any specific ELINS and click **Find**, or click **Find** without any search criteria to display all Intrado ALI discrepancies. The search results appear.

Step 3 Click on the radio button next to the ELIN that you want to view or click on the **View ALI Discrepancies** button to launch the View Intrado ALI discrepancies for a particular ELIN.

The View Intrado ALI Discrepancies for a particular ELIN window appears.

Step 4 Choose the correct data from either the local Cisco ER database or from Intrado.

To save changes to the local Cisco ER database, click **Save**. To update the ALI data in your local CER database with the data obtained from the Intrado VUI, click **Save Intrado ALI Info**.

Step 5 To close this window, click **Close**.

View ALI Discrepancies for a Specific ELIN

The description for the fields of the View ALI Discrepancies for a Specific ELIN page includes an updated description for the Save Intrado ALI Info button.

Choose **ERL> Intrado ERL > View ALI Discrepancies** and search for discrepancies. The View ALI Discrepancies for a specific ELIN page appears when you select a specific ELIN from the results.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the View ALI Discrepancies for a Specific ELIN page to view discrepancies in the records between the ALI data that is stored in the local CER database and the ALI data for this ELIN in the Intrado database.

Table 11 describes the Find ALI Discrepancies for a specific ELIN page.

Table 11 ALI Discrepancies for Specific ELIN

Field	Description
View Intrado ALI Discrepancies	
ALI Fields	List of ALI field information from the local CER database and from Intrado database: • House Number • House Suffix • Street Name • Prefix Directional • Street Suffix • Post Directional • Community Name • State • Main NPA • Class of Service • Type of Service • Exchange • Customer Name • Order Number • Extract Date • County ID • Company ID • Zip Code • Zip Code Extension • Customer Code • Comments • Longitude • Latitude • Elevation • TAR Code • Location • Reserved
Save button	Click **Save** to save your changes in the local CER database.
Save Intrado ALI Info button	Click **Save Intrado ALI Info** to update the ALI data in your local CER database with the data obtained from the Intrado VUI.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.
Close button	Click **Close** to close the window.

Migrating Conventional ERL Data to Intrado ERL Data

The Migrating Conventional ERL Data to Intrado ERL Data procedure in the Using Cisco Emergency Responder with Intrado V9-1-1 Enterprise Services chapter has been updated to include the TYS (Type of Service) and CLS (Class of Service) value selection.

To migrate conventional ERLs to Intrado ERLs, follow these steps:

Procedure

Step 1 In Cisco Emergency Responder Administration, choose **ERL> ERL Migration Tool.**

The ERL Migration Tool page appears.

Step 2 Choose Conventional ERL in the search parameter drop-down box, enter the search criteria, and click **Find**.

Step 3 Select the ERLs that you wish to migrate by checking the checkbox next to the ERL name.

The Enter values for ERL Migration window appears.

Step 4 Choose the proper values for route pattern, CLS (Class of Service) and TYS (Type of Service) from the drop-down lists.

Step 5 Click on Migrate to Intrado ERL.

Migrating Intrado ERL Data to Conventional ERL Data

The Migrating Intrado ERL Data to Conventional ERL Data procedure in the Using Cisco Emergency Responder with Intrado V9-1-1 Enterprise Services chapter has been updated to include the TYS (Type of Service) and CLS (Class of Service) value selection.

To migrate Intrado ERLs to conventional ERLs, follow these steps:

Procedure

Step 1 In Cisco Emergency Responder Administration, choose **ERL > ERL Migration Tool.**

The ERL Migration Tool page appears.

Step 2 Choose Intrado ERL in the search parameter drop-down box, enter the search criteria, and click **Find**.

Step 3 Select the ERLs that you wish to migrate by checking the checkbox next to the ERL name.

The Enter values for ERL Migration window appears.

Step 4 Enter a route/pattern translation pattern.

Step 5 Choose the proper values for CLS (Class of Service) and TYS (Type of Service) from the drop-down lists.

Step 6 Click on Migrate to Conventional ERL.

ERL Migration Tool

The ERL Migration Tool includes updated TYS (Type of Service) and CLS (Class of Service) value selection information.

The ERL Migration Tool page appears when you choose **ERL > ERL Migration Tool**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the ERL Migration Tool page to migrate ERLs from conventional ERL data to Intrado ERL data and vice versa.

Table 12 describes the ERL Migration Tool page.

Table 12 ERL Migration Tool

Field	Description
Status	Displays status messages
ERL Search Parameter	
Find	Select search criteria and click Find to list either existing Conventional ERLs or Intrado ERLs. From the search results list, you can select the ERLs that you wish to migrate
Migrate to Intrado ERL Button	When you search for Conventional ERLs, you can select the ERLs that you wish to migrate to Intrado. When you click on the Migrate to Intrado ERL button, you can choose the following. • Intrado route point for all the selected ERLs. • Class of Service value for all the selected ERLs. • Type of Service value for all the selected ERLs.
Migrate to Regular ERL	When you search for Intrado ERLs, you can select the ERLs that you wish to migrate to a conventional ERL data. When you click on the Migrate to Regular ERL button, you will have the option to enter a route point, specify whether the ERL is a test ER, and Test the ERL. Also, you can choose the following: • Class of Service value for all the selected ERLs. • Type of Service value for all the selected ERLs.

Off-Premise Support for IP Phones

Cisco Emergency Responder Off-Premise Location Management User guide includes the following updated information.

The Cisco Emergency Responder Off-Premise User page allows you to verify the location status of your phones and the directory number assigned to that phone. The location status of your phones are categorized as follows:

- On-Premise—The phone is located on the corporate network. Your administrator specifies a location that you cannot change.
- Off-Premise—The phone is located outside of the corporate network. You must enter your address in the location page and associate a location to the phone
- Unlocated—The phone is registered and has been assigned an ERL, but there is no location associated to phone. Contact your administrator for more information.
- Not Discovered—Either the phone is not registered or Cisco ER has not discovered the location of the phone on the system, and it has not been assigned an ERL. Contact your administrator for more information.

Configuring SNMP on a Cisco Unified Communications Manager

In order for Cisco ER to work in your telephone network, you must configure SNMP on the Cisco Unified Communications Manager. Verify that all Cisco Unified Communications Managers are SNMP-reachable and that the SNMP settings are correct.

Procedure

Step 1 Log in to the Cisco ER Administration command line interface and use the following command to ping the Cisco Unified Communications Manager server:

```
utils network ping <ipaddress of CUCM>
```

Step 2 If you successfully ping the Cisco Unified Communications Manager, verify that the SNMP settings are correct on Cisco Unified Communications Manager, as follows:

- If you are using Cisco Unified Communications Manager release 6.0 or later, log in to Cisco Unified Serviceability and choose **SNMP > V1/V2c > Community String** to check the SNMP community string settings.
- If you are using a Windows-based version of Cisco Unified CallManager, open the services on Cisco Unified Communications Manager and choose:

  Start>Settings>Control Panel>Administrative Tools>
  Services Properties>SNMP>Properties>Security Tab

Step 3 Check to see if Cisco Unified CM is SNMP-reachable by running the following CLI command on the Cisco ER server:

```
utils snmp get <ccm ip-address/host name> <snmp-read-community-string>
.1.3.6.1.2.1.1.2.0
```

If the Cisco Unified CM is SNMP-reachable, the output of the above command should be similar to the following:

```
Variable = .1.3.6.1.2.1.1.2.0
value    = OBJECT IDENTIFIER <sys-oid-of-ccm>
```

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

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