

# Why Does Installing Cisco Extension Mobility Fail with CRS under Cisco CallManager 3.3(2)?

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## Questions

### Introduction

**Why does the installation of the Cisco Extension Mobility fail with CRS under Cisco CallManager 3.3(2)?**

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## Introduction

The Cisco CallManager Extension Mobility feature allows users to temporarily access their Cisco IP phone configuration, such as the line appearances, services, and speed dials, from other Cisco IP phones. This document describes a new method to install the Cisco Extension Mobility feature in a Cisco CallManager 3.3(2) environment.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

### **Q. Why does the installation of the Cisco Extension Mobility fail with CRS under Cisco CallManager 3.3(2)?**

**A.** Cisco CallManager Version 3.1 introduced the Cisco CallManager Extension Mobility feature that runs on the Cisco Customer Response Solutions (CRS) engine. With CallManager Version 3.3(2) and later, the CallManager Extension Mobility application and the CallManager Extension Mobility service in CallManager provide the extension mobility functionality. The feature no longer requires the CRS engine.

In versions earlier than CallManager Version 3.3(2), the Cisco Extension Mobility feature is a part of the Cisco CRS engine, and you can install the feature through the Cisco Extended Services Wizard. The installation process provides a menu for the installer, from which to choose the Cisco Extension Mobility component.



With CallManager Version 3.3(2), you can install the CallManager Extension Mobility feature on any server in the cluster.

**Note:** This is a duplicate effort, and it fails with CRS.

Refer to Cisco CallManager Extension Mobility for more information.

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