Cisco Emergency Responder 10.0

New Features

Cisco Emergency Responder Release 10.0 provides support for the following:

- Cisco Unified Communication Manager Release 10.0
- License management through Prime License Manager
- Partial tracking and licensing of endpoints
- E.164 Dial Plan
- SNMPv3 for Location Discovery, including secure SNMP v3 communication to LAN switches and Unified CM
- New voice LAN switches

Hardware And Software Requirements

The following sections provide information about hardware and software requirements for Cisco Emergency Responder.

Supported Hardware And Software

Cisco Emergency Responder supports a variety of hardware and software components, as shown in the following tables:

- Table 1: Required software
- Table 2: Recommended software
- Table 3: Supported phones
- Table 4: Supported voice-ready LAN switches
- Table 5: Supported Cisco routers
- Table 6: Supported Switch Modules and Network Modules

Note The support can differ between the types of hardware; read the tables carefully to determine how Emergency Responder will work with the devices that you use.

Note Cisco Unified Communications Manager 10.0 is not compatible with versions of Cisco Emergency Responder earlier than 10.0. To maintain compatibility of Cisco Emergency Responder and Cisco Unified Communications Manager, upgrade Cisco Emergency Responder to Release 10.0 before upgrading Cisco Unified Communications Manager to Release 10.0.

Required Software

The following table lists required software that you must install to use Emergency Responder.

Table 1: Required Software

Item	Supported Software Release	Description
Cisco Unified Communications Manager	• Cisco Unified Communications Manager 10.0(x) • Cisco Unified Communications Manager 9.1(x) • Cisco Unified Communications Manager 9.0(x) • Cisco Unified Communications Manager 8.6(x) • Cisco Unified Communications Manager 8.5(x) • Cisco Unified Communications Manager 8.0(x) • Cisco Unified Communications Manager 7.1(x) • Cisco Unified Communications Manager 6.1(x)	The software that runs the telephony network.
Cisco Prime License Manager	Cisco Prime License Manager 10.0(1)	Software installed as a standalone application or on the Cisco Unified Communications Manager system, which manages the licenses for Emergency Responder Release 10.0 and later.
Web browser	• Microsoft Internet Explorer (IE) 10.0 • Microsoft Internet Explorer (IE) 9.0 • Microsoft Internet Explorer (IE) 8.0 • Mozilla Firefox 10.0 **Note** Microsoft IE 8.0 is supported in Cisco Emergency Responder 9.0 and later when running on Microsoft Windows XP SP3 and Windows 7. Microsoft IE 9.0 is not supported in Windows XP.	

Recommended Software

The following table lists optional software that is recommended for use with Emergency Responder.

Table 2: Recommended Software

Item	Minimum software release	Description
Email server	Any SMTP email server	Used to send email notifications to onsite alert (security) personnel. If you use an SMTP email paging server, personnel are paged instead of emailed.
Cisco Unified Operations Manager	Release 10.0	Used to monitor the health and functionality of Emergency Responder.

Supported Phones

The following table lists the different types of phones that support Emergency Responder. The support that Emergency Responder 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 that are automatically tracked using Cisco Discovery Protocol • Skinny Call Control Protocol (SCCP) on Cisco Unified IP Phone 8945, 8941, 7985, 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7937, 7936, 7935, 7931, 7912, 7911, 7910, 7906, 6961, 6945, 6941, 6921, 6911, 6901 • Session Initiation Protocol (SIP) on Cisco Unified IP Phone 9971, 9951, 8961, 8945, 8941, 8831, 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7912, 7911, 7906,7821, 7841, 7861, 6961, 6945, 6941, 6921, 6911, 6901, 3911, 3905; Cisco IP Video Phone E20; Cisco TelePresence EX60, EX90, and MX200; Cisco TelePresence System Quick Set C20 and Cisco TelePresence Codec C40, C60, and C90 • VXC 6215 • Cisco IP Communicator • Cisco Desktop Collaboration Experience DX650	These phones do not require any special Emergency Responder configuration. However, you must enable Cisco Discovery Protocol on the switches. **Note** Although Cisco Analog Telephone Adapter (ATA) phones support Cisco Discovery Protocol and SCCP, Emergency Responder cannot automatically track them. You can add ATA phones manually and assign them to an Emergency Response Location (ERL). Emergency Responder will route calls from ATA phones based on the assigned ERL. **Note** Cisco IP Communicator can be tracked using Cisco Discovery Protocol only when it is installed with the Device ID containing the MAC address of the wired network interface and operating over a wired network interface.

Phones	Description
Phones that you can track using IP subnet • Cisco Unified Wireless IP Phone 7920, 7921, 7925, 7925-EX, 7926, and Cisco Cius • VXC 6215 • Cisco IP Communicator • Cisco UC Integration for Microsoft Office Communicator, Cisco UC Integration for Microsoft Lync, Cisco Jabber, Cisco Unified Personal Communicator and third-party SIP phones • Any Cisco Unified IP Phone or third-party SIP phone that is connected to Cisco or third-party switches that are not discovered or supported by Emergency Responder	To track these phones, you must configure the subnet and then assign ERLs to the configured subnets. **Note** Any IP endpoint can be tracked at call time using the IP subnet provided that the Use IP Address from Call Signaling Telephony setting is enabled.
Phones that you can manually define or track using IP subnet • Phones that are connected to analog line gateways such as Cisco VG350 or VG224 series or ATA 180 series • Any H.323 endpoints	These phones are supported only if their calls are routed by Cisco Unified Communications Manager. **Note** Any IP endpoint can be tracked at call time using the IP subnet provided that the Use IP Address From Call Signaling Telephony setting is enabled.
Phones supported for off-premises location confirmation and update with the Remote Worker Emergency Calling feature in Unified Communications Manager 9.0 • Cisco Unified IP Phone 9971, 9951, 8961,8945, 8941, 7975, 7971, 7970, 7965, 7962, 7961, 7945, 7942, and 7941 Cisco IP Communicator	When configured for off-premises use in Unified Communications Manager 9.0, these phones provide displays for off-premises users to confirm or update their off-premises location. **Note** If the user dismisses the display before confirming or updating the location, it can be recovered by selecting Running Applications from the Services menu or by resetting the phone.

Supported Voice-Ready LAN Switches

The following table lists the LAN switch models that are supported by Emergency Responder. A LAN switch model is supported only if the SNMP System Object ID appears in this table, irrespective of the LAN switch configuration or software release.

Note Emergency Responder requires SNMP Version 1, Version 2, Version 2c, or Version 3 for automatic tracking of Cisco Unified IP Phones by connected switch ports.

Table 4: Supported Voice-Ready LAN Switches

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 2940	2940-8TF	1.3.6.1.4.1.9.1.542
	2940-8TT	1.3.6.1.4.1.9.1.540
Catalyst 2950	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

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 2960	2960-24LT-L	1.3.6.1.4.1.9.1.951
	2960-24PC-L	1.3.6.1.4.1.9.1.950
	2960-24-S	1.3.6.1.4.1.9.1.929
	2960-24TC-L	1.3.6.1.4.1.9.1.694
	2960-24TC-S	1.3.6.1.4.1.9.1.928
	2960-24TT-L	1.3.6.1.4.1.9.1.716
	2960-48PST-L	1.3.6.1.4.1.9.1.1016
	2960-48TC-L	1.3.6.1.4.1.9.1.695
	2960-48TC-S	1.3.6.1.4.1.9.1.927
	2960-48TT-L	1.3.6.1.4.1.9.1.717
	2960-48TT-S	1.3.6.1.4.1.9.1.1005
	2960-8TC-L	1.3.6.1.4.1.9.1.798
	2960-8TC-S	1.3.6.1.4.1.9.1.1006
	2960G-24TC-L	1.3.6.1.4.1.9.1.696
	2960G-48TC-L	1.3.6.1.4.1.9.1.697
	2960G-8TC-L	1.3.6.1.4.1.9.1.799
	2960PD-8TT-L	1.3.6.1.4.1.9.1.952
	2960-48PST-S	1.3.6.1.4.1.9.1.1148
	2960-24LC-S	1.3.6.1.4.1.9.1.1146
	2960-24PC-S	1.3.6.1.4.1.9.1.1147
Catalyst 2960-C	2960CPD-8PT-L	1.3.6.1.4.1.9.1.1315
	2960C-8PC-L	1.3.6.1.4.1.9.1.1366
	2960C-12PC-L	1.3.6.1.4.1.9.1.1367

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 2960-S	2960S Stack	1.3.6.1.4.1.9.1.1208
	2960S-24PD-L	1.3.6.1.4.1.9.1.1261
	2960S-24PS-L	1.3.6.1.4.1.9.1.1265
	2960S-48FPD-L	1.3.6.1.4.1.9.1.1258
	2960S-48FPS-L	1.3.6.1.4.1.9.1.1263
	2960S-48LPD-L	1.3.6.1.4.1.9.1.1259
	2960S-48LPS-L	1.3.6.1.4.1.9.1.1264
Catalyst 2960X	Catalyst 2960X-48LPD-L	1.3.6.1.4.1.9.1.1691
	Catalyst 2960X-48TD-L	1.3.6.1.4.1.9.1.1692
	Catalyst 2960X-24TD-L	1.3.6.1.4.1.9.1.1694
	Catalyst 2960X-48FPS-L	1.3.6.1.4.1.9.1.1695
	Catalyst 2960X-48LPS-L	1.3.6.1.4.1.9.1.1696
	Catalyst 2960X-48TS-L	1.3.6.1.4.1.9.1.1698
	Catalyst 2960X-24TS-L	1.3.6.1.4.1.9.1.1699
	Catalyst 2960X-24PSK-L	1.3.6.1.4.1.9.1.1700
	Catalyst 2960X-48LPS-S	1.3.6.1.4.1.9.1.1701
	Catalyst 2960X-24PS-S	1.3.6.1.4.1.9.1.1702
	Catalyst 2960X-48TS-LL	1.3.6.1.4.1.9.1.1703
	Catalyst 2960X-24TS-LL	1.3.6.1.4.1.9.1.1704
	Catalyst 2960X-24PS-L	1.3.6.1.4.1.9.1.1697
	Catalyst 2960X-24PD-L	1.3.6.1.4.1.9.1.1693
	Catalyst 2960X-48FPD-L	1.3.6.1.4.1.9.1.1690

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 2960XR	Catalyst 2960XR-24PD-I	1.3.6.1.4.1.9.1.1800
	Catalyst 2960XR-24TD-I	1.3.6.1.4.1.9.1.1801
	Catalyst 2960XR-48FPS-I	1.3.6.1.4.1.9.1.1802
	Catalyst 2960XR-48LPS-I	1.3.6.1.4.1.9.1.1803
	Catalyst 2960XR-48TS-I	1.3.6.1.4.1.9.1.1804
	Catalyst 2960XR-24PS-I	1.3.6.1.4.1.9.1.1805
	Catalyst 2960XR-24TS-I	1.3.6.1.4.1.9.1.1806
	Catalyst 2960XR-48FPD-L	1.3.6.1.4.1.9.1.1807
	Catalyst 2960XR-48LPD-L	1.3.6.1.4.1.9.1.1808
	Catalyst 2960XR-48PD-L	1.3.6.1.4.1.9.1.1809
	Catalyst 2960XR-24PD-L	1.3.6.1.4.1.9.1.1810
	Catalyst 2960XR-24TD-L	1.3.6.1.4.1.9.1.1811
	Catalyst 2960XR-48FPS-L	1.3.6.1.4.1.9.1.1812
	Catalyst 2960XR-48LPS-L	1.3.6.1.4.1.9.1.1813
	Catalyst 2960XR-48TS-L	1.3.6.1.4.1.9.1.1814
	Catalyst 2960XR-24PS-L	1.3.6.1.4.1.9.1.1815
	Catalyst 2960XR-24TS-L	1.3.6.1.4.1.9.1.1816
	Catalyst 2960XR-48FPD-I	1.3.6.1.4.1.9.1.1797
	Catalyst 2960XR-48LPD-I	1.3.6.1.4.1.9.1.1798
	Catalyst 2960XR-48TD-I	1.3.6.1.4.1.9.1.1799
Catalyst 2975	2975GS-48PS-L	1.3.6.1.4.1.9.1.1067
	2975GS-48PS-L-Stack	1.3.6.1.4.1.9.1.1068
Catalyst 3550	3550-24-DC	1.3.6.1.4.1.9.1.452

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 3560	3560-12PC-S	1.3.6.1.4.1.9.1.1015
	3560-24PS	1.3.6.1.4.1.9.1.563
	3560-24TS	1.3.6.1.4.1.9.1.633
	3560-48PS	1.3.6.1.4.1.9.1.564
	3560-48TS	1.3.6.1.4.1.9.1.634
	3560-8PC	1.3.6.1.4.1.9.1.797
	3560G-24PS	1.3.6.1.4.1.9.1.614
	3560G-24TS	1.3.6.1.4.1.9.1.615
	3560G-48PS	1.3.6.1.4.1.9.1.616
	3560G-48TS	1.3.6.1.4.1.9.1.617
	3560V2-24PS	1.3.6.1.4.1.9.1.1021
	3560V2-48PS	1.3.6.1.4.1.9.1.1025
Catalyst 3560-C	3560CG-8PC-S	1.3.6.1.4.1.9.1.1317
	3560CPD-8PT-S	1.3.6.1.4.1.9.1.1368
	3560C-8PC-S	1.3.6.1.4.1.9.1.1466
	3560C-12PC-S	1.3.6.1.4.1.9.1.1465
Catalyst 3560-E	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

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 3560-X	3560X-24P (-L/S/E)	1.3.6.1.4.1.9.1.1228
	3560X-48PF (-L/S/E)	1.3.6.1.4.1.9.1.1229
	3560X-48P (-L/S/E)	1.3.6.1.4.1.9.1.1229
Catalyst 3650	Catalyst C3650-24TS (-L/S/E)	1.3.6.1.4.1.9.1.1823
	Catalyst C3650-48TS (-L/S/E)	1.3.6.1.4.1.9.1. 1824
	Catalyst C3650-24PS (-L/S/E)	1.3.6.1.4.1.9.1. 1825
	Catalyst C3650-48PS (-L/S/E)	1.3.6.1.4.1.9.1. 1826
	Catalyst C3650-24TD (-L/S/E)	1.3.6.1.4.1.9.1. 1827
	Catalyst C3650-48TD (-L/S/E)	1.3.6.1.4.1.9.1. 1828
	Catalyst C3650-24PD (-L/S/E)	1.3.6.1.4.1.9.1. 1829
	Catalyst C3650-48PD (-L/S/E)	1.3.6.1.4.1.9.1.11830
	Catalyst C3650-Stack (-L/S/E)	1.3.6.1.4.1.9.1.11831
	Catalyst C3650-48PQ (-L/S/E)	1.3.6.1.4.1.9.1.1881
	Catalyst C3650-48TQ (-L/S/E)	1.3.6.1.4.1.9.1.1882

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 3750	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
	3750V2-24PS	1.3.6.1.4.1.9.1.1023
	3750V2-48PS	1.3.6.1.4.1.9.1.1027
Catalyst 3750-X	3750X-48P (-L/E)	1.3.6.1.4.1.9.1.1225
	3750X-48PF (-L/S/E)	1.3.6.1.4.1.9.1.1225
	3750X-48P (-L/S)	1.3.6.1.4.1.9.1.1225
	3750X-24P (-L/S/E)	1.3.6.1.4.1.9.1.1224
Catalyst 3750 Metro	3750-24TE-M	1.3.6.1.4.1.9.1.574

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 3750-E	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 3850	Catalyst C3850-24U (-L/S/E)	1.3.6.1.4.1.9.1.1767
Catalyst 3850	Catalyst C3850-48U (-L/S/E)	1.3.6.1.4.1.9.1.1768
Catalyst 3850-E	3850-48P (-L/S/E)	1.3.6.1.4.1.9.1.1641
	3850-24P (-L/S/E)	1.3.6.1.4.1.9.1.1642
	3850-48T (-L/S/E)	1.3.6.1.4.1.9.1.1643
	3850-24T (-L/S/E)	1.3.6.1.4.1.9.1.1644
Catalyst 4500	4503	1.3.6.1.4.1.9.5.58
	4503	1.3.6.1.4.1.9.1.503
	4506	1.3.6.1.4.1.9.5.59
	4506	1.3.6.1.4.1.9.1.502
	4507	1.3.6.1.4.1.9.1.501
	4510	1.3.6.1.4.1.9.1.537
Catalyst 4500-E	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
	4507R+E	1.3.6.1.4.1.9.1.1286
	4510R+E	1.3.6.1.4.1.9.1.1287
Catalyst 4900	4948	1.3.6.1.4.1.9.1.626
	4948-10GE	1.3.6.1.4.1.9.1.659

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 6500	6503	1.3.6.1.4.1.9.5.56
	6503	1.3.6.1.4.1.9.1.449
	6504	1.3.6.1.4.1.9.1.657
	6506	1.3.6.1.4.1.9.5.45
	6506	1.3.6.1.4.1.9.1.282
	6509	1.3.6.1.4.1.9.5.44
	6509	1.3.6.1.4.1.9.1.283
	6509-NEB	1.3.6.1.4.1.9.5.61
	6513	1.3.6.1.4.1.9.5.50
	6513	1.3.6.1.4.1.9.1.400
Catalyst 6500-E	6509-E	1.3.6.1.4.1.9.1.283
	6506-E	1.3.6.1.4.1.9.1.282
	6504-E	1.3.6.1.4.1.9.1.657
	6503-E	1.3.6.1.4.1.9.1.449
Catalyst Express 500	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	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 ME 4900	ME 4924-10GE	1.3.6.1.4.1.9.1.788

Supported Cisco Routers

The following table lists the Cisco routers that are supported by Emergency Responder.

Table 5: Supported Cisco Routers

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Cisco 1800	Cisco 1861-SRST-B/K9	1.3.6.1.4.1.9.1.904
	Cisco 1861-SRST-C-B/K9	1.3.6.1.4.1.9.1.939
	Cisco 1861-SRST-C-F/K9	1.3.6.1.4.1.9.1.940
	Cisco 1861-SRST-F/K9	1.3.6.1.4.1.9.1.905
	Cisco 1861-UC-2BRI-K9	1.3.6.1.4.1.9.1.902
	Cisco 1861-UC-4FXO-K9	1.3.6.1.4.1.9.1.903
	Cisco1861	1.3.6.1.4.1.9.1.1065
Cisco 1900	Cisco 1905	1.3.6.1.4.1.9.1.1192
	Cisco 1921	1.3.6.1.4.1.9.1.1191
	Cisco 1941	1.3.6.1.4.1.9.1.1047
Cisco 2800	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 2900	Cisco 2911	1.3.6.1.4.1.9.1.1045
	Cisco 2921	1.3.6.1.4.1.9.1.1044
	Cisco 2951	1.3.6.1.4.1.9.1.1043
Cisco 3800	Cisco 3825	1.3.6.1.4.1.9.1.543
	Cisco 3845	1.3.6.1.4.1.9.1.544

Series (Ethernet ports only)	Device supported	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Cisco 3900	Cisco 3925	1.3.6.1.4.1.9.1.1042
	Cisco 3925E	1.3.6.1.4.1.9.1.1144
	Cisco 3945	1.3.6.1.4.1.9.1.1041
	Cisco 3945E	1.3.6.1.4.1.9.1.1145

Supported Switch Modules And Network Modules

Emergency Responder supports the following switch modules and network modules.

Table 6: Supported Switch Modules And Network Modules

Switch Modules and Network Modules	System Object ID from CISCO-PRODUCTS-MIB
Cisco SM-ES2-16-P	1.3.6.1.4.1.9.1.1048
Cisco SM-ES3-16-P	1.3.6.1.4.1.9.1.1049
Cisco SM-ES3G-16-P	1.3.6.1.4.1.9.1.1050
Cisco SM-ES2-24-P	1.3.6.1.4.1.9.1.1052
Cisco SM-ES3-24-P	1.3.6.1.4.1.9.1.1053
Cisco SM-ES3G-24-P	1.3.6.1.4.1.9.1.1054
Cisco SM-D-ES3-48-P	1.3.6.1.4.1.9.1.1056
Cisco SM-D-ES3G-48-P	1.3.6.1.4.1.9.1.1057
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-2S-P	1.3.6.1.4.1.9.1.665
NME-XD-48ES-2S-P	1.3.6.1.4.1.9.1.666

Note Switch modules and network modules use the System Object IDs of the routers into which they are inserted.

Support for ISR-G2 SM and NM requires installation of the COP file. Download the COP file from the Download Software page on Cisco.com

Supported Cisco UCS Platforms

For information about supported Cisco Unified Computing System (UCS) platforms, see the Unified Communications Virtualization Supported Applications section of the Cisco documentation wiki.

VMware Support

For information about VMware, see http://docwiki.cisco.com/wiki/Unified_Communications_VMWare_Requirements section of the Cisco documentation wiki.

Supported OVAs And Capacity

For information about OVAs, administrators should see the http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Downloads_(including_OVA/OVF_Templates) section of the Cisco documentation wiki.

Related Documentation

Cisco Emergency Responder documentation

See the publications for Cisco Emergency Responder. 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

See 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

Important Notes

This section contains information on the use and operation of Cisco Emergency Responder 10.0.

Cisco Emergency Responder 10.0(1) Supported Upgrades

Cisco Emergency Responder 10.0 is supported on Cisco Unified Computing System and other virtual platforms only.

Direct upgrades to Cisco Emergency Responder 10.0(1) are supported only from Cisco Emergency Responder 8.5 or Cisco Emergency Responder 8.6 or Cisco Emergency Responder 8.7 or Cisco Emergency Responder 9.0(1) or Cisco Emergency Responder 9.0(2). All existing installations on MCS should be migrated to UCS before upgrading to Cisco Emergency Responder 10.0. Upgrade from Cisco Emergency Responder 8.5 or Cisco Emergency Responder 8.6 requires the installation of a Refresh Upgrade Cisco Options Package (COP) before you upgrade to Cisco Emergency Responder 10.0.

Direct upgrades from Cisco Emergency Responder 1.x, Cisco Emergency Responder 2.x, Cisco Emergency Responder 7.x or Cisco Emergency Responder 8.0 to Cisco Emergency Responder 10.0 are not supported. Customers must first complete an upgrade to Cisco Emergency Responder 8.6.

- If existing Cisco Emergency Responder 1.x, Cisco Emergency Responder 2.x, Cisco Emergency Responder 7.x, or Cisco Emergency Responder 8.0 is installed on an MCS model that is supported by Cisco Emergency Responder 8.6 or supported through Bridge Upgrade of the system, the customer must first upgrade to Cisco Emergency Responder 8.6, then migrate to UCS, and then upgrade to Cisco Emergency Responder 10.0.
- If existing Cisco Emergency Responder 1.x, Cisco Emergency Responder 2.x, Cisco Emergency Responder 7.x or Cisco Emergency Responder 8.0 is installed on MCS, which is not supported by Cisco Emergency Responder 8.6, customer must perform a fresh installation of Cisco Emergency Responder 10.0.

Licensing

Cisco Prime License Manager centralizes all of the licensing for Emergency Responder 10.0 and onwards. Emergency Responder communicates the licensing requirements to Cisco Prime License Manager. Emergency Responder attempts to discover all phones on Unified Communications Manager, excluding subnets not tracked by Emergency Responder. Together with the manually configured phones, these constitute the license requirements sent by Emergency Responder to the Cisco Prime License Manager. The Cisco Prime License Manager then compares the Emergency Responder license requirements with the licenses installed and reports back license compliance or noncompliance.

Note Emergency Responder always requires its own specific licenses. It is not included in Cisco Unified Workspace Licensing (UWL) or Cisco User Connect Licensing (UCL).

For more information on Cisco Prime License Manger, see the *Cisco Prime License Manager Documentation Guide* at http://www.cisco.com/en/US/partner/products/ps13081/tsd_products_support_series_home.html.

Incorrect Location Tracking

If your network includes the Cisco Unified IP Phone 7941,7961,7942,7962,7945, and 7965, you may run into a known defect CSCuj11814.

Please upgrade the phone firmware to the latest version. For more information , see CSCuj11814.

View Phone Location Tables

The phone location tables can become unresponsive. You cannot initiate manual discovery, and when you try to view location tables, you see the following error message:

```
Phone location tables are being modified. Please wait and try again.
```

This issue occurs when you reboot the primary and secondary Cisco Emergency Responder servers at the same time. It also occurs when a new phone is added to a switch that has entered into Power Save Plus mode before a major Cisco Emergency Responder discovery happens.

To avoid this issue, ensure the following:

- Reboot the primary Emergency Responder server and make sure it is completely online *before* you reboot the secondary server.
- Emergency Responder must discover all newly deployed phones that use Power Save Plus at least once before they enter Power Save Plus mode.

If you encounter this issue, perform the following procedure.

Procedure

Step 1 Bring the newly added phones out of Power Save Plus mode.
Step 2 Make sure that the phone is registered to Cisco Unified Communications Manager.
Step 3 Stop the Cisco Phone Tracking and Cisco Emergency Responder service on the secondary server.
Step 4 Restart the Cisco Phone Tracking and Cisco Emergency Responder service on the primary server.
Step 5 Run Phone Discovery.
Step 6 Start the Cisco Phone Tracking and Cisco Emergency Responder service on the secondary node.

ERL Switch Port Associations

Cisco Emergency Responder includes support for retaining the ERL switch port associations when upgrading to specific versions. For more information, see CSCsl02108.

Location Discovery Of IP Phones

Cisco Emergency Responder supports location discovery of IP phones by an IP subnet even when they are not connected to a supported Cisco LAN switch.

Cisco Emergency Responder Tracking With Extension Mobility Cross Cluster

Using Extension Mobility Cross Cluster (EMCC) between two Unified Communications Manager clusters enables Cisco Emergency Responder to provide enhanced support for 911 calls.

In the case of a 911 call, when an Emergency Responder server is shared by both a user's home and visited Unified Communications Manager cluster, the Unified Communications Manager cannot use an Adjunct Calling Search Space (CSS) to direct the 911 call from the user's home Unified Communications Manager cluster to the user's visited cluster. Instead, the shared Emergency Responder servers that support both Unified Communications Manager clusters must process the 911 call in the user's home Unified Communications

Manager cluster. Also, the Emergency Responder servers that support the user's home cluster must receive the correct name (SEP<MAC>) for the calling party device from Unified Communications Manager.

For more information, see CSCtg25879.

Caveats

This section contains information about using the Cisco Bug Toolkit to find open caveats and resolved caveats.

Access Cisco Bug Search

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

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

You can search for problems by using the Cisco Bug Search.

Before You Begin

To access Cisco Bug Search, you need the following items:

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

Procedure

Step 1 To access the Cisco Bug Search, go to:
https://tools.cisco.com/bugsearch

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 field, then press **Enter**.

Cisco Emergency Responder 10.0 Resolved Caveats

The following table lists severity 1, 2, and 3 defects that are resolved for Cisco Emergency Responder 10.0(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 this table 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 Access Cisco Bug Search, on page 21.

Table 7: Resolved Caveats For Cisco Emergency Responder 10.0(1)

Identifier	Headline
CSCto86914	CER Fails to Alert on DRS Failure
CSCuj85983	CER onsite alert calls fail if an unreg. device at top of ERL alert list
CSCuj94873	If CTI port is unregistered, alert call the failed won't be re-attempted
CSCua66336	CER 2960S Missing Ports when first switch is not Master
CSCub50928	CER Service Stops when Cisco IDS Service Starts or Stops
CSCuc22151	Customer name field in ALI details doesn't accept "-" as valid character
CSCue60114	After upgrading to CER 8.7/9.x you cannot use the import ERL function.
CSCug14481	Support Postal Zip Format for Canada in Intrado ERL
CSCug30052	CER 9.0.2 web page will not load
CSCug40723	CER 8.6.1 911 calls from users in Intrado ERL use default ERL routing
CSCug89593	Export under ERL Debug Tool is limited to 1000 records
CSCui11979	CER is not populating the call history after an emergency call
CSCui30257	After CER IP Address Change, Webpages 500 Error and Database Error
CSCuj12777	CER Unlocated Phones shows Failed to contact Cisco Emergency Responder
CSCtx95546	Phone location tables stuck in "being modified" state
CSCue30969	CER does not track phones properly when IP subnet is variably subnetted
CSCuh01060	CER SELinux blocks TFTP CTL file download when using secure connection
CSCuh05995	CER Missing JtapiServerKeyStore-cer-1 (No such file or directory)
CSCuh47015	Need a way to enable and collect JTAPI security logs on CER
CSCui33185	Remove the default SNMP readonly community string on CER

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.