

Cisco Emergency Responder 12.0

Cisco® Emergency Responder helps Cisco Unified Communications Manager customers comply more effectively with their legal or regulatory obligations and reduce their risk of liability related to emergency calls.

Product Overview

Cisco Emergency Responder helps assure that Cisco Unified Communications Manager sends emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location. It also helps ensure that the PSAP can identify the caller's location and, if necessary, return the call. Cisco Emergency Responder can also notify customer security personnel of an emergency call in progress and the caller's location.

New with Cisco Emergency Responder Version 12.0

The newest release, Version 12.0, builds on the many capabilities of previous versions. It offers:

- **Enhanced security:** With Single Sign-On (SSO SAML v2), use enterprise authentication to log in to Cisco Emergency Responder and improve productivity by avoiding multiple login events. Supported identity providers include OpenAM, Active Directory Federation Services, PingFederate, and F5.
- **IPv6-only endpoint tracking:** Track IPv6 endpoints registered to Cisco Unified Communications Manager through switch port-based tracking.
- **Cisco Smart Software Licensing:** The Cisco Smart Software Manager replaces the Cisco Prime® License Manager (PLM) to provide a simple cloud portal to manage licensing entitlements for Cisco Emergency Responder. It adds flexibility and simplicity to licensing in the enterprise. Cisco Smart Software Licensing makes it easy for you to procure, deploy, track, and manage licenses.
- **Branding customization:** Customize the Cisco Emergency Responder user interface with your corporate branding logos.

Table 1 lists the major features in Cisco Emergency Responder Version 12.0.

Table 1. High-Level Features in Cisco Emergency Responder 12.0

Feature	Benefits
Automatic location of wireless IP phones and clients by associated Wi-Fi access point	<ul style="list-style-type: none"> • Enhanced location tracking of wireless endpoints and clients that support location-based service in Unified Communications Manager and tracked by access points
Automatic location of IP phones by MAC or IP address	<ul style="list-style-type: none"> • Eliminates the need for administrators to update location when an IP phone is relocated • Keeps track of IP phones powered down by Cisco EnergyWise® technology • Uses secure Simple Network Management Protocol (SNMP) v3 communication with LAN access switches and Unified Communications Manager • Tracks devices that are configured with E.164 numbers
Emergency calls routed by location	<ul style="list-style-type: none"> • Routes calls to a Public Switched Telephone Network (PSTN) gateway capable of reaching the responsible PSAP for the caller's location

Feature	Benefits
Identification of caller location to PSAPs by Emergency Location Identification Numbers (ELINs)	<ul style="list-style-type: none"> Eliminates the need to update the Automatic Location Information (ALI) database when an IP phone is relocated
Integration with Intrado V9-1-1 Service	<ul style="list-style-type: none"> Centralizes and automates the initial administration of ELINs and ERLs for on-premises users, especially for customers with many sites in regions served by different local exchange carriers (LECs)
Remote worker emergency calling	<ul style="list-style-type: none"> Facilitates emergency call completion with user-entered and confirmed location information for off-premises users such as teleworkers, regardless of their proximity to the customer premises
Emergency callback to ELINs	<ul style="list-style-type: none"> Facilitates PSAP callback to reach the most recent callers from each location, including callers from stations without Direct-Inward-Dialing (DID) numbers. PSAP callback ignores any call forward settings on the caller's device
Nonemergency callback to ELINs	<ul style="list-style-type: none"> ELINs are DID numbers and are dialable from outside. Administrator can define a directory number (DN) where nonemergency callback (not a PSAP callback) to ELINs should be routed
Emergency call alerting by voice, web, and email	<ul style="list-style-type: none"> Helps onsite security to identify and assist emergency callers immediately, and to direct fire, police, or ambulance services when they arrive Web alert for calls from ERLs associated with specific onsite security personnel Expanded browser support
Remote user authentication	<ul style="list-style-type: none"> Enables shared user passwords with Cisco Unified Communications Manager
Software appliance	<ul style="list-style-type: none"> Allows hostnames that start with a numeral Simplifies software installation and upgrade Enhances system security and stability Hostname change Reduced storage requirements
Smart licensing	<ul style="list-style-type: none"> Cisco Smart Software Licensing is a new way of thinking about licensing. It adds flexibility to licensing and simplifies it in the enterprise. Cisco Smart Software Licensing helps you procure, deploy, track, and manage licenses easily. Cisco Unified Communications Manager 12.0 and later licenses are managed in Cisco Smart Software Manager (SSM) or Cisco Smart Satellite. Cisco Prime License Manager is no longer required. PAKs are eliminated. Licenses are not tied to Cisco Prime License Manager node. Cisco Unified Communications Manager 12.0 SKUs are smart SKUs that fulfill smart entitlements in the specified Smart Account. Customers with active Software Support Service (SWSS) can self-migrate the classic. licenses (after assigning them to their Smart Account) to smart entitlements through the SSM portal at https://software.cisco.com/ - SmartLicensing-LicenseConversion Migration from classic to smart licenses is supported for (a) PAK-based licenses – for already fulfilled, partially fulfilled, and unfulfilled PAKs; (b) device-based licenses – Cisco Prime License Manager UUID. The Cisco Unified Communications Manager licensing model remains unchanged. The Smart Software Licensing deployment option includes direct access from (a) Cisco Unified Communications Manager to the Smart Licensing cloud, (b) through an HTTP proxy, (c) via mediated access through an on-premises collector satellite. Satellite requires a separate VM instance. For more information, refer to this document: https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/guide-c07-739476.html#_Toc490651559
Security	<ul style="list-style-type: none"> FIPS compliance Secure communication between Cisco Emergency Responder and third-party applications such as SMTP Improved encryption
Auditing capability	<ul style="list-style-type: none"> Privilege activities on the system can be audited and tracked by the administrator or auditor Audit events are logged locally and also can be sent to a configured remote syslog server

Ordering Cisco Emergency Responder Version 12.0

Cisco Emergency Responder 12.0 is supported on the Cisco Unified Computing System™ (Cisco UCS®) and other virtual platforms only.

Cisco Emergency Responder server software and user licenses are ordered together as part of a configurable product part number. Beginning with Version 12.0, Cisco Smart Software Manager manages user licenses for all Cisco Emergency Responder servers. One Cisco Emergency Responder user license corresponds to one device.

The top-level SKU for Cisco Emergency Responder, EMRGNCY-RSPNDR, can be used to order electronic delivery.

New Purchase of Cisco Emergency Responder Version 12.0

- Starting with Version 12.0, Smart Software Licensing ONLY is supported. Licenses are smart entitlements. The customer must create a **Smart Account**.
- Refer to <https://www.cisco.com/c/dam/en/us/products/collateral/unified-communications/unified-communications-licensing/presentation-c97-739389.pptx>
- Cisco Smart Software Licensing: <https://www.cisco.com/c/en/us/buy/smart-accounts/software-licensing.html>
- Cisco Smart Software Manager: <https://www.cisco.com/web/ordering/smart-software-manager/index.html>
- Cisco Smart Software Manager satellite: <https://www.cisco.com/go/smartsatellite>
- Cisco Smart Accounts: <https://www.cisco.com/web/ordering/smart-software-manager/smart-accounts.html>

Refer to https://www.cisco.com/c/en/us/products/collateral/unified-communications/unified-communications-manager-callmanager/guide-c07-739476.html#_Toc490651559 for a list of all orderable parts

Customers purchasing new Cisco Emergency Responder 12.0 should order the desired quantity of Cisco Emergency Responder 12 user license upgrades and Cisco Emergency Responder 12.0 server software from Table 2.

Table 2. New Purchase of Cisco Emergency Responder Version 12.0

Product number	Description
EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level (for Electronic or Physical Delivery)
ER-NEW-OR-ADDON	Select for New Order or Additional Users
ER12-USR-1	Emergency Responder 1 User License New for 12.X System
ER12.0-SW-K9	Cisco Emergency Responder 12.0 Server Software New

Upgrades with SWSS to Cisco Emergency Responder Version 12.0

Customers with Software Support Service (SWSS) should use the Product Upgrade Tool (PUT) to order Cisco Emergency Responder 12.0 server software from Table 3.

Table 3. Upgrade with SWSS to Cisco Emergency Responder Version 12.0

Product number	Description
ER12.0-SW-UXX-K9=	Cisco Emergency Responder 12.0 Server Software Upgrade 7.X or 8.0 for PUT Only
ER12.0-SW-UYU-K9=	Cisco Emergency Responder 12.0 Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0 for PUT Only
ER12.0-SW-UZZ-K9=	Cisco Emergency Responder 12.0 Server Software Upgrade 10.X 11.X for PUT Only

Upgrades without SWSS to Cisco Emergency Responder Version 12.0

Customers not adding SWSS and upgrading to Cisco Emergency Responder 12.0 may order the desired quantity of Cisco Emergency Responder 12.X user license upgrades and Cisco Emergency Responder 12.0 server software from Table 4.

Table 4. Upgrade without UCSS to Cisco Emergency Responder Version 12.0

Product Number	Description
EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level (for Electronic or Physical Delivery)
ER-7.X-OR-EARLIER	Select when upgrading from Cisco Emergency Responder 7.X or earlier
ER-8.X	Select when upgrading from Cisco Emergency Responder 8.X
ER-9.X	Select when upgrading from Cisco Emergency Responder 9.X
ER-10.X	Select when upgrading from Cisco Emergency Responder 10.X
ER-11.X	Select when upgrading from Cisco Emergency Responder 11.X
ER12-USR-1-UPG	Cisco Emergency Responder 12.0 1 User License Upgrade from 9.X or earlier
ER12-USR-1-UPG-ZZ	Cisco Emergency Responder 12.0 1 User License Upgrade from 10.X 11.X
ER12.0-SW-UXX-K9	Cisco Emergency Responder 12.0 Server Software Upgrade 7.X or 8.0
ER12.0-SW-UYX-K9	Cisco Emergency Responder 12.0 Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0
ER12.0-SW-UZZ-K9	Cisco Emergency Responder 12.0 Server Software Upgrade 10.X 11.X

Migrating/Upgrading Classic Licenses to Smart Entitlement

- Customers must create a Smart Account and a Virtual Account before starting a migration or upgrade. For more details on Smart Accounts and Virtual Accounts, refer to <https://www.cisco.com/c/dam/en/us/products/collateral/unified-communications/unified-communications-licensing/presentation-c97-739389.pptx>.
- Migration to a smart license enabled version is available only with an active SWSS contract.
 - From V10, V11 classic to smart licenses:
Can be performed on SSM and License Registration portals (self-serve)
 - From pre-V10 classic to smart licenses:
Manual migration through Global Licensing Operations (GLO)
 - Two types of migration are supported:
- PAK based: Migration can be done for already fulfilled, partially fulfilled, and unfulfilled PAKs
- Device based: Can be used to convert Cisco Prime License Manager based licenses to smart entitlements.
 - For more details, refer to [Migrating Classic Licenses to Smart](#)
- Upgrade to a smart license enabled version without a SWSS contract
 - From V10, V11(user-based licensing) upgrade to smart licenses:
Order a la carte upgrade SKUs along with SWSS.
 - From pre-V10 upgrade to smart licenses:
Order a la carte upgrade SKUs based on LCU report from classic server. Add SWSS.
Additional new licenses may be ordered.

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For More Information

For more information about Cisco Emergency Responder, please visit

<https://www.cisco.com/en/US/partner/products/sw/voicesw/ps842/index.html> or contact your local Cisco account representative.

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