



Release Notes for Cisco Emergency Responder 8.5(1)

Published: April 20, 2011

This release note describes the feature enhancement and caveats for Cisco Emergency Responder (Cisco ER) 8.5(1).

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New and Changed Information

The following information is new or changed for Cisco Emergency Responder (Cisco ER) 8.5(1).

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Server Support

For the latest list of supported servers for Cisco ER software release 8.5(1), refer to [New and Changed Information](#) section.

Cisco ER 8.5 (1) also supports UCS platform servers. The CE8.5(1) license for a UCS install will no longer use MAC address of the NIC card. The license is associated to a “License MAC”. Both CER Server and CER User license will be bind to License MAC of CER Publisher. License MAC can be obtained from:

- OS Administrator CLI: using command ‘show status’
- Cisco Unified OS Administration: ‘show -> network’

Incuse the License MAC of system changes, the system will start running on a grace period of 30 days. It is advised that customers re-upload new license files with changed License MAC address as soon as possible during the grace period. Or else, at the end of the 30 days grace period, the CER service will stop functioning.

Install and Upgrade Changes

Upgrades from Cisco ER software release 1.x, 2.x, and 7.0.x to 8.5(1) require a multiple-stage process. For more information on this process and information on supported direct upgrades, refer to the [Supported Upgrades](#) section.

These are the supported Linux-to-Linux upgrade paths:

- Cisco ER 7.1(1) to Cisco ER 8.5(1)
- Cisco ER 8.0(1) to Cisco ER 8.5(1)

Hardware and Software Requirements

This section provides the following information:

- [Supported Hardware and Software components, page 2](#)
- [Supported MCS Platforms, page 11](#)
- [Bridge Upgrade, page 11](#)
- [Unsupported MCS Platforms \(Bridge Upgrade Only\), page 12](#)
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Supported Hardware and Software components

Cisco ER 8.5(1) 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 Network Modules
- [Table 6](#) Supported Cisco ER 8.5(1) MCS Platforms and Scalability

**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.

[Table 1](#) lists required software that you must install to use Cisco ER 8.5(1).

Table 1 **Required Software**

Item	Supported Software Version	Description
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • 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.
Web browser	<ul style="list-style-type: none"> • Microsoft Internet Explorer (IE) 8.0 • Microsoft Internet Explorer 7.0 • Microsoft Internet Explorer 6.0 • Firefox 3.x <p>Note IE 7.0 is supported in Cisco ER 7.0(1) and later.</p> <p>Note IE 8.0 and Firefox 3.x are supported in Cisco ER 8.5(1) and later when running on Microsoft Windows XP SP3 and Windows 7.</p>	

[Table 2](#) lists optional software that is recommended for use with Cisco ER 8.5(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	Version 8.5	Used to monitor the health and functionality of Cisco ER.

Table 3 lists the different types of phones that support Cisco ER 8.5(1). The type of support Cisco ER 8.5(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
<p>Phones automatically tracked using CDP</p> <ul style="list-style-type: none"> • SCCP protocol on Cisco Unified IP Phone 7985, 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7937, 7936, 7935, 7931, 7912, 7911, 7910, 7906, 7905, 7902, 6961, 6945, 6941, 6921, 6911, 6901 • All other SCCP phones with CDP support, with the exception of ATA devices • SIP protocol on Cisco Unified IP Phone 9971, 9951, 8961, 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7912, 7911, 7906, 7905, 6961, 6945, 6941, 6921, 6911, 6901, 3911 • Cisco IP Communicator 	<p>These phones do not require any special Cisco ER configuration. However, you must enable Cisco Discovery Protocol (CDP) on the switches.</p> <p>Note Although ATA phones support CDP and SCCP, Cisco ER cannot automatically track them. You can add ATA phones manually and assign them to an Emergency Response Location (ERL). Cisco ER will route calls from ATA phones based on the assigned ERL.</p>

Table 3 Supported Phones (continued)

Phones	Description
<p>Phones that you can track using IP subnet</p> <ul style="list-style-type: none"> Wireless IP Phones, such as Cisco Unified Wireless IP Phone 7920, 7921, 7925, 7925-EX, 7926, and Cisco IP Communicator running on 802.11b Supported Cisco Unified IP Phones connected to Cisco or third-party switches that are not discovered or recognized by Cisco ER Cisco Unified Personal Communicator Third-party SIP phones Any phone otherwise supported for automatic tracking that is connected to an unsupported switch port 	<p>To track these phones, you must configure the subnet and then assign ERLs to the configured subnets.</p> <p>Note The use of CAM table tracking can result in the inadvertent discovery and unsupported use of wireless IP phone MACs for tracking purposes. To avoid mis-tracking of wireless IP phones, if CAM table tracking is enabled for a switch, the ERL configured for any switch port connected to a wireless access point must agree with the ERL configured for the IP subnet that will contain the phones connected to that access point.</p>
<p>Phones that you can manually define or track using IP subnet</p> <ul style="list-style-type: none"> Analog phones, for example, phones connected to VG 224/248 and ATA devices Generic H.323 endpoints. Supported H.323 phones include Microsoft NetMeeting and video-enabled H.323 endpoints 	<p>These phones are only supported if their calls are routed by Cisco Unified Communications Manager.</p> <p>Note Phones behind analog gateways must be added as manual phones even if a subnet is configured using Cisco ER where the gateway IP address is in that subnet. Phones behind Analog Telephony Adapters (ATAs) are not added as manual phones; they may show as unlocated phones if they are not located behind a switch port.</p>

**Note**

Cisco ER supports SNMP version 1, version 2, and version 2c of a LAN switch.

Table 4 lists the switches that are supported for automatic tracking of IP phones by connected switch ports. You can automatically track IP phones connected to unsupported switches by IP subnet only.

Table 4 Supported Voice-Ready LAN Switches

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Cisco 1800	Cisco IOS Cisco IOS 12.4(13)XW	1861	1.3.6.1.4.1.9.1.1065
Catalyst 2900	Catalyst OS	2948G	1.3.6.1.4.1.9.5.42
	Catalyst OS	2948-G-GE-TX	1.3.6.1.4.1.9.5.62
Catalyst 2940	Cisco IOS 12.1(22)EA1	2940-8TF	1.3.6.1.4.1.9.1.542
	Cisco IOS 12.1(22)EA1	2940-8TT	1.3.6.1.4.1.9.1.540

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 2950	Cisco IOS 12.1(9)EA1	2950-12	1.3.6.1.4.1.9.1.323
	Cisco IOS 12.1(9)EA1	2950-24	1.3.6.1.4.1.9.1.324
	Cisco IOS 12.1(9)EA1	2950C-24	1.3.6.1.4.1.9.1.325
	Cisco IOS 12.1(9)EA1	2950G-24-EI-DC	1.3.6.1.4.1.9.1.472
	Cisco IOS 12.1(9)EA1	2950S-24	1.3.6.1.4.1.9.1.430
	Cisco IOS 12.1(9)EA1	2950SX-24	1.3.6.1.4.1.9.1.480
	Cisco IOS 12.1(9)EA1	2950SX-48	1.3.6.1.4.1.9.1.560
Catalyst 2960	Cisco IOS 12.2(25)SED	2960-24LT-L	1.3.6.1.4.1.9.1.951
	Cisco IOS 12.2(46)SE	2960-24PC-L	1.3.6.1.4.1.9.1.950
	Cisco IOS 12.2(25)SED	2960-24-S	1.3.6.1.4.1.9.1.929
	Cisco IOS 12.2(25)SED	2960-24TC-L	1.3.6.1.4.1.9.1.694
	Cisco IOS 12.2(25)SED	2960-24TC-S	1.3.6.1.4.1.9.1.928
	Cisco IOS 12.2(25)SED	2960-24TT-L	1.3.6.1.4.1.9.1.716
	Cisco IOS 12.2(46)SE	2960-48PST-L	1.3.6.1.4.1.9.1.1016
	Cisco IOS 12.2(25)SED	2960-48TC-L	1.3.6.1.4.1.9.1.695
	Cisco IOS 12.2(25)SED	2960-48TC-S	1.3.6.1.4.1.9.1.927
	Cisco IOS 12.2(25)SED	2960-48TT-L	1.3.6.1.4.1.9.1.717
	Cisco IOS 12.2(25)SED	2960-48TT-S	1.3.6.1.4.1.9.1.1005
	Cisco IOS 12.2(35)SE	2960-8TC-L	1.3.6.1.4.1.9.1.798
	Cisco IOS 12.2(35)SE	2960-8TC-S	1.3.6.1.4.1.9.1.1006
	Cisco IOS 12.2(25)SED	2960G-24TC-L	1.3.6.1.4.1.9.1.696
	Cisco IOS 12.2(25)SED	2960G-48TC-L	1.3.6.1.4.1.9.1.697
	Cisco IOS 12.2(35)SE	2960G-8TC-L	1.3.6.1.4.1.9.1.799
	Cisco IOS 12.2(25)SED	2960PD-8TT-L	1.3.6.1.4.1.9.1.952
	Cisco IOS 12.2(50)SE2	2960-48PST-S	1.3.6.1.4.1.9.1.1148
	Cisco IOS 12.2(55)SE	2960S Stack	1.3.6.1.4.1.9.1.1208
	Cisco IOS 12.2(55)SE	2960-24LC-S	1.3.6.1.4.1.9.1.1146
	Cisco IOS 12.2(53)SE1	2960S-24PD-L	1.3.6.1.4.1.9.1.1261
	Cisco IOS 12.2(55)SE	2960S-24PS-L	1.3.6.1.4.1.9.1.1265
	Cisco IOS 12.2(55)SE	2960S-48FPD-L	1.3.6.1.4.1.9.1.1258
	Cisco IOS 12.2(55)SE	2960S-48FPS-L	1.3.6.1.4.1.9.1.1263
Cisco IOS 12.2(55)SE	2960S-48LPD-L	1.3.6.1.4.1.9.1.1259	
Cisco IOS 12.2(55)SE	2960S-48LPS-L	1.3.6.1.4.1.9.1.1264	

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 2975	Cisco IOS 12.2(35)SE	2975GS-48PL-S	1.3.6.1.4.1.9.1.1067
	Cisco IOS 12.2(35)SE	2975 Stack	1.3.6.1.4.1.9.1.1068
Catalyst 3500 XL	Cisco IOS 12.0(5)XU If you are using Catalyst 3500 clusters, you must assign an IP address to each Catalyst 3500 switch.	3508G-XL	1.3.6.1.4.1.9.1.246
Catalyst 3550	Cisco IOS 12.1(6)EA1a	3550-12G	1.3.6.1.4.1.9.1.431
	Cisco IOS 12.1(6)EA1a	3550-12T	1.3.6.1.4.1.9.1.368
	Cisco IOS 12.1(6)EA1a	3550-24	1.3.6.1.4.1.9.1.366
	Cisco IOS 12.1(6)EA1a	3550-24-DC	1.3.6.1.4.1.9.1.452
	Cisco IOS 12.1(6)EA1a	3550-24-PWR	1.3.6.1.4.1.9.1.485
	Cisco IOS 12.1(6)EA1a	3550-48	1.3.6.1.4.1.9.1.367
Catalyst 3560	Cisco IOS 12.2(20)SE	3560-12PC	1.3.6.1.4.1.9.1.1015
	Cisco IOS 12.2(20)SE	3560-24PS	1.3.6.1.4.1.9.1.563
	Cisco IOS 12.2(20)SE	3560-24TS	1.3.6.1.4.1.9.1.633
	Cisco IOS 12.2(20)SE	3560-48PS	1.3.6.1.4.1.9.1.564
	Cisco IOS 12.2(20)SE	3560-48TS	1.3.6.1.4.1.9.1.634
	Cisco IOS 12.2(35)SE	3560-8PC	1.3.6.1.4.1.9.1.797
	Cisco IOS 12.2(20)SE	3560G-24PS	1.3.6.1.4.1.9.1.614
	Cisco IOS 12.2(20)SE	3560G-24TS	1.3.6.1.4.1.9.1.615
	Cisco IOS 12.2(20)SE	3560G-48PS	1.3.6.1.4.1.9.1.616
	Cisco IOS 12.2(20)SE	3560G-48TS	1.3.6.1.4.1.9.1.617
	Cisco IOS 12.2(35)SE2	3560V2-24PS	1.3.6.1.4.1.9.1.1021
	Cisco IOS 12.2(35)SE2	3560V2-48PS	1.3.6.1.4.1.9.1.1025
	Catalyst 3560-E	Cisco IOS 12.2(35)SE2	3560E-12D
Cisco IOS 12.2(35)SE2		3560E-12SD	1.3.6.1.4.1.9.1.956
Cisco IOS 12.2(35)SE2		3560E-24PD	1.3.6.1.4.1.9.1.795
Cisco IOS 12.2(35)SE2		3560E-24TD	1.3.6.1.4.1.9.1.793
Cisco IOS 12.2(35)SE2		3560E-48PD	1.3.6.1.4.1.9.1.796
Cisco IOS 12.2(35)SE2		3560E-48TD	1.3.6.1.4.1.9.1.794
Catalyst 3560-X	Cisco IOS 12.2(20100514:005306)	3560X-24P-L	1.3.6.1.4.1.9.1.1228
	Cisco IOS 12.2(20100514:005306)	3560X-24P-S	1.3.6.1.4.1.9.1.1228
	Cisco IOS 12.2(53)SE2	3560X-48PF-L	1.3.6.1.4.1.9.1.1229
	Cisco IOS 12.2(53)SE2	3560X-48PF-S	1.3.6.1.4.1.9.1.1229
	Cisco IOS 12.2(53)SE2	3560X-48P-L	1.3.6.1.4.1.9.1.1229

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 3750	Cisco IOS 12.2(53)SE2	3560X-48P-S	1.3.6.1.4.1.9.1.1229
	Cisco IOS 12.2(20)SE	3750 Stack	1.3.6.1.4.1.9.1.516
	Cisco IOS 12.2(20)SE	3750-24FS	1.3.6.1.4.1.9.1.656
	Cisco IOS 12.2(20)SE	3750-24PS	1.3.6.1.4.1.9.1.536
	Cisco IOS 12.2(20)SE	3750-24TS	1.3.6.1.4.1.9.1.513
	Cisco IOS 12.2(20)SE	3750-48PS	1.3.6.1.4.1.9.1.535
	Cisco IOS 12.2(20)SE	3750-48TS	1.3.6.1.4.1.9.1.512
	Cisco IOS 12.2(20)SE	3750G-12S	1.3.6.1.4.1.9.1.530
	Cisco IOS 12.2(20)SE	3750G-12S-SD	1.3.6.1.4.1.9.1.688
	Cisco IOS 12.2(20)SE	3750G-16TD	1.3.6.1.4.1.9.1.591
	Cisco IOS 12.2(20)SE	3750G-24PS	1.3.6.1.4.1.9.1.602
	Cisco IOS 12.2(20)SE	3750G-24T	1.3.6.1.4.1.9.1.514
	Cisco IOS 12.2(20)SE	3750G-24TS	1.3.6.1.4.1.9.1.511
	Cisco IOS 12.2(20)SE	3750G-24TS-1U	1.3.6.1.4.1.9.1.624
	Cisco IOS 12.2(20)SE	3750G-24WS-S25	1.3.6.1.4.1.9.1.778
	Cisco IOS 12.2(20)SE	3750G-24WS-S50	1.3.6.1.4.1.9.1.779
	Cisco IOS 12.2(20)SE	3750G-48PS	1.3.6.1.4.1.9.1.603
	Cisco IOS 12.2(20)SE	3750G-48TS	1.3.6.1.4.1.9.1.604
	Cisco IOS 12.2(52)SE2	3750V2-24PS	1.3.6.1.4.1.9.1.1023
Cisco IOS 12.2(53)SE2	3750V2-48PS	1.3.6.1.4.1.9.1.1027	
Catalyst 3750-X	Cisco IOS 12.2(53)SE2	3750X-48PF-L	1.3.6.1.4.1.9.1.1225
	Cisco IOS 12.2(53)SE2	3750X-48PF-S	1.3.6.1.4.1.9.1.1225
	Cisco IOS 12.2(53)SE2	3750X-48P-L	1.3.6.1.4.1.9.1.1225
	Cisco IOS 12.2(53)SE2	3750X-48P-S	1.3.6.1.4.1.9.1.1225
	Cisco IOS 12.2(55)SE	3750X-24P-L	1.3.6.1.4.1.9.1.1224
	Cisco IOS 12.2(55)SE	3750X-24P-S	1.3.6.1.4.1.9.1.1224
Catalyst 3750 Metro	Cisco IOS 12.2(25)EY	3750-24TE-M	1.3.6.1.4.1.9.1.574
Catalyst 3750-E	Cisco IOS 12.2(35)SE2	3750E-24PD	1.3.6.1.4.1.9.1.792
	Cisco IOS 12.2(35)SE2	3750E-24TD	1.3.6.1.4.1.9.1.789
	Cisco IOS 12.2(35)SE2	3750E-48PD	1.3.6.1.4.1.9.1.791
	Cisco IOS 12.2(35)SE2	3750E-48TD-S	1.3.6.1.4.1.9.1.790
Catalyst 4000	Catalyst OS 5.5	4003	1.3.6.1.4.1.9.5.40
	Catalyst OS 5.5	4006	1.3.6.1.4.1.9.5.46
	Cisco IOS 12.1(13)EW	4006	1.3.6.1.4.1.9.1.448

Table 4 **Supported Voice-Ready LAN Switches (continued)**

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst 4500	Catalyst OS 5.5	4503	1.3.6.1.4.1.9.5.58
	Cisco IOS 12.1(13)EW	4503	1.3.6.1.4.1.9.1.503
	Catalyst OS 5.5	4506	1.3.6.1.4.1.9.5.59
	Cisco IOS 12.1(13)EW	4506	1.3.6.1.4.1.9.1.502
	Cisco IOS 12.1(13)EW	4507	1.3.6.1.4.1.9.1.501
	Cisco IOS 12.1(13)EW	4510	1.3.6.1.4.1.9.1.537
Catalyst 4500 E	Cisco IOS 12.2(40)SG	4503-E	1.3.6.1.4.1.9.1.874
	Cisco IOS 12.2(40)SG	4506-E	1.3.6.1.4.1.9.1.875
	Cisco IOS 12.2(40)SG	4507R-E	1.3.6.1.4.1.9.1.876
	Cisco IOS 12.2(40)SG	4510R-E	1.3.6.1.4.1.9.1.877
Catalyst 4900	Catalyst OS 5.5	4912G	1.3.6.1.4.1.9.5.41
	Catalyst IOS 12.(20)EWa	4948	1.3.6.1.4.1.9.1.626
	Catalyst IOS 12.(20)EWa	4948-10GE	1.3.6.1.4.1.9.1.659
Catalyst 6500	Catalyst OS	6503	1.3.6.1.4.1.9.5.56
	Cisco IOS	6503	1.3.6.1.4.1.9.1.449
	Cisco IOS	6504-E	1.3.6.1.4.1.9.1.657
	Catalyst OS	6506	1.3.6.1.4.1.9.5.45
	Cisco IOS	6506	1.3.6.1.4.1.9.1.282
	Catalyst OS	6509	1.3.6.1.4.1.9.5.44
	Cisco IOS	6509	1.3.6.1.4.1.9.1.283
	Catalyst OS	6509-NEB	1.3.6.1.4.1.9.5.47
	Cisco IOS	6509-NEB	1.3.6.1.4.1.9.1.310
	Catalyst OS	6509-NEB-A	1.3.6.1.4.1.9.5.61
	Cisco IOS	6509-NEB-A	1.3.6.1.4.1.9.1.534
	Cisco IOS 12.2(18)SXF11	6509-V-E	1.3.6.1.4.1.9.1.832
	Catalyst OS	6513	1.3.6.1.4.1.9.5.50
	Cisco IOS 12.2(18)SXF11	6513	1.3.6.1.4.1.9.1.400
Catalyst Express 500	Cisco IOS	500-24LC	1.3.6.1.4.1.9.1.725
	Cisco IOS	500-24PC	1.3.6.1.4.1.9.1.726
	Cisco IOS	500-24TT	1.3.6.1.4.1.9.1.724
	Cisco IOS	500G-12TC	1.3.6.1.4.1.9.1.727

Table 4 Supported Voice-Ready LAN Switches (continued)

Series (Ethernet ports only)	Notes	Device Supported	System Object ID from CISCO-PRODUCTS-MIB
Catalyst Express 520	Cisco IOS	520-24LC	1.3.6.1.4.1.9.1.933
	Cisco IOS	520-24PC	1.3.6.1.4.1.9.1.934
	Cisco IOS	520-24TT	1.3.6.1.4.1.9.1.932
	Cisco IOS	520-8PC	1.3.6.1.4.1.9.1.897
	Cisco IOS	520G-24TC	1.3.6.1.4.1.9.1.935
Cisco 1800	Cisco IOS 12.4(13)XW	Cisco 1861-SRST-B/K9	1.3.6.1.4.1.9.1.904
	Cisco IOS 12.4(13)XW	Cisco 1861-SRST-C-B/K9	1.3.6.1.4.1.9.1.939
	Cisco IOS 12.4(13)XW	Cisco 1861-SRST-C-F/K9	1.3.6.1.4.1.9.1.940
	Cisco IOS 12.4(13)XW	Cisco 1861-SRST-F/K9	1.3.6.1.4.1.9.1.905
	Cisco IOS 12.4(13)XW	Cisco 1861-UC-2BRI-K9	1.3.6.1.4.1.9.1.902
	Cisco IOS 12.4(13)XW	Cisco 1861-UC-4FXO-K9	1.3.6.1.4.1.9.1.903
	Cisco IOS Cisco IOS 12.4(13)XW	1861	1.3.6.1.4.1.9.1.1065
Cisco 2800	Cisco IOS 12.3(8)T4	Cisco 2811	1.3.6.1.4.1.9.1.576
	Cisco IOS 12.3(8)T4	Cisco 2821	1.3.6.1.4.1.9.1.577
	Cisco IOS 12.3(8)T4	Cisco 2851	1.3.6.1.4.1.9.1.578
Cisco 3700	Cisco IOS 12.2(8)T5	Cisco 3725	1.3.6.1.4.1.9.1.414
	Cisco IOS 12.2(13)T	Cisco 3745	1.3.6.1.4.1.9.1.436
Cisco 3800	Cisco IOS	Cisco 3825	1.3.6.1.4.1.9.1.543
	Cisco IOS	Cisco 3845	1.3.6.1.4.1.9.1.544
Cisco ME 4900	Cisco IOS	ME 4924-10GE	1.3.6.1.4.1.9.1.788

Table 5 lists the network modules that are supported in Cisco ER 8.5(1).



Note

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

Table 5 Supported Network Modules

Network Modules	System Object ID from CISCO-PRODUCTS-MIB
NME-16ES-1G	1.3.6.1.4.1.9.1.665
NME-16ES-1G-P	1.3.6.1.4.1.9.1.663
NME-X-23ES-1G	1.3.6.1.4.1.9.1.704
NME-X-23ES-1G-P	1.3.6.1.4.1.9.1.702

Table 5 **Supported Network Modules (continued)**

Network Modules	System Object ID from CISCO-PRODUCTS-MIB
NME-XD-24ES-2S-P	1.3.6.1.4.1.9.1.664
NME-XD-48ES-2S-P	1.3.6.1.4.1.9.1.703

Supported MCS Platforms

The following list shows the supported Cisco Media Convergence Server (MCS) platforms:

- MCS-7816-I5-IPC1
- MCS-7825-I5-IPC1
- MCS-7835-I3-IPC1
- MCS-7845-I3-IPC1

The following list shows the supported Cisco Media Convergence Server (MCS) platforms that requires an upgrade to 4GB Ram:

- MCS-7816-H3-IPC1
- MCS-7816-I3-IPC1
- MCS-7816-I4-IPC1
- MCS-7825-H3-IPC1
- MCS-7825-H4-IPC1
- MCS-7825-I3-IPC1
- MCS-7825-I4-IPC1
- MCS-7835-H2-IPC1
- MCS-7835-H2-IPC2
- MCS-7835-I2-IPC1
- MCS-7835-I2-IPC2
- MCS-7845-H2-IPC1
- MCS-7845-H2-IPC2
- MCS-7845-I2-IPC1
- MCS-7845-I2-IPC2

For specific information on OEM server configuration, refer to the [Cisco 7800 Series Media Convergence Servers Solution](#) overviews on Cisco.com.

For specific information on HP servers, see the [HP Server Solutions overview for Cisco 7800 Series Media Convergence Servers](#) on Cisco.com.

For specific information on support for IBM servers, see the [IBM Server Solutions overview for Cisco 7800 Series Media Convergence Servers](#) on Cisco.com.

Bridge Upgrade

The bridge upgrade provides a migration path for customers who use discontinued server models.

A bridge upgrade works on unsupported or discontinued hardware for the purpose of creating a DRS backup. The DRS backup can be restored on new hardware after a fresh installation completes.

When the system boots the new version, a warning appears on the console informing the user that the system functionality has been limited to making a DRS backup. Because of the restricted visibility of the console, the warning displays during both the CLI and GUI sessions. License upload will have no impact on the system services after the brigade upgrade on unsupported hardware.

Bridge upgrades result in a new entry being added to the system history log file.

Unsupported MCS Platforms (Bridge Upgrade Only)

The following list shows the Media Convergence Server (MCS) platforms that are supported for Bridge Upgrade only:

- MCS-7815I-3.0-IPC1
- MCS-7815I-3.0-IPC2
- MCS-7815-I1-IPC1
- MCS-7815-I1-IPC2
- MCS-7815-I1-IPC3
- MCS-7815-I1-IPC4
- MCS-7815-I2-IPC1
- MCS-7825H-3.0-IPC1
- MCS-7825H-3.0-IPC2
- MCS-7825-H2-IPC1
- MCS-7825-H2-IPC2
- MCS-7825I-3.0-IPC1
- MCS-7835H-3.0-IPC1
- MCS-7835-H1-IPC1
- MCS-7835I-3.0-IPC1
- MCS-7835-I1-IPC1
- MCS-7835-I1-IPC2
- MCS-7845H-3.0-IPC1
- MCS-7845-H1-IPC1
- MCS-7845I-3.0-IPC1
- MCS-7845-I1-IPC1

Capacity on Supported MCS Platforms

For specific information on OEM server configuration, refer to the [Cisco 7800 Series Media Convergence Servers Solution](#) overviews on Cisco.com.

For specific information on HP servers, see the [HP Server Solutions overview for Cisco 7800 Series Media Convergence Servers](#) on Cisco.com.

For specific information on support for IBM servers, see the [IBM Server Solutions overview for Cisco 7800 Series Media Convergence Servers](#) on Cisco.com.

Supported UCS Platforms

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

VMWare Support

Information about VMware is found in the [ESXi Support for Call Processing and System Management Applications](#) section of the Cisco documentation wiki.

Supported OVAs and Capacity

Administrators should read the [Supported OVA Templates: Cisco Emergency Responder](#) section of the Cisco documentation wiki for information about OVAs.

[Table 6](#) gives capacity information for Cisco Emergency Responder 8.5(1), assuming one synthetic voice alert per emergency call.

Table 6 *Supported Cisco ER 8.5(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



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. This condition is true only if the Calling Party Modification is disabled on Cisco ER.

Related Documentation

Cisco Emergency Responder Documentation

Refer to the publications for Cisco ER 8.5(1). 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

Installation Notes

This section describes upgrade information for Cisco ER 8.5(1) and includes these topics:

- [Supported Upgrades, page 14](#)
- [Important Upgrade Notes, page 14](#)

Supported Upgrades

Direct upgrades to Cisco ER software release 8.5(1) are supported only for releases 7.1 and 8.0. For releases 1.x, 2.x and 7.0.x, upgrading to 8.5(1) is a multiple-stage process.

In Cisco ER software release 8.5(1), there is a multiple-stage upgrade process required for upgrades from 1.x, 2.x or 7.0 to 8.5(1):

- To upgrade from Cisco ER 1.x to Cisco ER 8.5, you need to first upgrade to Cisco ER 7.1 and then upgrade to Cisco ER 8.5.
- To upgrade from Cisco 2.x or 7.0 to Cisco ER 8.5, you need to first upgrade to Cisco ER 7.1 or Cisco ER 8.0, and then upgrade to Cisco ER 8.5.

Important Upgrade Notes

- A Linux to Linux (L2) upgrade of the Subscriber from earlier versions —7.1 and 8.0—to Cisco ER 8.5(1) before switching the Cisco ER Publisher to version 8.5(1) is not supported. You must switch the Cisco ER Publisher to the upgraded version before starting the Subscriber upgrade.
- If you upgrade your system to Cisco ER 8.5(1) from Cisco ER 7.1 or Cisco ER 8.0, you can downgrade to Cisco ER 7.1 or Cisco ER 8.0.

Important Notes

This section contains these topics:

- [Location Discovery of IP Phones, page 15](#)

- [Cisco ER Tracking with Extension Mobility Cross Cluster](#), page 15
- [Show Memory Command on MCS Servers](#), page 15
- [ERL Switch Port Associations](#), page 15
- [Changing the Publisher's IP Address on a CER Server](#), page 15

Location Discovery of IP Phones

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

Cisco ER Tracking with Extension Mobility Cross Cluster

Using extension Mobility Cross Cluster (EMCC) between two Unified Communications Manager (Unified CM) clusters enables Cisco ER to provide enhanced support for 911 calls.

In the case of a 911 call, when a Cisco ER server is shared by both a user's home and visited Unified CM cluster, the Unified CM cannot use an Adjunct Calling Search Space (CSS) to direct the 911 call from the user's home Unified CM cluster to the user's visited cluster. Instead, the shared Cisco ER servers supporting both Unified CM clusters must process the 911 call in the user's home Unified CM cluster. Also, the Cisco ER servers that support the user's home cluster must receive the correct name (SEP<MAC>) for the calling party device from Unified CM.

For more information, refer to Caveat [CSCtg25879](#) (using the Software Bug Toolkit).

Show Memory Command on MCS Servers

The **show memory** CLI command on a MCS server may result in a core dump. The affected servers are MCS 7835-H3 and MCS 7845-H3. For more information, refer to [CSCtb40865](#).

ERL Switch Port Associations

Cisco ER 8.5(1) includes support for retaining the ERL switch port associations when upgrading to specific versions. For more information, refer to [CSCs102108](#).

Changing the Publisher's IP Address on a CER Server

To change the IP address of a Cisco ER Publisher, follow these steps:

Procedure

-
- Step 1** Change the IP address on the Cisco ER Publisher by using one of the following options:
- In Cisco Unified Operating System Administration, enter the new IP address in **Settings > IP > Ethernet**. Refer to the "Cisco Unified Operating System Administration Web Interface For Cisco Emergency Responder" appendix chapter in the *Cisco Emergency Responder Administration Guide*.

- On the command-line interface (CLI), configure the new IP address with the **set network ip** command. Refer to the “Command Line Interface” appendix chapter in the *Cisco Emergency Responder Administration Guide*.
- Step 2** Once the Publisher reboots, login to Cisco Unified Operating System Administration on the Cisco ER Subscriber.
- Step 3** Choose **Settings > IP > Publisher**. Cisco Unified Operating System Administration displays the old IP address of the Publisher. Enter the new IP address of the Publisher in the Edit box and click Save.
- Step 4** Reboot the Subscriber immediately, so that the Cisco ER Publisher maintains communication with the Cisco ER Subscriber
-

Restarting the Integrated Management Module on a MCS Server

MCS-7845-I3 servers may be unresponsive if the Integrated Management Module (IMM) is restarted while the operating system is active. This is a Cisco Unified Communications Manager issue but it can affect the operation of Cisco ER. For more information, refer to [CSCtd94318](#) using the [Using Bug Toolkit, page 16](#).

Caveats

This section includes these topics:

- [Using Bug Toolkit, page 16](#)
- [Open Caveats, page 17](#)
- [Resolved Caveats, page 17](#)

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 7](#) lists Severity 1, 2 and 3 defects that are open for Cisco ER 8.5(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 7](#) 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 7 *Open Caveats for Cisco ER 8.5(1)*

Identifier	Headline
CSCtg54731	CERRemote RMI Object is missing
CSCti39003	Tomcat fails to start due to CER Servlet: CER Admin pages don't show up

Caveats Resolved By Available Software Updates

[Table 8](#) lists Severity 1, 2 and 3 defects that are resolved by available software updates for Cisco ER 8.5(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 8](#) 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 8 *Caveats Resolved By Available Software Updates for Cisco ER 8.5(1)*

Identifier	Headline	Software Update
CSCtn73012	CSCto41445 corrects defect that causes Cisco Emergency Responder 8.5.1 licenses to expire without cause.	CSCto41445

Resolved Caveats

[Table 9](#) lists Severity 1, 2 and 3 defects that are resolved for Cisco ER 8.5(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 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 9 **Resolved Caveats for Cisco ER 8.5(1)**

Identifier	Headline
CSCtg68707	Unlocated phones display switch discovered phones shared w/ manual phone
CSCth85438	CER 2.x/7.x/8.x - # of characters in SNMP string should match windows ER
CSCti60073	IMPORTANT TLS/SSL SECURITY UPDATE
CSCtk06875	Location field not updated after switch port description change

Documentation Updates

This section provides documentation changes that do not appear in the existing Cisco Emergency Responder documentation or the online help for the application.

- [Cisco ER Calls Do Not Reroute to Alternate PSAP, page 18](#)
- [Activating Cisco Unified Communications Manager, page 18](#)

Cisco ER Calls Do Not Reroute to Alternate PSAP

When a 911 call is made, the call does not route to an alternate PSAP when the primary PSAP call fails. The caller may hear a busy tone, but the Cisco ER administrator will not receive an email alert that the emergency call could not be routed.

Activating Cisco Unified Communications Manager

You must activate Cisco Unified Communications Manager on the server before Cisco ER can access the Unified CM cluster list. For more information, refer to [CSCsx52550](#) using the Software Bug Toolkit.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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