



Cisco Emergency Responder Version 11.5(4)SU10 Release Notes

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Introduction

Cisco Emergency Responder Release 11.5(4)SU10 supports the following new feature:

Restart Name Service Cache Service During Upgrade

When you upgrade Emergency Responder 10.5.x or Emergency Responder 11.0.x releases to Emergency Responder 11.5(4)SU10, Name Service Cache service (NSCD) doesn't get restarted by default. The Administrator needs to manually restart the Name Service Cache service using the Command Line Interface (CLI) command: **utils service restart**.

Requirements

Supported Hardware and Software

The information in the following sections discuss Hardware and Software requirements for Cisco Emergency Responder 11.5(4)SU10. Read these sections before you perform an upgrade.

Supported Web Browsers

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	<ul style="list-style-type: none"> • Cisco Unified Communications Manager 11.5(x) • Cisco Unified Communications Manager 11.0(x) • Cisco Unified Communications Manager 10.5(x) • Cisco Unified Communications Manager 10.0(x) • Cisco Unified Communications Manager 9.1(x) 	<p>The software that runs the telephony network.</p> <p>Note From Release 11.5(4) onwards, the Unified Communications Manager Tomcat version is upgraded to version 9. In case you upgrade your Unified Communications Manager version to 11.5(4)SU or higher, ensure that the Emergency Responder version is upgraded to 11.5(4)SU9 or higher.</p>
Cisco Prime License Manager	Cisco Prime License Manager 11.5(x)	<p>Software installed as a standalone application or on the Cisco Unified Communications Manager system, which manages the licenses for Emergency Responder Releases.</p> <p>Note From Release 11.5(4) onwards, the Prime License Manager Tomcat version is upgraded to version 9. If you plan to upgrade your Prime License Manager version to 11.5(4)SU or higher, ensure that the Emergency Responder version is upgraded to 11.5(4)SU9 or higher.</p>
Web browser	<ul style="list-style-type: none"> • Firefox with Windows 10 (64 bit) • Chrome with Windows 10 (64 bit) • Internet Explorer 11 with Windows 10 (64 bit) • Internet Explorer 11 with Windows 7 (64 bit) • Microsoft Edge browser with Windows 10 (32 bit/64 bit) • Safari with MacOS (10.x) 	<p>We recommend that you use the latest version for all the web browsers supported.</p>

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 personnel. If you use an SMTP email paging system, alert personnel are paged instead of emailed.

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
<p>Phones that are automatically tracked using Cisco Discovery Protocol</p> <ul style="list-style-type: none"> • 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, 8865, 8861, 8851, 8845, 8841, 8832, 8831, 8811, 8800, 7975, 7971, 7970, 7965, 7962, 7961, 7960, 7945, 7942, 7941, 7940, 7912, 7911, 7910, 7906, 7905, 7902, 7861, 7841, 7821, 7811, 7832, 6961, 6945, 6941, 6921, 6911, 6901, 3911, 3905; Cisco IP Phone 7821, 7841, 7861; Cisco IP Video Phone E20; Cisco TelePresence EX60, EX90, MX200, MX300, MX700, MX800, SX10, SX20, and SX80; Cisco TelePresence System Quick Set C20 and Cisco TelePresence Codec C40, C60, and C90 • VXC 6215 • SPA Phones: 525G, 512G • Cisco IP Communicator • Cisco Webex DX650, DX70, DX80 	<p>These phones do not require any special Emergency Responder configuration. You must enable Cisco Discovery Protocol on the switches.</p> <p>Note Although Cisco Analog Telephone Adapter (ATA) phones support SIP, H.323, and SCCP, Emergency Responder cannot automatically track ATA phones. You must manually add ATA phones and assign them to an Emergency Responder. Emergency Responder routes calls from ATA phones based on the phone number.</p> <p>Note Cisco IP Communicator can be tracked using Cisco Discovery Protocol if it is installed with the Device ID containing the MAC address of the network interface and operating over a wired network interface.</p>

Phones	Description
<p>Phones that you can track using IP subnet</p> <ul style="list-style-type: none"> • Cisco Unified Wireless IP Phone 7920, 7921G, 7925G, 7925G-EX, 7926G, 8821, and Cisco Cius • Cisco Jabber • VXC 6215 • Cisco IP Communicator • Cisco UC Integration for Microsoft Office Communicator, Cisco UC Integration for Microsoft Lync, 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 	<p>To track these phones, you must configure the subnet and then assign ERLs to the phones.</p> <p>Note Any IP endpoint can be tracked at call time using the IP subnet provided that the IP Address from Call Signaling Telephony setting is enabled.</p>
<p>Phones that you can manually define or track using IP subnet</p> <ul style="list-style-type: none"> • Phones that are connected to analog line gateways such as Cisco VG350 or VG224 series or ATA 180 series or ATA 190 series or ATA 191 series • Any H.323 endpoints 	<p>These phones are supported only if their calls are routed by Cisco Unified Communications Manager.</p> <p>Note Any IP endpoint can be tracked at call time using the IP subnet provided that the IP Address From Call Signaling Telephony setting is enabled.</p>
<p>Phones supported for off-premises location confirmation and update with the Remote Worker Emergency Calling feature in Unified Communications Manager 9.0 and later</p> <ul style="list-style-type: none"> • Cisco IP Communicator • Cisco Unified IP Phone 9971, 9951, 8961, 8945, 8941, 8865, 8861, 8851, 8845, 8841, 7975, 7971, 7970, 7965, 7962, 7961, 7945, 7942, 7941, 7911, 7910, and 7906 	<p>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.</p> <p>Note If the user dismisses the display before confirming or updating the location, the location information can be recovered by selecting Running Applications from the Services menu and then resetting the phone.</p>
<p>Phones supported for Access Point based tracking with Unified Communications Manager 11.5 and later</p> <p>Cisco Unified Wireless IP Phone 7925G, 7925G-EX, 7926G</p>	<p>Wireless Access Points need to be defined in Unified Communications Manager 11.5. These phones provide their upstream infrastructure information (like BSSID) through the Access Point to Unified Communications Manager. Cisco Emergency Responder through AXI can track these phones through the associated Access Point.</p>

Supported Voice-Ready LAN Switches

The following table lists the LAN switch models that Emergency Responder supports. A LAN switch model is supported only if the SNMP System Object ID appears in this table, regardless 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)	Supported Device	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)	Supported Device	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
	2960-8TC-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)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 2960-Plus	2960-Plus 48PST-L	1.3.6.1.4.1.9.1.1748
	2960-Plus 24PC-	1.3.6.1.4.1.9.1.1749
	2960-Plus 24LC-L	1.3.6.1.4.1.9.1.1750
	2960-Plus 48PST-S	1.3.6.1.4.1.9.1.1753
	2960-Plus 24PC-S	1.3.6.1.4.1.9.1.1754
	2960-Plus 24LC-S	1.3.6.1.4.1.9.1.1755
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

Series (Ethernet Ports Only)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
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)	Supported Device	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)	Supported Device	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
	3560CX-12TC-S	1.3.6.1.4.1.9.1.2133
	3560CX-8XPD-S	1.3.6.1.4.1.9.1.2131
	3560CX-8PT-S	1.3.6.1.4.1.9.1.2130
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)	Supported Device	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
	3560X-48U	1.3.6.1.4.1.9.1.1710
	3560X-48TS	1.3.6.1.4.1.9.1.2066
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)	1.3.6.1.4.1.9.1.1830
	Catalyst C3650-Stack (-L/S/E)	1.3.6.1.4.1.9.1.1830
	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)	Supported Device	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)	Supported Device	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 C3850-48U (-L/S/E)	1.3.6.1.4.1.9.1.1768
	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 3850-12S-S	1.3.6.1.4.1.9.1.1880
	Catalyst 3850-12S-E	1.3.6.1.4.1.9.1.1880
	Catalyst 3850-24S-S	1.3.6.1.4.1.9.1.1879
	Catalyst 3850-24S-E	1.3.6.1.4.1.9.1.1879
	Catalyst C3850-12X48U	1.3.6.1.4.1.9.1.1745
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

Series (Ethernet Ports Only)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 4900	4948	1.3.6.1.4.1.9.1.626
	4948-10GE	1.3.6.1.4.1.9.1.659
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 6800ia	Catalyst 6800ia-48FPD-L	1.3.6.1.4.1.9.1.1866
	Catalyst 6800ia-48TD-L	1.3.6.1.4.1.9.1.1867
Catalyst 68xx	Catalyst 68xx Virtual Switch	1.3.6.1.4.1.9.1.1934
Catalyst 6880-X	Catalyst 6880-XLE	1.3.6.1.4.1.9.1.1784
Catalyst 6807-XL	Catalyst 6807-XL	1.3.6.1.4.1.9.1.1765
Catalyst 9200	C9200-24T	1.3.6.1.4.1.9.1.2694
	C9200-24P	1.3.6.1.4.1.9.1.2694
	C9200-48T	1.3.6.1.4.1.9.1.2694
	C9200-48P	1.3.6.1.4.1.9.1.2694

Series (Ethernet Ports Only)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 9200L	C9200L-24T-4G	1.3.6.1.4.1.9.1.2695
	C9200L-24P-4G	1.3.6.1.4.1.9.1.2695
	C9200L-48T-4G	1.3.6.1.4.1.9.1.2695
	C9200L-48P-4G	1.3.6.1.4.1.9.1.2695
	C9200L-24T-4X	1.3.6.1.4.1.9.1.2695
	C9200L-24P-4X	1.3.6.1.4.1.9.1.2695
	C9200L-48T-4X	1.3.6.1.4.1.9.1.2695
	C9200L-48P-4X	1.3.6.1.4.1.9.1.2695
Catalyst 9300	c930024T	1.3.6.1.4.1.9.1.2435
	c930024P	1.3.6.1.4.1.9.1.2436
	c930024U	1.3.6.1.4.1.9.1.2437
	c930024X	1.3.6.1.4.1.9.1.2438
	c930048T	1.3.6.1.4.1.9.1.2439
	c930048P	1.3.6.1.4.1.9.1.2440
	c930048U	1.3.6.1.4.1.9.1.2441
	c930048UXM	1.3.6.1.4.1.9.1.2442
Catalyst 9300L	C9300L-24T-4X	1.3.6.1.4.1.9.1.2583
	C9300L-48T-4X	1.3.6.1.4.1.9.1.2584
	C9300L-24P-4G	1.3.6.1.4.1.9.1.2585
	C9300L-48P-4G	1.3.6.1.4.1.9.1.2586
	C9300L-24T-4G	1.3.6.1.4.1.9.1.2792
	C9300L-48T-4G	1.3.6.1.4.1.9.1.2793
	C9300L-24P-4X	1.3.6.1.4.1.9.1.2798
	C9300LM-48UX-4Y	1.3.6.1.4.1.9.1.2804

Series (Ethernet Ports Only)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst 9300L	C9300L-24UXG-4X	1.3.6.1.4.1.9.1.2800
	C9300L-48UXG-4X	1.3.6.1.4.1.9.1.2801
	C9300L-24UXG-2Q	1.3.6.1.4.1.9.1.2802
	C9300L-48UXG-2Q	1.3.6.1.4.1.9.1.2803
	C9300L-48P-4X	1.3.6.1.4.1.9.1.2804
	C9300L-48PF-4X	1.3.6.1.4.1.9.1.2992
	C9300L-48PF-4G	1.3.6.1.4.1.9.1.2993
Catalyst 9400	C9407R	1.3.6.1.4.1.9.1.2500
	C9410R	1.3.6.1.4.1.9.1.2501
	C9404R	1.3.6.1.4.1.9.1.2499
Catalyst 9500	c950012Q	1.3.6.1.4.1.9.1.2418
	c950024Q	1.3.6.1.4.1.9.1.2419
	c950040X	1.3.6.1.4.1.9.1.2420
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
Catalyst C6880x	ciscoC6880x	1.3.6.1.4.1.9.1.1936
Catalyst 3560CX	Cisco Catalyst 3560CX-8XPD-S	1.3.6.1.4.1.9.1.2131
	Cisco Catalyst 3560CX-8PT-S	1.3.6.1.4.1.9.1.2130

Series (Ethernet Ports Only)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
Catalyst C3560	catwsC3560CX12pdS	1.3.6.1.4.1.9.1.2132
	catwsC3560CX12pcS	1.3.6.1.4.1.9.1.2134
	catwsC3560CX8tcS	1.3.6.1.4.1.9.1.2135
	catwsC3560CX8pcS	1.3.6.1.4.1.9.1.2136
Catalyst C2960	catwsC2960CX8tcL	1.3.6.1.4.1.9.1.2137
Catalyst 2960CX	Cisco Catalyst 2960CX-8PC-L	1.3.6.1.4.1.9.1.2191

Supported Cisco Routers

The following table lists the Cisco routers Emergency Responder supports.

Table 5: Supported Cisco Routers

Series (Ethernet Ports Only)	Supported Device	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

Series (Ethernet Ports Only)	Supported Device	System Object ID from CISCO-PRODUCTS-MIB or CISCO-STACK-MIB
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
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

Switch Modules and Network Modules	System Object ID from CISCO-PRODUCTS-MIB
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 Cisco Options Package (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 Collaboration Virtualization wiki.

VMware Support

For information about VMware, see the Unified Communications VMWare Requirements section of the Cisco documentation wiki at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-software-requirements.html.

Supported OVAs and Capacity

For information about OVAs, administrators should see the Virtualization for Cisco Emergency Responder (CER) at http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-emergency-responder.html.

Related Documentation

Cisco Emergency Responder Documentation

See the publications for Cisco Emergency Responder. Navigate from the following documentation URL:
<https://www.cisco.com/c/en/us/support/unified-communications/emergency-responder/series.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:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/series.html>

Important Notes

FCC Emergency Call Regulations

The United States Federal Communications Commission (FCC) adopted rules to help ensure people who call 911 from Multi Line Telephone Systems (MLTS) like Unified Communications Manager can reach 911 directly and be quickly located by first responders. The FCC's rules also impose requirements for transmitting dispatchable location information and require a notification be sent to a central location in the organization when a 911 call is initiated.

Cisco Emergency Responder provides advanced emergency calling to Unified Communications Manager. It assures that Unified CM sends emergency calls to the appropriate public safety answering point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates phone moves and changes. It provides local onsite notification through several methods, including phone alert, web portal alert, email, and text alert.

Cisco Emergency Responder 11.5(x) Supported Upgrades

Cisco Emergency Responder 10.x and later is supported on Cisco Unified Computing System (UCS) and other virtual platforms only. All existing installations on Media Convergence Servers (MCS) should be migrated to UCS before upgrading to Cisco Emergency Responder 10.x or later.

Direct upgrades to Cisco Emergency Responder 11.5(x) are supported only from Cisco Emergency Responder 10.0(1) or Cisco Emergency Responder 10.0(2) or Cisco Emergency Responder 10.5(1) or Cisco Emergency Responder 11.0(1). All existing installations on MCS should be migrated to UCS before upgrading to Cisco Emergency Responder 11.5(x).



Note To improve software integrity protection, Cisco Emergency Responder 11.5 has been signed with new RSA v3 keys to resolve CDET "CSCuo53520". Cisco Emergency Responder 10.0(2) and later releases have the fix for this and when upgrading to Cisco Emergency Responder 10.5 or later, it does not require any COP file installation. Upgrade from Cisco Emergency Responder 10.0(1) requires the installation of RSA v3 Cisco Options Package (COP) before you upgrade to Cisco Emergency Responder 10.5 or later. For information on the COP file, see <http://www.cisco.com/web/software/282204704/18582/RSA3ver4.pdf>.



Note Any Fresh Installs or upgrade from any previous Cisco Emergency Responder releases to Cisco Emergency Responder 11.5(4)SU10 requires the installation of the COP file:
`ciscocm.cer_V11-5-4-SU9-SU10_CSCvz42806_C0142.cop.`

Licensing

Cisco Prime License Manager provides license management for Cisco Emergency Responder 11.5. 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 Cisco Emergency Responder Options can be ordered through UCL (User Connect Licensing), UWL (User Workspace Licensing), and BE6000. For more information, see the Emergency Responder Options section in the [Ordering Guide](#).

If the US Customer already has sufficient Unified CM User licenses, but just need the ER licenses, they can make use of ordering standalone ER Users through the top-level EMRGNCY-RSPNDR.

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

Cisco Emergency Responder 10.5 and onwards support Licenses Management in Cisco HCS License Manager. For more information on Cisco HCS License Manager, see the Cisco Hosted Collaboration Mediation at <http://www.cisco.com/c/en/us/support/cloud-systems-management/hosted-collaboration-mediation/tsd-products-support-series-home.html>

Caveats

This section contains information about accessing the Cisco Bug Search 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 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 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**.

Open Caveats

Identifier	Headline
CSCvz42806	PLM connection with CER shows Not connected. utils network connectivity failing with error

Resolved Caveats

There are no resolved defects for Release 11.5(4)SU10.

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