

Cisco Emergency Responder 12.5

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 a 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 12.5

The newest release, Version 12.5, builds on the many capabilities of previous versions. It offers:

- **Enhanced 911 email alert:**
 - Inform the time zone for the caller's location in an email alert to better relate with the caller during an emergency
 - Admin configured mask digits on Callers Fully Qualified DN to indicate local dialing pattern for the caller in Email Alerts
 - Add links in an email alert such as a corporate directory link
- **Secure:**
 - Configurable session timeout for web portals
 - Command-line interface support to set a minimum Transport Security Layer (TLS) mode for all interfaces
 - Proactive event alerts when an associated Cisco Unified Communications Manager (UCM) is not sending phones lists for tracking
- **Specific License Reservation:**
 - Feature for a highly secure environment with no ability at any time to connect to Cisco Smart Software Manager or Cisco Smart Software Manager Satellite
 - A generated authorization code can be installed on the UCM product and no regular synchronization is needed if product runs within specified license consumption
- **New LAN switch support:**
 - Switch port-based tracking for new LAN switches with Simple Network Management Protocol (SNMP) version 3 tracking – Includes Catalyst® 3650, 9300, 9400, and 9500 Series Switches and Cisco Meraki® Switch (SNMP version 2)

Table 1 lists the major features in Cisco Emergency Responder Version 12.5.

Table 1. High-level features in Cisco Emergency Responder 12.5

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 the 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) version 3 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 Public Safety Answering Point (PSAP) for the caller's location
Identification of caller location to PSAPs by 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 call-back 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 Mask digits on an ELIN during call-back to indicate local dialing patterns PSAP callback ignores any call forward settings on the caller's device
Non-emergency call-back to ELINs	<ul style="list-style-type: none"> ELINs are DID numbers and are dial-able from outside. An administrator can define a Directory Number (DN) where non-emergency callback (not a PSAP callback) to ELINs should be routed
Emergency call alerting by voice, web, and email	<ul style="list-style-type: none"> Includes the time zone for a caller's location in an email alert to better relate with the caller during an emergency Add links in email alert such as a corporate directory 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 are 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"> Specific License Reservation Feature for highly secure environment with no ability anytime to connect to Cisco Smart Software Manager (SSM) or Cisco Smart Software Manager Satellite The authorization code generated can be installed on the UCM product and no regular synchronization is needed if the product runs within specified license consumption Any change in reserved licenses (increase or decrease) requires re-reserving licenses in Cisco Smart Software Manager New authorization codes need to be installed on the product, which provides an acknowledgement code. Changes are not activated until the acknowledgement code from the product is updated on SSM Smart Licensing - 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 a Cisco Prime License Manager node Cisco Unified Communications Manager 12.0 SKUs are smart SKUs that fulfill smart entitlements in the specified Smart Account

Feature	Benefits
	<ul style="list-style-type: none"> Customers with active Cisco Software Support Service (SWSS) can self-migrate your classic licenses (after assigning them to your 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 universal unique identifiers (UUID) 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; or (c) via mediated access through an on-premises collector satellite. The 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"> Configurable session timeout for web portals Command-line interface support to set minimum TLS mode for all interfaces 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 12.5

Cisco Emergency Responder 12.5 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 12.5

- 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 Cisco Emergency Responder 12.5 should order the desired quantity of Cisco Emergency Responder 12 user license upgrades and Cisco Emergency Responder 12.5 server software, outlined in 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 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
ER12.5-SW-K9	Cisco Emergency Responder 12.5 server software new

Upgrades with SWSS to Cisco Emergency Responder Version 12.5

Customers with Software Support Service (SWSS) should use the Product Upgrade Tool (PUT) to order Cisco Emergency Responder 12.5 server software. Table 3 shows the SKUs to use.

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

Product number	Description
ER12.5-SW-UXX-K9=	Cisco Emergency Responder 12.5 Server Software Upgrade 7.X or 8.0 for PUT Only
ER12.5-SW-UYY-K9=	Cisco Emergency Responder 12.5 Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0 for PUT Only
ER12.5-SW-UZZ-K9=	Cisco Emergency Responder 12.5 Server Software Upgrade 10.X 11.X for PUT Only

Upgrades without SWSS to Cisco Emergency Responder Version 12.5

Customers not adding SWSS and upgrading to Cisco Emergency Responder 12.5 may order the desired quantity of Cisco Emergency Responder 12.X user license upgrades and Cisco Emergency Responder 12.5 server software. Table 4 outlines the SKUs to use along with their descriptions.

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

Product number	Description
EMRGNCY-RSPNDR	Cisco Emergency Responder Top Level (for electronic 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.X 1 User License Upgrade from 9.X or earlier
ER12-USR-1-UPG-ZZ	Cisco Emergency Responder 12.X 1 User License Upgrade from 10.X 11.X
ER12.5-SW-UXX-K9	Cisco Emergency Responder 12.5 Server Software Upgrade 7.X or 8.0
ER12.5-SW-UYY-K9	Cisco Emergency Responder 12.5 Server Software Upgrade 8.5 or 8.6 or 8.7 or 9.0
ER12.5-SW-UZZ-K9	Cisco Emergency Responder 12.5 Server Software Upgrade 10.X 11.X

Migrating and 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
 - Moving from Version 10 and Version 11 classic licenses to Smart Licenses can be performed on SSM and from license registration portals (self-service)
 - To move from pre-Version 10 classic licenses to Smart Licenses, customers can perform a 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](#)
- How to upgrade to a smart license-enabled version without a SWSS contract:
 - Upgrade to smart licenses by ordering a-la-carte upgrade SKUs along with SWSS
 - Additional new licenses may be ordered

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For more information

For more information about Cisco Emergency Responder, 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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CISCO FURTHER RECOMMENDS THAT ALL CUSTOMERS PROVIDE ADEQUATE TRUNK AND BANDWIDTH CAPACITY TO ENSURE THAT AUDIO PATHS ARE AVAILABLE FOR EMERGENCY CALLS.

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