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Installing, Deploying and Configuring Cisco Emergency Responder (CER-1)

In this **Installing, Deploying and Configuring Cisco Emergency Responder** 2-day course provides a comprehensive, hands-on introduction to Cisco Emergency Responder, focusing on the design, deployment, configuration, and operation of enterprise E911 solutions integrated with Cisco Unified Communications Manager. It begins by establishing foundational emergency calling concepts, including PSAP operations, NENA standards, ALI and ANI services, and regulatory requirements, ensuring students understand both the technical and compliance drivers behind emergency calling deployments. Learners gain clarity on how Cisco Emergency Responder enhances location accuracy and emergency response effectiveness in modern wired and wireless enterprise environments.

The course progresses through detailed installation and platform configuration, covering supported hardware, virtual server deployment, licensing, redundancy, backup and recovery, and WAN-based clustering. Students learn how Cisco Emergency Responder integrates with Unified Communications Manager through CTI components, route patterns, translation patterns, and SNMP services to enable accurate emergency call routing. Location awareness concepts are reinforced through configuration of Emergency Response Locations, Emergency Location Identification Numbers, switch-port tracking, IP subnet tracking, and wireless endpoint tracking.

Hands-on labs guide students through real-world deployment tasks, including endpoint provisioning, CER group creation, onsite security alert configuration, ALI export to service providers, and end-to-end emergency call testing. The course concludes with operational workflows and troubleshooting techniques, covering auditing, logging, diagnostics, backups, and system recovery. By the end of the course, students are equipped to deploy and maintain a compliant, resilient Cisco Emergency Responder solution that delivers accurate caller location information and reliable emergency services integration in enterprise voice networks.

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Objective

Upon completing this course, the student will be able to meet these objectives

- Install, Configure, and Implement Cisco Emergency Responder (Cisco ER)
- Configure CUCM for CER
- Configure Emergency Response Locations (ERLs)
- Configure Emergency Location Identification Numbers (ELINs)
- Configure PSAP calls and PSAP CallBack
- Configure Users and onsite Security Management

Price :
\$2995.00
Duration :
2 Days
Certification Exam:
N/A
CE Credit: N/A

Who Should Attend

- Network Video Engineer
- Voice / UC / Collaboration / Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales / Systems Engineer

Prerequisites

Students should have the following prerequisite skills and knowledge:

- Basic Understanding of Cisco Unified Communications Manager
- Basic Understanding of Cisco Gateways and Routers An understanding of IP networking concepts (CCNA-level)

Course Outline

Module 0: Introduction

- Introduction
- Cisco Endpoints Overview
- Locating Documentation

Module 1: Cisco Emergency Responder Overview

- PSAP/ Emergency Calling Overview
- National Emergency Number Association
- Legislation and Regulation
 - Service Provider ALI
 - Automatic Number Identification (ANI)
 - Automatic Location Identification (ALI)
 - NENA Emergency Response Location
 - NENA Guidelines for ERLs
 - NENA Emergency Location Identification Number (ELIN)
 - E911 Preparation
 - Cisco Emergency Call Handler
 - Cisco Emergency Responder 11.x Enhancements
 - License Management
 - Emergency Responder Redundancy
 - Clustering CER over the WAN
 - Integration with UC Manager
 - Intrado Architecture
 - CER Wireless Features Overview

Module 2: Installing Cisco Emergency Responder

- Supported Hardware Platforms
- CER Virtual Server Requirements
- Deploy Cisco CER OVF/OVA
 - Installation of CER
 - CER CLI Interface
 - Reset Application Administrator Password
 - Add 2nd CER Server – Subscriber
 - Upgrade VMware Tools on Cisco Emergency Responder Server
 - CER Backup and Restore
 - CER PLM Licensing

Module 3: Unified Communication Manager CER Configuration

- Cisco Unified Communications Manager Administrator Interfaces
- Cisco Unified Communications Manager Required Services for CER
- CUCM SNMP Settings Phone Partition and Calling Search Spaces
 - Partitions for 911 Services
 - CER CUCM Configuration for CTI Route Points and CTI Ports
 - Configure CER Route Patterns for 911 and Security Personal
 - Create Translation Patterns for ELINs
 - Create Emergency Responder Cisco Unified Communications Manager User
 - Location Awareness Overview
 - Configure Wireless Endpoint Tracking Feature on UCM 11.5

Module 4: Cisco Emergency Responder (CER) Configuration

- Emergency Responder Interface
- E.164 Dial Plan Support
- Cisco Emergency Responder Groups
 - Setup CER Groups
 - CER Telephony Settings for CER
 - Cisco CER License Manager
 - Cisco CER Email Settings
 - Cisco CER – Add Subscriber
 - Onsite Security Alerts for Security Personnel
 - Pager Alert Configuration
 - Configure Emergency Response Location (ERL)
 - Configure Emergency Location Identification Number (ELIN)
 - ERL Migration Tool
 - Configure SNMP
 - Configure Phone Tracking
 - Configure LAN Switch Tracking
 - Configuring IP Subnet-based ERLs
 - Configuring Manual Phone Tracking
 - Emergency Responder User Management
 - Manage Onsite Alerts, ERLs, and ALI Data
 - User and Security Logins
 - CER – Web Alerts
 - CER – ERL Audit Trail
 - Export PS-ALI Records
 - ERL Debug Tool

LAB OUTLINE

Lab 1: Configure Cisco Unified Communications Manager Initial Settings for CER

Lab 2: Deploying Endpoints

Lab 3: Create Emergency Call Route Points

Lab 4: Provision Gateway

Lab 5: Configuring Cisco Emergency Responder (CER)

- License CER
- CER Cisco ER Groups
- CER Cisco ER Group Settings
- CER Telephony Settings
- CER Server Settings
- CER Email Alert Settings
- CER Add Subscriber
- CER User Accounts and Groups
- Security Roles
- CER and Cisco UCM Integration
- Verify CER and Cisco UCM Integration on UCM
- CER Onsite Alert Personnel
- Configure Default CER ERL
- Add a New ERL
- Configure CER SNMP
- Configure CER Phone Tracking Schedule
- Configure CER LAN Switch Details
- Run Switch-Port & Phone Update
- Configure CER LAN Switch Details
- Configure Tracking by IP Subnet

- Exporting ALI for PSTN Carrier
- Testing the 911
- System and Troubleshooting
- System Backups with the Disaster Recovery System