Cisco 1861, 1861E Integrated Services Routers

General Questions

Q. What is the Cisco® 1861 product family?

A. The Cisco 1861 and Cisco 1861E, which are part of the Cisco 1861 product family and from the Cisco 1800 Series Integrated Services Router (ISR) portfolio, is a unified communications solution targeted at small and medium-sized businesses (SMBs) and enterprise small branch offices. This solution provides voice, data, voicemail, Automated-Attendant, video, and security capabilities while integrating with existing desktop applications such as calendar, email, and customer-relationship-management (CRM) programs. This platform takes full advantage of business-class, proven unified communications technologies and supports flexible deployment models based on your needs - a wide array of IP phones, public-switched-telephone-network (PSTN) interfaces, and Internet connectivity.

Core components include the following:

- Cisco Unified Communications Manager Express (CME) or Cisco Unified Survivable Remote Site Telephony (SRST) for call processing
- Cisco Unity® Express for voice messaging, Automated Attendant (optional), and TimeCardView (TCV)
- Integrated LAN switching with Power over Ethernet (PoE) support - expandable through Cisco Catalyst® switches
- Optional security with firewall, VPN, Secure Sockets Layer (SSL), and intrusion-prevention-system (IPS) capabilities

Note: Henceforth Cisco 1861(E) will refer to both Cisco 1861 and Cisco 1861E models, unless these models are called out explicitly. Cisco 1861 will refer to Cisco 1861 models only; Cisco 1861E will refer to Cisco 1861E models only.

Q. What are the differences between the Cisco 1861 and Cisco 1861E?

A. The Cisco 1861E comes with default DRAM of 512MB compared to 256MB on the Cisco 1861. Also there is no Wireless LAN support on the Cisco 1861E.

Q. How are the Cisco 1861(E) products packaged?

A. As shown in Table 1 and 2, the Cisco 1861(E) packaging was created for ease of ordering and communication. The Cisco 1861(E) is targeted at the 8-user market segment. From a packaging perspective, it is organized as follows:

- Cisco Unified SRST packaging for both foreign-exchange-office (FXO) and Basic Rate Interface (BRI) configurations
- Cisco Unified SRST packaging with integrated Cisco Unity Express for both FXO and BRI configurations
- Cisco Unified CME packaging with integrated Cisco Unity Express and phone licenses, for both FXO and BRI configurations

On the Cisco Unified SRST packaging, the SRST license can be interchanged for the Cisco Unified CME license. The default Cisco IOS® Software image for Cisco 1861 models is SP Services K9 on the Cisco IOS Software Release 12.4(22)T.

Table 1. Cisco 1861 Part Numbers

Part Number	Description
C1861-SRST-F/K9	Cisco 1861, 8-User SRST license, 4 PSTN trunks (FXO), 4 Analog ports (FXS), 8 PoE ports, 1 HWIC slot for WAN
C1861-SRST-B/K9	Cisco 1861, 8-User /SRST license, 2 BRI trunks (BRI), 4 Analog ports (FXS), 8 PoE ports, 1 HWIC slot for WAN
C1861-SRST-C-F/K9	Cisco 1861, 8-User SRST & CUE license, 4 PSTN trunks (FXO), 4 Analog ports (FXS), 8 PoE ports, 1 HWIC slot for WAN
C1861-SRST-C-B/K9	Cisco 1861, 8-User SRST & CUE license, 2 BRI trunks (BRI), 4 Analog ports (FXS), 8 PoE ports, 1 HWIC slot for WAN
C1861-UC-4FXO-K9	Cisco 1861, 8-user CME, CUE, Phone Licenses, 4 PSTN trunks (FXO), 4 Analog ports (FXS), 8 PoE ports, 1 HWIC slot for WAN
C1861-UC-2BRI-K9	Cisco 1861, 8-user CME, CUE, Phone Licenses, 2 BRI trunks (BRI), 4 Analog ports (FXS), 8 PoE ports, 1 HWIC slot for WAN
C1861W-SRST-F/K9	1861, WLAN, 8-user SRST/CME, 4FXS, 4FXO, 8xPOE, SP Svcs, HWIC slot
C1861W-SRST-B/K9	1861, WLAN, 8-user SRST/CME, 4FXS, 2BRI, 8xPOE, SP Svcs, HWIC slot
C1861W-SRST-C-F/K9	1861, WLAN, 8-usrSRST/CME, CUE, 4FXS, 4FXO, 8xPOE, SP Svcs, HWICslot
C1861W-SRST-C-B/K9	1861, WLAN, 8-usrSRST/CME, CUE, 4FXS, 2BRI, 8xPOE, SP Svcs, HWICslot
C1861W-UC-4FXO-K9	1861, WLAN, 8-user CME, CUE, Ph. Lic, 4FXS, 4FXO, 8xPOE, HWIC slot
C1861W-UC-2BRI-K9	1861, WLAN, 8-user CME, CUE, Ph. Lic, 4FXS, 2BRI, 8xPOE, HWIC slot

The default Cisco IOS® Software image for all Cisco 1861E models only is SP Services K9 on the Cisco IOS Release 15.1(3)T.

Table 2. Cisco 1861E Part Numbers

Part Number	Description
C1861E-SRST-F/K9	1861, 8-user SRST or CME, 4FXS, 4FXO, 8xPOE, SP Svcs, HWIC slot
C1861E-SRST-B/K9	1861, 8-user SRST or CME, 4FXS, 2BRI, 8xPOE, SP Svcs, HWIC slot
C1861E-SRST-C-F/K9	1861, 8-user SRST or CME, CUE, 4FXS, 4FXO, 8xPOE, SP Svcs, HWIC slot
C1861E-SRST-C-B/K9	1861, 8-user SRST or CME, CUE, 4FXS, 2BRI, 8xPOE, SP Svcs, HWIC slot
C1861E-UC-4FXO-K9	1861, 8-user CME, CUE, Ph. Lic, 4FXS, 4FXO, 8xPOE, HWIC slot
C1861E-UC-2BRI-K9	1861, 8-user CME, CUE, Ph. Lic, 4FXS, 2BRI, 8xPOE, HWIC slot

Q. Are there part numbers with just the Cisco 1861(E) base chassis or Cisco 1861(E) security bundles without the voice ports, PoE switch ports, or voice applications bundled in?

A. No. There are no part numbers with the Cisco 1861(E) base chassis or security bundles without the fixed voice and PoE switch ports. Because the Cisco 1861(E) focuses on enabling unified communications applications, the platform comes integrated with fixed voice ports, PoE switch ports, and voice licenses bundled in to enable SRST or Cisco Unified CME + Cisco Unity Express applications. However, you may upgrade the default SP Services Cisco IOS Software image to the Advanced IP Services Cisco IOS Software image to enable all the security features consistent with other integrated services routers.

Q. What are the field-upgradable hardware components for the Cisco 1861(E)?

A. The only field-upgradable component is the High-speed WAN interface card (HWIC) slot that supports a range of WAN interface cards (WICs). Table 3 lists the supported HWICs. The HWIC slot does not support older WICs, voice/WAN interface cards (VWICs), or voice interface cards (VICs).

Table 3. Supported HWICs

Part Number	Description
T1/E1 WAN Interface Card	
HWIC-1T1/E1	T1/E1 HWIC w/ Intg. CSU/DSU (1861-only)
Serial WAN Interface Cards	
HWIC-1SER	1-Port Serial HWIC for 1861
HWIC-2SER	2-Port Serial HWIC for 1861
Wireless WAN Interface Cards	
HWIC-3G-CDMA-S	3G WWAN HWIC-EVDO Rev A/Rel 0/1xRTT-800/1900MHz (Sprint SKU)
HWIC-3G-CDMA-V	3G WWAN HWIC-EVDO Rev A/Rel 0/1xRTT-800/1900MHz (Verizon SKU)
HWIC-3G-GSM	3GWWAN HWIC-HSDPA/UMTS/EDGE/GPRS-850/900/1800/1900/2100MHz (Global SKU)
DSL WAN Interface Cards	
HWIC-2SHDSL	G.shdsl HWIC with Annex F & G support
HWIC-4SHDSL	G.shdsl HWIC with IMA support
HWIC-4SHDSL-E	4-pair EFM based HWIC
HWIC-1VDSL	1-port VDSL2 HWIC
HWIC-1ADSL	1-port ADSLoPOTS HWIC, Annex A
HWIC-1ADSLI	1-port ADSLoISDN HWIC, Annex B
HWIC-1ADSL-M	1-port ADSL HWIC w/Annex M
HWIC-ADSL-B/ST	Dual-port HWIC with ADSL over POTS and ISDN BRI ports
HWIC-ADSLI-B/ST	Dual-port HWIC with ADSL over ISDN and ISDN BRI ports
Cable WAN Interface Cards	
HWIC-CABLE-D-2	1-Port DOCSIS 2.0 Cable HWIC
HWIC-CABLE-E/J-2	1-Port Euro/J-DOCSIS 2.0 Cable HWIC

Q. Is the T1/E1 HWIC with integrated channel service unit/data service unit (CSU/DSU) (HWIC-1T1/E1) module data-only, or can it support voice capabilities such as fractional PRI?

A. It is a data-only module.

Q. Will the T1/E1 HWIC with integrated CSU/DSU, 1-port serial HWIC, and 2-port serial HWIC for the Cisco 1861 (HWIC-1T1/E1, HWIC-1SER, and HWIC-2SER, respectively) work in all ISRs?

A. No. These HWICs are supported on the Cisco 1861 and Cisco 1861E only.

Q. Which Cisco IOS Software images are supported on the Cisco 1861E?

A. The default Cisco IOS Software image on the various Cisco 1861(E) products is SP Services K9. Table 3 lists the Cisco IOS Software images supported on the Cisco 1861(E).

Table 4. Cisco IOS Software Images Supported on Cisco 1861(E)

Cisco 1861 & Cisco 1861E	Supported Images in Cisco IOS Software Release
Default image: c1861-spservicesk9-mz	SP Services K9
C1861-ipvoice	IP VOICE
c1861-entservicesk9-mz	ENTERPRISE SERVICES K9
c1861-advipservicesk9-mz	ADVANCED IP SERVICES K9
c1861-adventerprisek9-mz	ADVANCED ENTERPRISE SERVICES K9

Q. Which Cisco IOS Software releases does the Cisco 1861 support?

A. The Cisco 1861 supports Cisco IOS Software Release 12.4(22)T, which supports Cisco Unified Communications Manager Express 7.0 and Cisco Unity Express 2.3.

Q. Which Cisco IOS Software release does the Cisco 1861E support?

A. The minimum Cisco IOS software release for the support of Cisco 1861E is 15.1(3)T

Q. Is the WAN interface card (WIC-1DSU-T1-V2) supported on the Cisco 1861(E)?

A. No, this card is not supported on the Cisco 1861(E). Instead, the WIC with an integrated CSU/DSU (HWIC-1T1/E1) provides comprehensive T1/E1 data WAN functions.

Q. Are the serial WAN interface cards (WIC-1T and WIC-2T) supported on the Cisco 1861(E)?

A. No, neither card is supported. Instead, the HWICs (HWIC-1SER and HWIC-2SER, respectively) provide the same functions on the Cisco 1861(E).

Q. Does the Cisco 1861(E) have either an advanced-integration-module (AIM) slot or an enhanced-network-module (NME) slot?

A. No, the Cisco 1861(E) has neither an AIM slot nor an NME slot, so it cannot support any of the AIMs or NMEs supported on the Cisco 2800 and 3800 platforms.

Q. What is the form factor of the Cisco 1861(E)?

A. The Cisco 1861(E) uses a desktop form factor with an external AC power supply. Its dimensions are (H x W x D) 2.625 x 10.5 x 11.05 in. It employs a low noise pulse modulated fan.

Q. Does the Cisco 1861 support wireless LAN (WLAN)?

A. WLAN is supported on the Cisco1861W SKUsonly as a factory option as listed in Table 1. Wireless LAN is not supported on the Cisco1861E.

Q. How many Fast Ethernet ports are on the Cisco 1861(E)?

A. The Cisco 1861(E) has 8 PoE switch ports, which are all Fast Ethernet ports. In addition, there are 2 Fast Ethernet ports on board, one of which is connected directly to the CPU, so it is a routed port, whereas the second is a switch uplink port connected to the onboard 8 PoE switch ports. You can use this second Fast Ethernet port as an expansion port to an external switch if you need more PoE switch ports.

Q. What features are supported on the Fast Ethernet switch ports?

A. The onboard Fast Ethernet switch ports share the same feature sets and restrictions as the 9-port Cisco EtherSwitch HWIC (HWIC-9ESW) module.

Q. Does the Cisco 1861(E) have a console port?

A. Yes. The Cisco 1861(E) platform comes with a console or auxiliary port for the Cisco IOS command-line interface (CLI). The Cisco 1861(E) can autodetect modems and switch between the console and auxiliary port functions.

Q. Does the Cisco 1861(E) support an analog modem port?

A. No. An external modem port must be used.

Q. What is the power failover mode on the Cisco 1861(E)?

A. When the Cisco 1861(E) loses power, there is still transmission of calls from the PSTN FXO to foreign-exchange-station (FXS) ports because of the presence of an internal connector between the two ports. The first FXO port 0/1/0 is internally connected to the last FXS port 0/0/3, allowing for calls to be placed and received.

Unified Communications

Q. What analog voice ports are available on the Cisco 1861(E)?

A. The Cisco 1861(E) ISRs come with 4 FXS ports as default on all products. In addition, factory options are available to support 4 FXO and 2 BRI ports as separate products.

Q. Does the Cisco 1861(E) support Cisco Unified SRST and Cisco Unified CME applications?

A. Yes, the Cisco 1861(E) supports both Cisco Unified SRST and Cisco Unified CME applications and has been tested with Cisco Unified Communications Manager. You can deploy the Cisco 1861(E) in both centralized and decentralized voice deployments.

Q. What Cisco Unified CME, Cisco Unified SRST, and Cisco Unity Express versions are supported on the Cisco 1861E?

A. Cisco Unified CME, Cisco Unified SRST 8.5, and Cisco Unity Express 8.5 are supported. In general, unified communications features supported through Cisco Unified CME and Cisco Unity Express solutions are consistent with the rest of the integrated services routers.

Q. Does the Cisco 1861(E) support the digital voice/WAN interface cards (VWICs)?

A. No, digital voice interface cards are not supported on the Cisco 1861(E) at first customer shipment (FCS).

Q. What phones are supported on the Cisco 1861(E)?

A. The Cisco 1861(E) supports all Cisco Unified IP phones, including Cisco IP Communicator and Cisco Unified IP Phone 7931, 7921, and 7985 models.

Q. Will the Cisco 1861(E) support more than 8 users for voice applications?

A. Yes, the Cisco 1861(E) can support up to 15 users for voice applications through software licensing. For a higher user count, you should consider the Cisco 2801 and later platforms.

Q. Does the number of users limit the number of data users?

A. No. The number of users limits only the number of phone users.

Q. Does the Cisco 1861(E) have digital-signal-processor (DSP) limitations?

A. Yes. The appropriate level of fixed DSPs is packaged with each configuration. These DSPs are not upgradable in the field.

Q. What size DSP module is in the router?

A. The 32-channel packet fax and voice DSP module (PVDM2-32) is installed in the router.

Q. What is the message storage capacity of the Cisco Unity Express by system or mailbox in minutes?

A. Cisco Unity Express can store 14 hours of messages. You can change (increase or decrease) the default of approximately 13 minutes to meet your needs.

Q. Can I use the 5 general delivery mailboxes (GDMs) as regular voicemail boxes? In other words, can I get 13 regular voicemail boxes on the Cisco 1861(E)?

A. Yes; you can repurpose GDMs and configure them to provide individual mailbox-level support.

Q. Does the Cisco 1861(E) support music on hold (MoH)?

A. The Cisco 1861(E) fully supports this feature.

Q. Does the Cisco 1861(E) support VoiceXML?

A. Yes. VoiceXML subsystems are included in Cisco 1861(E) images.

Q. What version of SRST is supported on the Cisco 1861E?

A. The Cisco 1861 supports Cisco Unified SRST 8.5. For more information about SRST, please visit: http://www.cisco.com/en/US/products/sw/voicesw/ps2169/index.html.

Q. Does the Cisco 1861(E) support Enhanced 911 (E-911)?

A. Yes. Support for E-911 services has been part of the SRST feature set since Cisco Unified SRST Version 4.1, so is supported on the Cisco 1861(E).

Q. Is Session Initiation Protocol (SIP) Trunking supported on the Cisco 1861(E)?

A. Yes. SIP Trunking is supported on the Cisco 1861(E).

Q. Which Cisco IOS Software image is required to support SIP Trunking?

A. All Cisco 1861(E) images support SIP Trunking.

Q. Are Cisco Unified Border Element (UBE) functions supported on the Cisco 1861(E)?

A. A subset of Cisco Unified Border Element features is supported on the Cisco 1861(E). The Cisco 1861(E) does not have CUBE- ivs - images to support the full feature set.

Q. What Cisco Unified Border Element features are not supported on the Cisco 1861(E)?

A. H.323 trunks to service providers, H.323-to-SIP internetworking, and telepresence are examples of Cisco Unified Border Element features that are not supported on the Cisco 1861(E).

Q. How do I order the Cisco Unified Border Element license for the Cisco 1861(E)?

A. You can order the “FL-CUBE-4=” license as a spare part number.

Q. Is there any capacity limitation for deploying Cisco Unified Border Element on the Cisco 1861(E) platform?

A. Yes, the Cisco 1861(E) supports a maximum of eight simultaneous calls in SIP trunking and a maximum of four transcoding sessions.

Security

Q. What security functions are available for the Cisco 1861(E)?

A. The Cisco 1861(E) integrates hardware-based encryption on board that can be enabled with an optional Cisco IOS Software security software image that not only enables the encryption (Digital Encryption Standard [DES], Triple DES [3DES], and Advanced Encryption Standard [AES]) but also provides Cisco IOS Firewall and Cisco IOS Intrusion Prevention System (IPS) support. Other standard security features supported include access control lists (ACLs); authentication, authorization, and accounting (AAA) features such as Password Authentication Protocol (PAP) and Challenge Handshake Authentication Protocol (CHAP); TACACS+, RADIUS, and token authentication; and Lock & Key. Further, Network Access Control (NAC) for antivirus defense can be enabled on the Cisco 1861(E).

Q. Does the Cisco 1861(E) function with Cisco Easy VPN remote client-server mode?

A. Yes. The term Easy VPN server denotes any headend model that supports the Cisco Unity voice messaging system workgroup specification for VPN server. The term Easy VPN client denotes any customer premises equipment (CPE) that receives IP Security (IPsec) configuration from an Easy VPN server. The Cisco 1861(E) can serve as both an Easy VPN server and an Easy VPN client. The router can push IPsec configurations to an Easy VPN client and can receive IPsec configurations from another Easy VPN server.

Q. What is the maximum number of SSL VPN sessions that the Cisco 1861(E) supports?

A. The Cisco 1861(E) supports up to 25 users when using software-based SSL encryption.

Q. Does the Cisco 1861(E) support teleworker configuration?

A. Yes; it supports Easy VPN server and uses the Cisco 871 as the Easy VPN remote. Easy VPN server supports Cisco VPN client and Microsoft VPN client.

Q. Is Network Address Translation (NAT) supported in the base image for the Cisco 1841?

A. The default image SP Svcs has both voice and NAT.

Q. How many IPsec peers can the Cisco 1861(E) support?

A. The Cisco 1861(E) supports up to 30 IPsec sessions.

Platform Comparisons

Q. What are the primary differences between the Cisco Unified Communications 500 Series for Small Business, Cisco 1841,Cisco 1861(E) and 2801 Integrated Services Routers?

A. Table 5 highlights the primary differences:

Table 5. Differences Between Cisco Unified Communications 500 Series, Cisco 1841,Cisco 1861(E) and 2801

Feature or Function	Cisco Unified Communications 500 Series	Cisco 1841	Cisco 1861	Cisco 1861E	Cisco 2801
Target market	Unified communications solution for small businesses; part of the Cisco Smart Business Communications System	ISR with focus on secure data communication solutions for SMB and enterprise small branch offices	ISR with focus on unified communications solution with integrated WAN and security for SMB and enterprise small branch offices	ISR with focus on unified communications solution with integrated WAN and security for SMB and enterprise small branch offices	ISR with support for data, security, voice, and video communications for SMB and enterprise branch offices
Fixed ports or modular slots	Fixed PoE switch and voice ports; expandable slot for specific voice cards	Two modular data WAN slots	Fixed PoE switch and voice ports; expandable slot for specific HWICs for WAN	Fixed PoE switch and voice ports; expandable slot for specific HWICs for WAN	Four modular data and voice slots
Form factor and dimensions (H x W x D)	• Desktop • 2.625 x 10.5 x 11.05 in.	• Desktop • 1.72 x 13.5 x 10.8 in.	• Desktop • Rack-mount • 2.625 x 10.5 x 11.05 in.	• Desktop • Rack-mount • 2.625 x 10.5 x 11.05 in.	• Rack-mount • 1.72 x 17.5 x 16.5 in.
WAN support	Needs an external router	Comprehensive list of WICs and HWICs supported	Specific list of HWICs supported	Specific list of HWICs supported	Comprehensive list of HWICs supported
LAN support	Fixed: 1 Fast Ethernet (routed) port, 8 PoE ports, and 1 switch uplink port	Fixed: 1 Fast Ethernet (routed) port, 8 PoE ports, and 1 switch uplink port	Fixed: 1 Fast Ethernet (routed) port, 8 PoE ports, and 1 switch uplink port	Fixed: 1 Fast Ethernet (routed) port, 8 PoE ports, and 1 switch uplink port	Fixed: 2 Fast Ethernet ports, expandable through HWIC slots
USB ports	None	1	None	None	One
Internal AIM slots	None	Yes	None	None	Yes
PVDM slots	Fixed	No	Fixed	Fixed	Two internal PVDM slots
Default memory	128-MB flash memory and 256-MB DRAM	32-MB flash memory and 128-MB DRAM	128-MB flash memory and 256-MB DRAM	128-MB flash memory and 512-MB DRAM	64-MB flash memory and 128-MB DRAM
Maximum memory	128-MB flash memory and 256-MB DRAM	128-MB flash memory and 384-MB DRAM	128-MB flash memory and 256-MB DRAM	128-MB flash memory and 512-MB DRAM	128-MB flash memory and 384-MB DRAM
Power supply	External AC	Internal AC	External AC	External AC	Internal AC
Product packaging	Unified communications focused	Data and security	Unified communications focused	Unified communications focused	Data, security, voice gateway, and unified communications
Cisco IOS Software image support	Fixed image	Default image depends on product; comprehensive list of Cisco IOS Software images supported	Default SP Services image, upgradable to higher-end images	Default SP Services image, upgradable to higher-end images	Default image depends on product; comprehensive list of Cisco IOS Software images supported
Cisco Unified CME (number of users)	8 to 48	No	Up to 15	Up to 15	24
Cisco Unified SRST support	No	No	Yes	Yes	Yes
Advanced security features (SSL VPN, IPS, NAC, Group Encrypted Transport VPN, etc.)	No	Yes	Yes	Yes	Yes

Feature or Function	Cisco Unified Communications 500 Series	Cisco 1841	Cisco 1861	Cisco 1861E	Cisco 2801
Dynamic Routing (Routing Information Protocol [RIP], Border Gateway Protocol [BGP], Open Shortest Path First [OSPF], Enhanced IGRP [EIGRP], etc.)	No	Yes	Yes	Yes	Yes
Enterprise features (IBM, Systems Network Architecture [SNA], etc.)	No	Yes	Yes	Yes	Yes
WLAN support	Yes	Yes	Yes	No	Yes

Network Management

Q. How is the Cisco 1861(E) managed?

A. Like all Cisco routers, the Cisco 1861(E) can be managed with Simple Network Management Protocol (SNMP), with a Telnet session, and through a directly connected terminal or PC running terminal emulator software.

Q. Does the Cisco 1861(E) support CiscoView and CiscoWorks?

A. Yes, the Cisco 1861(E) supports CiscoWorks Resource Manager Essentials and CiscoView, both of which are part of the CiscoWorks Family.

Q. Does the Cisco Router and Security Device Manager (SDM) support the Cisco 1861(E)?

A. No, Cisco SDM is not supported on the Cisco 1861(E).

Q. Is there a device management tool for Cisco 1861(E)?

A. Cisco Configuration Professional, an intuitive GUI-based tool, can be used to configure routing, security, and voice functions for the Cisco 1861(E). For more information, please visit http://www.cisco.com/go/ciscocp.

Other

Q. What kind of powering option does the Cisco 1861(E) have?

A. The Cisco 1861(E) use an external power supply to reduce the amount that an internal power supply can potentially generate. As a result, the Cisco 1861(E) can use a much quieter fan for desktop deployment.

Q. Is the Cisco 1861(E) supported by Cisco SMARTnet® support?

A. Yes, the Cisco 1861(E) is supported by Cisco SMARTnet® support.

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