



Preface

- [Overview](#), on page i
- [Audience](#), on page i
- [Organization](#), on page i
- [Related Documentation](#), on page iii
- [Cisco Product Security Overview](#), on page iii
- [Acknowledgments](#), on page iii

Overview

This document provides you with the required information to install, configure, manage, and use Cisco Emergency Responder (Emergency Responder).

Audience

Network engineers, system administrators, and telecom engineers should review this guide to learn the steps required to properly set up Emergency Responder in the network. Because of the close interaction of Emergency Responder with CiscoUnifiedCommunicationsManager, you should be familiar with CiscoUnifiedCommunicationsManager before deploying Emergency Responder.

Security personnel should also read this document.

Organization

The following table details how this guide is organized:

Topic	Description
Plan for Cisco Emergency Responder	Provides information to help you understand emergency call ordinances, how Emergency Responder helps you meet the ordinances, and what you must do to deploy Emergency Responder successfully.

Topic	Description
Cisco Emergency Responder Installation	Provides detailed information about installing or upgrading to Emergency Responder.
Configure Cisco Unified Communications Manager	Describes the configuration procedures for Unified CM for Emergency Responder.
Configure Cisco Emergency Responder	Describes the configuration procedure for Emergency Responder.
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services	Describes how to configure Emergency Responder to interoperate with Intrado V-9-1-1 Enterprise.
Configure Cisco Emergency Responder Serviceability	Describes how to configure and use Emergency Responder Serviceability features.
Configure Cisco Unified Operating System	Describes how to configure and use the Cisco Unified Communications Operating System, which is bundled with Emergency Responder.
Configure Cisco Emergency Responder Disaster Recovery System	Describes how to configure the Cisco Emergency Responder Disaster Recovery System.
Cisco Emergency Responder Admin Utility	Describes how to use the Cisco Emergency Responder Admin Utility.
Cisco Emergency Responder User Preparation	Describes the various roles for Emergency Responder users.
Troubleshoot Cisco Emergency Responder	Addresses problems you might encounter with Emergency Responder and provides ways to resolve them; also includes other tasks associated with problem identification and resolution.
ALI Formatting Tool	Describes the ALI Formatting Tool (AFT) and provides information about how to use and troubleshoot the AFT.
Cisco Emergency Responder Administration Web Interface	Describes the fields on the pages of the Emergency Responder administrator web interface.
Cisco Emergency Responder Serviceability Web Interface	Describes the Emergency Responder serviceability web interface.
Cisco Unified Operating System Administration Web Interface	Describes the Cisco Unified Operating System (OS) Administration web interface.
Disaster Recovery System Web Interface	Describes the Cisco Emergency Responder Disaster Recovery System Administration web interface.
Admin Utility Web Interface for Cisco Emergency Responder	Describes the Cisco Emergency Responder Admin Utility web interface.

Topic	Description
Using AFT for Specific Service Providers	Provides service-provider specific information for use in conjunction with the AFT.
Event Log Messages	Provides Emergency Responder based Event Log messages and administrative alerts.
Cisco Emergency Responder Port Usage	Provides information about the ports used by Emergency Responder.

Related Documentation

For additional information about Cisco Emergency Responder (Emergency Responder) and Cisco Unified Communications Manager, see the following publications.

- All Cisco Emergency Responder documents are available at:
http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html
- Cisco Unified Communications Manager installation documents are available at:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html
- Cisco Unified Communications Manager operating system installation documents and backup and restore documents are available at:
<http://www.cisco.com/en/US/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>
- Information about Cisco Unified Operations Manager is available at:
<http://www.cisco.com/en/US/products/ps6535/index.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at the U.S. Bureau of Industry and Security's [Export Administration Regulation Downloadable Files](#) web page.

Acknowledgments

This product includes software developed by Justin Wells and Semiotek Inc. for use in the WebMacro Servlet Framework (<http://www.webmacro.org>).

You may use WebMacro for use under the GNU General Public License. You may also use WebMacro under the terms of the Semiotek Public License. The terms of the Semiotek Public License are as follows:

Copyright (c) 1997, 1998, 1999, 2000, 2011 Semiotek Inc.

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. All advertising materials mentioning features or use of this software must display the following acknowledgment: “This product includes software developed by Justin Wells and Semiotek Inc. for use in the WebMacro Servlet Framework (<http://www.webmacro.org>).”
4. The names “Semiotek Inc.” and “WebMacro” must not be used to endorse or promote products derived from this software without prior written permission. For written permission, please contact justin@webmacro.org
5. Products derived from this software may not be called “WebMacro” nor may “WebMacro” appear in their names without prior written permission of Justin Wells.
6. Redistributions of any form whatsoever must retain the following acknowledgment: “This product includes software developed by Justin Wells and Semiotek Inc. for use in the WebMacro Servlet Framework (<http://www.webmacro.org>).”

THIS SOFTWARE IS PROVIDED BY SEMIOTEK INC. “AS IS” AND ANY EXPRESSED OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL SEMIOTEK INC. OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.