



CHAPTER 9

Using the Cisco Emergency Responder 2.0 Admin Utility

In Cisco Emergency Responder (Cisco ER) 2.0, the Admin Utility is integrated into the Cisco ER itself. The Admin Utility has its own web interface that you can access from the main Cisco ER web page. As with the other Cisco ER administration web interfaces, the Admin Utility web interface is password protected.

These topics describe how to use the Cisco ER Admin Utility:

- [Pointing Subscriber Servers to a Different Publisher, page 9-1](#)
- [Changing the Cisco Unified Communications Manager Version, page 9-2](#)
- [Updating the Cisco ER Cluster Database Host Details, page 9-3](#)

Pointing Subscriber Servers to a Different Publisher

To use the Admin Utility to point a subscriber server to a different publisher server, follow these steps:



Note

In the following procedure, P1 is the current Publisher of the Subscriber. P2 is the other Publisher, to which the Subscriber needs to be pointed.

Procedure

- Step 1** Delete the Subscriber from the current Publisher by following these steps:
- a. Log in to the Cisco ER Administration web interface of the current Publisher (P1).
 - b. Select **System > Server Settings**.
 - c. Click on the Subscriber.
 - d. Click **Delete**. This action deletes the Subscriber's entry from its Publisher's (P1) database.
- Step 2** Add the Subscriber to its new Publisher by following these steps:
- a. Log in to the Cisco ER Administration web interface of the new publisher (P2).
 - b. Select **System > Add Subscriber**.
 - c. Enter the hostname/IP address of the Subscriber.
 - d. Click **Insert**.

- Step 3** Point the Subscriber to its new Publisher by following these steps:
- Log in to the Cisco ER Admin Utility web interface of the Subscriber.
 - From the main Cisco ER Admin Utility page, select **Update>Publisher**. The Point to a New Publisher page appears.
 - Enter the Host Name, IP Address, and Security Password of the new Publisher (P2) in the text boxes, then click **Go**.



Note Changing the Publisher will delete all the associations with the current Publisher.

- Step 4** After the operation has completed, reboot the Subscriber.

Related Topics

- [Point to a New Publisher, page E-1](#)



Note This feature can be used on a Subscriber server.

- [Add Subscriber, page A-9](#)
- [Server Settings for CERServerGroup, page A-6](#)

Changing the Cisco Unified Communications Manager Version

To use the Admin Utility to change the Cisco Unified Communications Manager version, follow these steps:

Procedure

- Step 1** Log in to the Cisco ER Admin Utility web interface.
- Step 2** From the main Cisco ER Admin Utility page, select **Update>CCM Version**. The Upgrade CCM Version page appears.
- Step 3** From the **Choose the CCM Version to Upgrade** pulldown menu, select the new version of Cisco Unified Communications Manager, then click **Go**.



Note You must change the Cisco Unified Communications Manager version separately for the Publisher and Subscriber nodes.

Once the system makes the change, the Status area of the Upgrade CCM Version page displays the new version number.

Related Topics

- [Update CCM Version, page E-2](#)

Updating the Cisco ER Cluster Database Host Details

By default, each server in a cluster considers its own database to be the cluster database host. Since each cluster should have only one database host, you must update the cluster configuration accordingly.

For example, if you have two servergroups (Servergroup A and Servergroup B) each containing a Publisher and a Subscriber, you would do the following to update the cluster database host details:

1. Update the cluster database host password for Servergroup A using Servergroup A's own host name.
2. Update the cluster database host password for Servergroup B by entering the IP address and cluster database password for Servergroup A.
3. Repeat Step 2 for other servergroups in the cluster.

**Note**

If you use hostnames, then the hostname must be resolvable using DNS. If DNS is not configured or DNS is unavailable for any reason, hostname resolution will fail and cluster functionality will be impaired. It is recommended that the DNS configuration include redundant entries to prevent unavailability. Alternatively, the IP address of the cluster database host can be configured on this screen.

To use the Admin Utility to update the Cisco ER cluster database host details, follow these steps:

**Note**

Cisco ER services will have to be restarted for this change to take effect. This action will update Cisco ER Cluster DB host details only for this server group. Other servers in this Cisco ER cluster will not be updated automatically.

Procedure

- Step 1** Log in to the Cisco ER Admin Utility web interface.
- Step 2** From the main Cisco ER Admin Utility page, select **Update > Cluster DBHost**. The Update Cluster DB Host page appears.
- Step 3** Enter the new Cluster DBHost name (if DNS is configured) or IP address in the text box. If the cluster is spread across domains, enter a fully qualified host name.
- Step 4** Enter the password for the new Cluster DBHost in the Password text box.
- Step 5** Reenter the password for the new Cluster DBHost in the Confirm Password text box.
- Step 6** Click **Go**.

Related Topics

- [Update Cluster DB Host, page E-3](#)

