



Preface

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Overview

The *Cisco Emergency Responder Administrator Guide 2.0* provides you with the information you need to understand, install, configure, manage, and use Cisco Emergency Responder (Cisco ER) 2.0.

Audience

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

Security personnel should read the *Cisco Emergency Responder User Guide 2.0*.

Organization

The following table shows how this guide is organized:

Topic	Description
Chapter 1, “Planning for Cisco Emergency Responder 2.0”	Provides information to help you understand emergency call ordinances, how Cisco ER helps you meet the ordinances, and what you need to do to deploy Cisco ER successfully.
Chapter 2, “Installing Cisco Emergency Responder 2.0”	Provides detailed information on installing or upgrading to Cisco ER 2.0.
Chapter 3, “Configuring Cisco Unified CallManager 4.2 and 4.3 for Cisco Emergency Responder 2.0”	Describes procedures for configuring Cisco Unified CallManager 4.2 and 4.3 for Cisco ER 2.0.
Chapter 4, “Configuring Cisco Unified Communications Manager 5.0, 5.1, and 6.0 for Cisco Emergency Responder 2.0”	Describes procedures for configuring Cisco Unified Communications Manager 5.0, 5.1, and 6.0 for Cisco ER 2.0.
Chapter 5, “Configuring Cisco Emergency Responder 2.0”	Describes how to configure Cisco ER so that it begins managing emergency calls.
Chapter 6, “Configuring Cisco Emergency Responder 2.0 Serviceability”	Describes how to configure and use Cisco ER 2.0 Serviceability features.
Chapter 7, “Configuring the Cisco Unified Operating System for Cisco Emergency Responder 2.0”	Describes how to configure and use the Cisco Unified Communications Operating System, which is bundled with Cisco ER 2.0.
Chapter 8, “Configuring the Cisco Emergency Responder 2.0 Disaster Recovery System”	Describes how to configure the Cisco ER 2.0 Disaster Recovery System.
Chapter 9, “Using the Cisco Emergency Responder 2.0 Admin Utility”	Describes how to use the Cisco ER Admin Utility.
Chapter 10, “Preparing Users for Cisco Emergency Responder”	Describes the various roles for Cisco ER users.
Chapter 11, “Troubleshooting Cisco Emergency Responder”	Addresses problems you might encounter with Cisco ER and provides ways to resolve them; also includes other tasks associated with problem identification and resolution.
Chapter 12, “Using the ALI Formatting Tool”	Describes the ALI Formatting Tool (AFT) and provides information on how to use and troubleshoot the AFT.
Appendix A, “Administration Web Interface For Cisco Emergency Responder”	Describes the fields on the pages of the Cisco ER administrator’s web interface.
Appendix B, “Serviceability Web Interface For Cisco Emergency Responder”	Describes the fields on the pages of the Cisco ER serviceability web interface.
Appendix C, “Cisco Unified Operating System Administration Web Interface For Cisco Emergency Responder”	Describes the fields on the pages of the Cisco Unified Operating System (OS) Administration web interface.

Topic	Description
Appendix D, “Disaster Recovery System Web Interface For Cisco Emergency Responder”	Describes the fields on the pages of the Cisco ER Disaster Recovery System Administration web interface.
Appendix E, “Admin Utility Web Interface For Cisco Emergency Responder”	Describes the fields on the pages of the Cisco ER Admin Utility web interface.
Appendix F, “Command Line Interface”	Provides information on the Cisco Unified OS Administration command-line interface, including available commands, command syntax, and parameters.
Appendix G, “Using the AFT for Specific Service Providers”	Provides service-provider specific information for use in conjunction with the AFT.

Related Documentation

For additional information about Cisco Emergency Responder (Cisco ER), Cisco Unified CallManager, and Cisco Unified Communications Manager, refer to the following publications.

- All Cisco ER documents are available at:
http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html
- Cisco Unified Communications Manager and Cisco Unified CallManager installation documents are available at:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html
- Cisco Unified Communications Manager and Cisco Unified CallManager operating system installation documents and backup and restore documents are available at:
http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html
- Information about Cisco Unified Operations Manager 1.0 is available at:
<http://www.cisco.com/en/US/products/ps6535/index.html>

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Acknowledgements

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