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Server Groups in Cluster

The Emergency Responder Server Groups in Cluster page appears when you choose **System > Cisco Emergency Responder Groups in Cluster**.

Authorization Requirements

You must have system administrator, ERL administrator, or network administrator authority to access this page.

Description

Use the Emergency Responder Server Groups in Cluster page to view the Emergency Responder groups that form an Emergency Responder cluster. You can view which Emergency Responder servers belong to each Emergency Responder group within the cluster. You can click on the link for the remote server groups in an Emergency Responder cluster (select either the primary server or the backup server) to go directly to the Emergency Responder interface for these servers.

The following table describes the Emergency Responder Server Groups in Cluster page.

Table 1: Cisco Emergency Responder Server Groups in Cluster Page

Field	Description	Notes
Emergency Responder Groups		
Emergency Responder Groups list	A list of the Emergency Responder server groups that are pointing to the same cluster database host. Click a group name to view the servers in the group.	The Emergency Responder cluster consists of this set of Emergency Responder groups. You create the cluster when installing Emergency Responder servers. See Installation on a New System.
Servergroup Details		

Field	Description	Notes
Emergency Responder Group Name	The name of the server group.	Click the server group name to display the servers in that group in the Servergroup Details section of page.
Primary Host Name	The DNS host name or IP address of the primary server in the group.	Click this host name (except for the local server group) to open the Emergency Responder administration page for that server in a new window.
Standby Host Name	The DNS host name or IP address of the standby, or backup server in the group.	Click this host name (except for the local Server Group) to open the Emergency Responder administration page for that server in a new window.
Delete button	Click **Delete** to remove the Emergency Responder group you are viewing from the Emergency Responder cluster.	Only system administrators can delete a Emergency Responder group from the cluster. Delete a group from the cluster before you uninstall a Emergency Responder group.

Related Topics

Identify Emergency Responder Groups and Servers in Cluster
E911 and Cisco Emergency Responder Terminology

Group Settings

The Emergency Responder Group Settings page appears when you choose **System > Cisco ER Group Settings**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Emergency Responder Group Settings page to define the operational characteristics of a Emergency Responder server group.

The following table describes the Emergency Responder Server Group Settings page.

Cisco Emergency Responder Administration Web Interface

Table 2: Cisco Emergency Responder Group Settings Page

Field	Description	Notes
Emergency Responder Group Name	The name of the server group. This name is used for your information only, so create a name you find useful.	
Peer TCP Port	The TCP port used for communications between Emergency Responder servers within the server group. If you do not want to use the default port, ensure you select an unused port.	The range is 1024 to 65535.
Heartbeat Count	The number of counts an Emergency Responder server should wait before declaring an unresponsive Emergency Responder server unavailable.	The default number of counts is 3. The range is 3 to 10. The time between counts is defined in Heartbeat Interval.
Heartbeat Interval	The number of seconds between sending heartbeat messages to the other Emergency Responder server in the server group.	The default is 30 seconds. The range is 30 to 300 seconds.
Active Call Timeout	How long to maintain a call route mapping so the PSAP can call back the emergency caller.	The default is 180 minutes (3 hours). The range is 30 to 1440 minutes.
SMTP Mail Server	The IP address or fully qualified name of the mail server (for example, email.domain.com).	Configure an email server if you want Emergency Responder to send email or email-based pages to security officers when an emergency call is made.
Source Mail ID	If you configure a mail server, you must enter an email account on that server that can be used for sending email.	Emails or pages sent to security come from this email account.
Enable Secured connection	Sends mails from the SMTP Mail Server in a secure mode.	Ensure to configure the SMTP Mail Server in a secure mode and the SMTP server certificate is added to the Tomcat trust store of the Cisco Emergency Responder before enabling the check box. Failing to do so may result in email alert delivery failure.

Field	Description	Notes
System Administrator Mail ID	Mail account where Emergency Responder sends critical information about the system.	Emails or pages sent to the system administrator by Emergency Responder come to this email account.
Enable Calling Party Modification	Dynamic modification of the calling party number. Allows you to reduce the number of route patterns by configuring multiple ELIN numbers for a single route pattern. ELIN numbers still must be unique.	You must set this flag if you enabled Calling Party Modification when you created Emergency Responder as a Unified CM user.
Syslog	Pull-down menu that enables and disables the writing of log messages.	
Syslog Server	The name of the server that has the log messages. Enter the fully qualified DNS name of the server, for example, cw2k.domain.com.	You can only enter a server name if you choose **Enable Syslog**.
Notes	Any notes you want to enter to help you understand the use of the server group.	
Dynamic Tracking of Switch IP Address	Dynamically updates a LAN switch's IP address if it is configured with hostname in Emergency Responder.	This action is not applicable to LAN switches that are added to Emergency Responder using an IP address.
Security end user web interface language	Pulldown menu allows you to select the language that is displayed on the users web page— English (US), French (Canada) or Spanish (Spain).	After you change the language, you must complete the following before the language is displayed on the users web page: • Restart Emergency Responder Service in Emergency Responder Serviceability by choosing **Tools>Control Center**. • Restart Cisco Tomcat service using the CLI command **utils service restart Cisco Tomcat**. • Refresh the current Emergency Responder User webpage.

Cisco Emergency Responder Administration Web Interface

Field	Description	Notes
Enable AXL & Cluster Secured connection	AXL communication with other products and cluster communication is secured.	Ensure the Cisco Unified Communications Manager tomcat-trust certificate and the Cisco Emergency Responder server group certificate is added to the Tomcat trust store of the Cisco Emergency Responder (in both publisher and subscriber). Failing to do so may result in breaking of AXL communication between Cisco Unified Communications Manager and Cisco Emergency Responder, along with the cluster communication within the Cisco Emergency Responder group.
Limit Concurrent Sessions	Limits the number of concurrent sessions per user.	Selecting or deselecting this check box enables or disables the Max. number of concurrent sessions drop-down list.
Max. number of concurrent sessions	If Limit Concurrent Sessions is enabled, this limit is applicable for all the users.	The limit is imposed separately for each Emergency Responder website: • Emergency Responder Administration • Emergency Responder Serviceability • Emergency Responder User • Emergency Responder Admin Utility
Update Settings button	Click **Update Settings** to save and activate your changes.	
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	

Related Topics

Set Up a Server Group
Collect Information From Syslog
Restrict Maximum Number of Concurrent Sessions
Track Change of Switch IP Address Dynamically
E911 and Cisco Emergency Responder Terminology

Telephony Settings

The Telephony Settings page appears when you choose **System > Telephony Settings**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Telephony Settings page to define the telephone numbers and telephony ports used by the Emergency Responder group.

The following table describes the Telephony Settings page.

Table 3: Telephony Settings Page

Field	Description	Notes
Specify telephony attributes		
Route Point for Primary Emergency Responder Server	The CTI route point that the primary server should use, such as 911.	See Create Emergency Call Route Points for more information.
Route Point for Standby Emergency Responder Server	The CTI route point that the standby server should use, such as 912. Configure this number as the call forward number for the primary emergency number.	See Create Emergency Call Route Points for more information.
PSAP Callback Route Point Pattern	CTI route point that you defined to receive calls from the public safety answering point (PSAP). For example, 913XXXXXXXXX (913 plus ten Xs). The number can only consist of numbers and Xs.	For more information, see Create Emergency Call Route Points.
ELIN Digit Strip Pattern	Digits to strip from the beginning of the PSAP Callback Route Point Pattern, for example, 913. The number that results from stripping the pattern should be the ELIN numbers that the PSAP can use to call into your network.	This string must be part of the PSAP Callback Route Point Pattern.

Cisco Emergency Responder Administration Web Interface

Field	Description	Notes
Default ELIN Digit Translation	ELIN number obtained after stripping 913 is matched to a callers extension. If the mapping is not found, Emergency Responder will translate ELIN to Default ELIN Digit Translation number and complete the PSAP Call back.	The number could be a dialable extension number or a route pattern. If the number is not reachable the PSAP Call back will receive a reorder tone.
UDP Port Begin	Port numbers that are used by CTI ports during their registration.	The range is 1024 to 65535.
Inter-Emergency Responder Group Route Pattern	Route pattern that other Emergency Responder groups use to route emergency calls to this group, for example, 1000.911. The pattern can only consist of numbers and dots.	For a more detailed explanation of this number, see Create route patterns for Inter-Cisco Emergency Responder Group Communications.
IP Type of service (00-FF)	Value of the type of service (ToS) byte in the IP header. The default 0xB8 implies a ToS class of Priority Queue. It is recommended that this default value be used for Emergency Responder.	The ToS value entered here only applies to the RTP packets sent by Emergency Responder for the onsite audio alert feature.
Onsite Alert Prompt Repeat Count	Number of times the prompt is played on the onsite alert phone.	
Use IP Address from call signaling	If this parameter is enabled, Emergency Responder obtains the IP address of the phone from JTAPI. This parameter is used to route the call. If an IP subnet is configured for the phone, this parameter setting takes precedence over any other manual configuration. If this parameter is disabled, Emergency Responder uses the manual configuration of the phone to route the call.	This field is applicable only if Emergency Responder is configured with Cisco Unified Communications Manager 6.x and above.
Update Settings button	Click **Update Settings** to save and activate your changes.	
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	
Intrado Route Pattern Settings		

Field	Description	Notes
Intrado Route/Translation Pattern	Enter the route patterns or translation pattern for an Intrado emergency response location (ERL). An Intrado ERL is an ERL that is serviced by Intrado. Intrado ERL only lists the route patterns that have been configured on this page. You can add new route patterns or translation patterns, or you can update or remove existing route patterns or translation patterns. Intrado Route Pattern Settings supports a maximum of 3000 characters in total.	To add a new route or translation pattern, click on the text box, enter the route pattern, including numbers and wildcard (do not use spaces), and click **Add**. To update an existing route pattern, click on the appropriate route pattern, modify the pattern, and click **Update**. To remove an existing route pattern, click on the appropriate route pattern and click **Remove**. To cancel your existing changes and go back to the last saved settings, click **Cancel Changes.**

Related Topics

Set Up Group Telephony Settings for Server
E911 and Cisco Emergency Responder Terminology

Server Settings for Emergency ResponderServerGroup

The Server Settings for Emergency ResponderServerGroup page appears when you choose **System > Server Settings**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Emergency Responder servers are inserted in the Emergency Responder group when the Emergency Responder services are started. (See Installation on a New System.)

Use the Server Settings for Emergency ResponderServerGroup page to update server settings, for example, to change the server name or to change the trace and debug settings, or to delete servers.

Note You cannot modify the host name of the server.

The following table describes the Server Settings Emergency ResponderServerGroup page.

Cisco Emergency Responder Administration Web Interface

Table 4: Server Settings for the Emergency ResponderServerGroup Page

Field	Description	Notes
Status	Displays the status of the Server Settings Emergency ResponderServerGroup page.	
Select Server		
Server	List of servers you have already created. Click on a server name to see the settings for that server.	You can configure a maximum of two servers per server group.
Modify Server Settings		
Server Name	The name of the server.	Change this server name field to any desired value.
Host Name	The DNS name of the Emergency Responder server.	This field cannot be modified.
Debug Package List	A selection of subsystems for which you must collect detailed debug information. Debug information includes trace messages as well as more detailed messages. Only select subsystems at the request of Cisco Technical Support; the debug information is for Cisco's use to help resolve problems that you cannot solve yourself.	See Trace and Debug Information for an explanation of each field.
Select All button	Selects all subsystems in the Debug Package List.	
Clear All button	Clears all selected subsystems in the Debug Package List.	
Trace Package List	A selection of subsystems for which you must collect brief trace information. Only select subsystems at the request of Cisco Technical Support; the trace information is for Cisco's use to help resolve problems that you cannot solve yourself. If you select a subsystem for debug, you do not have to select it for trace.	See Trace and Debug Information for an explanation of each field.
Select All button	Selects all subsystems in the Trace Package List.	

Field	Description	Notes
Clear All button	Clears all selected subsystems in the Trace Package List.	
Update Settings button	Click **Update** when viewing an existing server's settings to save changes you make to the settings.	Only available when viewing the settings of an existing server.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	

Related Topics

Configure Servers
Trace and Debug Information
E911 and Cisco Emergency Responder Terminology

License Manager

The **License Manager** page appears when you choose **System** > **License Manager**.

Authorization Requirements

You must have the system administrator authority to access the **License Manager** page.

Description

The **License Manager** page provides the summary and detailed information on the system license usage, as it is reported to the Cisco Smart Software Manager or Cisco Smart Software Manager satellite. Licenses are assigned to the company Smart Account and are not node locked to a device.

Table 5: License Manager Page

Field	Description
Status	The **Status** message displays the steps to register with Cisco Smart Software Manager or Cisco Smart Software Manager satellite and the current license registration mode. For information on alarms or licensing alerts, and compliance see the License Manager Status Messages and the License Compliance.
Smart Software Licensing Status	

Cisco Emergency Responder Administration Web Interface

Field	Description
Registration Status	Displays the current registration status of the product. The different statuses are: • Registered—For the product which is registered. • Unregistered or Unidentified—For the product which is unregistered. • Unregistered-Registration Expired—For the product which registration is expired. • Reservation In Progress—For product whose License Reservation is in progress.
License Authorization Status	Displays the overall authorization status of the product. The different statuses are: • Authorized—Product in authorized or in compliance state. • Authorization Expired—Authorization is expired for the product. This usually happens when the product has not communicated with Cisco for 90 continuous days. • Out of Compliance—Product is in out of compliance state because of insufficient licenses. • No Licenses in Use—Product does not consume any licenses. • Evaluation Mode—Product in evaluation mode and not yet registered with Cisco. • Evaluation Period Expired—Evaluation period has expired. • Not Applicable—Unable to determine current registration status. • Authorized-Reserved—Product in authorized or in compliance status for the reserved licenses. • Not Authorized-Reserved—Product is in not authorized state because of insufficient licenses are reserved. • Export Control Not Allowed—Product in eval mode.

Field	Description

Transport Settings	The different settings through which Cisco Emergency Responder can connect to Cisco Smart Software Manager or Smart Software Manager satellite are:
	• Direct—Cisco Emergency Responder sends usage information directly over the internet. No additional components are needed.
	• Cisco Smart Software Manager satellite—Cisco Emergency Responder sends usage information to an on-premise Smart Software Manager. Periodically, an exchange of information is performed to keep the databases in synchronization. For more information on installation or configuration of the Smart Software Manager satellite, go to this URL: https://www.cisco.com/c/en/us/buy/smart-accounts/software-manager-satellite.html.
	• Proxy Server—Cisco Emergency Responder sends usage information over the internet through a proxy server. Enter the details in the following fields:
	  • Host Name/IP Address
	  • Port
	Note If you choose to use direct connection, then you must configure Domain Name System (DNS) on Cisco Emergency Responder that can resolve tools.cisco.com.
	Note If you choose not to configure the domain and Domain Name System (DNS) on Cisco Emergency Responder, then you can select the transport gateway or proxy server. In such case, DNS that can resolve tools.cisco.com has to be configured on either on the proxy server.
	Note If you choose not to use the DNS server in your deployment and not connect to the internet, then you can select the Cisco Smart Software Manager satellite with manual synchronization in disconnected mode.

Cisco Emergency Responder Administration Web Interface

Field	Description
Smart Account Name	Displays information of the customer Smart Account. It is created from the **Request a Smart Account** option under Administration section of the https://software.cisco.com/. It is the primary account created to represent the customer and all licenses for a company are assigned to this Smart Account. It also manages licenses for all Cisco products.
Virtual Account	A self-defined construct to reflect the company organization. Licenses and Product instances can be distributed across virtual accounts. Created and maintained by the administrator on the Cisco Smart Software Manager or Cisco Smart Software Manager satellite with full visibility to company assets.
Licensing Mode	Displays the licensing mode of the product and the default mode is Enterprise.
Export-Controlled Functionality	Specifies if the Export-Controlled functionality was enabled in the token with which the product was registered. **Note** The **Allow export-controlled functionality on the products registered with this token** check box is not displayed for the Smart Accounts that are not permitted to use the Export-Controlled functionality. Displays one of the following status information: • Allowed—The token registered with has Allow export-controlled functionality selected. • Not Allowed—The token registered with do not have Allow export-controlled functionality selected or Cisco Emergency Responder not registered.
Actions	The **Actions** drop-down list box gets activated only after a successful registration. It lists the following type of actions which can be performed: • Renew Authorization Now • Renew Registration Now • Reregister • Deregister

Field	Description
Register	Use the **Register** button to register Cisco Emergency Responder with Cisco Smart Software Manager or Cisco Smart Software Manager satellite. **Note** The **Register** button gets disabled after a successful registration with from the page after a successful registration with Cisco Smart Software Manager or Cisco Smart Software Manager satellite.
Request Entitlement Now	
Synchronize Now	Click the **Synchronize Now** button to send a synchronization (entitlement) request to Cisco Smart License Manager.
Last Synchronization	This is a static field that displays the last authorization attempt time and its success or failure status. For example, Jan 19 23:31:00 2017 IST (Succeeded). **Note** This field gets displayed only after a successful registration with the Cisco Smart Software Manager or Cisco Smart Software Manager satellite.
License Requirement by Type	
License Type	Displays the Cisco Emergency Responder (CER) license type. The only available license type is CER_USER.
Description	Displays the description for the license type which is, CER User License.

Cisco Emergency Responder Administration Web Interface

Field	Description
Status	Displays the current license status based on the license type (CER_USER).The different statuses are: • Authorization Expired—The authorized period has expired. • Evaluation—The agent is using the evaluation period for this entitlement. • Evaluation Period Expired—Evaluation period has expired. • Authorized—In compliance (authorized). • No Licenses in Use—There are no licenses being consumed by the product instance. • Out of Compliance—Out of compliance. • Waiting—The initial state after an entitlement request while waiting for the authorization request response.
Count	Displays the total number of users currently tracked.
Details of Cisco ER Licenses	
Number of phones discovered	Displays the number of discovered phones tracked in an IP Subnet and the Switch port.
Number of phones manually configured	Displays the number of manually configured phones. For example, analog phones.
Total number of users being tracked currently	Displays the number of phones tracked by Cisco Emergency Responder, which requires a User License. When you click the displayed hyperlinked number, the **Tracked Phones List** window is displayed, which lists the tracked phones.
Total number of users configured not to be tracked	Displays a list of phones configured with an IP Subnet and Cisco Emergency Responder does not track it. **Note** **Phone IPv6 Address** field displays the IPv6 address of an IP Phone. The value of this field is empty since IPv6 endpoints are not supported for the IP subnet.
Smart Licensing Product Registration	
The Smart Software Manager or Cisco Smart Software Manager satellite manages the product license. It also provides a link to the **Smart Software Manager** page.	

Related Topics

E911 and Cisco Emergency Responder Terminology
Cisco Smart Software Licensing

Smart Software Licensing Product Registration

The **Smart Software Licensing Product Registration** window is displayed when you click the **Register** button on the **License Manager** page. See License Manager, on page 11 page for more information on the system license usage.

Table 6: Smart Software Licensing Product Registration Page

Field	Description
Status	Displays the product registration status.
Product Instance Registration Token	Displays a text area where you can enter the product registration token generated from the Cisco Smart Software Manager or Cisco Smart Software Manager satellite.
Reregister this product instance if it is already registered	Check the **Reregister this product instance if it is already registered** check box to enable a force registration of the product with Cisco Smart Software Manager or Cisco Smart Software Manager satellite.
Register	Click the **Register** button to register Cisco Emergency Responder with Cisco Smart Software Manager or Cisco Smart Software Manager satellite.

Note The **Register** button gets disabled after a successful registration with Cisco Smart Software Manager or Cisco Smart Software Manager satellite.

Transport Setting

The **Transport Setting** window is displayed when you click **View/Edit** link from the **License Manager** page. See License Manager, on page 11 page for more information on system license usage.

In **Transport Setting** window, you can configure how the product communicates with Cisco Smart Software Manager or Cisco Smart Software Manager satellite. You can click the radio button to select one of the options. The available Transport Setting options are tabulated.

Table 7: Transport Setting Window

Field	Description
Status	The **Status** message displays the current configuration status of the Smart Call Home.

Field	Description
Transport Settings	
Direct	Product sends usage information directly over the internet. No additional components are needed. This is the default communication mode.
Transport Gateway or Smart Software Manager satellite	Product sends usage information to a local connected collector, which acts as a local license authority. Periodically, an exchange of information is performed to keep the databases in synchronization.
HTTP or HTTPS Proxy Server	Product sends usage information over the internet through a proxy server (such as Cisco Transport Gateway or Apache).

Note Transport settings are shared with **Smart Call Home**, so any changes made in the **Transport Setting** window applies to other features using this service.

Smart Software Licensing Product Re-registration

The **Smart Software Licensing Product Re-registration** window is displayed when you select the **Reregister** option from the **Actions** drop-down list box on the **License Manager** page. See License Manager, on page 11 page for more information on the system license usage.

Table 8: Smart Software Licensing Product Re-registration Page

Field	Description
Status	Displays the product re-registration status.
Product Instance Registration Token	Displays a text area where you can enter the product registration token generated from the Cisco Smart Software Manager or Cisco Smart Software Manager satellite.
Re-register	Click the **Re-register** button to re-register the product with Cisco Smart Software Manager or Cisco Smart Software Manager satellite.

Email Alert Settings

The Email Alert Settings page appears when you choose **System > Mail Alert Configurations**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Email Alert Settings page to specify the parameters under which Emergency Responder sends email alerts. Use the check box to the right of each parameter to enable (check) or disable (uncheck) email alerts for that parameter. Check the Include event viewer contents in mail check box if you want to include the details from the event viewer in the email message.

The following table describes the Email Alert Settings page.

Table 9: Email Alert Settings Page

Field	An email alert is sent when:
Discovery Parameters	
Discovery Engine Registration Failed	The Discovery Engine fails to register
Discovery Engine goes out of connection	The Discovery Engine loses connection
For unreachable devices during recovery	Devices such as switches and Cisco Unified Communications Managers become unreachable
Emergency Call Routing Parameters	
Call information	A 911 call is placed
Call routing session ended due to problems	Call routing is stopped due to any of these reasons: • Invalid CMC • Invalid FAC • FAC and CMC needed • CMC needed • FAC needed • RESOURCE_BUSY
Rerouting of call	An emergency call is rerouted
Routing failure	Call routing fails
Route Point out of Service	The route point goes out of service
Cluster Parameters	
Cluster DB Failure	The server cannot communicate with the cluster database host
Intra Cluster Failure	The intra-cluster communication to a server group in the cluster fails
Misc Parameters	
Subscriber becomes active	The Subscriber becomes active

Field	An email alert is sent when:
Publisher comes back online	The Publisher comes back online
Not able to get the JTAPI Provider	When Emergency Responder cannot get the JTAPI provider
Available user licenses get exhausted during phone tracking	When the number of user licenses are exhausted during phone tracking
Switch Port location change reporting	When you enable switch port change reporting for phones
Suppress IP Communicator location change reporting	When you filter Cisco Unified IP Communicator from the location change reporting email alerts
DRF Alert	Enable or Disable DRF backup or restore mail alerts
Update Settings button	Updates the email alert settings
Cancel Changes button	Cancels changes made to the email alert settings
Customized Parameters	
Notes	Enables you to provide any additional information as Admin Notes and the information is available in the email alerts that are received during a 911 call
Discard DN Digits	Enables you to specify the total digits of the extension number to discard and only the remaining numbers are displayed in the email alert. For example, if the extension number is 1100775 and you specify 4 in the **Discard DN Digits** field, then only 775 is displayed in the email alert

Related Topics

Onsite Alert Settings, on page 22
Set Up a Server Group

Add Subscriber

The Add Subscriber page appears when you choose **System > Add Subscriber**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Add Subscriber page to add a subscriber server to a Emergency Responder server group. After adding the subscriber information, you must enter the correct publisher server information when prompted during installation.

Before You Begin

You must first configure a Publisher server before configuring a Subscriber server.

The following table describes the Add Subscriber page.

Table 10: Add Subscriber Page

Field	Description
Add Subscriber	
HostName	Host name of the subscriber server.
Insert button	Click **Insert** to add the new subscriber server.
Cancel Changes button	Removes input form the Add Subscriber page.
Configured Servers	A list of all currently configured servers, showing the host name and IP address of each server.

Related Topics

Install Emergency Responder Publisher
Install Emergency Responder Subscriber

Intrado VUI Settings

The Intrado VUI Settings page appears when you choose **System > Intrado VUI Settings**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Intrado VUI Settings page to enter the account information that is required for Emergency Responder to interoperate with Intrado Validation and Update Interface. After entering the required information, you can test the connectivity to Intrado from this page.

The following table describes the Intrado VUI Settings page.

Table 11: Intrado VUI Settings

Field	Description
Status	Displays status messages.
Intrado VUI Settings	

Field	Description
Upload Certificate	Uploads the certificate from your local drive to the Emergency Responder server. To upload a certificate, follow these steps: 1. Click **Upload Certificate**. An Upload Certificate window appears. 2. Click the **Browse** button to locate the certificate file on your local machine. 3. Click the **Upload** button to upload the certificate file.
Validate Certificate	
Intrado Certificate Password	The password that was generated with this certificate.
VUI URL	VUI URL is provided by Intrado.
Test and Validate Certificate	Use this button to test the validity of your certificate.
Configure Account Details	
VUI Schema URL	The VUI Schema URL provided by Intrado.
Intrado Account ID	Your Intrado Account ID provided by Intrado.
Max VUI Connections	The maximum number of simultaneous VUI connections that Emergency Responder allows across the Server group.
Test Connectivity	Use this link to verify whether Emergency Responder can successfully connect to Intrado VUI.
Delete Account	Deletes an existing Intrado account from the Emergency Responder database.
Update	Click **Update** to save the changes you made on this page.
Cancel	Click **Cancel** to change the fields on this page back to the last saved settings.

Related Topics

Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

Onsite Alert Settings

The **Onsite Alert Settings** page appears when you choose **ERL > Onsite Alert Settings**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Onsite Alert Settings page to add information about your onsite alert personnel. When you configure ERLs, you assign these personnel to them. Emergency Responder alerts the assigned personnel when an emergency call is made within the zone.

The following table describes the Onsite Alert Settings page.

Table 12: Onsite Alert Settings Page

Field	Description	Notes
Add New Onsite Alert Contact		
Onsite Alert ID	The identifier for the onsite alert contact. The identifiers you use should be based on your site identification strategy (for example, security ID or badge number). This field is used throughout Emergency Responder to identify the contact; for example, you select from Onsite Alert IDs when assigning contacts to zones. The Onsite Alert ID cannot be modified after you have saved it.	Use a naming strategy meaningful to your organization, but which is also useful when configuring zones in Emergency Responder.
Onsite Alert Name	The name of the onsite alert contact.	
Onsite Alert Number	The telephone number for the onsite alert contact. This number must be a voice telephone number; do not enter the number of a voice-mail system or an automated attendant.	When Emergency Responder gets an emergency call from an ERL, it calls the onsite alert number of the contact for the ERL and plays a prerecorded message that includes the phone number from which the emergency call was placed.

Field	Description	Notes
Onsite Alert Email Address	The email address for the onsite alert contact, for example, email@domain.com.	When Emergency Responder gets an emergency call from an ERL, it emails the onsite alert contact associated with the ERL. If the email ID is for an email paging system, the contact receives a page instead of an email. The email or page includes the phone number from which the emergency call was placed. **Note** You can add multiple email addresses by separating each address with a comma (,). Avoid extra spaces between the email addresses.
Onsite Alert Pager Address	The pager email address for the onsite alert contact, for example, <pager_number>@domain.com.	You can limit the size of the message that is sent to the pager by configuring the fields on the Pager Alert Setting Page. See Pager Alert Settings, on page 27.
Available User Group	The User Group which will receive the specific web alert from the associated ERL. By default Emergency Responder User Group is selected, which has all users.	The users can view all alerts in the system by selecting **ALL** on the Web Alert page.
Insert	Click the **Insert** button to add the contact to the list of contacts. The contact is then listed in the **Available Onsite Alerts** section of the page.	
Cancel Changes	Click the **Cancel Changes** button to cancel any changes made to this page.	

Field	Description	Notes
Available Onsite Alerts	Section of the page that displays onsite alert contacts that have already been configured. For configured onsite alert contacts, the following information is displayed: • Onsite Alert ID • Onsite Alert Name • Onsite Alert Number • Onsite Alert Email Address • Onsite User Group To change an entry, click the entry or click the **Edit** icon; the person's contact information is loaded in the edit boxes. Make your changes and click **Update**. To delete an entry, click the **Delete** icon on the same line as the entry.	If no contacts have previously been configured, this section is blank. You cannot modify a contact's Onsite Alert ID. Before you can delete the entry, you must update the ERLs to which the person is assigned to remove the person from the ERL.
Add New	Click the **Add New** button to add another contact.	
Update	Click the **Update** button when viewing an existing contact's information to save changes you make to the information.	Only available when viewing the information for an existing contact.
Export	Click the **Export** button to export the onsite alert settings to another file. For more information, see Export OnsiteAlert Data, on page 26.	
Import	Click the **Import** button to import the onsite alert settings to your Cisco Emergency Responder configuration. For more information, see Import OnsiteAlert Data , on page 26.	

Related Topics

Add Onsite Security Personnel
ERL Creation
Emergency Responder Onsite Alert Personnel Preparations
E911 and Cisco Emergency Responder Terminology

Export OnsiteAlert Data

The **Export OnsiteAlert Data** window appears when you click **Export** on the **Onsite Alert Settings** page (opened when you choose **ERL** > **Onsite Alert Settings**).

Authorization Requirements

You must have the system administrator or ERL administrator authority to access this window.

Description

Use the **Export OnsiteAlert Data** window to perform the following:

- Create a file containing the Emergency Responder Export OnsiteAlert Data.
- Use the **Download** option to download a file containing the Emergency Responder Export OnsiteAlert Data. For more information, see Download File.

The following table describes the fields found on the **Export OnsiteAlert Data** window.

Table 13: Export OnsiteAlert Data Window

Field	Description
Export OnsiteAlert Data	
Select Export Format	Select the file format from the drop-down list that matches the file being imported.
Enter Export File Name	Enter the name of the file that you want to create. Do not include the file extension.
Export	Click the **Export** button to add data from the import file to your Cisco Emergency Responder configuration.
Close	Click the **Close** button to close the window.
Export Status	This text box displays status information.
Download	
Select a File to Download	Select a file from the drop-down list and click the **Download** button to download the file to your machine.

Related Topics

Download File

Import OnsiteAlert Data

The **Import OnsiteAlert Data** window appears when you click **Import** on the **Onsite Alert Settings** page (opened when you choose **ERL** > **Onsite Alert Settings**).

Authorization Requirements

You must have the system administrator or ERL administrator authority to access this window.

Description

Use the **Import OnsiteAlert Data** window to create or update several OnsiteAlert Data details at once from the file in which you have defined their data. You can create this file using a spreadsheet and save the information in the required formats. The **View sample file** link provides the sample information to create or update your import file.

You can import a previously exported file or you can upload a file that you created on your local system using the **Upload** option. For more information, see Upload File.

The following table describes the fields found on the **Import OnsiteAlert Data** window.

Table 14: Import OnsiteAlert Data Window

Field	Description
Import OnsiteAlert Data	
Select Import Format	Select the file format from the drop-down list that matches the file being imported. Click **View sample file** link to view an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.
Select File to Import	Select the file from the drop-down list from which you want to import data.
Import	Click the **Import** button to add data from the import file to your Cisco Emergency Responder configuration.
Upload	Click the **Upload** button to upload the file from your machine. For more information, see Upload File.
Close	Click the **Close** button to close the window.
Import Status	This text box displays status information.

Related Topics

Upload File

Pager Alert Settings

The Pager Alert Settings page appears when you choose **ERL > Pager Alert Configurations**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Pager Alert Configurations page to limit the size of system wide pager messages by selecting the fields that are sent to the pager and by editing the labels for those fields.

The following table describes the Pager Alert Settings page.

Table 15: Pager Alert Settings

Field	Descriptions
	You can limit the size of the pager message that is sent by selecting the following fields and editing the labels are associated with those fields: • Extension • ERL • Location • Server To select the fields that you would like to display on the pager, check the box adjacent to the field. To edit the label that you want to send to the pager, click on the text box for that field.
Update Settings Button	Click **Update Settings** to save changes that you made.
Restore Defaults Button	Click **Restore Defaults** to restore the default pager and label settings.
Send Sample Message to a pager	To send a test message to your pager, enter a pager address in the text box and click the **Send Test Message** button.

Related Topics

Onsite Alert Settings, on page 22
Emergency Responder Onsite Alert Personnel Preparations

Conventional ERL

The Conventional ERL page appears when you choose **ERL >Conventional ERL**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Conventional ERL Data page to define the emergency response locations (ERLs) for your company. An ERL might be a whole building (if it is small), the floor of a building, or an area on a floor. Each community can have different laws concerning the size of an ERL, so consult your local ordinances and with your service provider before deciding on your ERLs. The ERLs you create are used by emergency response teams to locate

the emergency, so the ERL should be small enough that these teams can locate the caller within a reasonable time.

The following table describes the Find and List ERLs page.

Table 16: Find and List ERLs Page

Field	Description	Notes
ERL Search Parameters		
Find Conventional ERL where...	Select search criteria and click Find to list existing ERLs. To list all ERLs, click **Find** without entering any criteria. From the drop-down menu, you can select the number of records that display per page for each search. From the search results list, you can: • Click an entry to view and update its characteristics. • Click the **Copy** icon to create a new ERL with the same ALI data. • Click the **Delete** icon to remove the ERL. • Click **view...** in the Audit Trail column to view a history of changes made to that ERL. See ERL Audit Trail, on page 116 for more information.	When copying an ERL, information that must be unique in an ERL is not copied. See Add New ERL , on page 30 for more information.
Configure Default ERL	You must configure the Default ERL before configuring any other ERLs. The default ERL is the system-defined ERL that is used to route calls if no other ERL configuration is found. **Note** During the migration of data in an upgrade scenario, if any manually configured phone is assigned to the Default ERL, it remains there until it is modified.	See Add New ERL , on page 30 for more information.
Add New ERL	Click **Add New ERL** to create a new ERL.	See Add New ERL , on page 30 for more information.

Field	Description	Notes
Configure Default ERL	Click **Configure Default ERL** to configure a default ERL	
Export	Click the **Export** link to create a file containing your ERL configuration.	See Export ERL Data, on page 41 for information about exporting ERL data.
Import	Click the **Import** link to create or update ERLs using information stored in a separate file. By importing ERL data, you can create or update many ERLs at one time.	See Import ERL Data, on page 41 for information about importing ERL data.

Related Topics

Export PS-ALI Records, on page 118
ERL Creation
ERLs
ERL Management
E911 and Cisco Emergency Responder Terminology

Add New ERL

Note On the **ERL Information for** ERL Name page, the ERL Name variable is replaced with the name of the ERL associated with the page. For example, if you click the Default ERL, the page that appears is titled **ERL Information for Default**. If the ERL name is First Floor, the page that appears is titled **ERL Information for First Floor**.

The Add New ERL and ERL Information for ERL Name pages are essentially the same, as follows:

- The Add New ERL page appears when you select **Add New ERL** on the Find ERL Data page (opened when you choose **ERL > Conventional ERL**). The page also appears if you click **Copy** for an existing ERL.
- The ERL Information for Default page opens when you click **Configure Default ERL** on the Find ERL Data page. The ERL Information for ERL Name page also appears when you click any of the links associated with an existing ERL in the list on the Find ERL Data page (opened when you choose **ERL > Conventional ERL**).

Note You cannot use default ERLs as a Test ERL. The Test ERL check box is not available on the ERL Information for Default page.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Add New ERL page to create a new emergency response location (ERL). Alternatively, you can create or update many ERLs at once by importing predefined ERL information from a separate file.

Emergency Responder allows you to select the ERL as a Test ERL.

Use the Find ERL Data page to view or update an existing ERL.

See ELIN Numbers Emergency Calls and PSAP Callbacks for information about configuring the ELIN numbers in Cisco Unified Communications Manager.

If you want to route emergency calls to onsite security instead of the PSAP, see Set Up ERLs for Non-PSAP Deployment for the Route and Translation Pattern and ELIN settings.

The following table describes the Add New ERL and ERL Information pages.

Table 17: Add New ERL and ERL Information Pages

Field	Description	Notes
ERL Settings		
ERL Name	The name of the ERL. The naming strategy you use is critical. The ERL name is one of the primary pieces of information your security team sees when alerted to an emergency call. If the name is easy to understand and descriptive, it can help your team respond quickly to a call. For example, if you are creating an ERL for each floor in a three story building called Building J, your ERL names might be BldgJ-Floor1, BldgJ-Floor2, BldgJ-Floor3. Work with your security team to develop an ERL naming strategy.	You cannot change the name of an existing ERL. To change an ERL name, create a new ERL, then delete the old ERL. Any leading and trailing spaces are trimmed.
Description	Enter a description of the new ERL (optional).	
Test ERL (Used for Synthetic Testing)	Check this check box if this ERL is used for testing. See Set Up Test ERLs.	This setting is not available on the ERL Information for Default; default ERLs may not be used as test ERLs.

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Field	Description	Notes
ELIN Settings	The combination of a route pattern and a phone number that jointly route the emergency call to the PSAP and provide the PSAP with a callback number if the PSAP needs to call the emergency caller after disconnecting the call.	Each ERL must have unique ELINs. The number of ELINs that you define determines how many callbacks you can support. ELINs are used in order as emergency calls are made, and recycled as needed. For example, if you define two ELINs for an ERL, and three emergency calls are made, the PSAP cannot recontact the first emergency caller. However, concurrent emergency calls are not limited by the number of ELINs: you could have ten active emergency calls even if you only have two ELINs. The number of ELINs only controls PSAP callback capability. **Note** Emergency Responder restricts the association of an ELIN with an ERL if the ELIN has been configured as a DID Number for an Off-Premises Emergency Responder user. Emergency Responder does not impose this restriction if the DID Number belongs to a user who has never associated an off-premises location in Emergency Responder.
Route/Translation Pattern	The phone number, defined as a route pattern in Cisco Unified Communications Manager, that is configured to use the gateway that the call should be routed through to get to the correct PSAP. This number must include the external emergency number, such as 911 in the USA. For example, 10.911 or 10911. The pattern can only contain numbers and dots.	

Field	Description	Notes
ELIN Number	The unique phone number which the PSAP can use to locate a caller an emergency caller if the call is hung up. This number must be a DID (direct inward dial) number provided by your service provider; that is, it must be routeable on the PSTN. Enter the entire number, including area code, for the North American Numbering Plan, such as 4085551212, or an E.164 Number including country code such as +14085551212. The number can only contain numbers, a plus sign (+), single hyphens, dots, or parentheses. The Intrado ERL allows maximum of 10 characters and the data type should only be numbers.	An ELIN when being sent as ANI to PSAP through outgoing Gateway must be a DID (direct inward dial) number provided by your service provider. If an ELIN number has a numerical sign “+”, then add a “.” between the “+” sign and the number in *Cisco Unified Communications Manager* ,PSAP Call Back translation pattern. The '+' can be removed using discard digit “Predot”. For example, if E.164 number includes a country code such as +14085551212, then in the *Cisco Unified Communications Manager* ,PSAP Call Back translation pattern you should enter '\+.XXXXXXXXXX X ' , not '\+1.XXXXXXXXXX'. The 913 pattern should be 913 followed by 11X instead of 10X.
Add button	To add a route point and ELIN combination, enter the information and click **Add**.	
Update button	To change an existing combination, select it in the list, change the information in the edit boxes, and click **Update**.	
Remove button	To remove a combination, select it in the list and click **Remove**.	
Onsite Alert Settings		
Available Onsite Alert IDs	Text box that displays the IDs of all available onsite alert personnel. **Note** The onsite alert IDs list displays in a numerical order.	You must first add the contact to the list of onsite alert personnel.

Field	Description	Notes
Add button	Select the onsite alert (security) contacts to be assigned to the ERL. These contacts are notified when an emergency call is made from the ERL. To add a contact, select an Onsite Alert ID from the Available Onsite Alert IDs list and click **Add**. The contact's ID then appears in the Onsite Alert IDs for the ERL text box.	
Remove button	To remove a contact for the ERL, select the appropriate ID in the Onsite Alert IDs for the ERL text box and click **Remove**.	
ERL Address		
ALI Details button	Click **ALI Details** to view or change the automatic location information (ALI) of an ERL. The ALI provides detailed information about the location of the ERL, such as street address and phone number.	
Insert button	Click **Insert** to save your changes to the new ERL.	The Insert button is only available when creating a new ERL.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	
Update button	Click **Update** to save your changes to the ERL.	The Update button is only available when changing an existing ERL.
Close button	Click **Close** to close the window. You must click **Update** or **Insert** to save your changes before you click **Close**.	

Related Topics

ERLs
ERL Management
Set Up Default ERL
Set Up Individual ERL and Automatic Location Information (ALI)
Set Up Test ERLs
E911 and Cisco Emergency Responder Terminology

ALI Information

Note On the **ALI Information** (**for** ERL Name) page, the ERL Name variable is replaced with the appropriate ERL name. For example, if you click on ALI Details on the ERL Information for Default page, the page that appears is titled **ALI Information for Default**. If the ERL name is First Floor, the page that appears is titled **ALI Information for First Floor**.

The ALI Information (for ERL Name) page appears when you do one of these:

- Click **Add/Edit ALI** in the ERL Address section on the Add New ERL page.

  Note The Add New ERL page appears when you choose **Add New ERL** on the Find ERL Data page (opened when you choose **ERL > Conventional ERL**).

- Click **Add/Edit ALI** on the ERL Information for ERL Name page. The ERL Information for ERL Name page appears when you click on an existing ERL name or on **Configure Default ERL** on the Find ERL Data page (opened when you choose **ERL > Details**).

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Enter ALI Information page to enter the automatic location information (ALI) for an emergency response location (ERL). Send this information to your service provider, who will ensure it gets into the required database so that calls from your ELINs are routed to the local PSAP and public safety answering points (PSAPs) can locate an emergency caller.

The data requirements for these fields might differ from service provider to service provider. Contact your service provider to determine their requirements. The descriptions of the fields in are based on the National Emergency Number Association (NENA) Version 2 standards (USA).

Caution The quality of the information you enter here is critical. This information is displayed to emergency call operators and to your local response team. They use this information to locate emergency callers. If the data is incorrect or difficult to understand, emergency response can be delayed, which might result in casualties that could have been prevented.

Table 18: Enter ALI Information Page

Field	Description	Notes
Find all prevalidated fields from validation file by selecting a tag		

Field	Description	Notes
Select a Tag	Select the tag whose associated ALI data you want to load into the window. You can then edit the information for this specific ALI.	You can simplify the entry of ALI data by setting up tags in a file called validate.txt. This page explains where to place the file, and where to find the samplevalidate.txt file, which explains the format of the file. When you create a tag, you enter information that is common between several ALIs, such as company name, city, state, and so forth. For example, if you have a 25-story building, and you are creating an ERL for each floor, you could create a tag called “25story.” Then, instead of retyping the information for the building 25 times, you select a tag and the ALI data is loaded with the data you defined for the tag.

Field	Description	Value Type **(A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])**
ALI Data		
House Number	The number from the postal street address for the building. Example: 170 in 170 West Tasman Dr.	AN, dash "-", and @ sign "@" The number can be up to 10 characters, but your service provider might only support 8 character numbers.
House Number Suffix	The number extension (such as /2) for the house number, if any.	ANS
Street Name	The street name from the postal address for the building.	ANS You are limited to 60 characters.

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Prefix Directional	The type of street. Select the type from the drop-down list, and the field is filled with one of the abbreviations accepted by the U.S. Postal Service Publication 28, for example, AVE for Avenue.	Can be one of these directions: • N • S • E • W • NE • NW • SE • SW
Street Suffix	The type of street. Select the type from the drop-down list, and the field is filled with one of the abbreviations accepted by the U.S. Postal Service Publication 28, for example, AVE for Avenue.	A You can also type in the suffix. You are limited to 4 characters.
Post Directional	A trailing directional indicator if the street name contains one, for example, N for North.	Can be one of these directions: • N • S • E • W • NE • NW • SE • SW
Community Name	The community name for the address, for example, a city, town, or district name.	ANS You are limited to 32 characters.
State	The 2-digit state abbreviation.	A You are limited to 2 characters.

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Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Main NPA	The 3-digit area code of the main number associated with the ERL.	N
Main Telephone No.	The main phone number associated with the ERL. This might be the number of the security office for the ERL.	N
Class of Service	Select the class of service for the ERL.	If you do not know your class of service, ask your service provider.
Type of Service	Select the type of service for the ERL.	If you do not know your class of service, ask your service provider.
Exchange	The Local Exchange Carrier (LEC) exchange identifier for the serving telephone office for the phone.	ANS You are limited to 4 characters. Ask your service provider for this identifier
Customer Name	The subscriber name associated with the ERL, and typically your company name.	ANS You are limited to 32 characters.
Order Number	The service order number of the activity of establishing or updating this record.	ANS You are limited to 10 characters. Work with your service provider to determine a valid order number, if one is needed.
Extract Date	The date on which the record was created.	Date [mmddyy]
County ID	The county identification code for the zone. In the USA, use the FIPS code assigned to the county by the U.S. Census Bureau.	AN You are limited to 4 characters.
Zip Code	The postal zip code for the address.	AN, hyphen "-" Indicates a U.S. zip code on a U.S. service order record or a Canadian postal code on a Canadian service order record. U.S. Format: NNNNN or NNNNN-NNNN; Canadian Format: ANANAN or ANA[space] NAN

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Zip Code Extension	The postal zip code "plus four" number.	AN, hyphen "-" You are limited to 4 digits.
Customer Code	Your customer code. Ask your service provider if you do not know your code.	ANS You are limited to 3 characters. If you change this field, Emergency Responder generates two records: a Delete record to remove the ALI with the old code, and an Insert record to add the ALI with the new code. This Delete and Insert sequence is only generated the next time you export ALI: you must ensure that you submit this export file to the service provider.
Comments	Optional comments. These commentsmight be displayed at the PSAP if an emergency call is made from this ERL.	You are limited to 30 characters.
Longitude	The longitude of the ERL.	N, dot ".", plus "+", minus "-" You are limited to 9 digits.
Latitude	The latitude of the ERL.	N, dot ".", plus "+", minus "-" You are limited to 9 digits.
Elevation	The elevation of the ERL.	AN dot ".", plus "+",minus "-" You are limited to 5 digits.
TAR Code	The taxing area rate code.	ANS You are limited to 6 characters.

Field	Description	Value Type (A = Alphabets, N = Numeric, S = Special Characters [# @ & * ( ) - _ + , . : ; " ' /])
Location	Additional location information, in free form, to help identify the exact location of the phone. This information is displayed to your security personnel along with the ERL name when an emergency call is made, so use this field to help locate the caller. For example, you might repeat the street address that is defined in several separate fields elsewhere on this page.	ANS You are limited to 60 characters.
Reserved	Information your service provider might require to create a valid ALI file.	AN Ask your service provider if you must enter anything in the reserved area. Be aware that NENA and CSV requirements may be different. For example, ERL Import does not require that you enter anything in the Reserved field. You can give an empty string in each of the ERL records and Emergency Responder accepts this file for importing. However, you must not delete the field itself from the file. The field must be there in the record; it can be an empty string delimited with a comma.

Related Topics

Set Up Default ERL
Set Up Individual ERL and Automatic Location Information (ALI)
Import Several ERLs
Export PS-ALI Records, on page 118
ERLs
ERL Management
E911 and Cisco Emergency Responder Terminology

Export ERL Data

The Export ERL Data page appears when you click the **Export** link on the Find ERL Data page (opened when you choose **ERL > Conventional ERL**).

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export ERL Data page to create ERL export files for your own use only; do not submit ERL export files to your service provider. For example, use an ERL export file to back up your configuration or to move it to another Emergency Responder server.

To create a file to send to your service provider to update their ALI data, see Export PS-ALI Records, on page 118.

The following table describes the Export ERL Data page.

Table 19: Export ERL Data Page

Field	Description
Select Export Format	The file format to be used in the export file. For ERL data, either csv (comma-separated value) or XML.
Enter Export File Name	The name of the file you want to create. Do not include a file extension.
Export button	Click **Export** to create the export file.
Close button	Click **Close** to close the window.

Related Topics

ALI Submission and Service Provider Requirements
Export ERL Information
ERLs
ERL Management
E911 and Cisco Emergency Responder Terminology

Import ERL Data

The Import ERL Data page appears when you click the **Import** link on the Find ERL Data page (opened when you choose **ERL > Conventional ERL**).

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Import ERL Data page to create or update many ERLs at once from a file in which you have defined the ERL data. Create this file using a spreadsheet that can save the information in one of the required formats (CSV or XML). View the samples from this page before attempting to create an import file.

If you must update a lot of ERLs, you can export the ERL data, update the export file, and reimport the file.

You can also use the Upload utility to upload a file containing ERL data from your local system; you can then import the ERL data. See Upload File for more information.

The following table describes the Import ERL Data page.

Table 20: Import ERL Data Page

Field	Description
Select Import Format	Select the format used in the file you are importing. After you select the format, click **View sample file** to see an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.
Select File to Import	Select the file from which you want to import ERL data.
Upload button	Click Upload to upload a file from your local system. See Upload File for more information.
Import button	Click **Import** to add ERL data from the import file to the Emergency Responder database. **Note** The imported ERL data overwrites conflicting data in the Emergency Responder database.
Close button	Click **Close** to close the window.

Related Topics

Import Several ERLs
Export ERL Information
Upload File
ERLs
ERL Management
E911 and Cisco Emergency Responder Terminology
Export PS-ALI Records, on page 118

Off-Premises ERL

The Find Off-Premises ERL Data page appears when you choose **ERL > Off-Premise ERL > Search And List**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Off-Premise ERL Data page to define the emergency response locations (ERLs) for individuals with phones that are located outside of the corporate network.

The following table describes the Find and List Off-Premise ERLs page.

Table 21: Find Intrado ERL Data (Off-Premise)

Field	Description	Notes
ERL Search Parameters		
Find Off-Premises ERL where...	Select search criteria and click **Find** to list existing Off-Premise ERLs. To list all ERLs, click **Find** without entering any criteria. From the drop-down list, you can select the number of records that display per page for each search. From the search results list, you can: • Click an entry to view and update its characteristics. • Click the **Copy** icon to create a new ERL with the same ALI data. • Click the **Delete** icon to remove the ERL. • Click **view...** in the Audit Trail column to view a history of changes made to that ERL. See ERL Audit Trail, on page 116 for more information.	When copying an ERL, information that must be unique in an ERL is not copied.
Add New ERL	Click **Add New ERL** to create a new ERL.	

Related Topics

Add New ERL , on page 43
Off-Premise ERL - Secondary Status, on page 46
Set Up Emergency Responder to Support Off-Premise Users

Add New ERL

The Add New ERL (Off-Premise phones) page appears when you choose **Add New ERL** on the Find Intrado ERL Data page (opened when you choose **ERL > Off-Premise ERL> Search and List**).

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Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Add New ERL page to create a new emergency response location (ERL) for Off-Premise phones. Alternatively, you can create or update many ERLs at once by importing predefined ERL information from a separate file.

Use the Find ERL Data page to view or update an existing ERL.

The following table describes the Add New ERL (Off-Premise Phones) page.

Table 22: Add New ERL (Off-Premise Phones)

Field	Description	Note
ERL Settings		
ERL Name	The name of the ERL. The naming strategy you use is critical. The ERL name is one of the primary pieces of information your security team sees when alerted to an emergency call. If the name is easy to understand and very descriptive, it can help your team respond quickly to a call. Work with your security team to develop an ERL naming strategy.	You cannot change the name of an existing ERL. To change an ERL name, create a new ERL, then delete the old ERL. Any leading and trailing spaces is trimmed.
Description	Enter a description of the new ERL (optional).	
Route/Translation Pattern Settings		
Route/Translation Pattern	The phone number, defined as a route pattern in Cisco Unified Communications Manager, that is configured to use the gateway the call should be routed through to get to the correct PSAP. This number must include the external emergency number, such as 911 in the USA. For example, 10.911 or 10911. The pattern can only contain numbers and dots.	
Add button	To add a route point, choose a route point from the drop-down list and click **Add**.	
Remove button	To remove a combination, select it in the list and click **Remove**.	

Field	Description	Note
Onsite Alert Settings		
Available Onsite Alert IDs	Text box that displays the IDs of all available onsite alert personnel.	You must first add the contact to the list of onsite alert personnel.
Add button	Select the onsite alert (security) contacts to be assigned to the ERL. These contacts are notified when an emergency call is made from the ERL. To add a contact, select an Onsite Alert ID from the Available Onsite Alert IDs list and click **Add**. The contact ID then appears in the Onsite Alert IDs for the ERL text box.	
Remove button	To remove a contact for the ERL, select the appropriate ID in the Onsite Alert IDs for the ERL text box and click **Remove**.	
ERL Address		
ALI Details button	Click ALI Details to view or change the automatic location information (ALI) of an ERL. The ALI provides detailed information about the location of the ERL, such as street address and phone number.	
Insert button	Click **Insert** to save your changes to the new ERL.	The Insert button is only available when creating a new ERL.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	
Update button	Click **Update** to save your changes to the ERL.	The Update button is only available when changing an existing ERL.
Close button	Click **Close** to close the window. You must click **Update** or **Insert** to save your changes before you click **Close**.	

Related Topics

Off-Premises ERL, on page 42
Off-Premise ERL - Secondary Status, on page 46
Set Up Emergency Responder to Support Off-Premise Users

Off-Premise ERL - Secondary Status

The Secondary Status page appears when you choose **ERL > Off-Premise ERL > Secondary Status**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Secondary Status page to query the Intrado Secondary Status database for information about off-premise telephone number record update transactions that were flagged with errors. These records may include the following:

- Corrected records that are now in the Intrado database.
- Error records that are referred back to customers for correction.
- Deleted error records from the Intrado database.

You can query the Intrado Secondary status database for off-premise telephone number records with errors.

The following table describes the Secondary Status for Off-Premise phones.

Table 23: Secondary Status (Off-Premise Phones)

Field	Description
Find DIDs where...	Select search criteria and click **Find** to list the result of a query on the Intrado secondary status server.

Related Topics

Off-Premises ERL, on page 42
Add New ERL , on page 43
Set Up Emergency Responder to Support Off-Premise Users

Find Intrado ERL

The Find Intrado ERL page appears when you choose **ERL > Intrado ERL > Intrado ERL (Search and List)**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

When you use Intrado V91-1-1 services, you can use the Intrado ERL Data page to define the emergency response locations (ERLs) for your company.

The following table describes the Find and List Intrado ERLs page.

Table 24: Find Intrado ERL Data

Field	Description	Notes
ERL Search Parameters		
Find Intrado ERL where...	Select search criteria and click **Find** to list existing Intrado ERLs. To list all ERLs, click **Find** without entering any criteria. From the drop-down list, you can select the number of records that display per page for each search. From the search results list, you can: • Click an entry to view and update its characteristics. • Click the **Copy** icon to create a new ERL with the same ALI data. • Click the **Delete** icon to remove the ERL. • Click **view...** in the Audit Trail column to view a history of changes made to that ERL. See ERL Audit Trail, on page 116 for more information.	When copying an ERL, information that must be unique in an ERL is not copied. See Add New ERL , on page 30 for more information.
Add New ERL	Click **Add New ERL** to create a new ERL.	See Add New ERL , on page 30 for more information.

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Field	Description	Notes
Level of service button	Click **Level of service** to display the level of service that Intrado designates for the specific address that is configured in the ALI details. Intrado supports the following level of service: • No Coverage—Intrado does not have access to the selective router and cannot provide the callback number and address to the PSAP that services that address. • Basic—The PSAP that provides service currently can not provide emergency support for wire line services or VoIP service providers. • Enhanced—Calls can be routed to the PSAP with the existing E9-1-1 selective router network, and Intrado can provide the callback number and address to the PSAP.	
Bulk TN Update button	Select multiple ERLs and click **Bulk TN Update** to update the ELIN for the selected ERL.	
Export	Click the **Export** link to create a file containing your ERL configuration.	See Export ERL Data, on page 41 for information about exporting ERL data.
Import	Click the **Import** link to create or update ERLs using information stored in a separate file. By importing ERL data, you can create or update many ERLs at one time.	See Import ERL Data, on page 41 for information about importing ERL data.

Related Topics

Default ALI Values, on page 49
Intrado ERL - Secondary Status, on page 50
Intrado Schedule, on page 50
View ALI Discrepancies, on page 52
Intrado V9-1-1 for Enterprise Service

Default ALI Values

The Default ALI Values page appears when you choose **ERL > Intrado ERL > Default ALI Values**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Default ALI Values page to set the default values that automatically populate the respective ALI fields when a new Intrado ERL is created.

The following table describes the Default ALI Information page.

Table 25: Default ALI Values

Field	Description
Default ALI Values for Intrado ERLs	
Type of Service	Defines the type of service for the calling party number, such as FX in 911 area or Non-Pub. **Note** Intrado recommends setting the default to Non-Pub.
Class of Service	Defines the class of service for the calling party number, such as residential, business, VoIP. **Note** Intrado recommends setting the default to VoIP.
Company ID	Specified by Intrado.
Customer Name	Specified by Intrado.
Update button	Click **Update** to save your changes.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.

Related Topics

Find Intrado ERL, on page 46
Intrado ERL - Secondary Status, on page 50
Intrado Schedule, on page 50
View ALI Discrepancies, on page 52
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

Intrado ERL - Secondary Status

The Secondary Status page appears when you choose **ERL > Intrado ERL > Secondary Status**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Secondary Status page to query the Intrado Secondary Status database for information about telephone number record update transactions that were previously flagged with errors. These records may include the following:

- Corrected records that are now in the Intrado database.
- Error records that are referred back to customers for correction.
- Deleted error records from the Intrado database.

You can query the Intrado Secondary status database for telephone number records with errors that have been corrected.

The following table describes the Secondary Status for phones that are serviced by Intrado.

Table 26: Secondary Status (Intrado Phones)

Field	Description
Find ELINS where...	Select search criteria and click **Find** to list the result of a query on the Intrado secondary status server.

Related Topics

Find Intrado ERL, on page 46
Default ALI Values, on page 49
Intrado Schedule, on page 50
View ALI Discrepancies, on page 52
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

Intrado Schedule

The Intrado Schedule page appears when you choose **ERL >Intrado ERL > Intrado Schedule**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Intrado Schedule page to specify the day of the week and time when ALI update requests and secondary status update requests are sent to Intrado. ALI update requests sends newly created TN records to Intrado.

Secondary Status update requests sends queries to Intrado requesting information about records with errors that have been corrected.

The following table describes the Intrado Schedule page.

Table 27: Intrado Schedule

Field	Description	Notes
Add new schedule	Specify the day of the week and time of the day when you want to schedule an update: 1. Select the days of the week when you want to run the switch port and phone update process. 2. Select the time of day when you want the process to run. 00 hour and 00 min is midnight. Time is based on the 24-hour clock. 3. Check the **Enable Schedule** check box if you want to activate this schedule. 4. Choose either **ALI Update Schedule** or **Secondary Status Update Schedule**.	We recommend that you run the Intrado update process at least once per day. Because of the added network traffic, it is best to run the process outside normal business hours.
Add button	Click **Add** to add the schedule to the list of schedules.	
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	
Update button	Click **Update** when viewing an existing schedule to save changes you make to the schedule.	Only available when viewing an existing schedule.

Related Topics

Find Intrado ERL, on page 46
Default ALI Values, on page 49
Intrado ERL - Secondary Status, on page 50
View ALI Discrepancies, on page 52
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

View ALI Discrepancies

The View ALI Discrepancies page appears when you choose **ERL > Intrado ERL > View ALI Discrepancies**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the View ALI Discrepancies page to view discrepancies in the records between the ALI data that is stored in the local Emergency Responder database and the ALI data for this ELIN in the Intrado database.

The following table describes the Find ALI Discrepancies page.

Table 28: ALI Discrepancies

Field	Description
Find ELIN where...	Enter search criteria to select the ELIN that you want to find. To find all ELIN, click **Find** without entering any criteria. To narrow your search, select the field that you want to search on from the drop-down list, select the search relationship (is contains, begins with, and so on), and enter the search string. Click **Find**.

Related Topics

Find Intrado ERL, on page 46
Default ALI Values, on page 49
Intrado ERL - Secondary Status, on page 50
Intrado Schedule, on page 50
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

View ALI Discrepancies for a Specific ELIN

Choose **ERL > Intrado ERL > View ALI Discrepancies** and search for discrepancies. The View ALI Discrepancies for a specific ELIN page appears when you select a specific ELIN from the results.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the View ALI Discrepancies for a Specific ELIN page to view discrepancies in the records between the ALI data that is stored in the local Emergency Responder database and the ALI data for this ELIN in the Intrado database.

The following table describes the Find ALI Discrepancies for a specific ELIN page.

Table 29: ALI Discrepancies for Specific ELIN

Field	Description
View Intrado ALI Discrepancies	
ALI Fields	List of ALI field information from the local Emergency Responder database and from Intrado database: • House Number • House Suffix • Street Name • Prefix Directional • Street Suffix • Post Directional • Community Name • State • Main NPA • Class of Service • Type of Service • Exchange • Customer Name • Order Number • Extract Date • County ID • Company ID • Zip Code • Zip Code Extension • Customer Code • Comments • Longitude • Latitude • Elevation • TAR Code • Location • Reserved
Save button	Click **Save** to save your changes in the local Emergency Responder database.
Save Intrado ALI Info button	Click **Save Intrado ALI Info** to update the Intrado VUI database.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.
Close button	Click **Close** to close the window.

Related Topics

Find Intrado ERL, on page 46
Default ALI Values, on page 49
Intrado ERL - Secondary Status, on page 50
Intrado Schedule, on page 50
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services

ERL Migration Tool

The ERL Migration Tool page appears when you choose **ERL > ERL Migration Tool**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the ERL Migration Tool page to migrate ERLs from conventional ERL data to Intrado ERL data and vice versa.

The following table describes the ERL Migration Tool page.

Table 30: ERL Migration Tool

Field	Description
Status	Displays status messages
ERL Search Parameter	
Find	Select search criteria and click **Find** to list either existing Conventional ERLs or Intrado ERLs. From the search results list, you can select the ERLs that you want to migrate
Migrate to Intrado ERL Button	When you search for Conventional ERLs, you can select the ERLs that you want to migrate to Intrado. When you click the **Migrate to Intrado ERL** button, you can select an Intrado route point for all the selected ERL.
Migrate to Regular ERL	When you search for Intrado ERLs, you can select the ERLs that you want to migrate to a conventional ERL data. When you click the **Migrate to Regular ERL** button, you can enter a route point, and specify whether the ERL is a test ERL and test the ERL.

Related Topics

Find Intrado ERL, on page 46

Default ALI Values, on page 49
Intrado ERL - Secondary Status, on page 50
Intrado Schedule, on page 50
View ALI Discrepancies, on page 52
Configure Emergency Responder and Intrado V9-1-1 Enterprise Services
ERL Data Migration

SNMP Settings

The SNMP Settings page appears when you choose **Phone Tracking > SNMPv2 Settings** or **Phone Tracking > SNMPv3 Settings**.

Authorization Requirements

You must have system administrator or network administrator authority to access this page.

Description

Use the SNMPv2 Settings page or the SNMPv3 Settings page to define the SNMP read community string used by your switches.

Related Topics

Set Up SNMPv2
Set Up SNMPv3
E911 and Cisco Emergency Responder Terminology

SNMP v2 Settings Page

Use the information in the following table to configure the SNMPv2 Settings.

Table 31: SNMP v2 Settings Page

Field	Description	Notes
Add SNMPv2 Community Setting		

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Field	Description	Notes
IP Address/Host Name	The IP address or hostname of a switch whose SNMP read community string you are defining. If you use the same read community string for all switches, you only need to define one entry: *.*.*.*. If you use different read community strings for sets of switches, you can define each set, using variables and ranges. For example, if you have 10 switches from 10.1.115.0 to 10.1.125.0, you can use 10.1.115-125.0 as the IP address. You can also mix ranges and variables, such as *.*.115-125.*. **Note** If you are using IPv6 address, then wildcard characters are not supported. Enter the details for each switch.	You are not defining your switches on this page, you are only associating IP address patterns to read community strings. Emergency Responder only tries to use the string with the specific switches you identify on the LAN Switch Details page. See LAN Switch Details, on page 68 for more information. If two or more patterns match an IP address, Emergency Responder uses the SNMP string associated with the most closely matching pattern.
Timeout	The time, in seconds, in which Emergency Responder should consider an attempted SNMP connection to a switch to have failed. See the explanation of Retries for more information.	Default is 10 seconds. The optimal value is 10 to 15 seconds.
Maximum Retry Attempts	The number of times Emergency Responder should attempt to contact a switch. With each retry, the previous timeout is multiplied by 2, to ensure that the switch has enough time to respond. For example, if you specify 10 for timeout, the first attempt times out in 10 seconds, the second attempt times out in 20 seconds, the third attempt times out in 40 seconds, and so forth.	Default is 2 retries. This number does not include the initial attempt; that is, if retries are 2, Emergency Responder attempts to contact a switch up to 3 times (the initial attempt plus 2 retries). The optimal value is 2 to 3 retries.

Field	Description	Notes
Read Community	The SNMPv2 read community string for the switch. **Note** Community string does not support special characters like angle brackets (< >), backslash (\), colon (:), quotation marks (“ “), and tilde (~).	Default is public for any IP address not covered in the SNMPv2 settings list.
Insert	Click the **Insert** button to add the entry to the list of SNMP settings.	
Cancel Changes	Click the **Cancel Changes** button to change the fields on this page back to the last saved settings.	
SNMPv2 Settings	A list of SNMPv2 settings that you have already defined. To change an entry, click any of the links associated with the entry to load the details into the edit boxes at the top of the page. Then make your changes and click **Update**. To delete an entry, click the **Delete** icon for the entry.	
Add New	Click the **Add New** button to add another SNMPv2 setting.	
Update	Click the **Update** button to save changes you make to an existing SNMPv2 setting.	Only available when viewing an existing setting.
Export	Click the **Export** button to export the SNMPv2 data settings to another file. For more information, see Export SNMPv2 Data, on page 58.	
Import	Click the **Import** button to import the SNMPv2 data settings to your Cisco Emergency Responder configuration. For more information, see Import SNMPv2 Data, on page 58.	

Export SNMPv2 Data

The **Export SNMPv2 Data** window appears when you click **Export** on the **SNMPv2 Settings** page (opened when you choose **Phone Tracking** > **SNMPv2 Settings**).

Authorization Requirements

You must have the system administrator or ERL administrator authority to access this window.

Description

Use the **Export SNMPv2 Data** window to perform the following:

- Create a file containing the Emergency Responder Export SNMPv2 Data.
- Use the **Download** option to download a file containing the Emergency Responder Export SNMPv2 Data. For more information, see Download File.

The following table describes the fields found on the **Export SNMPv2 Data** window.

Table 32: Export SNMPv2 Data Window

Field	Description
Export SNMPv2 Data	
Select Export Format	Select the file format from the drop-down list that matches the file being imported.
Enter Export File Name	Enter the name of the file that you want to create. Do not include the file extension.
Export	Click the **Export** button to add data from the import file to your Cisco Emergency Responder configuration.
Close	Click the **Close** button to close the window.
Export Status	This text box displays status information.
Download	
Select a File to Download	Select a file from the drop-down list and click the **Download** button to download the file to your machine.

Related Topics

Download File

Import SNMPv2 Data

The **Import SNMPv2 Data** window appears when you click **Import** on the **SNMPv2 Settings** page (opened when you choose **Phone Tracking** > **SNMPv2 Settings**).

Authorization Requirements

You must have the system administrator or ERL administrator authority to access this window.

Description

Use the **Import SNMPv2 Data** window to create or update several SNMPv2 settings details at once from the file in which you have defined their data. You can create this file using a spreadsheet and save the information in the required formats. The **View sample file** link provides the sample information to create or update your import file.

You can import a previously exported file or you can upload a file that you created on your local system using the **Upload** option. For more information, see Upload File.

The following table describes the fields found on the **Import SNMPv2 Data** window.

Table 33: Import SNMPv2 Data Window

Field	Description
Import SNMPv2 Data	
Select Import Format	Select the file format from the drop-down list that matches the file being imported. Click **View sample file** link to view an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.
Select File to Import	Select the file from the drop-down list from which you want to import data.
Import	Click the **Import** button to add data from the import file to your Cisco Emergency Responder configuration.
Upload	Click the **Upload** button to upload the file from your machine. For more information, see Upload File.
Close	Click the **Close** button to close the window.
Import Status	This text box displays status information.

Related Topics

Upload File

SNMP v3 Settings Page

Use the information in the following table to configure the SNMP v3 Settings.

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Table 34: SNMP v3 Settings Page

Field	Description	Notes
Add SNMPv3 User Details		
User Information		
IP Address/Host Name	Enter the IP address or hostname of the Cisco Unified Communications Manager or LAN switch.	For IPv4 address, you can use an asterisk (*) as a wildcard character. **Note** For IPv6 address, wildcard characters are not supported. You can also use a range of number for octets, such as 15 to 30.
User Name	Enter the username configured on Cisco Unified Communications Manager or LAN switch.	The name can contain up to 32 characters and can contain any combination of alphanumeric characters, hyphens (-), and underscore characters (_).
Authentication Information		
Password	To enable authentication, check the **Authentication Required** check box; in the Password and the Reenter Password fields, enter the password for the user configured on the Cisco Unified Communications Manager or LAN switch.	
Protocol	Choose the appropriate protocol as configured for the user on Cisco Unified Communications Manager or LAN switch.	
Privacy Information		
Password	If you selected the Authentication Required check box, you can specify the privacy information. To require privacy, select the check box, enter the password in both the Password, and the Reenter Password fields for the user configured on the Cisco Unified Communications Manager or LAN switch.	

Field	Description	Notes
Protocol	Choose the appropriate protocol as configured for the user on Cisco Unified Communications Manager or LAN switch.	
Other Information		
Timeout (in seconds)	The length of time that an attempted SNMP connection remains idle before it is considered to have failed. For more information, see the explanation for Maximum Retry Attempts.	The default value is 10 seconds. The optimal value is 10 to 15 seconds.
Maximum Retry Attempts	The number of times Emergency Responder attempts to contact a Cisco Unified Communications Manager or a switch. With each retry, the previous timeout is multiplied by two to ensure that the switch has time to respond. For example, if you specify a Timeout value of 10 seconds, the first attempt times out in 10 seconds, the second attempt times out in 20 seconds, and the third attempt times out in 40 seconds.	The default value is two. But the optimal value is two to three retries. The Maximum Retry Attempts does not include the initial attempt. For example, if Maximum Retry Attempts is set to two, Emergency Responder attempts to contact a switch three times - the initial attempt plus two retries.
Insert	Click the **Insert** button to add the entry to the list of SNMP settings.	
Cancel Changes	Click the **Cancel Changes** button to change the fields on this page back to the last saved settings.	
SNMPv3 Settings	A list of SNMPv3 settings that you have already defined. To change an entry, click any of the links associated with the entry to load the details into the edit boxes at the top of the page. Then make your changes and click **Update**. To delete an entry, click the **Delete** icon for the entry.	
Add New	Click the **Add New** button to add another SNMPv3 setting.	

Field	Description	Notes
Update	Click the **Update** button to save changes you make to an existing SNMPv3 setting.	Only available when viewing an existing setting.
Import	Click the **Import** button to import the SNMPv3 data settings to your Cisco Emergency Responder configuration. For more information, see Import SNMPv3 Data, on page 62.	

Import SNMPv3 Data

The **Import SNMPv3 Data** window appears when you click **Import** on the **SNMPv3 Settings** page (opened when you choose **Phone Tracking** > **SNMPv3 Settings**).

Authorization Requirements

You must have the system administrator or ERL administrator authority to access this window.

Description

Use the **Import SNMPv3 Data** window to create or update several SNMPv3 settings details at once from the file in which you have defined their data. You can create this file using a spreadsheet and save the information in the required formats. The **View sample file** link provides the sample information to create or update your import file.

You can import a previously exported file or you can upload a file that you created on your local system using the **Upload** option. For more information, see Upload File.

The following table describes the fields found on the **Import SNMPv3 Data** window.

Table 35: Import SNMPv3 Data Window

Field	Description
Import SNMPv3 Data	
Select Import Format	Select the file format from the drop-down list that matches the file being imported. Click **View sample file** link to view an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.
Select File to Import	Select the file from the drop-down list from which you want to import data.
Import	Click the **Import** button to add data from the import file to your Cisco Emergency Responder configuration.

Field	Description
Upload	Click the **Upload** button to upload the file from your machine. For more information, see Upload File.
Close	Click the **Close** button to close the window.
Import Status	This text box displays status information.

Related Topics

Upload File

Phone Tracking Schedule

The Phone Tracking Schedule page appears when you choose **Phone Tracking > Schedule**.

Authorization Requirements

You must have system administrator or network administrator authority to access this page.

Description

Use the Phone Tracking Schedule page to define the Cisco Emergency Responder (Emergency Responder) schedule for updating phone and switch information from the network. Emergency Responder updates network information using two processes:

- Phone Tracking—A periodic comparison of the phones registered with Cisco Unified Communications Manager to the location information obtained from the switches. If a phone moves, Emergency Responder updates the phone ERL.
- Switch Port and Phone Update—The phone tracking process plus a more extensive check of the network switches, which can identify new or changed switch modules (additional or removed ports). Ensure that your ERL administrator updates the ERL assignment for new ports.

The following table describes the Phone Tracking Schedule page.

Table 36: Phone Tracking Schedule Page

Field	Description	Notes
Incremental Phone Tracking		
Incremental Phone Tracking Interval	The time, in minutes, between making updates to the known phone locations. This periodic update ensures that phones that have moved are located and assigned to the correct ERL. Click **Update** to save your changes to this field.	The default is 30 minutes. The range of the interval that can be defined is 5 to 300 minutes.

Field	Description	Notes
Add New Schedule	Enter the schedule that you want to add: 1. Select the days of the week when you want to run the switch port and phone update process. 2. Select the time of day when you want the process to run. 00 hour and 00 min is midnight. Time is based on the 24-hour clock.	We recommend that you run the switch port and phone update process at least once per day. Because of the added network traffic, it is best to run the process outside normal business hours.
Insert button	Click **Insert** to add the schedule to the list of schedules.	
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	
Update button	Click **Update** when viewing an existing schedule to save changes that you make to the schedule.	Only available when viewing an existing schedule.
Switch-Port and Phone Update Schedule	The list of schedules you have defined. To change a schedule, click the Hour link, the Minute link, or the Edit icon to load it into the Modify Schedule area above the list. Then, make your changes and click **Update**. To remove a schedule, click the **Delete** icon for the schedule.	If any schedules overlap, only one schedule is run.
Add New button	Click **Add New** to add another schedule.	

Related Topics

Define Phone Tracking and Switch Update Schedules
Manually Run the Switch-Port and Phone Update Process
E911 and Cisco Emergency Responder Terminology

Cisco Unified Communications Manager Clusters

The Cisco Unified Communications Manager Clusters page appears when you choose **Phone Tracking > Cisco Unified Communications Manager**.

Authorization Requirements

You must have system administrator or network administrator authority to access this page.

Description

Use the Cisco Unified Communications Manager Clusters page to identify the Cisco Unified Communications Manager clusters whose emergency calls this Emergency Responder group handles. Only assign a Cisco Unified Communications Manager cluster to a single Emergency Responder group. Emergency Responder gets the list of phones registered with these Cisco Unified Communications Manager servers and tracks the movements of these phones.

The following table describes the Cisco Unified Communications Manager Clusters page.

Table 37: Cisco Unified Communications Manager Clusters Page

Field	Description	Notes
Add New Cisco Unified Communications Manager Cluster		
Cisco Unified Communications Manager	The IP address or DNS name of a Cisco Unified Communications Manager server that is running Cisco Unified Communications Manager and SNMP services. Only add one server per Cisco Unified Communications Manager cluster— Emergency Responder can identify the other servers in the cluster. The Cisco Unified Communications Manager server you specify represents the cluster in which it is a member.	When viewing a previously defined Cisco Unified Communications Manager server, Emergency Responder displays a **CCM List** link. Click **CCM List** to view a list of the Cisco Unified Communications Manager servers that belong to the same cluster as the selected server. **Note** The Cisco Unified Communications Manager servers should have run the CCM service at least once. After the IP address or DNS name has been configured, it cannot be modified.
CTI Manager	The IP address or DNS name of the CTI Manager used by the specified Cisco Unified Communications Manager server.	
CTI Manager User Name	The name of the user created in the Cisco Unified Communications Manager server for Emergency Responder use.	This user must have specific characteristics and device assignments. See Create Emergency Responder Cisco Unified Communications Manager User for specific information.
CTI Manager Password	The password for the user.	

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Field	Description	Notes
Backup CTI Manager 1	The IP address or DNS name of the backup CTI Manager used by the specified Cisco Unified Communications Manager server.	
Backup CTI Manager 2	The IP address or DNS name of the backup CTI Manager used by the specified Cisco Unified Communications Manager server.	
Telephony Port Begin Address	The number of the first CTI port to use for calling onsite alert (security) personnel. When an emergency call is made, Emergency Responder calls the onsite alert personnel for the originating ERL using the telephony ports you configure here.	You must first create this port in Cisco Unified Communications Manager. See Create Required CTI Ports for more information.
Number of Telephony Ports	The number of CTI ports. Enter the number of CTI ports you created in Cisco Unified Communications Manager. The number of ports is the number of concurrent calls Emergency Responder can make to onsite alert personnel.	The ports used are in sequence from the beginning port. For example, if you enter 3000 for the begin port, and 4 for number of ports, Emergency Responder uses 3000, 3001, 3002, and 3003.
Enable Secure Connection		
Enable Secure Connection check box	Check this check box to enable a secure connection. You can enter data in the other fields of this section only if you have enabled Secure Connection.	
TFTP Server IP Address	The IP address of the TFTP server.	
TFTP Server Port	The port of the TFTP server.	
Backup TFTP Server IP Address	The IP address of the backup TFTP server, for the Unified CM node being added.	
CAPF Server IP Address	The IP address of the CAPF server.	
CAPF Server Port	The port of the CAPF server.	
Instance ID for Publisher	The instance ID for the Publisher node.	

Field	Description	Notes
Secure Authentication String for Publisher	The secure authentication string for the Publisher node.	
Instance ID for Subscriber	The instance ID for the Subscriber node.	
Secure Authentication String for Subscriber	The secure authentication string for the Subscriber node.	
AXL Settings		
AXL Username	The username for the application user on Cisco Unified Communications Manager with privileges to perform AXL queries.	
AXL Password	The password for the application user on Cisco Unified Communications Manager with privileges to perform AXL queries.	
AXL Port Number	The port number that is used by the application on Cisco Unified Communications Manger. The default value is 8443.	
SNMP Settings		
Use SNMPv3 for discovery	Check this check box if the Cisco Unified Communications Manager has SNMPv3 enabled and you want Emergency Responder to use SNMPv3 for discovery.	
Insert button	Click **Insert** to add the new Cisco Unified Communications Manager server to the list of servers.	
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	
Update button	Click **Update** when viewing an existing server to save changes you make to the server.	Only available when viewing an existing server. Replaces the **Insert** button when viewing an existing server.
Cisco Unified Communications Manager Clusters		
Add New button	Click **Add New** to add another Cisco Unified Communications Manager server.	

Field	Description	Notes
Cisco Unified Communications Manager list	A list of Cisco Unified Communications Manager servers defined for this Emergency Responder group. Click a server link or the **Edit** icon to view and modify the Emergency Responder configuration for the server. Click the **Delete** icon to delete the server. Click **Number of Users associated** link to find the list of remote users associated with the Cisco Unified Communications Manager Server node.	

Related Topics

Identify Cisco Unified Communications Manager Clusters
Create Emergency Responder Cisco Unified Communications Manager User
Create Required CTI Ports
E911 and Cisco Emergency Responder Terminology

LAN Switch Details

The LAN Switch Details page appears when you choose **Phone Tracking > LAN Switch Details**.

Note Cisco Emergency Responder supports SNMP Version 1, Version 2 , Version 2C, and Version 3 of a LAN switch.

Authorization Requirements

You must have system administrator or network administrator authority to access this page.

Description

Use the LAN Switch Details page to add, remove, or change the switches that Emergency Responder manages. Ensure that you identify all switches that might have phones attached to them. You can only assign switch ports to ERLs if you enter the switches on this page. Any phones attached to unidentified switches or ports are listed as unlocated phones in Emergency Responder, and are assigned to the Default ERL.

Note Switches should not be configured with Static Engine ID.

The following table describes the LAN Switch Details page.

Table 38: LAN Switch Details Page

Field	Description
LAN Switch Details	
Switch Host Name/IP Address	The IP address or DNS name of the switch. For more information on standardized valid IPv4 address formats, see https://docs.oracle.com/javame/config/cdc/ref-impl/pbp1.1.2/jsr217/java/net/Inet4Address.html.
Description	Description of this switch.
Enable CAM-based Phone Tracking	Check this check box if there might be phones attached to this switch that do not use the Cisco Discovery Protocol (CDP) to announce themselves to the network. For non-CDP phones, Emergency Responder must use the Content Addressable Memory (CAM) information about the switch to identify phones.
Use port description as port location	Check this check box if you want to display the switch port description that is configured on the switch in the Location Field.
Use SNMPv3 for Discovery	Select this check box if the switch has SNMPv3 enabled and Emergency Responder should discover it using SNMPv3.
Insert button	Check **Insert** to add the switch to the list of switches. When you click Insert, Emergency Responder asks if you want to run the switch port and phone update process on the switch right away. Click **OK** to run the process now, or click **Cancel** to add the switch to the configuration without running the process right away. **Note** See Manually Run the Switch-Port and Phone Update Process for information about running the process if you select not to run it immediately.
Update button	Click **Update** when viewing an existing switch to save changes that you make to the switch.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.
LAN Switches	

Field	Description
LAN Switch list	A list of the switches you have already defined. Click the IP address/DNS name of the switch or click the **Edit** icon to view and modify settings for the switch. Click the **Delete** icon to delete the switch.
Add LAN Switch button	Click **Add LAN Switch** to add another switch.
Export	Click the **Export** link to export the switch definitions to another file. See Export LAN Switch , on page 70 for more information.
Import	Click the **Import** link to import a list of switches into the Emergency Responder configuration. This list might be exported from your network management software. See Import LAN Switch, on page 71 for more information.

Related Topics

LAN Switch Identification
Manually Run the Switch-Port and Phone Update Process
Identify Unlocated Phones
E911 and Cisco Emergency Responder Terminology

Export LAN Switch

The Export LAN Switch page appears when you click Export in the LAN Switch Details page (opened when you choose **Phone Tracking > LAN Switch Details**).

Authorization Requirements

You must have system administrator or network administrator authority to access this page.

Description

Use the Export LAN Switch page to create a file containing the Emergency Responder switch configuration.

If you must update several switch entries in Emergency Responder, you can export the switch information, make your changes in the export file using a spreadsheet, then reimport the file.

You can also download a file to your local system using the Download utility. See Download File for more information.

The following table describes the Export LAN Switch page.

Table 39: Export LAN Switch Page

Field	Description
Select Export Format	The format to use for the file, such as CSV (comma-separated values).

Field	Description
Enter Export File Name	The name of the file you want to create. Do not include the file extension.
Export button	Click **Export** to create the file. The Status box shows the status of the exportation.
Close button	Click **Close** to close the window.
Download	
Select a File to Download	Use the pull-down menu to select a LAN switches configuration file and click **Download** to download the file to your local system.

Related Topics

Export Switch Information
Download File
Import a Group of Switches
LAN Switch Details, on page 68
E911 and Cisco Emergency Responder Terminology

Import LAN Switch

The Import LAN Switch page appears when you click **Import** in the LAN Switch Details page (opened when you choose **Phone Tracking > LAN Switch Details**).

Authorization Requirements

You must have system administrator or network administrator authority to access this page.

Description

Use the Import LAN Switch page to add several switches at once to the Emergency Responder configuration. You can import a previously exported file or a file that you created on your local system and uploaded using the Upload utility. See Upload File for more information.

The following table describes the Import LAN Switch page.

Table 40: Import LAN Switch Page

Field	Description
Select Import Format	Select the format used in the file you are importing. After you select the format, click **view sample file** to see an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet, or to determine if your network management software can create the required format.

Field	Description
Select File to Import	Select the file from which you want to import data. Before you can import a file, you must place it in the folder mentioned on this page.
Upload button	Click **Upload** to upload a file from your local system. See Upload File for more information.
Import button	Click **Import** to add data from the information in the import file to your Emergency Responder configuration. Emergency Responder asks you whether you want to run phone tracking on the imported switch. You must run phone tracking before you can configure the switch ports, so normally you should choose **OK**. If you choose **Cancel**, Emergency Responder imports the switches but does not run the phone tracking process. **Note** If you elect not to run the phone-tracking process, after importing the file, run the switch port and phone update process. See Manually Run the Switch-Port and Phone Update Process.
Close button	Click **Close** to close the window.
Import Status	Text box that displays status information.

Related Topics

Import a Group of Switches
Export Switch Information
Upload File
LAN Switch Details, on page 68
E911 and Cisco Emergency Responder Terminology

Run Switch-Port and Phone Update

When you choose **Phone Tracking/Run Switch-Port & Phone Update**, a dialog box appears that prompts you to "Press Okay to run Switch-Port and Phone update process on Emergency Responder."

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Run Switch-Port and Phone Update page to run manually the switch port and phone update process.

Related Topics

Manually Run the Switch-Port and Phone Update Process
Define Phone Tracking and Switch Update Schedules
Identify Unlocated Phones

Switch Port Details

The Switch Port Details page appears when you choose **ERL Membership > Switch Ports**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Switch Port Details page to assign switch ports to ERLs. This assignment allows Emergency Responder to assign the correct ERL to phones that connect to the network through the configured ports.

Note If the IOS software on the switch needs to be upgraded to the latest version, execute the **snmp-server ifindex persist** command before the upgrade. Failure in executing this command leads to change of port indexes. In that scenario, Emergency Responder treats the existing port as a new port and turns the assigned ERL to Blank (no ERL).

To support switches such as the Cisco Catalyst 3750 switch, which has ports that can be uniquely identified by Switch ID, Module ID and Port ID combination, Emergency Responder uses the following port-naming convention:

- IfName—New field display name for port as given for the switch CLI (for example, Fa1/5 or Gi2/0/1).
  - Port Identifier—Replaces the Module ID/Port ID.
  - It contains {optional} <<Switch ID (for stackable switches like the Cisco Catalyst 3750)>>/ {optional} <<relative position of the module in switch>> / <<relative position of port in the module>> .
- Search on Port IfName replaces the Module ID/Port ID search.

The following table describes the Switch Port Details page.

Table 41: Switch Port Details Page

Field	Description	Notes
Switch Port Search Parameters		

Field	Description	Notes
Find ports where	Enter search criteria to select the ports that you want to view or configure. To view all ports, click **Find** without entering any criteria. To narrow your search: • Select **All** to indicate that only calls that match every criteria be selected (an AND search); select **Any** to indicate that calls that match any search criteria be selected (an OR search). From the pull-down menu, select the field that you want to search on (ERL Name, Phone MAC Address, and so on), select the search relationship (contains, starts with, and so on), enter the search string, and select how many results on page are displayed. • To search on a combination of fields, click the **Plus** icon **(+)** to add more search parameters. (Click the **Minus** icon (–) to remove search parameters.) • Click **Find** when you have entered all the search parameters.	If you are configuring ports, generate a list of ports using the **Find** button.

Field	Description	Notes
	The list of switch ports that match your search criteria, one line per port. To assign ERLs to selected ports, check the check box to the left of the switch details, enter the ERL name in the text box, or click **Search ERL** to find and select the ERL, then click **Assign ERL**. To view and update the phone location for a port, click the **View** link in the port's Location column. **Note** Location name or switch port description cannot include special characters, such as the colon (:), semicolon (;), backslash (\), brackets (( )), pound sign (#), or ampersand (&). Location details should not start with the special character, less than (<). To change the fields shown in the list and to change their order, click **Edit View**. This action opens a separate Edit View page: • To add a field, select it in the Available Fields list and click > (right arrow). • To remove a field, select it in the Selected Fields list and click < (left arrow). **Note** You cannot remove the ERL Name from the table view. Click **Apply** to save your changes on the Edit Table View page. Click **Close** to close the window.	Emergency Responder displays a maximum number of 1,000 switch port records at a time. If the search results in more than 1,000 switch ports, an error message to refine the search is displayed. If many ports match your search criteria, Emergency Responder uses several pages to display them. Use the First, Previous, Next, and Last links at the bottom of the page to move between pages. You can also enter a specific page number on the Page field and press Enter to move to that page.
Export	Click **Export** to export the ERL to switch port configuration to another file. See Export Switch Ports, on page 76 for more information.	

Field	Description	Notes
Import	Click **Import** to import a set of ERL-to-port mappings into the Emergency Responder configuration. See Import Switch Ports, on page 77 for more information.	

Related Topics

Switch Port Configuration
LAN Switch Identification
Manually Run the Switch-Port and Phone Update Process
E911 and Cisco Emergency Responder Terminology

Export Switch Ports

The Export Switch Ports page appears when you click **Export** in the Switch Port Details page (opened when you choose **ERL Membership > Switch Ports**).

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export Switch Ports page to create a file containing the Emergency Responder switch port configuration.

If you must make changes to a large number of port-to-ERL assignments, you can export a file, make your changes in the file using a spreadsheet, and then reimport the file.

You can also download a file using the Download utility, modify it on your local system, then upload it using the Upload utility. See Download File for more information.

The following table describes the Export Switch Ports page.

Table 42: Export Switch Ports Page

Field	Description
Select Export Format	The format to use for the file, such as CSV (comma-separated values).
Enter Export File Name	The name of the file you want to create. Do not include the file extension.
Export button	Click **Export** to create the file. The Status box shows the status of the exportation.
Close button	Click **Close** to close the window.
Download	

Field	Description
Select a File to Download	Use the pull-down menu to select a file and click **Download** to download the file to your local system.

Related Topics

Export Switch Port Information
Download File
Set Up Large Number of Ports
Switch Port Details, on page 73
E911 and Cisco Emergency Responder Terminology

Import Switch Ports

The Import Switch Ports page appears when you click **Import** in the Switch Port Details page (opened when you choose **ERL Membership > Switch Ports**).

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Import Switch Ports page to add or update several switch port configurations at once to the Emergency Responder configuration. Switch port configurations are mappings of ports to ERLs.

To create the switch port import file, follow these steps:

1. Export the switch port details.
2. Modify the ERK field of these records and save the file.
3. Import the file using switch port import.

You can also create the import file on your local system and then upload the file using the Upload utility. See Upload File for more information.

The following table describes the Import Switch Ports page.

Table 43: Import Switch Ports Page

Field	Description
Select Import Format	Select the format used in the file you are importing. After you select the format, click **view sample file** to see an example of the expected format and sequence of values. You can use this sample information to create your import file in a spreadsheet, but it is easier to export the switch port information from Emergency Responder, modify the export file using a spreadsheet program, and then import the modified file. **Note** See Export Switch Port Information for information about exporting switch port information.
Select File to Import	Select the file from which you want to import data.
Upload button	Click **Upload** to upload a file from your local system. See Upload File for more information.
Import button	Click **Import** to add data from the information in the import file to your Emergency Responder configuration. ERL assignments in the import file override assignments that already exist in the Emergency Responder configuration. **Note** Port ERL configurations are only updated if Emergency Responder has discovered the port before you import the port configuration.
Close button	Click **Close** to close the window.
Import Status	Text box that displays status information.

Related Topics

Set Up Large Number of Ports
Upload File
Export Switch Port Information
Switch Port Details, on page 73
E911 and Cisco Emergency Responder Terminology

Access Point Details

The Access Point Details page appears when you choose**ERL Membership** > **Access Points**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

The Access Point Details page lists all the Access Points configured in the corresponding Cisco Unified Communications Manager.

You can assign Access Points to ERLs on the Access Point Details page. This assignment allows Cisco Emergency Responder to assign the correct ERL to phones that connect to the network through the configured Access Point.

The following table describes the Access Point Details page.

Table 44: Access Point Details Page

Field	Description	Notes
Status	It displays various status messages based on the action performed in the Access point page: • Ready—Displays when the Access Point page is loaded successfully. • Update successful—Displays when an ERL assignment is made successfully. • ERL Not Found—Displays when trying to assign an ERL which is not available.	
Access Point Search Parameters		

Field	Description	Notes

Find	Enter search criteria to select the Access Points that you want to view or configure.
	To view all Access Points, click **Find** without entering any criteria.
	To narrow your search:
	• From the first **Find** drop-down list, choose one of the following criteria:
	  • Access Point Name
	  • Bssid
	  • ERL Name
	• From the second **where** drop-down list, choose one of the following criteria:
	  • contains
	  • is not Empty
	  • starts with
	  • Ends with
	  • is Empty
	  • is Exactly
	• Enter the required search string in next empty field.
	• From the **and show items per page** drop-down list, choose the appropriate number of results to be displayed on the page.
	• Click **Find** when you have entered all the search parameters.	

Field	Description	Notes
Access Points	The following list displays the "Find" status information: • Last discovery was done at—Displays the time and date of the last major/AXL discovery if the find result is successful. • No active query—This is displayed if you click the Access Point page without clicking the **Find** button. • No matching records—This is displayed when **Find** is unable to retrieve the matching records. • Phone Location tables are being modified. Please wait and try again—This is displayed when the Cisco Emergency Recorder server is not loaded completely. • Phone Location details are not populated as phone tracking is still in progress. Try after some time—This is displayed when the phone tracking engine is still running. • Cisco Emergency Responder server is not yet initialized completely. Please wait—This is displayed when the Cisco Emergency Responder service is restarted. • Cisco Emergency Responder is not running: Failed to contact Cisco Emergency Responder—This is displayed when the Cisco Emergency Responder service is restarted.	

Field	Description	Notes
	The list of Access Points that match your search criteria, one line per Access Point. To assign ERLs to selected Access Point, check the check box to the left of the access details, enter the ERL name in the text box, or click **Search ERL** to find and select the ERL, then click **Assign ERL**. To view the phones associated to that Access Point, click the **View Phones** link in the Access Point's View Phones column. The phone details include Phone, MAC Address, IP Address, Extension, and Phone Type. For more information, see Access Point Phones, on page 82.	Emergency Responder displays a maximum number of 1,000 Access Point records at a time. If the search results in more than 1,000 access points, an error message to refine the search is displayed. If a large number of points match your search criteria, Emergency Responder uses several pages to display them. Use the **First**, **Previous**, **Next**, and **Last** links at the bottom of the page to move between pages. You can also enter a specific page number on the **Page** field and press **Enter** to move to that page.
Export	Click **Export** to export the ERL to Access Point configuration to another file. For more information, see Access Point Phones, on page 82.	

Access Point Phones

The Access Point Phones page appears when you choose **ERL Membership** > **Access Points** and click **View Phones** on any one of the records returned by the Access Point search.

Authorization Requirements

You must have a system administrator or ERL administrator authority to access this page.

Description

Use the Access Point Phones page to view all the Access Point phones discovered by the Emergency Responder.

The Access Point Phones page displays the Access Point Name, the Bssid for each Access Point, and the list of phones tracked in that Access point.

Export Access Points

The Export Access Points page appears when you click **Export** on the Access Point Details page (opened when you choose **ERL Membership** > **Access Points**).

Authorization Requirements

You must have a system administrator or ERL administrator authority to access this page.

Description

Use the Export Access Points page to create a file containing the Cisco Emergency Responder access point configuration.

If you must make changes to a large number of Access Point-to-ERL assignments, you can export a file, make your changes in the file using a spreadsheet, and then reimport the file.

You can also download a file using the Download utility, modify it on your local system, then upload it using the Upload utility. See Download File for more information.

The following table describes the Export Access Points page.

Table 45: Export Access Points Page

Field	Description
Select Export Format	The format to use for the file, such as CSV (comma-separated values).
Enter Export File Name	The name of the file you want to create. Do not include the file extension.
Export button	Click **Export** to create the file. The Status box shows the status of the exportation.
Close button	Click **Close** to close the window.
Download	
Select a File to Download	Use the drop-down menu to select a file and click Download to download the file to your local system.

Find and List IP Subnets

The Find and List IP Subnets page appears when you choose **ERL Membership > IP Subnets**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Find and List IP Subnets page to locate and view IP subnets that you would like to modify or delete. You can also navigate to add new IP subnets from this page.

The following table describes the Find and List IP Subnets page.

Table 46: Find and List IP Subnets Page

Field	Description
IP Subnet Search Parameters	
Find IP Subnets where...	To list specific IP subnets, select the search criteria and click **Find.** To list all IP subnets, click **Find** without entering any criteria.
IP Subnets	
IP Subnets list	Displays results of the IP subnet search. For IP subnet found, the system displays the Subnet ID, Subnet Mask, ERL Name, and Location Click on one of the preceding records or click the **Edit** icon to modify that IP subnet. The Configure IP Subnets page appears. Change the Location field or the ERL Name field. **Note** When modifying an existing IP subnet, you cannot change the Subnet ID or the Subnet Mask. Click **Update** to save your changes to the IP Subnet. Click the **View Phones** icon in any record to view all of the IP subnet phones. The IP Subnet Phones page displays a list of the discovered phones in the IP subnet. See IP Subnet Phones, on page 86. Click the **Delete** icon to remove an IP subnet. When you click Delete, Cisco Emergency Responder asks if you want to run the switch port and phone update process right away. Click **OK** to run the process immediately or click **Cancel** to delete the IP subnet without running the process immediately.
Cancel Changes button	Click **Cancel Changes** to cancel any changes made on the Configure IP Subnets page. **Note** The **Cancel Changes** button is viewable only on the **Configure IP Subnets** page.
Add New IP Subnet	Click **Add New IP Subnet** to configure new IP subnets. The Configure IP Subnets page appears. See Configure IP Subnet, on page 85 for more information
Export	Click **Export** to create a file containing the IP subnets configuration information. The Export IP Subnet page appears. See Export IP Subnets, on page 86 for more information,

Field	Description
Import	Click **Import** to import IP subnet configuration information from a file. The Import IP Subnet page appears. See Import IP Subnets, on page 87 for more information,

Configure IP Subnet

To reach the Configure IP Subnet page, choose **ERL Membership > IP Subnets and click on the Add New IP Subnet** link. The Configure IP Subnet page appears.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Configure IP Subnet page to manually define an IP subnet and its ERL. You must manually define an IP Subnet if Emergency Responder cannot automatically track the type of phone. One example is if the phone is wireless. See Network Hardware and Software Requirements for information about phone support.

You can choose not to track the phones in an IP Subnet by checking the check box **Do not track phones under this IP subnet**. If you do not track the phones in an IP subnet, then you do not need the Emergency Responder User Licenses for these phones.

The following table describes the Configure IP Subnet page.

Table 47: Configure IP Subnet Page

Field	Description
Add New IP Subnet	
Subnet ID	The IP address of the subnet you want to define.
Subnet Mask	The mask of the subnet you want to define.
Do not track phones under this IP subnet	Check this check box if you do not want this IP subnet and the underlying phones tracked by Cisco Emergency Responder. If you do not track the phones in an IP subnet, then you do not need the Emergency Responder User Licenses for these phones.
Location (optional)	The location of the new IP subnet.
ERL Name	The ERL to assign to the subnet. Type in a valid ERL name or click **Search ERL** to find and select the ERL.

Field	Description
Insert button	Click **Insert** to add the subnet. When you click Insert, Emergency Responder asks if you want to run the switch port and phone update process on the switch immediately. Click **OK** to run the process now, or click **Cancel** to add the IP subnet to the configuration without running the process immediately.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.

Related Topics

Set Up IP Subnet-based ERLs
Synthetic Phones
E911 and Cisco Emergency Responder Terminology

IP Subnet Phones

The IP Subnet Phones page appears when you choose **ERL Membership/ IP Subnets** and click the **View Phones** icon in any records returned by the IP Subnet Search.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the IP subnet Phones page to view all the IP subnet phones discovered by Emergency Responder.

The IP subnet phones page displays the subnet ID, the subnet mask for each IP subnet and lists all the phones tracked in that IP subnet, and when the last phone was tracked.

Related Topics

Find and List IP Subnets, on page 83
Configure IP Subnet, on page 85

Export IP Subnets

To reach the Export IP Subnets page, choose **ERL Membership > IP Subnets**. On the Find and List IP Subnets page, click the **Export** link. The Export IP Subnets page appears.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export IP Subnets page to create a file containing the Emergency Responder Export IP Subnet configurations.

If you must update a large number of Export IP Subnets, you can export the phone data, make your changes in the file using a spreadsheet, and then reimport the file.

You can also download a file using the Download utility, modify it on your local system, then upload it using the Upload utility. See Download File for more information.

The following table describes the Export IP Subnets page.

Table 48: Export IP Subnets Page

Field	Description
Select Export Format	Select the format used in the file that you are importing. After you select the format, click **view sample file** to see an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.
Enter Export File Name	The name of the file you want to create. Do not include the file extension
Export button	Click **Export** to add data from the import file to your Emergency Responder configuration.
Close button	Click **Close** to close the window.
Download	
Select a File to Download	Use the pull-down menu to select a file and click **Download** to download the file to your local system.

Related Topics

Download File
Find and List IP Subnets, on page 83
Import IP Subnets, on page 87

Import IP Subnets

To reach the Import IP Subnets page, choose **ERL Membership > IP Subnets**. On the Find and List IP Subnets page, click the **Import** link. The Import IP Subnets page appears.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Import IP Subnet page to create or update many IP subnet phones at once from a file in which you have defined their data. Create this file using a spreadsheet that can save the information in one of the required formats. View the samples from this page before attempting to create or update an import file.

If you must update many IP subnet phones, you can export the phone data, update the export file, and reimport the file.

You can also upload a previously downloaded file that you have modified on your local system. See Upload File for more information.

The following table describes the Import IP Subnets page.

Table 49: Import IP Subnets Page

Field	Description
Select Import Format	Select the format used in the file you are importing. After you select the format, click **view sample file** to see an example of the expected format and sequence of values. Use this sample information to create or update your import file in a spreadsheet.
Select File to Import	Select the file from which you want to import data.
Upload button	Click **Upload** to upload a file from your local system. See Upload File for more information.
Import button	Click **Import** to add data from the import file to your Emergency Responder configuration.
Close button	Click **Close** to close the window.
Import Status	Text box that displays status information.

Related Topics

Find and List IP Subnets, on page 83
Export IP Subnets, on page 86
Upload File

Unlocated Phones

The Unlocated Phones page appears when you choose **ERL Membership > Unlocated Phones**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Unlocated Phones page to identify phones that are registered with
Cisco Unified Communications Manager, but which Emergency Responder cannot locate. A phone can become unlocated for several reasons:

- The phone is attached to a switch that is not defined in Emergency Responder.
- The phone is connected to an unsupported device, such as a router port, a hub connected to a router, or an unsupported switch.

- The switch to which the phone is connected is currently unreachable; for example, it does not respond to SNMP queries.
- The phone is not found under any configured IP subnet and the phone is not configured as a synthetic phone.
- The phone that was manually assigned.
- The phone that was previously identified as an unlocated phone and assigned an ERL.

Because Emergency Responder cannot assign an unlocated phone to the appropriate ERL, try to identify and resolve all problems that are preventing Emergency Responder from locating these phones on your network. If you cannot resolve the problems by defining switches in Emergency Responder, or by moving phones to supported switch ports, you might have to manually assign a phone to an ERL on this page. See Unlocated Phones for troubleshooting information.

The following table describes the Unlocated Phones page.

Table 50: Unlocated Phones Page

Field	Description
Unlocated Phone Search Parameters	
Find phones where...	Enter search criteria to select the unlocated phones you want to find. To find all unlocated phones, click **Find** without entering any criteria. To narrow your search: • Select **All** to indicate that only phones that match every criteria be selected (an AND search); select **Any** to indicate that phones that match any search criteria be selected (an OR search). From the pull-down menu, select the field you want to search on (Phone Extension, Phone MAC Address, and so on), select the search relationship (is Exactly, Starts with, and so on), and enter the search string. • To search on a combination of fields, click the **Plus** icon **(+)** to add additional search parameters. (Click the **Minus** icon to (–) remove search parameters.) • Click **Find** when you have entered all of the search parameters.
Assign ERL	To assign the ERL, select the phones by checking the check box next to the phones, click **Search ERL** to find and select the ERL, and click **Assign ERL**.
Unassign ERL	To unassign a ERL, select the phones and click on **Unassign ERL** button.

Field	Description
List of unlocated phones	A list of the phones Emergency Responder could not assign to a specific ERL. The following information is displayed: • Emergency Responder Group • Phone IPv4 Address • Phone IPv6 Address • Phone Mac Address • Phone Extension • Assigned ERL • Effective ERL • ERL Rule If the phone has moved to a switch served by a different Emergency Responder group, the Emergency Responder group name is shown for the phone in the list. **Note** If there are a lot of unlocated phones, Emergency Responder uses more than one page to list them. You can only assign phones to ERLs from one page at a time. Use the links at the bottom of the list to move from page to page.

Related Topics

Identify Unlocated Phones
Unlocated Phones
E911 and Cisco Emergency Responder Terminology
Find and List Manually Configured Phone, on page 91

Export Unlocated Phones

To view the Export Unlocated Phones page, choose **ERL Membership > Unlocated Phones** and click **Export**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export Unlocated Phones page to do one of two actions:

- Create a file containing the Emergency Responder Export Unlocated Phones.
- Use the Download utility to download a file containing the Emergency Responder Export Unlocated Phones.

The following table describes the fields found on the Export Unlocated Phones page.

Table 51: Export Unlocated Phones Page

Field	Description
Select Export Format	Select the file format that matches the file being imported. After you select the format, click **View Sample File** to see an example of the expected format and sequence of values. Use this example when creating your imported file.
Enter Export File Name	The name of the file that you want to create. Do not include the file extension.
Export button	Click **Export** to add data from the import file to your Emergency Responder configuration.
Close button	Click **Close** to close the window.
Download	
Select a File to Download	Use the pulldown menu to select a file. Click **Download** to download the file.

Related Topics

Download File
Unlocated Phones, on page 88

Find and List Manually Configured Phone

The Find and List Manually Configured Phones page appears when you choose **ERL Membership > Manually Configured Phones**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Find and List Manually Configured Phones page to locate and view phones that you would like to modify or delete. You can also navigate to add new phones from this page.

The following table describes the Find and List Manually Configured Phones page.

Note When you are performing this search as part of an E.164 dial plan, the "+" is a valid character.

Table 52: Find and List Manually Configured Phones Page

Field	Description
Manual Phone Search Parameters	
Find manual phones where Line Number...	Enter search criteria to select the manually configured phones that you want to find. To find all manually configured phones, click **Find** without entering any criteria. To narrow your search, use the pull-down menu to select the search condition (contains, Starts with, and so on) and enter the line number in the text box. You can also select how many results are displayed per page from the pull-down menu. When you have specified your search criteria, click **Find**.
Manually Configure Phones	
Manually Configured Phones list	Displays the search results. For each phone found, the system displays the Line Number, ERL Name, IPv4 Address, IPv6 Address, and Location. Click on one of these records or click the **Edit** icon to view and modify the information for that phone. The Modify Manual Phone page appears. You can change the MAC Address, IPv4 Address, IPv6 Address, Phone Type, Version, Location, and ERL Name. **Note** When modifying a manual phone, you cannot change the Subnet ID or the Line Number. Click **Update** to save your changes.
Add new Manual Phone	Click **Add new Manual Phone** to add a manually configured phone. The Add New Manual Phone page appears. See Add New Manual Phone, on page 93 for more information. **Note** The **Add new Manual Phone** button is also available from the Modify Manual Phone page.
Export	To export Manually Configured Phone information to a file, click **Export** on the Find and List Manually Configured Phones page. See Export Manual Phones, on page 94 for more information.
Import	To import Manually Configured Phone information to a file, click **Import** on the Find and List Manually Configured Phones page. See Import Manual Phones, on page 95 for more information.

Related Topics

IP Subnet Phones, on page 86
E911 and Cisco Emergency Responder Terminology
Add New Manual Phone, on page 93
Export Manual Phones, on page 94
Import Manual Phones, on page 95

Add New Manual Phone

To reach the Add New Manual Phone page, choose **ERL Membership > Manually Configured Phones**. On the Find and List Manually Configured Phones page, click the **Add new Manual Phone** link. The Add New Manual Phone page appears.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Add New Manual Phone page to manually define a phone ERL. You must manually define a phone if any of these conditions apply:

- Emergency Responder cannot automatically track the type of phone, for example, if the phone is analog. See Network Hardware and Software Requirements for information about phone support.
- The phone is hosted on an unsupported port, such as a router port, a hub connected to a router, or a port on an unsupported switch.

For manually defined phones, Emergency Responder cannot automatically locate and update ERL information. You should regularly review manual phone configurations to ensure that they are correct.

The following table describes the Add New Manual Phone page.

Table 53: Add New Manual Phone Page

Field	Description
Add New Manual Phone	
Line Number	The extension of the phone you want to define.
MAC Address	The MAC address of the phone, if it is an IP phone.
IPv4 Address	The IPv4 address of the phone, if it is an IP phone.
IPv6 Address	The IPv6 address of the phone, if it is an IP phone.
Phone Type	The type of phone, such as analog. This field is for your information only.
Version	The version of the phone software, if any. This field is for your information only.
Location	The location of the phone.

Field	Description
ERL Name	The ERL that you want to assign to the phone. To find and select the ERL, click **Search ERL**.
Insert button	Click **Insert** to add the phone to the list of phones. **Note** The Insert button only appears when you are adding a phone.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.

Related Topics

Manually Define Phones
Import Manual Phones, on page 95
Export Manual Phones, on page 94
E911 and Cisco Emergency Responder Terminology

Export Manual Phones

To reach the Export Manual Phones page, choose **ERL Membership > Manually Configured Phones**. On the Find and List Manually Configured Phones page, click the **Export** link. The Export Manual Phones page appears.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export Manual Phones page to create a file containing the Emergency Responder manual phone configurations.

If you must update a large number of manually configured phones, you can export the phone data, make your changes in the file using a spreadsheet, and then reimport the file.

You can also download a file to your local system using the Download utility, modify the file, and then upload it using the Upload utility. See Download File for more information.

The following table describes the Export Manual Phones page.

Table 54: Export Manual Phones Page

Field	Description
Export Manual Phones	
Select Export Format	Select the format used in the file you are importing. After you select the format, click **view sample file** to see an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.

Field	Description
Enter Export File Name	The name of the file that you want to create. Do not include the file extension.
Export button	Click **Export** to export the file to a file.
Close button	Click **Close** to close the window.
Download	
Select a file to download	Use the pull-down menu to select a file and then click **Download** to download the file to your local system.

Related Topics

Manually Define Phones
Download File
Import Manual Phones, on page 95
Find and List Synthetic Phones, on page 96

Import Manual Phones

To reach the Import Manual Phones page, choose **ERL Membership > Manually Configured Phones**. On the Find and List Manually Configured Phones page, click the **Import** link. The Import Manual Phones page appears.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Import Manual Phones page to create or update many manually configured phones at once from a file in which you have defined their data. Create this file using a spreadsheet that can save the information in one of the required formats. View the samples from this page before attempting to create or update an import file.

If you must update a lot of manually configured phones, you can export the phone data, update the export file, and reimport the file.

You can also upload a file from a local system using the Upload utility and then import the data in the file. See Upload File for more details.

The following table describes the Import Manual Phones page.

Table 55: Import Manual Phones Page

Field	Description
Select Import Format	Select the format used in the file you are importing. After you select the format, click **view sample file** to see an example of the expected format and sequence of values. Use this sample information to create your import file in a spreadsheet.
Select File to Import	Select the file from which you want to import data.
Upload	Click **Upload** to upload a file from a local system. The Upload File page appears. See Upload File for more details.
Import button	Click **Import** to add data from the import file to your Emergency Responder configuration.
Close button	Click **Close** to close the window.
Import Status	Displays status messages.

Related Topics

Manually Define Phones
Upload File
Find and List Synthetic Phones, on page 96

Find and List Synthetic Phones

The Find and List Synthetic Phones page appears when you choose **ERL Membership > Synthetic Phones**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Find and List Synthetic Phones page to locate and view phones that you would like to modify or delete. You can also navigate to add new synthetic phones from this page.

The following table describes the Find and List Synthetic Phones page.

Table 56: Find and List Synthetic Phones Page

Field	Description
Synthetic Phone Search Parameters	

Field	Description
Find Synthetic phones where MAC Address	Enter search criteria to select the synthetic phones you want to find. To find all synthetic phones, click **Find** without entering any criteria. To narrow your search, use the pull-down menu to select the search condition (contains, Starts with, and so on) and enter the MAC address in the text box. You can also select how many results per page are displayed from the pull-down menu. When you have specified your search criteria, click **Find**.
Synthetic Phones	
Synthetic Phones list	Displays the search results. For each phone found, the system displays the Line Number, ERL Name, IP Address, and Location. Click on one of these records or click the **Edit** icon to view and modify the information for that phone. The Modify Synthetic Phone page appears. You can change the MAC Address, IP Address, Phone Type, Version, Location, and ERL Name. **Note** When modifying a synthetic phone, you cannot change the Subnet ID or the Line Number. Click **Update** to save your changes.
Add new Synthetic Phone	Click **Add new Synthetic Phone** to add a synthetic phone. The Add New Synthetic Phone page appears. See Add New Synthetic Phone, on page 97 for more information. **Note** The **Add new Synthetic Phone** button is also available from the Modify Synthetic Phone page.

Add New Synthetic Phone

To reach the Add New Synthetic Phone page, choose **ERL Membership > Synthetic Phones**. On the Find and List Synthetic Phones page, click the **Add new Synthetic Phone** link. The Add New Synthetic Phone page appears.

Note You cannot configure test ERLs for off-premise ERLs and Intrado ERLs.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Add New Synthetic Phone page to manually define a synthetic phone ERL. You must configure synthetic phones in the subnet for testing ERL configurations.

For synthetic phones, Emergency Responder cannot automatically locate and update ERL information. You should regularly review synthetic phone configurations to ensure that they are correct.

The following table describes the Add New Synthetic Phone page.

Table 57: Add New Synthetic Phone Page

Field	Description	Notes
MAC Address	The MAC address of the synthetic phone, or a range of MAC addresses.	The synthetic MAC address must be within the range 00059a3b7700 - 0059a3b8aff Enter the MAC address in this format: xx-xx-xx-xx-xx-xx or xxxxxxxxxxxx
ERL Name	The ERL to assign to the synthetic phone. Type in a valid ERL name or select the ERL from the drop-down list.	
Insert button	Click **Insert** to add the synthetic phone to the list of phones.	The **Insert** button only appears when you are adding a phone.
New button	Click **New** to add another phone.	The **New** button only appears when you are viewing an existing phone.
Update button	Click **Update** when viewing an existing phone to save changes you make to the phone.	The **Update** button only appears when you are viewing an existing phone.
Cancel Changes button	Click **Cancel Changes** to change the fields on this page back to the last saved settings.	

Related Topics

Synthetic Phones
E911 and Cisco Emergency Responder Terminology

Find and List Users

The Find and List Users page appears when you choose **User Management > User**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Find and List Users page to find and list current users, to add new users, and to modify and delete current users.

The following table describes the Find and List Users page.

Table 58: Find and List Users Page

Field	Description
User Search Parameters	

Find User where User Name	Enter search criteria to select the users that you want to find.
	To find all users, click **Find** without entering any criteria.
	To narrow your search:
	• Select **All** to indicate that only users that match the selected criteria be displayed (an AND search).
	• Select **Any** to indicate that users that match any search criteria be selected (an OR search).
	• From the pull down menu, select the field that you want to search, select its corresponding relationship and select how many results per page are displayed. The search fields and the corresponding relationships are:
	  • Authentication Mode—Both, Remote or Local
	  • User Name— Ends with, Starts with, contains or Exactly.
	  • Unified CM Cluster—Ends with, Starts with, contains or Exactly.
	• To search on a combination of fields, click the Plus icon (+) to add additional search parameters. (Click the Minus icon (-) to remove search parameters.)
	• Click **Find** when you have entered all of the search parameters.

User	

Field	Description
Users list	This section of the page displays the search results. If there are no usernames are displayed after completion of the search, then no users have been configured yet.
Username	Displays the users name based on the selection criteria.
Authentication Mode	Displays the authentication mode of the user. The authentication mode can be either Remote or Local.
Unified CM Cluster	This value is displayed only when the user is authenticated remotely, with the Unified CM server.
Edit icon	Click the user name or the **Edit** icon to display the Modify User page, which allows you to change the user authentication mode, password and Unified CM cluster. The Modify User page also displays which groups and roles have been assigned to the user.
Delete icon	Click the **Delete** icon to delete the user from the system. **Note** You cannot delete the Administrator.
Add New User button	Click the **Add New User** button to open the Add User page. See Table 59: Add User Page , on page 101 for a description of the Add User page.
Delete Users button	Click the **Delete Users** button to delete users in bulk. Select multiple users, both remote and local, by checking the check box and then clicking the **Delete Users** button.
Change to Remote Users button	Click the **Change to Remote Users** button to change local users to remotely authenticated users in bulk.
Change to IdP Users button	Click the **Change to IdP Users** button to change local or remote users to IdP users, whose password is maintained in IdP.

Add User

The Add User page appears when you choose **User Management > User** and click **Add new User** on the Find and List Users page. You can also access the Add User page from the Modify User page. See Modify User, on page 101 for more information.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Add User page to add a new user to the system.

The following table describes the Add User page.

Table 59: Add User Page

Field	Description
User Name	Enter the username for the new user.
Authentication Mode	Select the authentication mode of the new user. The user can either be a Remote user, Local user, or a IdP user.
Password	Enter the password for the new user.
Reset on Next Logon	Check the **Reset on Next Logon** check box to reset or change the password after a successful sign-in. This field is enabled only for the local users.
Confirm Password	Reenter the password for the new user.
Unified CM Cluster	This field is enabled only when the user is a Remote user. Select a Unified CM cluster, from the drop-down list, to authenticate the remote user.
Insert button	Inserts the new user.
Cancel Changes button	Cancels changes made to the Add User page.

Related Topics

Role-Based User Management
Find and List Roles, on page 103
Find and List User Groups, on page 107

Modify User

The Modify User page appears when you choose **User Management > User**, search for a user, and then click a user name or on the **Edit** icon associated with the user on the Find and List Users page.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Modify User page to change a current user's password.

The following table describes the Modify User page.

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Table 60: Modify User Page

Field	Description
User Name	Displays the name of the user whose information is being modified. **Note** You cannot change the username on the Modify User page.
Authentication Mode	Change the authentication mode for a user. You can change a local user to a remote user and a remote user to local user.
Password	Enter the new password for the user.
Reset on Next Logon	Check the **Reset on Next Logon** check box to reset or change the password after a successful sign-in. This field is enabled only for the local users.
Confirm Password	Reenter the new password for the user.
Unified CM Cluster	Select a Unified CM cluster. This is required when you change a local user to remote user. You can also change the Unified CM cluster of an existing remote user to another Unified CM Cluster. **Note** The Unified CM Cluster drop down box are enabled only when the authentication mode is selected as remote.
Update button	Applies changes made from the Modify User page. **Note** User authentication at passphrase change is valid only for the Cisco ER Administration page. Active sessions of the user in any of the other navigation pages do not get cancelled.
Cancel Changes button	Cancels changes made to the Modify User page.
Add new User	Click this button to add a new user. The Add User, on page 100 page appears. See Table 59: Add User Page , on page 101 for more information.
Activate User	Click **Activate User** to activate the user account. The option is enabled only when that particular user is inactive. The option is always disabled for remote users.

Field	Description
Unlock User	Click **Unlock User** to unlock the account. The option is enabled only when that particular user account is locked. The option is always disabled for remote users.
User Groups for this user	Displays the groups to which the user is assigned.
User Roles for this user	Displays the roles to which the user is assigned.

Change to Remote User

The Change to Remote Users page appears when you choose **User Management > User** and click **Change to Remote Users** on the Find and List Users page.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Change to Remote Users page to change the authentication mode of the local user to remote user.

The following table describes the Remote User page.

Table 61: Change to Remote Users Page

Field	Description
Unified CM Cluster	Select the Unified CM Cluster from the drop-down box to remotely authenticate the selected users.
Selected Users	Displays the local users that change to remote users.
Update button	Applies changes made from the Change to Remote Users page.
Close button	Closes the window.

Find and List Roles

The Find and List Roles page appears when you choose **User Management > Role**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Find and List Role page to find, list, modify, and delete current roles, and to add new roles.

The following table describes the Find and List Roles page.

Table 62: Find and List Roles Page

Field	Description
Role Search Parameters	
Find Role where Role Name is	Enter search criteria to select the role you want to find. To find all roles, click **Find** without entering any criteria. To narrow your search, use the pull-down menu to select the search condition (contains, Starts with, and so on) and enter the role in the text box. You can also select how many results per page are displayed from the pull-down menu. When you have specified your search criteria, click **Find**.
Roles	Section of the page in which the search results are displayed. These default roles are created during installation: • Emergency Responder System Admin • Emergency Responder ERL Admin • Emergency Responder Network Admin • Emergency Responder User When you click on the Role Name link or the Description link for any of the default roles, the Standard Role page for that role displays, which displays the following information: • Role Name • Description • List of resources assigned to that role **Note** You cannot modify any of the information for default roles. You can only modify information for roles that you create. After you create additional roles, they are listed along with the default roles. When you click on the role name, description, or Edit icon for a role that you have created, the Modify Role page appears. See Table 64: Modify Role Page , on page 106 for more information about the Modify Role page.

Field	Description
Edit icon	Click the Edit icon to display the Modify Role page. See Table 64: Modify Role Page , on page 106 for information about the Modify Role page.
Delete icon	Click the **Delete** icon to delete the role from the system. **Note** You cannot delete any of the default roles.
Add New Role button	Click **Add New Role** to display the Add Role page. This button is also available on the Modify Role and Add Role pages. See Table 63: Add Role Page , on page 105 for information about the Add Role page.

Add Role

The Add Role page appears when you choose **User Management > Role** and click **Add new Role** on the Find and List Roles page. You can also access the Add Role page from the Modify Role and Standard Role pages. See Modify Role, on page 106 for more information.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Add Role page to add a new role to the system.

The following table describes the Add Role page.

Table 63: Add Role Page

Field	Description
Add Role	
Role Name	The name of the new role you are adding.
Description	A description of the new role.
Resource Permissions	This section of the page displays a list of all available resources. The check boxes to the left of each resource allow you to select or deselect the resource to be assigned to the new role.
Select All button	Click **Select All** to select all the listed resources.
Clear All button	Click **Clear All** to deselect all currently selected resources.
Insert button	Click **Insert** to add the new role.

Field	Description
Cancel Changes button	Click **Cancel Changes** to cancel the Add Role operation.

Related Topics

Role-Based User Management
Find and List Users, on page 98
Find and List User Groups, on page 107

Modify Role

The Modify Role page appears when you choose **User Management > Role**, search for a role, and then click on a role name, description, or the Edit icon associated with the role on the Find and List Roles page.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Modify Role page to modify information for an existing role.

Note You cannot modify any information for the four default roles.

The following table describes the Modify Role page.

Table 64: Modify Role Page

Field	Description
Modify Role	
Role Name	The name of the new role you are modifying. **Note** The Role Name cannot be changed.
Description	A description of the role you are modifying. Modify the description by adding new text in the text box.
Resource Permissions	This section of the page displays a list of all available resources. The check boxes to the left of the resources indicate which resources have been assigned to this role. Modify the resource assignments by checking or unchecking the boxes.
Select All button	Click **Select All** to select all the listed resources.
Clear All button	Click **Clear All** to deselect all currently selected resources.

Field	Description
Update button	Click **Update** to save the changes made to the Modify Role page.
Cancel Changes button	Click **Cancel Changes** to cancel the changes made to the Modify Role page.
Add new Role button	Allows you to add a new role. See the Add Role, on page 105 for information about adding new roles.

Find and List User Groups

The Find and List User Groups page appears when you choose **User Management > User Group**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Find and List User Groups page to find, list, modify, and delete current user groups, and to add new user groups.

The following table describes the Find and List User Groups page.

Table 65: Find and List User Groups Page

Field	Description
User Group Search Parameters	
Find User Group where User Group Name	Enter search criteria to select the user group you want to find. To find all user groups, click **Find** without entering any criteria. To narrow your search, use the pull-down menu to select the search condition (contains, Starts with, and so on) and enter the user group in the text box. You can also select how many results per page are displayed from the pull-down menu. When you have specified your search criteria, click **Find**.
User Groups	Section of the page in which the search results are displayed. When you click on the User Group Name link, the Description link, or the Edit icon, the Modify User Group page appears. See Modify User Group, on page 109 for information.

Field	Description
Edit icon	Click the **Edit** icon to display the Modify User Group page. See Modify User Group, on page 109 for information.
Delete icon	Click the **Delete** icon to delete the user group from the system. **Note** You cannot delete default user groups that were created during installation.
Add New User Group button	Click the **Add New User Group** button to display the Add User Group page. See Table 66: Add User Group Page , on page 108 for information about the Add User Group page.

Add User Group

The Add User Group page appears when you choose **User Management > User Group** and click **Add new User Group** on the Find and List User Groups page. You can also access the Add User Group page from the Modify User Group page. See Modify User Group, on page 109 for more information.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Add User Group page to add a new user group to the system.

The following table describes the Add User Group page.

Table 66: Add User Group Page

Field	Description
Add User Group	
User Group Name	The name of the new user group you are adding.
Description	A description of the new user group.
Add Users to the Group	This section of the page has a text box that displays the names of the users you add to the user group.
Add Users button	Allows you to add users to the new group. When you click **Add Users**, the Add Users page appears. See Add User, on page 100 for more information.
Remove Users button	Allows you to remove users from the group. To do so, highlight the username in the text box and click **Remove Users**.

Field	Description
Assign Roles to Group	This section of the page has a text box that displays the roles you assign to the new user group.
Add Roles button	Allows you to assign roles to the new group. When you click **Add Roles**, the Add Roles page appears. See Add Role, on page 105 for more information.
Remove Roles button	Allows you to remove roles from the group. To do so, highlight the role name in the text box and click **Remove Roles**.
Insert button	Click **Insert** to add the new role.

Related Topics

Role-Based User Management
Find and List Users, on page 98
Find and List Roles, on page 103

Modify User Group

The Modify User Group page appears when you choose **User Management > User Group**, search for a user group, and then click a user group name, description, or the **Edit** icon associated with the user group on the Find and List User Groups page.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the Modify Role page to modify information for an existing user group.

The following table describes the Modify User Group page.

Table 67: Modify User Group Page

Field	Description
Modify User Group	
User Group Name	The name of the user group you are modifying. **Note** The User Group Name cannot be changed.
Description	A description of the User Group you are modifying. Modify the description by adding or changing text in the text box.
Add Users to the Group	This section of the page has a text box that displays the names of the users currently in the user group.

Field	Description
Add Users button	Allows you to add more users to the group. When you click **Add User**, the Add User page appears. See Add User, on page 100 for more information.
Remove Users button	Allows you to remove users from the group. To do so, highlight the username in the text box and click **Remove Users**.
Assign Roles to Group	This section of the page has a text box that displays the roles currently assigned to the user group.
Add Roles button	Allows you to assign more roles to the group. When you click **Add Roles**, the Add Role page appears. See Add Role, on page 105 for more information. **Note** You cannot add roles to the default roles that were assigned to a default user group during installation. If the user group that you are modifying is a default user group, then the **Add Roles** button is not visible.
Remove Roles button	Allows you to remove roles from the group. To do so, highlight the role name in the text box and click **Remove Roles**. **Note** You cannot remove the default roles that were assigned to a default user group during installation. If the user group you are modifying is a default user group, then the **Remove Roles** button is not visible.
Update button	Click **Update** to save the changes made to the Modify User Group page.
Add New User Group button	Allows you to add a new user group. See Add User Group, on page 108 for information.

Credential Policy Page

The **Credential Policy** page appears when you choose **User Management** > **User Settings** > **Credential Policy** or **EnhancedSecurityMode Credential Policy**.

Note

- The Credential Policy option is enabled when the system is in the normal mode.
- The EnhancedSecurityMode Credential Policy option is enabled when the system is in Enhanced Security Mode.

Authorization Requirements

You must have system administrator authority to access this page.

Description

Use the **Credential Policy** page to update policy values in the EnhancedSecurityMode or in the normal mode depending on the security level required.

The following table describes the **Credential Policy** field settings.

Table 68: Credential Policy Page

Field	Description
Display Name	Credential Policy or EnhancedSecurityMode Credential Policy name is displayed based on the option selected by you.
Failed Logon	Specify the number of failed sign-in attempts allowed. You can enter a number between 0 to100. To allow unlimited failed sign-ins, enter 0 or check the **No Failed Logon** check box. **Note** The default setting specified for Cisco Emergency Responder (Emergency Responder) in a normal mode is set to 0 (if Emergency Responder is upgraded from pre 11.5 version) or 5 (if Emergency Responder 11.5 is a fresh installation) or 3 (if Emergency Responder is in Enhanced Security Mode).
Reset Failed Logon Attempts Every (minutes)	Specify the number of minutes after which the counter is reset for failed sign-in attempts. You can log in again after the counter is reset. Enter a number between 1 to120. The default setting specified for Emergency Responder in normal mode is 1 (if Emergency Responder is upgraded from pre 11.5 version) or 30 (if Emergency Responder 11.5 is a fresh installation) or 30 (if Emergency Responder is in Enhanced Security Mode).

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Field	Description
Credential Expires After (days)	Specify the number of days after which the credential or password expires. Enter a number between 0 to 365. To allow credentials to never expire, enter 0 or check the **Never Expires** check box. The default setting is 0.**Never Expires** check box is checked if Emergency Responder is in normal mode (for both upgrade and fresh installation) and 180 if Emergency Responder is in Enhanced Security Mode.
Minimum Credential Length	Specify the minimum length for user credentials (password). Do not enter 0 as blank passwords are not allowed. Enter a number between1 to 64. Validation of, one uppercase, one lowercase, one numeric, and one special character on password happens only when the value is greater than or equal to four. The default setting is 1 if Emergency Responder is in normal mode (for both upgrade and fresh installation) and 14 if the Emergency Responder is in Enhanced Security Mode.
Minimum number of character changes between successive credentials	Specify the minimum characters that should be changed while updating a new password. Enter a number between of 0 to 64. The value should never be greater than the **Minimum Credential Length** field value. The default setting specified is 1 if Emergency Responder is in normal mode (for both upgrade and fresh installation) and 4 if Emergency Responder is in Enhanced Security Mode.
Stored Number of Previous Credentials	Specify the number of previous user credentials to store. This setting prevents a user from configuring a recently used credential that is saved in the user list. Enter a number between 0 to 25. If you do not want to save any old credentials, enter 0. The default setting specified is 0 if Emergency Responder is in normal mode (for both upgrade and fresh installation) and 12 if Emergency Responder is in Enhanced Security Mode.

Field	Description
Inactive Days Allowed	Specify the number of days that an account can remain inactive before the account gets deactivated. Enter a number between 0 to 5000. If you never want the account to be inactive, enter 0. The default setting specified is 0 for Emergency Responder both in the normal mode (for both upgrade and fresh installation) and in the Enhanced Security Mode.
Expiry Warning Days	Enter a number between 0 to 90 to specify the number of days before a user password expires and to start receiving warning notifications. The value should never be greater than the **Credential Expires After (days)** field. The default setting specified is 0 for Emergency Responder both in the normal mode (for both upgrade and fresh installation) and in the Enhanced Security Mode.
Save	Click the **Save** button to save the changes.
Clear Changes	Click the **Clear Changes** button to clear any change done in the fields and to restore the last saved information.
Set to Default	Click the **Set to Default** button to restore the default values settings depending on the Cisco Emergency Responder mode.

Call History

The Call History page appears when you choose **Reports > Call History**.

Authorization Requirements

You must have system administrator, ERL administrator, network administrator, or user authority to access this page.

Description

Use the Call History page to view the history of emergency calls made from your network. Emergency Responder maintains the most recent 10,000 call history records. There is no restriction on when these calls were placed.

The following table describes the Call History page.

Table 69: Call History Page

Field	Description
Call History Search Parameters	
Search criteria	Enter search criteria to select the calls you want to find. To find all calls, click **Find** without entering any criteria. To narrow your search: • Select **All** to indicate that only calls that match every criteria be selected (an AND search); select **Any** to indicate that calls that match any search criteria be selected (an OR search). From the pull down menu, select the field that you want to search on (ERL Name, Caller Extension, and so on), select the search relationship (contains, begins with, and so on), and enter the search string. • To search on a combination of fields, click the **Plus** icon **(+)** to add additional search parameters. Click the **Minus** icon (–) to remove search parameters. • When you have entered all of the search parameters, click **Find**.

Field	Description
Call History Matching Records	A list of emergency calls that match your search criteria is displayed with the following information: • ERL Name—Click the name to view details about the ERL and its ALI information. See Conventional ERL, on page 28 for descriptions of the configuration fields. • Caller Extension—The extension used to place the emergency call. • Time—The time the call was made. • Date—The date the call was made. • Route Pattern-ELIN No.—The route pattern and ELIN combination used for the call. See Conventional ERL, on page 28 for more detailed information about these fields. • Location—The location of the phone based on whether the phone was configured manually, or whether it was configured based on the switch port or IP subnet. • Call Acknowledged—The acknowledged status of a call on the Web Alert page. • Acknowledged By—The ID of the user who acknowledged the call. • Time Acknowledged—The time that the call was acknowledged. • Date Acknowledged—The date that the call was acknowledged. • Comments—Any comments entered about the call. If you click the **Edit** icon, the Call Details page appears, on which you can enter or change comments about the call in the **Comments about the call** text box. If a large number of calls match your search criteria, the system uses several pages to display them. Use the First, Previous, Next, and Last links at the bottom of the page to move between pages. You can also enter a specific page number in the Page field and press **Enter** to move to that page.
Download	Click **Download** to save the call history data to a spreadsheet that you can view or download to your local system.
Update	Click **Update** to include your comments in the call history for the call. **Note** Only viewable from the Call Details page.

Field	Description
Cancel Changes	Click **Cancel Changes** to remove unsaved comments. You can then reenter comments. **Note** Only viewable from the Call Details page.
Close	Click **Close** to close the Call Details page. **Note** Only viewable from the Call Details page.

Related Topics

View Emergency Call History
E911 and Cisco Emergency Responder Terminology

ERL Audit Trail

The ERL Audit Trail page appears when you perform one of these actions:

- Choose **Reports > ERL Audit Trail**.
- Click **view** in the Audit Trail column for an ERL displayed on the ERL Configuration page (opened by choosing **ERL > Conventional ERL**.)

Authorization Requirements

You must have system administrator, ERL administrator, or network administrator authority to access this page.

Description

Use the ERL Audit Trail page to view the change history for ERLs.

The following table describes the ERL Audit Trail page.

Table 70: ERL Audit Trail Page

Field	Description
ERL Audit Trail	

Field	Description
Search criteria	Enter search criteria to select the audit details that you want to find. To find all audit details, click **Find** without entering any criteria. To narrow your search: • Select **All** to indicate that only audit details that match every criteria be selected (an AND search); select **Any** to indicate that audit details that match any search criteria be selected (an OR search). From the pull-down menu, select the field that you want to search on (ERL Name, Modified By, and so on), select the search relationship (contains, begins with, and so on), and enter the search string. If searching by ERL Name, you can type in the ERL name or use the pull-down menu to select an ERL. • To search on a combination of fields, click the **Plus** icon **(+)** to add additional search parameters. Click the **Minus** icon (–) to remove search parameters. • When you have entered all of the search parameters, click **Find**.
Matching Records	A list of ERL change records that match your search criteria. Each change to an ERL is recorded in a separate record, so a single ERL may have many audit records. The list displays the following information for each record: • ERL Name—The name of the ERL that was changed. • Modified By—The login ID of the user who changed the ERL. • Modified Time—The date and time the ERL was changed. • Modification Details—A list of the fields that were changed in the ERL or its ALI. Use the scroll bars to move up and down in the Modification Details text box. **Note** If there are a large number of records match your search, Emergency Responder uses more than one page to list them. Use the links at the bottom of the list to move from page to page. You can also enter a page number in the Page field and press **Enter** to go to a specific page.

Related Topics

View Audit Trail for ERL
E911 and Cisco Emergency Responder Terminology

Export PS-ALI Records

The Export PS-ALI Records page appears when you choose **Tools > Export PS-ALI Records**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export PS-ALI Records page to create a file in a NENA format that you can send to your service provider. Your service provider uses this file to update their ALI data for your organization. Your service provider needs this information so that emergency calls from your ERLs can be routed to the correct public safety answering point (PSAP).

Always submit an export file to your service provider. If you do not submit an export file, subsequent export files might not have correct command information for the database update, and you must manually edit the export file to make it uploadable. Your service provider can provide you with error information if the database upload fails.

Note If you change the customer code in your ALI record, Emergency Responder generates two records when exporting ALI: a Delete record to remove the ALI with the old code, and an Insert record to add the ALI with the new code. This Delete and Insert sequence is only generated the first time you export ALI after changing the code. You must ensure that you submit this export file to the service provider.

You can also use export files to back up your ERL configuration. ELIN must be associated to an ERL while exporting PS-ALI records.

The following table describes the Export RS-ALI Records page.

Table 71: Export PS-ALI Records Page

Field	Description
Export PS-ALI Records	
Select NENA Format	The file format to be used in the export file, NENA formats 3.0, 2.1, or 2.0.
File to Export	The name of the file you want to create. Do not include a file extension.
Company Name (NENA Header field)	The name of your company. You cannot have spaces in the name. **Note** The data complies with NENA requirements.

Field	Description
Cycle Counter (NENA Header field)	The sequence in which this export is created. This field is automatically increased each time you export data. You can change it if it becomes unsynchronized with the sequence submitted to your service provider. However, changing the sequence number does not affect the data placed in the file; if you are redoing an export, you must manually edit the export file to change the record status fields. **Note** The data complies with NENA requirements.
End of Line Format	Allows you to select the end-of-line format for the PS-ALI records that is exported for download. You can select from the following two formats: • Windows style (\r\n) • Unix/Linux style (\n)
Export button	Click **Export** to create the export file.
Download File	Click **Download File** to download an exported PS-ALI file.
Cancel button	Click **Cancel** to cancel the export operation.

Related Topics

ALI Information, on page 35
ALI Submission and Service Provider Requirements
Export ERL Information
Export ALI Information for Submission to Your Service Provider
ERLs
ERL Management
E911 and Cisco Emergency Responder Terminology

PS-ALI Converter

The PS-ALI Converter page appears when you choose **Tools > PS-ALI Converter**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the PS-ALI Converter tool to generate an ERL file that can be accepted by the Emergency Responder ERL. The PS-ALI Converter tool converts ALI files from a NENA 2.0 format into a csv (comma-separated

value) text file. You can then modify the csv file (for example, to add or change an ERL name) and save the modified ERL details by importing the file into Emergency Responder.

Note If you change the customer code in your ALI record, Emergency Responder generates two records when exporting ALI: a Delete record to remove the ALI with the old code, and an Insert record to add the ALI with the new code. This Delete and Insert sequence is only generated the first time you export ALI after changing the code. You must ensure you submit this export file to the service provider.

Table 72: PS-ALI Converter Page

Field	Description
Export PS-ALI Records	
Select PS-ALI file (NENA 2.0 format)	The name of the PS-ALI file to be converted. The file must be in the default format, NENA format 2.0.
Output File (in csv format) Name	The name of the csv file that you want to create.
Convert button	Click **Convert** to create the csv file.
Cancel button	Click **Cancel** to stop the converting process. and close the window.

Related Topics

ALI Information, on page 35
ALI Submission and Service Provider Requirements
Export ERL Information
Export ALI Information for Submission to Your Service Provider
ERLs
E911 and Cisco Emergency Responder Terminology

PS-ALI Records Download

Download File appears when you choose **Export PS-ALI records->Download**

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

The Exported PS-ALI Records can be downloaded from here using the download button.

Table 73: Download PS-ALI Records

Field	Description
Select a file to Download	Use the pull-down menu to select a file and click **Download** to download the file to your local system.

Field	Description
Close button	Click **Close** to close the window.

ERL Debug Tool

The ERL Debug Tool page appears when you choose **Tools > ERL Debug Tool**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

The ERL Debug Tool takes the phone extension as input and displays the ERLs currently being used for routing emergency calls for the phones.

Use this diagnostic tool to verify the Emergency Responder configuration during the ERL creation and the ERL assignment phase and to troubleshoot calls directed to incorrect ERLs.

The following table describes the ERL Debug Tool page.

Table 74: ERL Debug Tool Page

Field	Description
ERL Debug Tool	
Find Phones where extension	Enter search criteria to select the extensions that you want to find. To find all extensions, click **Find** without entering any criteria. To narrow your search, use the pull-down menu to select the search condition (contains, Starts with, and so on) and enter the extension in the text box. You can also select how many results per page are displayed from the pull-down menu. When you have specified your search criteria, click **Find**.

Field	Description
Matching records	Section of the page that displays the ERLs currently being used for routing emergency calls for the phones. For each extension found, the following information is displayed: • Phone extension • ERL • Phone IPv4 Address • Phone IPv6 Address • MAC Address • Why this ERL is Used? If the configurations are not correct, make any required changes.
Export button	Click **Export** to create the export file.

Related Topics

Use Emergency Responder Admin Utility Tool
ERLs
ERL Management

ERL Debug Tool Export

The Export ERL Debug Tool page appears when you click **Export** in the ERL Debug Tool page.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Export ERL Debug Tool page to create a file which shows phone extension with ERLs currently being used for routing emergency calls for the phones.

Table 75: Export ERL Debug Tool

Field	Description
Select Export Format	The format to use for the file, such as CSV (comma-separated values).
Enter Export File Name	The name of the file you want to create. Do not include the file extension.
Export button	Click **Export** to create the file. The Status box shows the status of the exportation.
Close button	Click **Close** to close the window.

Field	Description
Download	
Select a File to Download	Use the pull-down menu to select a file and click **Download** to download the file to your local system.

ALI Formatting Tool

The ALI Formatting Tool page appears when you choose **Tools > ALI Formatting Tool**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the ALI Formatting Tool page to customize the format of PS-ALI records to facilitate error-free PS-ALI record transactions with service providers.

The ALI Formatting Tool (AFT) reads the NENA file generation by the Emergency Responder and displays all ELIN records. You can then do one or more of the following:

- View the details of the ALI records
- Select a record and update the value for ALI fields, which can be edited using the AFT
- Perform a bulk update operation on multiple ALI records
- Selectively export ALI records based on area code, city code, and so on

The following table describes the ALI Formatting Tool page.

Table 76: ALI Formatting Tool Page

Field	Description
Select a Service Provider	Use the pull-down menu to select a service provider
Select an Input File for the ALI Formatting Tool from the List Below	Use the pull-down menu to select an input file
Submit button	Click the **Submit** button to display the Search for ELINs page, which is described in Table 77: Search for ELINs Page , on page 123.

The following table describes the Search for ELINs page.

Table 77: Search for ELINs Page

Field	Description
Use Search to Filter-out ELINs on Area, City and Local Code(last 4-digits).	Allows you to search ELINs by Local Code, Area Code, or City Code.

Field	Description
Add (+) button	Adds more search parameters
Remove (-) button	Removes search parameters

The following table describes the Bulk Update page.

Table 78: Bulk Update Page

Field	Description
Remove Changes/Generate File button	Shows all the ELINs that have been changed.
Search for ELIN	Displays the ELIN search page.

The following table describes the Review Changes/Generate File page.

Table 79: Review Changes/Generate File Page

Field	Description
Add More ELIN	Displays the remaining ELINs that have not been changed.
Remove ELIN	Removes the selected ELINs from the list
Search for ELIN	Displays the ELIN search screen
Generate File button	Generates the formatted file.

The following table describes the Download Formatted File page.

Table 80: Download Formatted File Page

Field	Description
Download Formatted File button	Displays a Download File dialog box so that the formatted file can be downloaded to the local system.

Related Topics

ALI Information, on page 35
Export ALI Information for Submission to Your Service Provider
ALI Formatting Tool for Bell Canada
ALI Formatting Tool for SBC Ameritech
ALI Formatting Tool for SBC-PacBell
ALI Formatting Tool for SBC-Southwestern Bell
ALI Formatting Tool for Qwest
ALI Formatting Tool for Verizon

File Management Utility

The File Management Utility page appears when you choose **Tools > File Management Utility**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the File Management Utility page to search for, download, or delete exported files.

The following table describes the File Management Utility page.

Table 81: File Management Utility Page

Field	Description
Search Parameters	
Please Select:	From the pull-down menu, select the type of file that you want to search for.
Search button	Click **Search** to perform the search.
Exported Files	Area of the page that displays the search results. Displays the File Name, Last Modified data, and File Size for each file found.
Download button	Downloads the selected file. **Note** Before you click **Download**, click in the box next to the file name to select the file. To select all files listed, click in the box next to the File Name column heading.
Delete button	Deletes the selected file. **Note** Before you click **Delete**, click in he box next to the file name to select the file. To select all files listed, click in the box next to the File Name column heading.

Related Topics

Upload and Download Utilities

Purge Call History

The Purge Utility for Call History page appears when you choose **Tools > Purge Utility**.

Authorization Requirements

You must have system administrator or ERL administrator authority to access this page.

Description

Use the Purge Call History Utility to delete call history records that are older than an age that you specify. You can use this utility to purge records immediately or schedule daily purging of call history records. Emergency Responder logs the results of the purge in the Emergency Responder Administration logs.

The following table describes the purge utility page.

Table 82: Purge Utility for Call History

Field	Description
Status	Displays status messages
Purge Now	
Purge Data older than	Specify the age of record that you want to delete.
Schedule Purge	
Daily Purge at	Specify a time (GMT) during the day at which old records are deleted.
Purge Data older than	Specify the age of record that you want to delete.
Update	Click **Update** to save and activate your changes.
Cancel	Click **Cancel Changes** to change the fields on this page back to the last saved settings.

Related Topics

View Emergency Call History
Call History Logs

SAML Single Sign-On

The SAML Single Sign-On page appears when you choose **Cisco ER Administration** > **System** > **SAML Single Sign-On**.

Authorization Requirements

You must have system administrator authority to access this page.

Description

SAML Single Sign-On (SSO) page is used to enable or disable Single Sign-On, on Cisco Emergency Responder. It also allows you to import IdP metadata and export Cisco Emergency Responder metadata. You cannot access the**Disaster Recovery System** and **Cisco OS Unified Administration** pages, when Single Sign-On is enabled onCisco Emergency Responder, you need to have the normal admin credentials to access these pages. For more information on the configuration settings, see “SAML Single Sign-On” chapter in *Cisco*

Emergency Responder Administration Guide at http://www.cisco.com/c/en/us/support/unified-communications/emergency-responder/products-maintenance-guides-list.html

The following table describes the **SAML Single Sign-On** Page.

Table 83: SAML Single Sign-On Page

Field	Description
Status	Displays status messages.
Server Name	Specifies the names of all the servers in the server group.
SSO Status	Displays one of the following statuses: **Enabled** Indicates that the SAML Single Sign-On is enabled on the server. **Disabled** Indicates that SAML Single Sign-On is disabled on the server.
Re-Import Metadata	**Re-import Metadata** field is enabled only when Single Sign-On is successfully enabled on the subscriber. Click the **Re-import Metadata** icon to import IdP metadata file from the publisher to the subscribers. **Note** This option is displayed as N/A (Not Applicable) for the publisher node.
Last Metadata Import	Specifies the time when the IdP metadata was last imported on the server. This field displays "Never" if you are running the SAML Single Sign-On setup for the first time.
Export Metadata	**Export Metadata** field is enabled only when Single Sign-On is successfully enabled on both publisher and the subscriber. Click the **Export Metadata** icon to download the server metadata file. A SAML metadata file must be generated for the specified server, and downloaded using the browser. You must then import this metadata file to the IdP server. **Important** If you change the hostname or domain of a node, ensure that you download the metadata from that node and upload the file to the IdP server again. The **Export All Metadata** button is enabled by default, regardless of whether the SAML Single Sign-On state set to active.

Field	Description
Last Metadata Export	Specifies the time when the SAML metadata file of the specified server was last exported. This field displays "Never" if you are running the SAML Single Sign-On setup for the first time.
SSO Test	Displays the test results of the SAML configuration with the IdP. The test ensures that the specified server trusts the IdP, and that the IdP trusts the specified server. The trust relationship between the server and the IdP depends on the success of exporting and importing of SAML metadata files. Displays one of the following values: **Never** Indicates that a test has not been performed on this server. **Passed** Indicates that a test has been successfully run on this server, and that the server and the IdP trust one another. **Failed** Indicates that a test was attempted on the specified server, but that either the server does not trust the IdP, or the IdP does not trust the server, or some other network or IdP issue prevented the test from passing.
Run SSO Test	Click **Run SSO Test** to run the Single Sign-On test. You must run this test before enabling SAML Single Sign-On. The SAML Single Sign-On setup cannot be completed until this test is successful. To run this test, there must be at least one LDAP synchronized user with administrator rights. You must also know the password for that user ID. **Note** You cannot run this test until the IdP metadata file is imported to the server, and the server metadata file is exported to the IdP server.
Enable SAML SSO	Click **Enable SAML SSO** to start the SAML Single Sign-On configuration.
Export All Metadata	Click **Export All Metadata** to export the SAML metadata files from each server. These files are converted to a compressed file (.zip) for easy download. You must extract the file and then import each file to the IdP.

Field	Description
Update IdP Metadata File	Click **Update IdP Metadata File** to update IdP metadata on all the servers in the cluster.
Fix All Disabled Servers	Click **Fix All Disabled Servers** to enable SAML Single Sign-On, on the servers on which it is disabled.
View IdP Trust Metadata File	Click **View IdP Trust Metadata File** to download a copy of the IdP metadata file.

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