

CISCO Emergency Responder Administration Guide User Guide

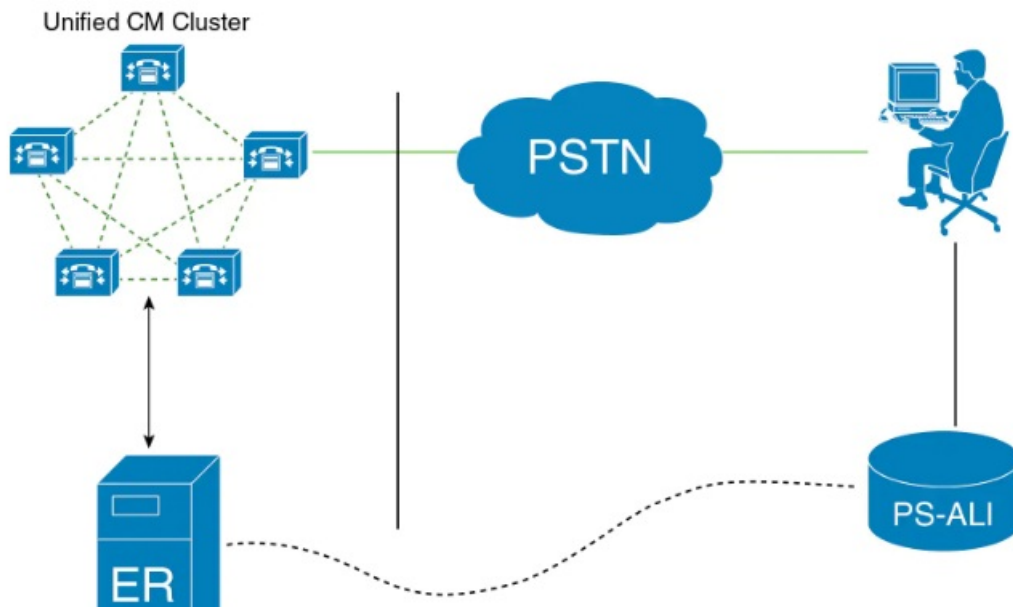
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CISCO Emergency Responder Administration Guide



Cisco Emergency Responder Admin Utility

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Cisco Emergency Responder Admin Utility Overview

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

Change Cisco Unified Communications Manager Version

NOTE: When the Unified Communications Manager cluster is upgraded, the AXL queueID will change on the publisher node. To re-establish AXL connection after the Unified Communications Manager cluster upgrade, the Emergency Responder administrator must restart the CER Service. Failing to do so may result in the breaking of AXL change notifications between Unified Communications Manager and Emergency Responder.

Procedure

Step 1 Log in to the Emergency Responder Admin Utility web interface.

Step 2 From the main Emergency ResponderAdmin Utility page, select Update > CCM Version.

Step 3 The Upgrade CCM Version page appears. Select the new version of Unified CM from the Choose the CCM Version to Upgrade pull-down menu and click Go.

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

Update Emergency Responder Cluster Database Host Details

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

you have two server groups (ServergroupA and ServergroupB), each containing a Publisher and a Subscriber, you would do the following to update the cluster database host details:

1. Update the cluster database host password for ServergroupA using ServergroupA's own host name.
2. Update the cluster database host password for ServergroupB by entering the IP address and cluster database password for ServergroupA.
3. Repeat Step2 for other server groups in the cluster.

Note

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

Note

This procedure only updates the Emergency Responder Cluster DB host details for this server group. Other servers in this Emergency Responder cluster do not updated automatically.


Before you begin

You must reboot the server to update Emergency Responder Cluster DB host details. Only restarting Emergency Responder services does not work because the IP address is cached by other services.

Procedure

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

Documents / Resources

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