

Collecting Call History Logs

Cisco ER maintains extensive call history logs, which include entries for each emergency call handled. You can view call history information from the administration and user interfaces.

Cisco ER maintains in its database a history of the emergency calls that have been placed. When the primary Cisco ER server (Publisher) is not active, emergency calls are handled by the backup Cisco ER server (Subscriber). Through replication, the call history records on both these servers are synchronized when they are active. For this reason, the call history can be viewed on either of the Cisco ER servers.

To download these records, click on the **Download** button at the top of the table displaying the call history. These records are downloadable in Excel (.xls) format.