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Troubleshooting Cisco Emergency Responder System Problems

This chapter covers topics that help you troubleshoot issues you might encounter with general operation of the Cisco ER system and the configuration screens that involve the Cisco ER server, group, and cluster.

Cisco ER Intra-Cluster Call Routing Fails

Symptom Cisco ER intra-cluster call routing fails or Cisco ER does not discover phones correctly.

Recommended Action Ensure that all the Cisco ER servers in a Cisco ER cluster can be found by their host name, and ensure that all are reachable on the network by all the other Cisco ER servers.

Recommended Action Ensure that all the Cisco ER servers can reach the Cisco ER cluster DB host and that the cluster DB password is the same across all servers in the cluster.

Cisco ER Does Not Discover Phones Correctly

Symptom Cisco ER intra-cluster call routing fails or Cisco ER does not discover phones correctly.

Recommended Action Ensure that all the Cisco ER servers in a Cisco ER cluster can be found by their host name, and ensure that all are reachable on the network by all the other Cisco ER servers.

Recommended Action Ensure that all the Cisco ER servers can reach the Cisco ER cluster DB host and that the cluster DB password is the same across all servers in the cluster.

Cisco ER Exits After Starting

Symptom Cisco ER exits after starting.

Possible Cause You have configured Cisco ER to use a TCP port that is already in use.

Recommended Action Check the Windows Event Viewer for the message "Cisco ER could not open socket at port *peer-tcp-port*, Exiting." If you see this message, change the Cisco ER group configuration to use a different TCP port. See the [Configuring a Cisco Emergency Responder Server Group](#) for instructions.

Cisco ER Groups in Cluster Screen Does Not Load

Symptom The Cisco ER Groups in Cluster screen does not load, and exhibits the error "Cannot connect to cluster DB host."

Recommended Action Ensure that the cluster DB host can be found by host name.

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Ensure that the specified cluster db host password is the same across all Cisco ER server groups in the cluster.

For more information, see the [Configuring the Cisco Emergency Responder Cluster and Cluster DB Host](#).

Related Topics

- [Identifying the Cisco Emergency Responder Groups and Servers in a Cisco Emergency Responder Cluster](#)
- [Phones Moving Between Clusters](#)
- [Collecting Trace and Debug Information](#)
- [Viewing Event Messages](#)
- [Integrating with Network Management Systems](#)