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Troubleshooting Cisco Unified CM Configuration Problems

This chapter covers topics that help you troubleshoot issues that you might encounter with Cisco ER's communications with Cisco Unified CM.

Additional problems with symptoms that involve emergency call failures are discussed in the [Troubleshooting Emergency Call Problems](#) section.

Cisco ER Does Not Register With The Route Points and CTI Ports Configured For Its Use

Symptom Cisco ER does not register with the route points and CTI ports configured for its use.

Recommended Action Ensure that the route points and CTI ports are associated with the Cisco Unified CM Cisco ER user (see the

[# Creating a Cisco Emergency Responder Cisco Unified Communications Manager User:%s\%s+\\$//](http://www.cisco.com/en/US/docs/voice_ip_comm/cer/8_0/English/administration/guide/e911ccm.html#wpxref9)

].)Ensure that the CTI Manager on the Cisco Unified CM server (or the DC Directory on a Windows-based Cisco Unified CM server) is running properly.

Cisco ER Does Not Delete Cisco Unified CM

Symptom When trying to delete a Cisco Unified CM from the Cisco ER configuration, Cisco ER prevents me and displays the message "Phone tracking in progress."

Recommended Action You cannot delete a Cisco Unified CM server from the Cisco ER configuration while a phone tracking process is in progress. Retry the deletion after the process has ended.

Updating Cisco Emergency Responder After You Add Devices

You must create a Cisco Unified CM user for Cisco ER's use and CTI ports and route points that need to be assigned to the user before Cisco ER tries to create a provider with the Cisco ER cluster. Cisco ER only registers the CTI ports and route points that are associated with the user when the provider is created. Thus, any devices you add to the user after starting Cisco ER will not be registered by Cisco ER.

If you add devices to the Cisco ER user in Cisco Unified CM, you can force Cisco ER to recreate the provider using any of these techniques:

- Restart the Cisco ER server
- Delete the Cisco Unified CM server from the Cisco ER configuration and re-enter it.

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- Change the backup CTI Manager setting for the Cisco Unified CM server in the Cisco ER configuration and click Update. This forces Cisco ER to log off the provider and recreate it.
- Change the name of the user in Cisco Unified CM, or create a new user, and associate all devices with it. Then update the Cisco ER configuration to use the new user.