Troubleshoot Emergency Responder ALI Data Uploads

Contents

Introduction

This document describes how to resolve data errors when uploading automatic location information (ALI) records to your service provider, the general procedure for fixing ALI data records, and how to edit the various types of National Emergency Number Association (NENA) formatted files.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Emergency Responder (Cisco ER) 7.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Background Information

ALI is the information that ties an emergency location identification number (ELIN) to a location, and is used to route emergency calls from that ELIN to the correct local public safety answering point (PSAP). The PSAP is the organization that receives emergency calls (for example, the 911 operator). The information that is presented to the PSAP in order to help the PSAP locate the emergency caller is called ALI. In Cisco ER, you fill in ALI data for each emergency response location (ERL), and submit the ALI data to your service provider for inclusion in the ALI database.

Periodically, you must export your ALI data and submit it to your service provider. Cisco ER lets you export the ALI data in a variety of NENA formats.

Note: For basic 911 in North America, if a caller dials 911, the call is routed to a PSAP, also called the 911 operator. The PSAP is responsible for talking to the caller and arranging the appropriate emergency response, such as sending police, fire, or ambulance teams.

Site is unable to upload ALI database to service provider

On Cisco ER's initial export of the NENA Standard Formatted file for ALI Data Exchange, it exports with an FOC (function code, or "Function of Change") of "I" as expected. On all subsequent exports, it exports unchanged files as "C" (to ensure any changes are updated).

Unfortunately, on your first export attempt, a NENA format of "NENA 3.0" was used, and this format was not permitted by the Service Provider interface they are using to upload the information to the PSAP.

As a result, all subsequent attempts at uploading have failed, with an `error of 712, "Record does not exist for change"` error message.

Solution

In order to resolve this issue, you need to reset Cisco ER's ALI export to default (as though it had never previously performed an export). As a result, the exported file should be provided with an FOC of "I" and the upload to the PSAP should be successful.

If you change the customer code in your ALI record, Cisco ER generates two records when exporting the ALI:

- A Delete record to remove the ALI with the old code
- An Insert record to add the ALI with the new code

This Delete/Insert sequence is only generated the first time you export ALI after you change the code. You must make sure you submit this export file to the service provider.

Note: For example if your code is 000, and you change it to 111 followed by an export, then you will get an "I" and a "D" entry.

Fix ALI Data Records

Complete these steps in order to resolve this issue:

1. In the Cisco ER web interface, change the fields that were in error for the ERL/ALI records that failed. For example, if the Street Suffix was an unacceptable abbreviation, change it to

an acceptable one. Save all of your changes.

2. If any of the records in error were new, you must change the database function for the records. Because Cisco ER has already exported these records, Cisco ER will label them as updates rather than new insertions. However, because these records failed on upload, the service provider's database will view them as new.

3. Open the ALI export file in a text editor and change the function code for the records that you are fixing. Use an editor that will not add formatting or other extra characters.Editing NENA 2.0 and 2.1 File FormatsEditing NENA 3.0 File Formats

4. Complete these steps in order to submit the edited file to your service provider:Select **Tools > Export PS-ALI Records**. Cisco ER opens the Export PS-ALI Records page.At the Select the NENA Format field, choose the format required by your service provider from the drop-down list.At the File to Export field, enter the name of the file to export.At the Company Name field, enter your company name.Cisco ER automatically increments the Cycle Counter each time you export data. You do not need to change this counter unless you are redoing or correcting a previous export. However, a change in the sequence number does not affect the data placed in the file if you are redoing an export. You will have to manually edit the export file in order to change the record status fields.Click **Export**. Cisco ER creates the export file and tells you how many records were exported.Click **Download** in order to download the file to your local machine.Click **Close** in order to close the Export ALI Records window.Use your service provider's method of transmitting the file to the service provider.

Change IP Address of Cisco Unified Communications Manager

Make these changes in Cisco ER if you change the IP address of the Cisco Unified Communications Manager (CUCM):

1. Go to **Phone Tracking** > **Cisco unified communication manager details** in Cisco ER.
2. Delete the old IP address, and add the new one.
3. Go to **Phone Tracking** > **SNMP settings** in Cisco ER.
4. Change the IP address of CUCM.
5. Restart the Cisco ER service on the Cisco ER server.

Related Information

- [Planning for Cisco Emergency Responder](#)
- [In Emergency Responder, emergency callers intermittently receive a busy signal and emergency calls are sometimes not routed](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation - Cisco Systems](#)