

为Cisco Emergency Responder配置第三冗余，为每个站点使用不同的呼叫号码

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简介

本文档介绍如何为Cisco Emergency Responder(CER)配置第三冗余，其中主CER服务器和辅助CER服务器都不再可用。它允许使用Cisco Unified Communications Manager(CUCM)的组织内的每个站点继续使用不同的呼叫号码(也称为紧急位置标识号(ELIN))，而不是使用相同ELIN路由到公共安全接入点(PSAP)的所有呼叫。

先决条件

要求

思科建议您了解：

- 思科应急响应器(CER)
- 思科统一通信管理器 (CUCM)

第三冗余的前提条件是首先配置主CER服务器和辅助CER服务器，如[Cisco Emergency Responder Administration Guide \(Cisco Emergency Responder管理指南 \)](#)中为您的CER版本所述。

使用的组件

本文档中的信息基于以下软件版本（但也适用于其他版本）：

- 思科统一通信管理器(CUCM)12.5.1.11900-146版(12.5(1)SU1)
- 思科应急响应器(CER)版本12.5.1.19000-38(12.5(1)SU1)

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

配置

各种Cisco Emergency Responder管理指南中记录的[配置允许](#)通过CER群集（使用第二台CER服务器）实现CER的辅助冗余。如果此第二个CER服务器也关闭，或者与两个CER服务器的CUCM连

接不工作，则仍可以配置CUCM以通过完全相同的SIP中继（基于呼叫者物理位置的呼叫号码）将呼叫重新路由到PSAP(911)。

注意：此配置示例假设每个物理位置在CUCM中也已配置了自己的设备池。它还假设CER已经首次配置为使用路由模式10.911和CER提供的ELIN。

如果两个CER都关闭，则可以使用特定于每个位置的11.911路由模式和主叫号码将呼叫路由到PSAP。即，如果CER 911 CTI路由点(RP911)发生故障，则必须将其配置为将呼叫路由到CER 912 CTI路由点(RP912)。如果此操作也失败，则配置为路由到11911。

CER 912 CTI路由点(RP912)的目录号码配置了以下呼叫转移和呼叫代答设置：

Call Forward and Call Pickup Settings		Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy				Use System Default
Forward All	<input type="checkbox"/> or			< None >
Secondary Calling Search Space for Forward All				Cer-911-CSS
Forward Busy Internal	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward Busy External	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward No Answer Internal	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward No Answer External	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward No Coverage Internal	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward No Coverage External	<input type="checkbox"/> or	12911		Cer-911-CSS
Forward on CTI Failure	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward Unregistered Internal	<input type="checkbox"/> or	11911		Cer-911-CSS
Forward Unregistered External	<input type="checkbox"/> or	11911		Cer-911-CSS
No Answer Ring Duration (seconds)				
Call Pickup Group				< None >

为每个位置创建本地路由组，例如

Local Route Group Names	
Save	
Status: Ready	
Name *	Description
Standard Local Route Group	Standard Local Route Group
Springfield CER Down RG	Springfield CER Failover RG
Chattanooga CER Down RG	Chattanooga CER Down RG
ColoSprings CER Down RG	ColoSprings CER Down RG
Oakland CER Down RG	Oakland CER Failover RG
Jefferson CER Down RG	Jefferson CER Down RG
Mission CER Down RG	Mission CER Down RG
Add Row	

创建CER-Down-RL路由列表并添加之前配置的本地路由组：

Route List Configuration

Save ✖ Delete 📄 Copy 🔄 Reset 🔧 Apply Config ➕ Add New

Status

📘 Status: Ready

Route List Information

Registration: Registered with Cisco Unified Communications Manager [REDACTED]

IPv4 Address: [REDACTED]

Device is trusted

Name*

Description

Cisco Unified Communications Manager Group* [REDACTED]"/>

Enable this Route List (change effective on Save; no reset required)

Run On All Active Unified CM Nodes

Route List Member Information

Selected Groups**

- Springfield CER Down RG(Local Route Group)
- Oakland CER Down RG(Local Route Group)
- Chattanooga CER Down RG(Local Route Group)
- ColoSprings CER Down RG(Local Route Group)
- Jefferson CER Down RG(Local Route Group)

▼
 ✕
 ▲

Add Route Group

▼ ▲

Removed Groups***

Route List Details

- ✕ [Springfield CER Down RG\(Local Route Group\)](#)
- ✕ [Oakland CER Down RG\(Local Route Group\)](#)
- ✕ [Chattanooga CER Down RG\(Local Route Group\)](#)
- ✕ [ColoSprings CER Down RG\(Local Route Group\)](#)
- ✕ [Jefferson CER Down RG\(Local Route Group\)](#)
- ✕ [Mission CER Down RG\(Local Route Group\)](#)

单击**Route List Details** (路由列表详细信息) 下每个本地路由组的链接 — 从上述路由列表中逐个单击 — 并为每个本地路由组添加不同的主叫方转换掩码：

Route List Detail Configuration

 Save

Status

 Status: Ready

Route List Member Information

Route Group Springfield CER Down RG

Calling Party Transformations

Use Calling Party's External Phone Number Mask*

Calling Party Transform Mask

Prefix Digits (Outgoing Calls)

Calling Party Number Type*

Calling Party Numbering Plan*

Called Party Transformations

Discard Digits

Called Party Transform Mask

Prefix Digits (Outgoing Calls)

Called Party Number Type*

Called Party Numbering Plan*

Route List Detail Configuration

 Save

- Status

 Status: Ready

- Route List Member Information

Route Group Oakland CER Down RG

Calling Party Transformations

Use Calling Party's External Phone Number Mask*

Calling Party Transform Mask

Prefix Digits (Outgoing Calls)

Calling Party Number Type*

Calling Party Numbering Plan*

Called Party Transformations

Discard Digits

Called Party Transform Mask

Prefix Digits (Outgoing Calls)

Called Party Number Type*

Called Party Numbering Plan*

...并继续处理上述CER-Down-RL路由列表中的所有剩余路由组。

对于以下路由模式，**10.911**在CER服务器启动时将呼叫直接发送到通常的SIP“头端”路由列表(在本例中为**PSTN-RL**)。**11.911**将呼叫发送到**CER-Down-RL** (用于第三冗余)：

<input type="checkbox"/>	10.911	Outbound 911 calls	CER-911-PT	PSTN-RL
<input type="checkbox"/>	11.911	Outbound 911 CER Down	CER-911-PT	CER-Down-RL

接下来，导航到每个设备池，并为每个站点仅设置一个本地路由组。这些指向通常的SIP“头端”路由组(在本例中为**CUBE ITSP PSTN路由组**)。无需配置更多路由组，因为它使用此组并在路由列表/路由组掩码设置内应用掩码：

Device Pool Configuration

 Save  Delete  Copy  Reset  Apply Config  Add New

Cisco Unified Communications Manager Group*	Sub-52	▼
Calling Search Space for Auto-registration	< None >	▼
Adjunct CSS	< None >	▼
Reverted Call Focus Priority	Default	▼
Intercompany Media Services Enrolled Group	< None >	▼
MRA Service Domain	< None >	▼

Roaming Sensitive Settings

Date/Time Group*	CST-DTG	▼
Region*	G711-Region	▼
Media Resource Group List	SpringfieldCC-MRGL	▼
Location	SpringfieldCC-LOC	▼
Network Locale	< None >	▼
SRST Reference*	Disable	▼
Connection Monitor Duration***		
Single Button Barge*	Default	▼
Join Across Lines*	Default	▼
Physical Location	< None >	▼
Device Mobility Group	< None >	▼
Wireless LAN Profile Group	< None >	▼ View Details

Local Route Group Settings

Standard Local Route Group	< None >	▼
Springfield CER Down RG	CUBE ITSP PSTN Route Group	▼
Chattanooga CER Down RG	< None >	▼
ColoSprings CER Down RG	< None >	▼
Oakland CER Down RG	< None >	▼
Jefferson CER Down RG	< None >	▼
Mission CER Down RG	< None >	▼

Device Pool Configuration

Save Delete Copy Reset Apply Config Add New

Device Pool Name* ChattanoogaCC-DP

Cisco Unified Communications Manager Group* Sub-14

Calling Search Space for Auto-registration < None >

Adjunct CSS < None >

Reverted Call Focus Priority Default

Intercompany Media Services Enrolled Group < None >

MRA Service Domain < None >

Roaming Sensitive Settings

Date/Time Group* EST-DTG

Region* G711-Region

Media Resource Group List ChattanoogaCC-MRGL

Location ChattanoogaCC-LOC

Network Locale < None >

SRST Reference* Disable

Connection Monitor Duration***

Single Button Barge* Default

Join Across Lines* Default

Physical Location < None >

Device Mobility Group < None >

Wireless LAN Profile Group < None > [View Details](#)

Local Route Group Settings

Standard Local Route Group < None >

Springfield CER Down RG < None >

Chattanooga CER Down RG CUBE ITSP PSTN Route Group

ColoSprings CER Down RG < None >

Oakland CER Down RG < None >

Jefferson CER Down RG < None >

Mission CER Down RG < None >

...并继续所有其余设备池。

验证

为了进行测试，首先确保在每个设备池中都有电话，然后禁用两个CER服务器。

这适用于单个CER-911-PT分区和单个CER-911-CSS呼叫搜索空间(CSS)。

注意：从PSAP回叫到每个ELIN的呼叫通常必须使用转换模式来为913前缀，并通过CTI路由点将呼叫路由回CER。如果CER关闭，则CTI路由点的呼叫转移设置必须已配置“现场安全号”（根据《思科应急响应管理指南》）。

故障排除

目前没有针对此配置的故障排除信息。