

配置InformaCast寻呼服务器Cisco Unified Communications Manager(CUCM)12.0

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[背景信息](#)

[功能概述](#)

[导航至CCMAdmin User Interface\(UI\) > Advanced Features > Emergency Notifications Paging](#)
[CCMAdmin UI提供一个链接，以运行紧急通知寻呼向导。](#)

[配置](#)

[步骤1.在运行向导之前，使用OVA模板安装InformaCast 12.0](#)

[步骤2.输入InformaCast服务器的IP地址、用户名（管理员）和密码。](#)

[验证](#)

[故障排除](#)

简介

本文档介绍思科IP寻呼和紧急通知功能。CUCM与InformaCast寻呼服务器集成以提供此功能。

供稿：Alejandra Gonzalez Romero，思科TAC工程师，编辑者：Gurpreet Kukreja

先决条件

要求

CUCM 11.5.3SU3/ 12.0

InformaCast 12.0.1

对于紧急按钮，必须为电话分配快速拨号。

必须随OVA一起安装InformaCast寻呼服务器。

使用的组件

本文档中的信息基于“要求”部分中列出的软件和硬件版本。

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。

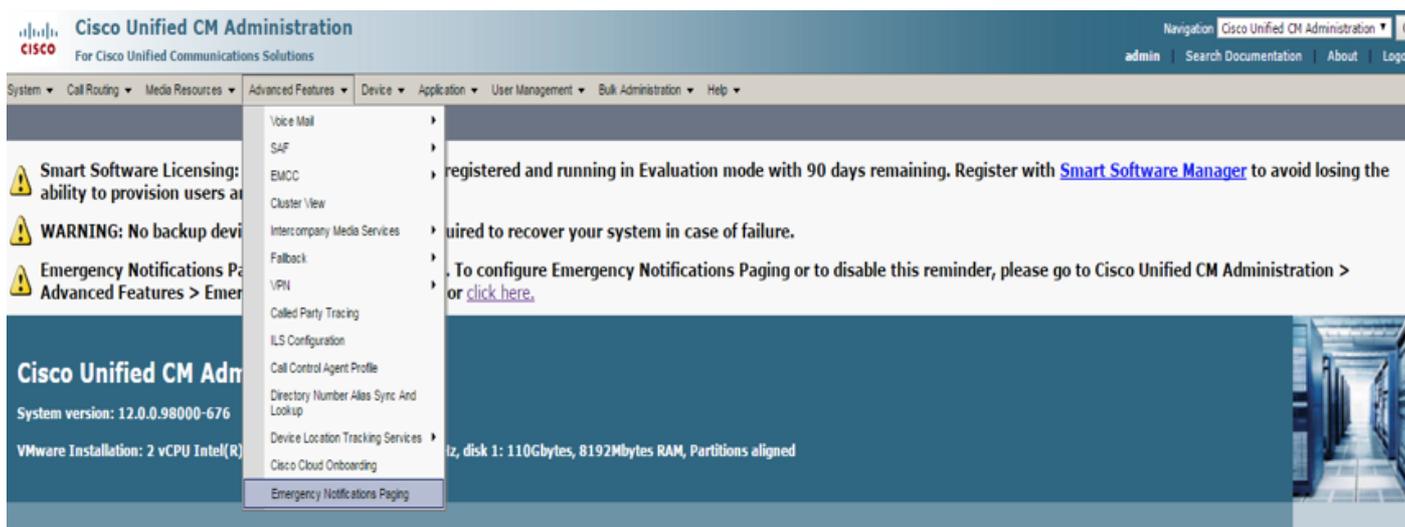
背景信息

由于InformaCast分页服务器在单独的应用程序（虚拟机）上运行，因此两个应用程序都需要手动配置：CUCM和InformaCast分页。

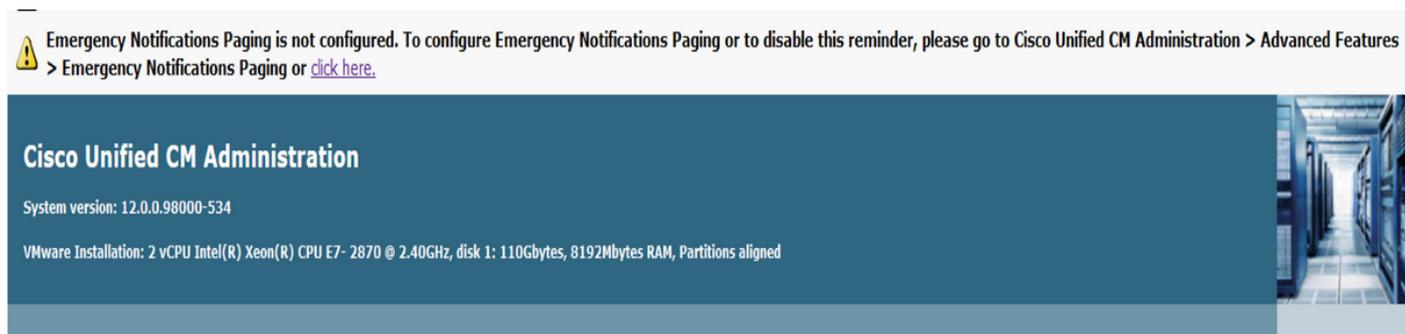
CUCM 12.0通过CUCM中的向导自动调配紧急通知以进行初始配置。

功能概述

导航至CCMAdmin User Interface(UI)> Advanced Features > Emergency Notifications Paging



CCMAdmin UI提供一个链接，以运行紧急通知寻呼向导。

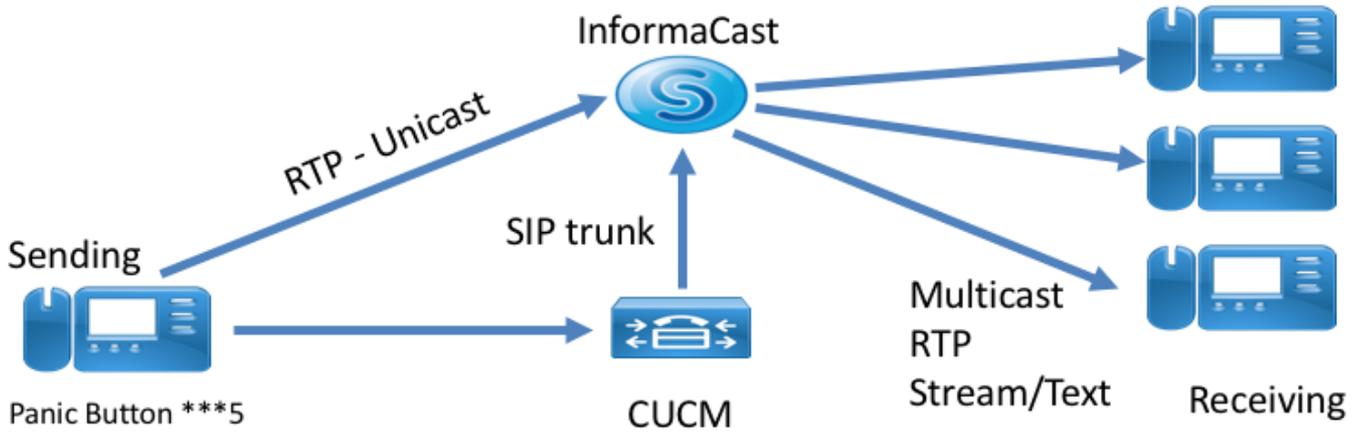


一次性向导可自动执行CUCM和InformaCast服务器中的配置。向导完成后，如果需要更改，可以修改CUCM和InformaCast。

使用寻呼向导配置的两个主要功能是紧急**按钮警报**和紧急**呼叫警报**。

紧急按钮警报

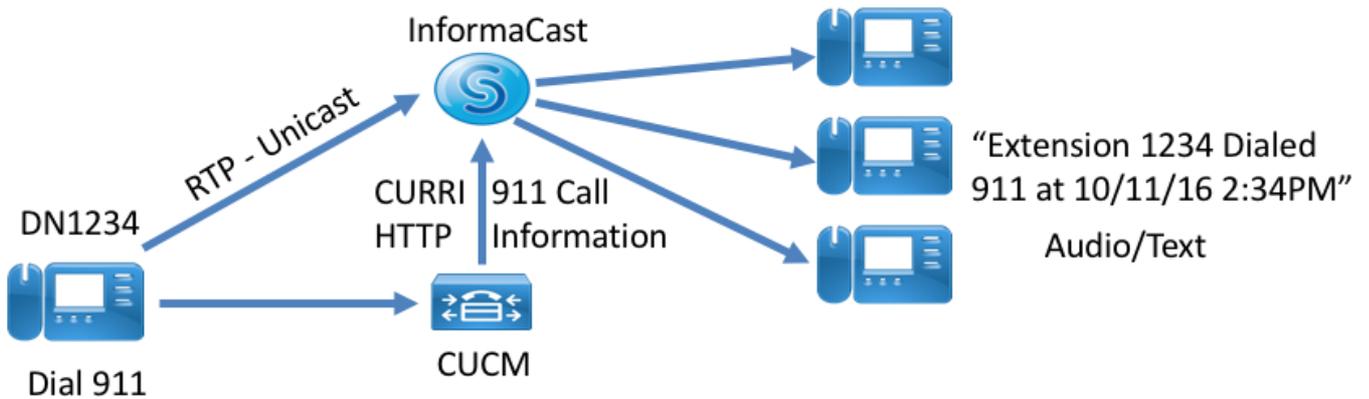
在主叫方电话中创建快速拨号。快速拨号使用SIP中继将呼叫发送到InformaCast服务器。始发电话从informacast服务器听到音频。然后，InformaCast服务器向目标电话发送录制的音频（组播）和文本通知。



紧急呼叫警报

CallAware for InformaCast监控Communications Manager中的呼叫。当您呼叫CallAware已配置为监控的号码（例如911）时，呼叫记录软件会向任何受支持的InformaCast设备（IP电话、模拟/IP扬声器、桌面等）触发文本/音频质量通知。电话接收预定义的音频。例如，“Extension 1234 Dialed 911 at 10/11/17 2:34pm”（分机1234拨叫911，下午2:34）还有一个选项用于记录RTP流，但CUCM中的向导未启用该选项。

运行CUCM中的向导时，选择路由模式。路由模式包含CallAware监控的号码。



配置

...

1.OVAInformaCast 12.0

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go
admin | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Introduction to InformaCast Emergency Notifications
Installing the InformaCast Virtual Appliance
 Connecting CUCM and InformaCast
 Configuring a Panic Button
 Configuring CallAware Emergency Call Alerting
 Summary

Installing the InformaCast Virtual Appliance

Before proceeding, make sure that you have installed the InformaCast Virtual Machine. To open the online help at the InformaCast Virtual Appliance installation instructions, click [here](#).
 After you have completed the installation, click **Next**.

Back Next Cancel

2. InformaCastIP

Emergency Notification Wi: X +

https://10.76.83.15/ccmadmin/emergencyNotification.do?event=next

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation Cisco Unified CM Administration Go
admin | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Introduction to InformaCast Emergency Notifications
 Installing the InformaCast Virtual Appliance
Connecting CUCM and InformaCast
 Configuring a Panic Button
 Configuring CallAware Emergency Call Alerting
 Summary

Connecting CUCM and InformaCast

IP address of InformaCast VM *

Username to use in InformaCast

Password for admin app user *

* - indicates required item.

Back Next Cancel

CUCM

1.SNMP

2.SNMP3 - InformaCast

3.CTI3

4. — ICVA

5. — ICVA_RG

6. — ICVA

7.SIP — InformaCast

8./ICVA_RGICVA_RL

9. — AXL

10. — InformaCast

InformaCast

1.CUCM

2.

3.SIPipsCUCM ip

4.SIP

—

1.

InformaCast

2.

3.informacast

4.

5. InformaCast

Browser address bar: <https://10.76.83.15/ccmadmin/emergencyNotification.do>

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go
admin | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Introduction to InformaCast Emergency Notifications
Installing the InformaCast Virtual Appliance
Connecting CUCM and InformaCast
Configuring a Panic Button
Configuring CallAware Emergency Call Alerting
Summary

Configuring a Panic Button

Choose the pre-recorded message by name

Enter DN to trigger the panic button *

Route Partition

Choose Phones to Send Notification

Selected Phones to Send Notification

Set of Rules for Phones to Receive Notification **

Device Pool does begin with

i * - indicates required item.
i ** - indicates at least one rule should be configured.

— CallAware

1. CallAware

2.PCallAware

3. InformaCast

Browser address bar: <https://10.76.83.15/ccmadmin/emergencyNotification.do>

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go
admin | Search Documentation | About | Logout

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Introduction to InformaCast Emergency Notifications
Installing the InformaCast Virtual Appliance
Connecting CUCM and InformaCast
Configuring a Panic Button
Configuring CallAware Emergency Call Alerting
Summary

Configuring CallAware Emergency Call Alerting

Choose the pre-recorded message by name

Choose Emergency Route Patterns

Selected Route Patterns

Set of Rules for Phones to Receive Notification **

Device Pool does begin with

i * - indicates required item.
i ** - indicates at least one rule should be configured.

验证

— 对于“Pancy Button (紧急按钮)”功能，请按在电话中创建的快速拨号。 选择为目标 (使用测试规则) 的电话必须通过扬声器播放音频。

— 对于CallAware通知，请呼叫已选择的路由模式，并且选择为目标的电话必须收到指示进行呼叫的设备的音频提示。

故障排除

如果没有音频但扬声器在电话上被激活，则可能是网络中的组播问题。 但CUCM和Informacast中的所有配置 (如果可行)。

Cisco TAC仅对CCM 12.x中紧急通知功能的向导部分进行故障排除

如果“紧急通知”向导因任何原因失败，并且您需要恢复该向导以再次启动配置，我们可以执行以下操作：

- 1.删除在CUCM中创建的所有信息广播配置：区域、设备池、SIP中继、路由模式、应用用户和snmp社区字符串。
- 2.从头删除Informacast条目，以允许向导重新运行。

注意：{请小心从Scratch表中删除信息，因为该BLOB包含设备特定信息、服务参数规范、从属性结果等。有些记录是暂时的，有些需要保留。 因此，请在删除条目时谨慎，确保删除语句中的“WHERE”子句正确。 WHERE子句必须引用在向导中删除信息。}

— 删除之前，请检查EmergencyNotification向导中存在多少条记录。

```
admin: run sql select * from scratch where name like 'wiz%informacast%'
```

— 从暂存表中删除信息播放向导信息。 不要忘记where语句

```
admin: run sql delete from scratch where name like 'wiz%informacast%'
```