

Webex Client with CUCM on Prem

Cisco has recently made an update to CUCM on prem to allow customers that use the Webex Client as their softphone (instead of Jabber) to update their emergency location directly in the client. This feature leverages HELD+ and eliminates the need for users to run MyE911.

Minimum Requirements

Customer type	Required components and supported versions
Unified CM on-premises	Unified CM 12.5SU6 Cisco Emergency Responder 12.5SU6 Cisco Expressway X14.1
Unified CM Cloud	Unified CM 12.5SU5a Cisco Emergency Responder 12.5SU5a Cisco Expressway X14.0.4

RedSky location reporting for emergency calling

Configuring Service Profile in Unified CM for RedSky Integration

The Webex App clients must get its configuration from the UC Manager to enable the HELD+ location updates. A UC Manager administrator must configure the required parameters in a service profile and assign the service profile to the Webex App clients.

1. In UC Manager Admin, navigate to User Management > User Settings > Service Profile.
2. Select the service profile that the Webex App uses for configuration. In many cases, there are multiple service profiles that you must update.
3. Navigate to the Emergency Calling section.
4. Select the Enable National Emergency Calling check box, and then populate the following settings: (You can find most of the values in the RedSky Horizon Mobility portal.)

Parameter	Description
Organization ID	32-character alphanumeric string provided by RedSky
Secret Key	16-character alphanumeric string provided by RedSky
Location URL	https://api.wxc.e911cloud.com or https://api.anywhere.e911cloud.com
Emergency Numbers	911, 933 (default)





5. Click Save.

6. Configure the RedSky settings on any otherservice profiles that require location updates to RedSky

Organization ID and Secret Key can be found on the customer Dashboard in E911 Anywhere or Horizon Mobility.

Note that the HELD Company ID should be used as the Organization ID in CUCM.

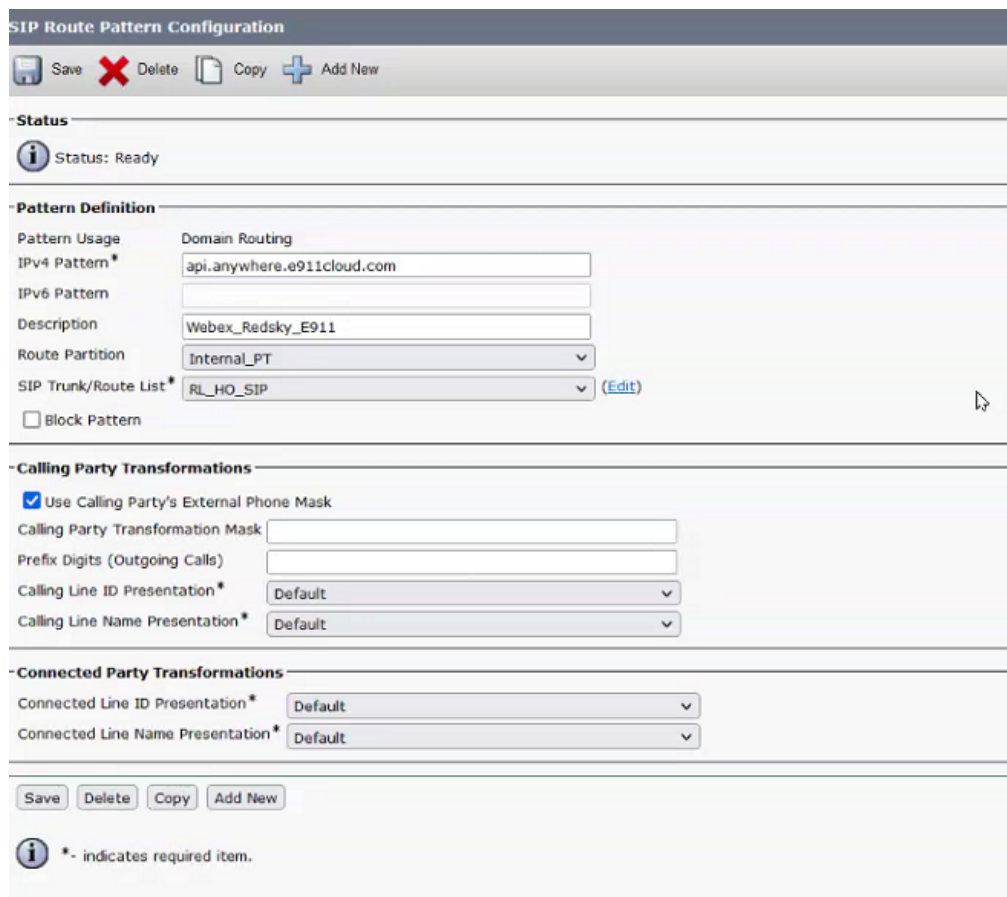
IDs and Access Codes

Name	Value	Copy/View
HELD Company ID	9ae5df2a-82e9-4e4c-bdd0-74316e35eae6	
HELD+ Secret Key	 
Organization ID	7c7a14a8-949e-4f6f-b3cf-1b826c8f1d88	

Configure Webex Client Location Policy

1. In UCM, go to 'user management->user settings->UC Service'. select your jabber-config that is used by Webex App.
2. Check the 'Enable911XXXXLocationPolicy' setting.
3. Set both Onprem and edge policy to False
4. Save

SIP Route Pattern Configuration



The screenshot shows the 'SIP Route Pattern Configuration' window. At the top, there are icons for Save, Delete, Copy, and Add New. Below this is a 'Status' section showing 'Status: Ready'. The main section is 'Pattern Definition', which includes fields for Pattern Usage (Domain Routing), IPv4 Pattern (*), IPv6 Pattern, Description (Webex_Redsky_E911), Route Partition (Internal_PT), and SIP Trunk/Route List (*). There is also a checkbox for 'Block Pattern'. Below this is the 'Calling Party Transformations' section, which includes a checkbox for 'Use Calling Party's External Phone Mask' and fields for Calling Party Transformation Mask, Prefix Digits (Outgoing Calls), Calling Line ID Presentation (*), and Calling Line Name Presentation (*). The bottom section is 'Connected Party Transformations', which includes fields for Connected Line ID Presentation (*) and Connected Line Name Presentation (*). At the bottom of the window, there are buttons for Save, Delete, Copy, and Add New, and a note indicating that '*' indicates a required item.

SIP Route Pattern Configuration

Save Delete Copy Add New

Status

Status: Ready

Pattern Definition

Pattern Usage: Domain Routing

IPv4 Pattern *: api.anywhere.e911cloud.com

IPv6 Pattern:

Description: Webex_Redsky_E911

Route Partition: Internal_PT

SIP Trunk/Route List *: RL_HO_SIP (Edit)

☐ Block Pattern

Calling Party Transformations

☒ Use Calling Party's External Phone Mask

Calling Party Transformation Mask:

Prefix Digits (Outgoing Calls):

Calling Line ID Presentation *: Default

Calling Line Name Presentation *: Default

Connected Party Transformations

Connected Line ID Presentation *: Default

Connected Line Name Presentation *: Default

Save Delete Copy Add New

* - indicates required item.