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.
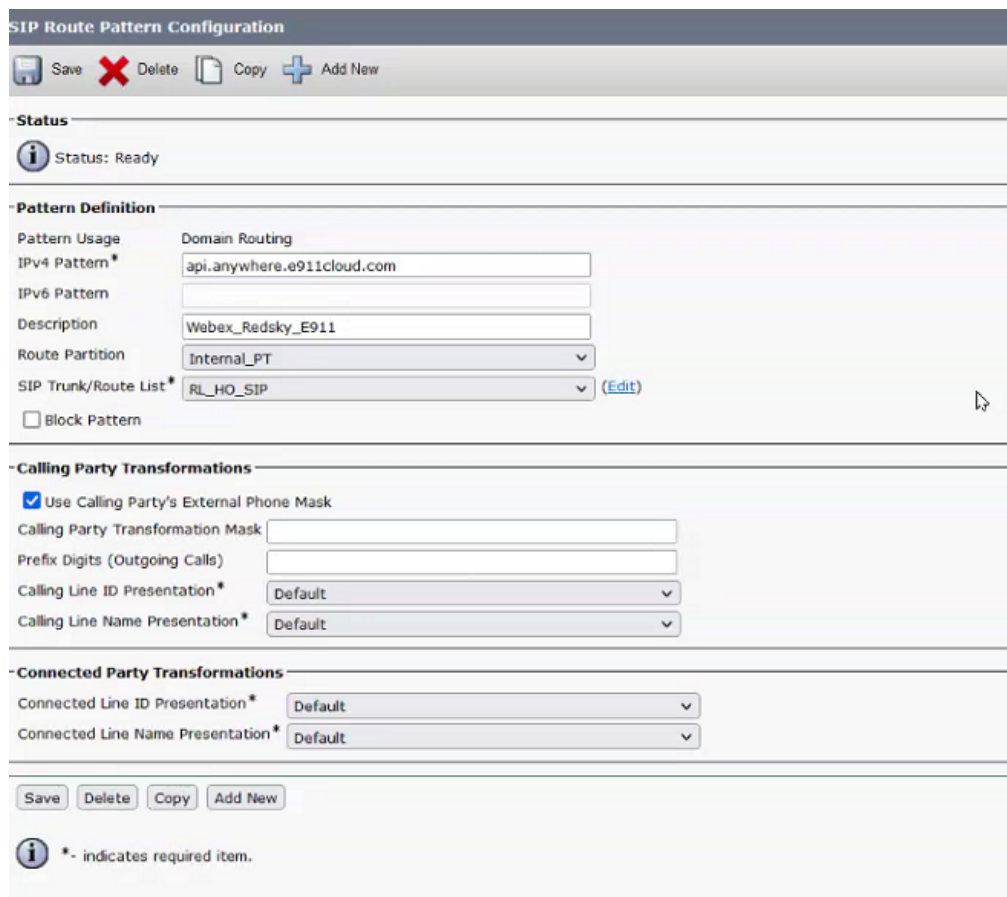
IDs and Access Codes

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