# Troubleshoot E911 Location with Webex UCM Calling

## Contents

## Introduction

This document describes how to add E911 Location with UCM Calling in Webex App.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex App
- Unified Communications Manager (UCM)
- Cisco Emergency Responder
- Cisco Expressway
- 3rd party vendor RedSky

### Supported Deployment Types

1. Webex App 42.2 and later
2. UCM On-Premises
    1. UCM 12.5SU6 and later
    2. Cisco Emergency Responder 12.5SU6 and later
    3. Cisco Expressway X14.1 and later
3. UCM Cloud
    1. UCM 12.5SU5a and later
    2. Cisco Emergency Responder 12.5SU5a and later
    3. Cisco Expressway X14.0.4 and later

### Components Used

The information in this document is based on these software and hardware versions:

- Webex App 44.2
- UCM Version 12.5SU5a
- Cisco Emergency Responder 12.5SU5a
- Cisco Expressway X14.0.4
- 3rd party vendor RedSky

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, ensure that you understand the potential impact of any command.

# Problem: Unable to add E911 Location with UCM Calling on Webex App

The user is unable to add E911 location on Webex App.

Error message: "Something went wrong. Please try again." seen on the **Edit emergency 911 address** pop-up window:

The emergency 911 address will appear to emergency services as your location when you make an emergency call.

☐ I'm using a personal hotspot ⓘ

Choose a saved address ⌃

Address nickname (e.g. Home or Work)

| Home | ✕ |

Country

| United States of America | ⌄ |

Address

| **1234 Cisco Drive** | ✕ |

City

| **San Francisco** | ✕ |

State/Province                  ZIP/Postal code

| **California** ⌄ | **56789** ✕ |

For emergency responders, describe where you are in the building (e.g. floor, corner, landmark)

```
2024-02-28T09:10:06.831Z <Error> [0xeaa0][]E911RedSkyHttpRequester.cpp:97 E911RedSkyHttpRequester::getAc
2024-02-28T09:10:06.831Z <Error> [0xeaa0][]E911RedSkyManager.cpp:637 E911RedSkyManager::getAccessToken:
2024-02-28T09:10:06.832Z <Debug> [0xeaa0][]E911RedSkyTelemetry.cpp:63 E911RedSkyTelemetry::sendGetToken
```

# Solution: Fix RedSky-Related Configuration in UCM Service Profile

Webex App clients need to get configuration from UCM to enable the HELD+ location updates.

A UCM admininistrator must configure the required paramentes in the UCM Service Profile(s) and ensure that the correct **Organization ID** is used.

### Configuration Procedure for UCM Service Profile

1. In UCM admin, navigate to **User Management > User Settings > Service Profile**.
2. Select the **Service Profile** that the Webex App uses for configuration.



**Note**: In some instances, there can be multiple Service Profiles that need to be updated.

3. Navigate to the **Emergency Calling Profile** section.

1.

| ☐ Enable National Emergency Calling | |
|---|---|
| Organization ID | |
| Secret | |
| Location Url | |
| Emergency Numbers | 911,933 |

*Emergency Calling Profile Parameters*

4. Click the **Enable Emergency Calling** check box.
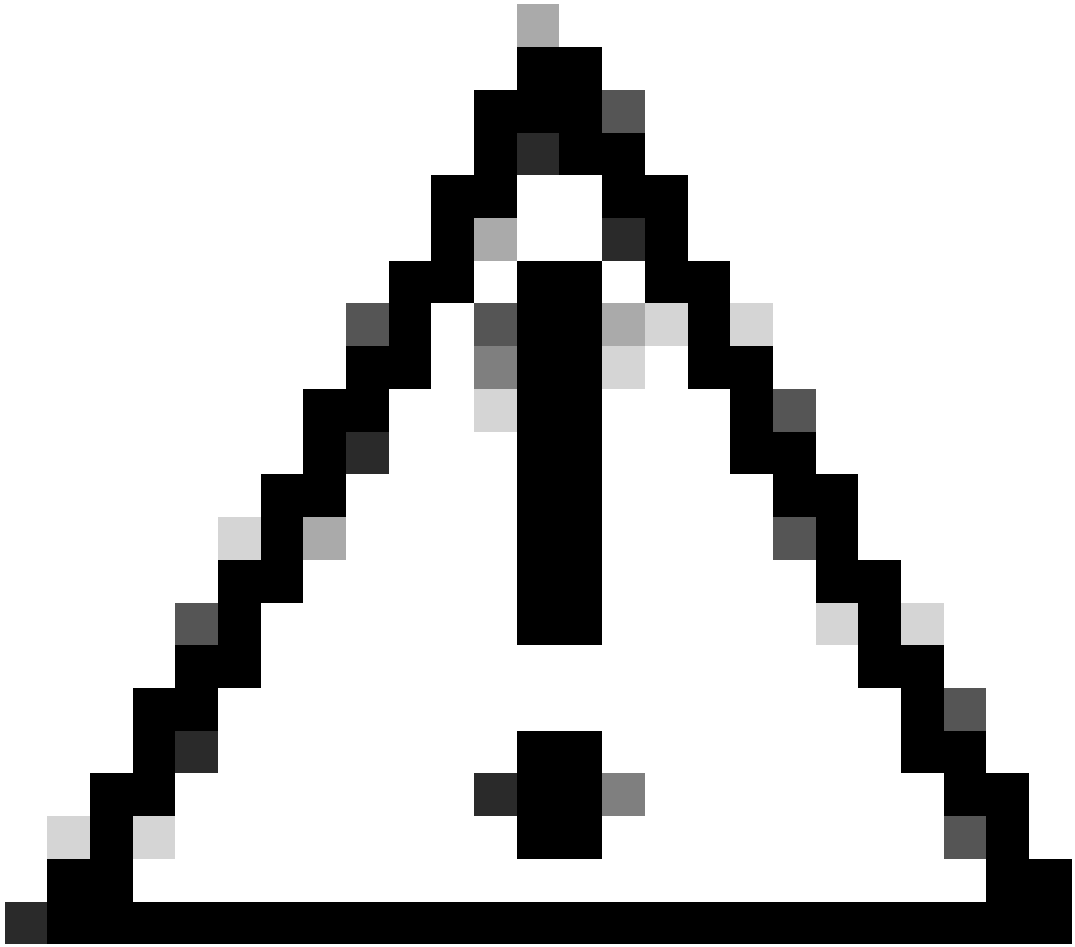5. Populate these parameters:
   1. Organization ID (provided by Redsky)



**Warning**: Organization ID under Emergency Calling Profile refers to the HELD company ID provided by RedSky.

This is NOT the same value as the Control Hub Organization ID.

   2. Secret (provided by RedSky)
   3. Location URL: Default RedSky Location URL Address

**Caution**: RedSky Location URL change [Revised RedSky Location URL Address](#)

    4. Emergency Numbers: 911, 933 (default)

6. Click **Save**.

7. Repeat **steps 1-6** on any other Service Profiles that require E911 location.

# Related Information

- [Deployment guide for Calling in Webex App (Unified CM)](#)