everbridge™ redsky

E911 Cloud Solutions
Version 23.5.1
and Companion Applications
Release Notes

January 30, 2024

E911 Anywhere®, Horizon Mobility®, MyE911®, and HELD+® are registered trademarks of RedSky Technologies, Inc.

Table of Contents

1. Scope

Everbridge RedSky E911 Cloud Solutions provides 911 emergency calling solutions for Service Providers and their customers with Horizon Mobility®, and to enterprises with E911 Anywhere®. This document describes the latest fixes, improvements, and features across both solutions as well as the companion MyE911 client and EON client applications.

These release notes cover:

- Horizon Mobility 23.5.1
- E911 Anywhere 23.5.1
- MyE911 Windows 4.12.8
- MyE911 macOS 5.0.2

2. Requirements

E911 Cloud Solutions requires internet access to the web-based administration portal.

The table below specifies the minimum requirements to use E911 Cloud Services.

Windows	Microsoft Windows 7.1 SP1 or greater
macOS	Apple macOS 10.13 (High Sierra) or greater
Browsers	Microsoft Edge version 79 or later, Mozilla Firefox, Google Chrome, Apple Safari

ADVISORY: On June 15, 2022, Microsoft retired Microsoft Internet Explorer (IE) and is therefore no longer a supported browser, as of version 7.21.0 of RedSky Cloud Services.

3. Compatibility Matrix

The table below outlines the companion RedSky products for use with E911 Cloud Services.

MyE911 for Windows	Version 4.12.0 or greater
MyE911 for macOS	Version 5.0.0 or greater

EON	Version 4.11.0 or greater

4. E911 Cloud Services 23.5.1

4.1 What's New

4.1.1 SIP PIDF-LO Phone Number Handling Improved

With this release, the phone number received in the SIP PIDF-LO header is being checked against the MyE911 User, the phone number set for a Location, as well as the PIDF-LO Devices, introduced in the 23.3.0 release, to obtain the dispatchable location associated with the caller's phone number.

4.1.2 Callback Number Lookup Using E911-User-ID

When the E911-User-ID header is sent in the SIP messaging, it will first be used to retrieve the callback phone number of the corresponding user record and will then be used as the callback phone sent to the PSAP.

4.2 Issues Resolved

- [REDSC-2933] - Alert & Emails Page Displays 'Entity No Longer Exits'
- [REDSC-3003] - Resend Org Admin Welcome Email Button Not Sending Emails
- [REDSC-3024] - Resend MyE911 Welcome Email Intermittently Missing/Delayed
- [REDSC-3029] - Alternate Device ID Callback Number Not Sent to PSAP For Canadian Users
- [REDSC-3032] - Calls Delivered to Relay Center by VPC Provider Due to Missing Country Tag in PIDF-LO

5. Windows MyE911 4.12.8

5.1 What's New

No new functionality was introduced with this release.

5.2 Issues Resolved

A change was made of how the client is signed.

6. macOS MyE911 5.0.2

6.1 What's New

No new functionality was introduced with this release.

6.2 Issues Resolved

- [REDSC-3047] - Network discovery and location lookup failing for IP Address

7. EON

7.1 What's New

- No new release.

7.2 Issues Resolved

- No new issues were resolved with this release.

8. Contact Information

Everbridge RedSky
333 N Michigan Ave.
Chicago, Illinois 60601
1-877-REDSKY1
Tel. 312-432-4300
Fax 312-432-4320
info@redskytech.com

sales@redskytech.com

support@redskytech.com