



everbridge™
redsky

E911 Cloud Solutions
Version 24.1.0
and Companion Applications
Release Notes

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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 24.1.0
- E911 Anywhere 24.1.0
- MyE911 Windows 4.12.9
- MyE911 macOS 5.0.3

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
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4. E911 Cloud Services 24.1.0

4.1 What's New

4.1.1 Geodetic (Geographic) Coordinate Support

The ability to specify buildings and/or locations only known by their latitude and longitude coordinates has been introduced in this release. These types of locations are frequently used by utility, transportation and infrastructure organizations with physical buildings that do not have a designated street address but may have telephones capable of making emergency calls. At the time of an emergency the latitude and longitude are used for the location of the 911 caller and deliver to the PSAP.

Highlights of this new functionality include:

- Buildings and locations can now have either a civic address or a geodetic location
- Ability to enter latitude and longitude for a building
- Ability to enter latitude and longitude for a location
- Automatic geocoding (latitude and longitude) of buildings and locations if their only civic address is entered
- Ability to import buildings and locations with the latitude and longitude coordinates
- Ability to export buildings and locations with the latitude and longitude coordinates
- Ability to synchronize geodetic locations from E911 Manager
- MyE911 Personal Locations coordinates

For more information on this exciting new capability please refer to the newly updated online manual/help.

4.1.2 SSO Support for Microsoft Azure

This release of the RedSky software adds Microsoft Azure to the list of support SSO Providers. Organizations now have their choice of industry leaders – Okta, OneLogin and now Microsoft Azure as their SSO provider.

4.2 Issues Resolved

- [REDCS-3053] - Garbage Collection Not Removing HELD+ Users Per Specified Time Frame
- [REDCS-3091] - SIP Calls Containing ININAttr Header Not Resolving Caller Location Correctly
- [REDCS-3172] - E911 Manager to E911 Anywhere Data Synchronization Causing E911 Manager Licenses to Be Removed
- [REDCS-3021] - Voice Gateway Not Returning SIP BYE Message For 933 Test Calls

5. Windows MyE911 4.12.9

5.1 What's New

No new functionality was introduced with this release. However, with the support for geodetic coordinates in the 24.1 release, the MyE911 users will see some changes in the MyE911 web UI with the display of geodetic values for locations, when applicable.

Location discovery of MyE911 users by latitude and longitude is currently not a supported feature.

5.2 Issues Resolved

- No new issues were resolved with this release.

6. macOS MyE911 5.0.3

6.1 What's New

No new functionality was introduced with this release.

6.2 Issues Resolved

- [REDSC-3166] – Client Crashes when User Attempts to Authenticate Their Device

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

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