

RedSky-Cisco Emergency Responder (CER) Interface Control Guide

Version 2.0 December 2023





RedSky Technologies, Inc. 2023 Printed in the USA.

©2023 by RedSky Technologies, Inc., All rights reserved.

No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of RedSky Technologies, Inc., except in the case of brief quotations embodied in critical reviews and certain other noncommercial uses permitted by copyright law. For permission requests, write to RedSky Technologies, Inc., addressed "Attention: Permissions Coordinator," at the address below.

RedSky Technologies, Inc.

333 North Michigan Avenue, Suite 1600 Chicago, IL 60601 <u>redskye911.com</u>

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



Introduction	4
About Us	4
Scope	5
Överview	5
Point of Contact	5
Solution Overview	6
Synchronizing ALI Data to E911 Anywhere	8
Port Requirements	8
Configuring National E911 Service Provider VUI Settings	9
Add National E911 Service Provider ERL	14
Migrating Conventional ERLs	21
Pushing ERL Records into E911 Anywhere	25
National E911 Service Provider Schedule	
Verify ERL Records in E911 Anywhere	
Appendix	34
CER Field Mapping	



Introduction

About Us

RedSky Technologies is the leading provider of on-premise and cloud-based E911 solutions. In 1999, we developed and patented the first automated software application to manage 911 location data. As technology has evolved, we have kept pace with emerging voice technology to meet the requirements of modern enterprises. Our E911 enterprise-class software is used by 50 of the Fortune 500 companies. Using state-of-the-art software development languages and frameworks, our solutions are designed to run in the most secure enterprise, government, and virtual environments.

RedSky Technologies was recently acquired by <u>Everbridge</u>, however, RedSky remains a wholly owned subsidiary of Everbridge, still doing business as RedSky Technologies, Inc., An Everbridge Company. Everbridge is a public company (NASDAQ: EVBG) that is incorporated in the United States (U.S.) and headquartered in Boston, MA. Everbridge has a long history of supporting enterprise customers and offers an industry-leading mix of Critical Event Management and Enhanced 9-1-1 capabilities.



Scope

Overview

This Interface Control Document details the technical aspects of the integration between **RedSky's E911 Anywhere®** and **Cisco Emergency Responder (CER) Servers**. E911 Anywhere is a cloud-based network services that routes emergency calls in the USA and Canada, sends detailed location information of the caller to emergency dispatchers at the Public Safety Answering Points (PSAPs), and notifies on-site personnel of the 911 calls in progress.

Point of Contact

To submit recommendations for comments and changes to this manual please contact us at:

RedSky Technologies, Inc., An Everbridge Company 333 North Michigan Avenue, Suite 1600 Chicago, IL 60601 Toll Free: 866-778-2435 Email: support@redskytech.com



Solution Overview

The integration between Cisco Emergency Responder and E911 Anywhere can be broken down into two steps:

- 1. Synchronizing the data from CER.
- 2. Delivering the 911 call to E911Anywhere over Session Initiation Protocol (SIP) or Public Switched Telephone Network (PSTN) trunking.

The first step is to synchronize automatic location information (ALI) data configured in CER to E911 Anywhere, including Emergency Location Identification Numbers (ELINS), Civic Addresses, and Emergency Response Locations (ERLS). Cisco CER requires a client-side certificate for mutual authentication with the E911 Anywhere integration. The RedSky server (anywhere.e911cloud.com) trusts the certificate authority (CA) installed internally at RedSky, and this CA is utilized to generate client-side certificates used for mutual authentication. Once the client certificate is uploaded to CER, the National E911 Service Provider Voice User Interface (VUI) feature is enabled and allows CER to push ALI records directly to E911 Anywhere.

CER sends location information over **port 443 (TCP)**, to a specific VUI URL, over a secure SSL connection. A company ID (provided by RedSky) is sent with the ALI update and is used to correlate the data with a specific tenant. The ALI records are then updated in E911 Anywhere for that organization.

If routing calls via SIP trunk, RedSky provides the customer with the public-facing IP addresses of redundant SIP gateways, and the customer provides RedSky with the public IP address the SIP traffic is coming from, the transport method (TCP/UDP/TLS). RedSky uses this information to whitelist SIP traffic coming from the customer.

If routing calls via PSTN trunk, RedSky provides the customer with a 10-digit DID which emergency calls will be routed to. End users still dial 911, but **Cisco Unified Communications Manager (CUCM)** performs a called party transformation mask to dial out to the phone number that RedSky provides.

In either routing method, RedSky looks at the caller ID, attempts to find a matching ELIN within our database, and upon finding a match will route the call to the appropriate PSAP based on the civic address associated with the ELIN. The



customer needs to ensure that when the 9-1-1 dial pattern is used, the call is routed to RedSky using one of the routing methods above.

Additionally, RedSky offers the capability to support softphone users with MyE911 or directly through the **Webex client application interface** and **HTTP-enabled Location Delivery (HELD+)**. Notifications of the emergency call can be delivered via SMS text, email, or screen pop alerts with **Enhanced Notifications**. Call Monitoring, call recording, and call bridging are also available to security personnel as part of the Enhanced Notifications.





Synchronizing ALI Data to E911 Anywhere

E911 Anywhere directly integrates with Cisco Emergency Responder. Protocols and ports used by E911 Anywhere must have IP connectivity to the Cisco Emergency Responder. If a firewall is between Cisco Emergency Responder and E911 Anywhere, then ports must be opened to allow communication. Additionally, DNS must be configured on the CER server, and able to resolve https://anywhere.e911cloud.com.

Port Requirements

SSL	ТСР	443	Port opened on a firewall that is used for communication between CER & E911 Anywhere, which resides in the cloud.
SIP	TLS/TCP/UDP	5060-5061	SIP signaling for call routing to E911 Anywhere.



Configuring National E911 Service Provider VUI Settings

RedSky will provide the certificate to the customer to install on the Cisco Emergency Responder Server. In order to configure the National E911 Service Provider VUI, the customer must upload the RedSky National E911 Provider Certificate, test and validate the VUI, and connect their E911Anywhere account to receive ALI data.

1. After logging into CER, go to System > National E911 Service Provider VUI Settings.

cisco	Cisco E	mergency	Responder	Administratio	on		
System 👻	ERL - Ph	one Tracking 👻	ERL Membership 👻	User Management 👻	Reports +	Tools -	Help 💌
Cisco El Cluster Cisco El Telephor Server S License Mail Aler Add Sub SAML S National Provider	R Groups In R Group Settings tettings Manaper t Configurations scriber ingle Sign-On E911 Service VUI Settings	sistered with	h Smart Software P esponder	^{tanager and running} Administra	in Evaluation	on mode w	ith 90 days remaining. R
iopyright © : ill rights rese rhis product (esponsible fo a summary of for informatio for Clisco Tech	2023 Cisco Sys rved. rcompliance v f U.S. laws gov on about Cisco hnical Support	tems, Inc. graphic features with U.S. and loca reming Cisco cryp Unified Communi please visit our T	and is subject to Unit il country laws. By usi stographic products m ications Manager plea echnical Support web	ed States and local coun ng this product you agre ay be found at our <u>Expo</u> se visit our <u>Unified Come</u> site.	try laws gove e to comply v rt <u>Compliance</u> munications S	ming import vith applicat <u>Product Re</u> vstem Docu	, export, transfer and use. D le laws and regulations. If yo <u>cort</u> web site. <u>mentation</u> web site.

2. Under Step 1: Upload Certificate, upload the redsky.bcfks file by clicking on the Upload Certificate button. This certificate file is provided by RedSky during implementation.



• Note: Cisco transitioned to the .bcfks certificate type with CER v14.0.

cisco	Cisco Emergency Responder Administration For Cisco Unified Communications Solutions
System 👻	ERL • Phone Tracking • ERL Membership • User Management • Reports • Tools • Help •
National E	911 Service Provider VUI Settings
- Status Account de - National I Step 1: 0 Please up Uploa	eleted successfully E911 Service Provider VUI Settings Upload Certificate pload the certificate supplied by National E911 Service Provider d Certificate

3. Select **Choose File** and upload the RedSky National E911 Provider VUI Certificate.

cisco	Cisco Emergency Responder Administration For Cisco Unified Communications Solutions
Upload Ce	rtificate
Status —	
i Status	s: Ready
Select the	certificate to be uploaded * Choose File No file chosen Upload Close
i * indi	cates required item

4. Once uploaded, you should receive a status message stating the certificate has been uploaded successfully.

cisco	Cisco Emergency Responder Administration For Cisco Unified Communications Solutions
Upload Cer	tificate
- Status — i Status	: File cisco-redsky.bcfks uploaded successfully
Select the	rtificate certificate to be uploaded * Choose File No file chosen Upload Close
i * indi	cates required item

5. Under **Step 2**, enter the National E911 Provider Certificate Password. This should be part of the certificate file provided by RedSky.

National E913 Service Provider Certificate Password *		
VULURL *		
Enable HTTP Proxy	0	
Proxy Host name/UP Address *		(Hint: http://IP Address:Port Number)
Authentication needed on HTTP proxy		
Proxy User Name *		
Proxy Password *		
	Test and Validate Cancel Delete A	count

- 6. Next, enter https://api.anywhere.e911cloud.com/cer-service/ws/CERService into the VUI URL field.
 - Note: the VUI URL will be different for Horizon Mobility deployments.

Step 2: Validate Certificate		
National E911 Service Provider Certificate Password *		_
VUE URL *	https://api.anvwhere.e911cloud.com/cer-service/ws/CERServ	
Enable HTTP Proxy	Distance of the second s	-
Proxy Host name/UP Address *		(Hint: http://IP Address:Port Number)
Authentication needed on HTTP proxy		
Proxy User Name *		
Proxy Password *		
	Test and Validate Cancel	

7. Click Test and Validate.

everbridge redskv

National E911 Service Provider Certificate Password *	•••••
VUT URL *	https://apl.anywhere.e911cloud.com/cer-service/ws/CERServ
Enable HTTP Proxy	0
Proxy Host name/IP Address *	(Hint: http://IP Address:Port Number)
Authentication needed on HTTP proxy	
Proxy User Name *	
Proxy Password *	
	Test and Validate Cancel Delete Account

- everbridge redsky
- 8. Once complete, you should receive a status message stating the certificate was updated and validated successfully.

cisco	Cisco Emergency Responder Administration For Cisco Unified Communications Solutions
System +	ERL + Phone Tracking + ERL Membership + User Management + Reports + Tools + Heip +
National E	911 Service Provider VUI Settings
- Status	
Updated 8	Validated successfully
- National	COLL Service Provider VIII Settings
Step 1:	Upload Certificate
Certificat	te upfoaded : cisco-redsky.bcfks
Uploa	d Certificata
Step 2:	Validate Certificate

9. Under Step 3: Configure Account Details, start by entering "VUI.xsd" to the VUI Schema URL field.

VUI Schema URL *	VULxed	
National E911 Service Provider Account ID *		Test Connectivity
Max VUI Connections *	2 4	
MyE911 for Location Updates *	true 👻	

10. Next, you will need to obtain the **CER Account ID** from E911 Anywhere. Log into E911 Anywhere and copy the **CER Account ID** from the **IDs and Access Codes** section of the dashboard.

Name	Value	Copy/View
HELD Company ID		
HELD+ Secret Key		0
CER Account ID	10046	6
Organization ID		

11. Enter the CER Account ID in the National E911 Service Provider Account ID Field.

step 3. compare account becaus		
VUI Schema URL *	VULxsd	
National E911 Service Provider Account ID *	10046	Test Connectivity
Max VUE Connections *	2 *	
MyE911 for Location Updates *	true 👻	
	Update C	ancel Delete Account

12. If MyE911 will be used to allow remote users to update their location, set the **MyE911 for Location Updates** flag to **true**.

/UESchema URL *	VUI.xsd	
National E911 Service Provider Account ID *	10046	Test Connectivity
Max VUE Connections *	2 4	
HyE911 for Location Updates *	true 👻	

13. Click Update.

/UI Schema URL *	Vut.xed	
Kational E911 Service Provider Account ID *	10046	Test Connectivity
fax VUE Connections *	2 *	
tyE911 for Location Updates *	true V	

14. Upon receipt of the **Update Successful** status message, you can test connectivity to E911 Anywhere by clicking **Test Connectivity**.

VUI Schema URL *	VULvsd	
National E911 Service Provider Account ID *	10045	Test Connectivity
Max VUE Connections *	2 4	
MyE911 for Location Updates *	true 🛩	

The **Test Results** section should display the following:

cisco	Cisco Emergency Responder Administration For Cisco Unified Communications Solutions
Test Natio	nal E911 Service Provider Connectivity
Connect	Clear Close
Test Results	
Connection Response co Response fr	succeeded. ode = 200 oom server: OK
Connect	Clear Close



Add National E911 Service Provider ERL

To establish an ALI record in E911 Anywhere, you must start by adding a **National E911 Service Provider Emergency Response Location** (ERL) record. A National E911 Service Provider ERL is simply an Emergency Location Identification Number (ELIN) assigned to an emergency location. These records can be populated to E911 Anywhere for dynamic updates to the ALI database.

1. Select Search and List from the ERL dropdown menu.





2. Select Add New ERL.

cisco	Cisco For Cisc	o Emergenc	y Responder	Administratio	on						
System 👻	ERL -	Phone Tracking +	ERL Membership 👻	User Management 👻	Reports +	Tools -	Help 👻				
ind Natio	nal E911	Service Provide	r ERL Data								
Status											
ERL Searc	th Param nal E911 S	eters Service Provider ERL	where ERL Name	▼] conta	ins 🗸			Find] and show	20 💙 items per pa	ge
ERL Ne	o active o	uery Level of service	Bulk TN Update								



3. Enter an ERL Name.

ERL Settings		
ERL Name *	RedSky Headquarters	
Description		
ELIN Settings		
Route/Translation pattern		
Select	✓ Add	
EI IN	Update	
	Remove	
	*	
	*	
ERL Address		
RL Address	LI Time ZoneNot Selected	~
ALI Details Add AL	LI Time ZoneNot Selected	~
ALI Details Add AL Level of service Level of service	LI Time ZoneNot Selected Get level of ser	vice



4. Select the Route/Translation pattern, enter the ELIN, and click Add.

cisco For Cisco	D Emerger	icy Responde	r Administration	
Add New ERL				2
ERL Settings				
ERL Name *		RedSky He	adquarters	
Description				
- ELIN Settings				
Route/Translation pat 911 ELIN 3125551112	itern V	Add Update Remove	9113125551112	
-Onsite Alert Setting	15			
Available Onsite Alert	TDS	Add Remove	Onsite Alert IDs for the ERL	
ERL Address				
ALI Details	Add ALI	Time Zone	Not Selected V	
Level of service				
Level of service			Get level of service	
- Insert Cancel C	hannes Close			
i * Indicates requ	uired item			



5. Next, fill out the ALI record. Click Add ALI.

dd New ERL			2
ERL Settings			
ERL Name *	PedSky	leadquarters	
Description	Redsky	leadquarters.	
o compron			
ELIN Settings			
Route/Translation pattern		9113125551112	
911 ~	Add		
	Update		
3125551112	Remove		
5165551116			
ERL Address	Add Remove	Not Selected V	
evel of service		·	
Level of service		Get level of service	
Insert Cancel Changes Close	1		
indicates required item			

6. Fill out the ALI record with the appropriate information. By default, the **Location Information** will be used for the **Location Name**. The **Comments** field can be used to create a unique Location Name. For additional information,



refer to the CER ALI Field Mapping in the Appendix.

ow upto 1 v records at a			vice Provider
ow upto 1 v records at a		re-validate nom national corrige	vice Provider
wery National E911 Servic	time (for MSAG Query results)		
for y notional coar servic	e Provider for MSAG details —		
louse Number **	333	House Number Suffix	
Street Name ***	Michigan	Prefix Directional	N
treet Suffix	StSelect one ¥	Post Directional	
Community Name **	Chicago	State ***	π.
fain NPA			
lass Of Service *	VoIP Default	Type of Service *	Non-Pub
xchange		Customer Name *	
order Number		Extract Date	121223
Jounty ID		Company ID *	10001
(ip Code *	60601	Zip Code Extension	
ustomer Code *	911	Comments	RedSky Headquarters
ongitude		Latitude	
levation		TAR Code	
ocation		Reserved (for Company use)	



7. Save and Close the window. The **ALI Details** should reflect a **Configured** status.

dd New ERL		
ERL Settings		
ERL Name *	RedSky	Headquarters
Description		
ELIN Settings		
Route/Translation pattern		9113125551112
Select	Add	
ELIN	Remove	
		*
Onsite Alert Settings		
Available Onsite Alert IDs		Onsite Alert IDs for the ERL
	Add	
	Remove	
	*	
ERL Address		
ALI Details Config	ured Time Zone	Not Selected 🗸
evel of service		
Level of service		Get level of service
Insert Cancel Changes	Close	
-		

8. Select Insert. You can view the configured ERL in the ERL Data page.

ahaha	Cisco Emergeno	y Responder Administra	tion					Navigation	Cisco ER Adminis	tration	✓ G
cisco	For Cisco Unified Commu	nications Solutions						Logg	ed in as: admin	About	Logo
System •	ERL · Phone Tracking ·	ERL Membership • User Management	Reports Tools	• Help •							
Find Nati	onal E911 Service Provide	er ERL Data							E	xport	Import
Status-											
Ready											
- ERL Sea	rch Parameters										
Find Natio	onal E911 Service Provider ER	L where ERL Name 🗸 🖸	ontains 🗸	Find	and show 20 v item	ns per page					
ERL ((1 - 1 of 1)										
Add Nev	v ERL Level of service	Bulk TN Update									
	ERL Name	Route/Translati	on PatternELIN	Onsite Alert Ids.	Street Name	Community Name	State	Edit C	Delete	,	Audit Trail
	RedSky Headquarters	9113125551212			Michigan	Chicago	IL	/ [9 🕄		view
Add Nex	w ERL Level of service	Bulk TN Update							14 4 Go	1	of 1 🕨



Migrating Conventional ERLs

In order for ERLs record to be pushed into E911 Anywhere, Conventional ERLs must first be migrated into National E911 Service Provider ERLs. The **ERL Migration Tool** can be used to perform a bulk migration of Conventional ERLs to National E911 Service Provider ERLs.

Bulk pushing of National E911 Service Provider ERLs can also be scheduled by going to the ERL > National E911 Service Provider ERL > National E911 Service Provider ERLs tab.

 The details of the pushed National E911 Service Provider ERLs can be tracked in CER by going to **Reports** > **ERL Audit Trail**. The information will provide the details as to whether the ERL pushed successfully or failed and the reason. Select **ERL Migration Tool** from the **ERL** dropdown menu.

cisco	Cisco Emergeno For Cisco Unified Commu	y Responder Administration nications Solutions	Navýgation Citco (R. Administration 💙 📿 Logged in as: admin About Loggu
System -	ERL · Phone Tracking ·	ERL Membership • User Management • Reports • Tools • Help •	
	Onsite Alert Settings		
-Status -	Pager and Email Alert Configurations		
	Conventional ERL	h Smart Software Manager and running in Evaluation mode with 90 days remaining. Register	with Smart Software Manager or Smart Software Manager satellite to avoid stoppage of Cisco Phone Tracking Engine.
	Off-Premises ERL +		
	National E911 Service Provider ERL		
Cisc _{System}	ERL Migration Tool	tesponder Administration	
Copyright © All rights res	2023 Cisco Systems, Inc. erved.		
This product responsible f	contains cryptographic feature for compliance with U.S. and lo	s and is subject to United States and local country laws governing import, export, transfer and use. Delivery of cal country laws. By using this product you agree to comply with applicable laws and regulations. If you are una	Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are ble to comply with U.S. and local laws, return this product immediately.
A summary of	of U.S. laws governing Cisco or	yptographic products may be found at our Export Compliance Product Report web site.	
For informati	ion about Cisco Unified Commu	nications Manager please visit our Unified Communications System Documentation web site.	
For Cisco Tes	thrical Support please visit our	Technical Support web site.	

2. In the **ERL Search Parameters** field, select **Conventional ERL** from the dropdown list and click **Find**. This displays all conventional ERLs within CER.

CISCO Emergency I For Cisco Unified Communication	tesponder Administration					
System • ERL • Phone Tracking • E	RL Membership • User Management • Reports • Tools •	Help 🔹				
Find Conventional ERL Data						
- Status						
ERL Search Parameters	v (contains v)	Find and show 20 v items per	page			
ERL (1 - 2 of 2)						
Configure Default ERL Add New ERL						
ERL Name	Route/Translation PatternELIN	Onsite Alert Ids.	Street Name	Community Name	State	Edit
Default	8911		Michigan	Chicago	ш	1
RedSky Headquarters	9113125551212		Michigan	Chicago	11	1

3. Once the Conventional ERLs are displayed, click the checkbox next to each ERL to be migrated to National E911 Service Provider ERL. **Click Migrate to**



National E911 Service Provider ERL.

cisco	Cisco E For Cisco U	mergency	Responder	Administratio	on		
System -	ERL - Pr	none Tracking 👻	ERL Membership 👻	User Management 👻	Reports •	Tools •	Help 💌
ERL Migra	tion Tool						
-Status -							
Ready							
Find Con	h Parameter	rs	where ERL Nar	ne contains 🗸			Find and show 20 •) items per page
National	E911 Service	e Provider (1 - 1 of 1)				
							ERL Name
							RedSky Headouarters
Migrate to	o National E91	11 Service Provid	der ERL				

4. The Route/Translation pattern is the pattern configured in CUCM to route emergency calls to E911Anywhere. Route/Translation patterns must be configured separately under System > Telephony Settings from the main menu. Select 911 in the Route/Translation pattern dropdown.

iter values for ERL Migratio	n		
Status			
Ready			
ERL Settings			
ERL Settings Route/Translation pattern	911	~	
ERL Settings Route/Translation pattern Class Of Service	911 VoIP Default	 ✓ ✓ 	

- oredsky
- 5. The **Class of Service** defines the class of service for the CPN such as residential, business, VoIP. **VoIP Default** should be selected.

nter values for ERL Migr	ation	
Status		
Ready		
ERL Settings		
Route/Translation pattern	911	v
Class Of Service	VoIP Default	~

 The Type of Service defines the type of service for the Calling Party Number (CPN), such as FX in 911 area or Non-Pub. Select Non-Pub from the dropdown.

iter value	s for ERL Migratio	n		
itatus —				
Ready				
Route/Transl	lation pattern	911 VoIP Default	~	
Class Of Ser	vice			

7. Click on **Migrate to National E911 Service Provider ERL** and close the window. You should receive a **Migrated ERLs successfully** status message.

everbridge[.] redsky

911	•
/oIP Default	•
Non-Pub	~
	911 · VoIP Default · Non-Pub ·



Pushing ERL Records into E911 Anywhere

Once you have successfully migrated your Conventional ERLs to National E911 Service Provider ERLs, you may start pushing the ERL records in to E911Anywhere.

1. Select Search and List from the National E911 Service Provider ERL menu.

cisco	Cisco For Cisc	o Emergen	cy Responder Administration unications Solutions
System -	ERL -	Phone Tracking	▼ ERL Membership ▼ User Management ▼ Reports ▼ Tools ▼ Help ▼
CER i CER i Cisc	Onsite Page Confin Convert Off-Pr Natio Provin ERL I Version:	e Alert Settings r and Email Alert gurations entional ERL remises ERL der ERL Migration Tool 15.0.0.98100-	h Smart Software Manager and running in Evaluation mode with 90 days remaining. Register with <u>Smart Software Manager</u> or Search And List Default ALI Values Secondary Status National E911 Service Provider Schedule View ALI Discrepancies
Copyright © All rights rese This product responsible fo A summary o For information For Cisco Tec	2023 Cisco erved. or complian of U.S. laws on about C <u>hnical Sup</u>	o Systems, Inc. ryptographic featur nce with U.S. and I s governing Cisco o Cisco Unified Comm <u>port</u> please visit ou	res and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does no ocal country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local law cryptographic products may be found at our <u>Export Compliance Product Report</u> web site. unications Manager please visit our <u>Unified Communications System Documentation</u> web site. Ir Technical Support web site.

2. Click **Find** to see a list of National E911 Service Provider ERLs.

CISCO Emergency Res	sponder Administration s Solutions					Navigatio Logg	Cisco ER / Jed in as: a	Administration Amin Abou	✓ G t Logou
System • ERL • Phone Tracking • ERL M	lembership User Management Reports	Tools • Help •		_	_			Evnort	Import
– Status – Ready								LADOL	Antiport
- ERL Search Parameters Find National E911 Service Provider ERL where	[ERL Name		Find and show	20 🗸 items per page					
ERL (1 - 1 of 1) Add New ERL Level of service Bulk T	N Update								
ERL Name RedSky Headquarters	Route/Translation PatternELIN 9113125551212	Onsite Alert Ids.	Street Name Michigan	Community Name	State	Edit	Сору	Delete	Audit Trail
Add New ERL Level of service Bulk T	IN Update						14 4	<u>G</u> o 1	of 1 🕨



- everbridge⁻ redsky
- 3. Click the **Edit** icon to validate the ERL information. Ensure that the Route Pattern and ELIN were added correctly.

RL Information for RedSky Headquart	ters
ERL Settings	
ERL Name *	RedSky Headquarters
Description	
ELIN Settings	
Route/Translation pattern	9113125551212
Select V	Add
ELIN	Update Pamova
	v v
Onsite Alert Settings	
Onsite Alert Settings	Onsite Alert IDs for the ERL
Onsite Alert Settings	Add
Onsite Alert Settings	Add Remove
Onsite Alert Settings	Add Remove
Onsite Alert Settings	Add Consite Alert IDs for the ERL
Onsite Alert Settings	Add Remove
Onsite Alert Settings Available Onsite Alert IDs	Add Remove
Available Onsite Alert IDs	Add Remove Time Zone US/Central
Available Onsite Alert IDs	Add Remove
Available Onsite Alert IDs Available Onsite Alert IDs ERL Address ALI Details Edit ALI Level of service	Add Remove



4. Click Update ALI Info after verifying the ERL information.

KL Information for	RedSky Headquar	ters		ľ
ERL Settings				
ERL Name *		Re	dSky Headquarters	
Description				
ELIN Settings				
Route/Translation patt	ern		9113125551212	
Select	····· ·	Add		
ELIN		Remove		
			-	
Onsite Alert Setting	s			
Onsite Alert Setting Available Onsite Alert	s IDs		Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert	s IDs	Add	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert	s	Add Remove	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert	s	Add Remove	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert	s IDs	Add Remove	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert	s IDs	Add Remove	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert ERL Address	s IDs	Add Remove	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert ERL Address ALI Details	s IDs	Add Remove Time Zone	Onsite Alert IDs for the ERL	
Onsite Alert Setting Available Onsite Alert ERL Address ——— ALI Details Level of service ——	s IDs	Add Remove Time Zone	Onsite Alert IDs for the ERL	

5. The Query from National E911 Service Provider and Pre-Validate from National E911 Service Provider buttons are not supported. Verify the ALI



information and select Update ALI Info.

Query Norm National E911 how upto 1 v records at a time Query National E911 Service Pro House Number ** 3 Street Name *** Street Suffix Community Name ** Main NPA	(for MSAG Query results) ovider for MSAG details i33 dichigan iVSelect one V	House Number Suffix Prefix Directional	
and the second s	(for MSAG Query results) ovider for MSAG details 333 Aichigan AVSelect one V	House Number Suffix Prefix Directional	N
Query National E911 Service Pro House Number ** Street Name *** Street Suffix Community Name ** Main NPA	Average for MSAG details	House Number Suffix Prefix Directional	N
House Number ** 3 Street Name *** 1 Street Suffix 2 Community Name ** 0 Main NPA	Michigan	House Number Suffix Prefix Directional	N
Street Name *** Street Suffix Community Name ** Main NPA	Aichigan ₩Select one ▼	Prefix Directional	N
Street Suffix A Community Name ** C 4ain NPA	VSelect one V	Post Directional	
Community Name ** C		Post Directional	
1ain NPA	Chicago	State ***	IL
Class Of Service *	/oIP Nomadic 🗸 🗸	Type of Service *	Non-Pub 🗸
Exchange		Customer Name *	10001
Order Number		Extract Date	120723
County ID		Company ID *	10001
Zip Code *		Zip Code Extension	
Customer Code *	911	Comments	RedSky HQ
ongitude		Latitude	
Elevation		TAR Code	
Location	L 16 STE 1600	Reserved (for Company use)	



6. Click **Update to National E911 Service Provider** to validate and push the record to E911 Anywhere.

ERL Name * RedSky Headquarters Description ELIN Settings Route/Translation pattern Select Add Update Remove Onsite Alert Settings Available Onsite Alert IDs Add Add Add Add Add Add Add Add Add Ad	L Name * RedSky Headquarters scription IN Settings ute/Translation pattern Select
Description ELIN Settings Route/Translation pattern Select Vipdate Remove Onsite Alert Settings Add Add Add	scription IN Settings ute/Translation pattern Select Add Update Remove 9113125551212 site Alert Settings aliable Onsite Alert IDs Onsite Alert IDs for the ERL Add Remove Onsite Alert IDs Consite Alert ID
ELIN Settings Route/Translation pattern Select Select Add Update Remove Onsite Alert Settings Add Add Add Onsite Alert IDs Onsite Alert IDs Onsite Alert IDs for the ERL	IN Settings ute/Translation pattern Select Add Update Remove P113125551212 site Alert Settings allable Onsite Alert IDs Onsite Alert IDs for the ERL Add Remove L Address Details Edit ALI Time Zone US/Central
ELIN Settings Route/Translation pattern Select Select Add Update Remove Posite Alert Settings Add Add Add Add Onsite Alert Settings Add Add	IN Settings ute/Translation pattern Select Add Update Remove 9113125551212 site Alert Settings allable Onsite Alert IDs Add Remove Onsite Alert IDs for the ERL Add Remove L Address Details Edit ALI Time Zone US/Central
Add Update Remove 9113125551212	ute/Translation pattern Select IN IN <
Add ELIN Belect	Add Update Remove site Alert Settings- allable Onsite Alert IDs Add Remove Add Remove L Add Remove US/Central
Densite Alert Settings Available Onsite Alert IDs Onsite	IN Update Remove site Alert Settings aliable Onsite Alert IDs for the ERL Add Remove L Address Details Edit ALI Time Zone US/Central
Available Onsite Alert IDs Onsite Alert IDs for the ERL	I Address
Available Onsite Alert IDs Onsite Alert IDs Add	Add Remove Onsite Alert IDs for the ERL
Onsite Alert Settings Ivailable Onsite Alert IDs Onsite Alert IDs Add	Add Remove Onsite Alert IDs for the ERL
vailable Onsite Alert IDs Onsite Alert IDs for the ERL	Add Consite Alert IDs Consite Alert IDs Consite Alert IDs for the ERL Consite Alert IDs for the
Available Onsite Alert IDs Onsite Alert IDs for the ERL	Add Consite Alert IDs Consite Alert IDs for the ERL Consite Alert
Add	Add Remove
	L Address
Remove	L Address
	L Address
Ψ Ψ	L Address
	L Address
RL Address	Details Edit ALI Time Zone US/Central
ALI Details	
Lair Aci	
evel of service	vel of service
evel of service Get level of service	vel of service



7. A response of **SUCCESS** indicates that the record was pushed to E911 Anywhere and that the address was validated.

RL Information for RedSky Head	quarters		?
ERL Settings			
ERL Name *	Red	Sky Headquarters	
Description			
ELIN Settings			
Route/Translation pattern		9113125551112	ESS(0) 🔺
Select V	Add		
ELIN	Update		
	Remove		
Disite Alert Settings		Ţ	v
Dursite Alert Settings	Add	Onsite Alert IDs for the ERL	*
Available Onsite Alert IDs	Add Remove Time Zone	Onsite Alert IDs for the ERL	



National E911 Service Provider Schedule

The National E911 Service Provider Schedule page allows you to specify the day of the week and time when ALI update requests are sent to RedSky. It is recommended to run the schedule once per day and outside of business hours due to the added network traffic.

1. Go to National E911 Service Provider ERL > National E911 Service Provider Schedule.



2. Select the days of the week and time of day that you want to run the switch port and phone update process. The schedule is based on a 24-hour clock



with 00 hours and 00 minutes equaling midnight.





Verify ERL Records in E911 Anywhere

Log into <u>https://anywhere.e911cloud.com</u> with respective user credentials. **ERL Records** will be listed under **Configuration** > **CER Locations**.

		oredsky	CER Locatio	ons			Micha CER V	el McKenna vith RedS	MM iky •
1	r	DASHBOARD	(a)						
•	9	ADMINISTRATION	search O						_
٩		CONFIGURATION	Location Name	Location Information	Phone Number / Alternate ID	Address	Backend Provider	Details	
Γ		ALERTS & EMAILS	RedSky HQ	FL 16 STE 1600	(312) 555-1112	333 N Michigan AV, chicago, IL 60601	Comtech	â	
	9	E911 LOCATIONS	Previou		Page 1 of 1	25 rows			
L	9	CER LOCATIONS							
		USERS							
	ષ	PIDF-LO DEVICES							
	۳	NETWORK DISCOVERY							
	C	CALL ROUTING - SIP							
	C	CALL ROUTING - PSTN							
	อ	CALL MONITORING							
	0	EON USERS							

NOTE: CER Locations cannot be added or edited in the E911 Anywhere portal.



Appendix

CER Field Mapping

Field	Usage			
House Number	Required by RedSky			
House Number Suffix	Optional			
Street Name	Required by RedSky			
Street Suffix	Optional			
State	Required by RedSky			
ZIP Code	Required by RedSky			
ZIP Code Extension	Not Used			
Community Name	Required by RedSky			
County ID	Not Used			
Location*	Optional - Used for enhanced location information (e.g., Floor and Room)			
Longitude	Not Used			
Latitude	Not Used			
Elevation	Not Used			
Prefix Directional	Optional			
Post Directional	Optional			
TAR Code	Not Used			
Main NPA	Not Used			
Customer Name	RedSky-provided Account ID			
Customer Code	911			
Company ID	RedSky-provided Account ID			
Main Telephone No.	Not Used			
Order Number	Not Used			
Class of Service	VoIP Default			
Type of Service	Non-Pub			
Reserved	Not Used			
Extract Date	Not Used			
Exchange	Not Used			
Comments	Optional – Used for Location Name in RedSky			