Release Notes

E911 Cloud Solutions

Version 24.5.0

MyE911

Version 5.0.2

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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

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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 for version 24.5.0 across both solutions as well as the general release of MyE911 for windows version 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 10 or greater
macOS	Apple macOS 10.13 (High Sierra) or greater
Browsers	Microsoft Edge version 79 or later, Mozilla Firefox, Google Chrome, Apple Safari

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 24.5.0 and MyE911 5.0.2

4.1 What's New

Callback number for Locations.

It is now possible to configure an alternate callback number on a per location basis. This callback number will override the callback number sent with the call for users and devices found in that that location.

French Language for Quebec Calls

Any 911 call originated from the province of Quebec in Canada will be routed to the Emergency Routing Center (ERC) and the call will be answered in French. Should the speaker require English service, they will be provided with assistance in English.

4.2 Issues Resolved

[REDSC-3598]	HELD Service Returning a 500 Error for HELD+ setLocation for an Invalid Address
[REDSC-3591]	HELD Device discovery issues
[REDSC-3568]	MyE911 User Device Not Created/Saved
[REDSC-3547]	5xx Error occurrences in WXC for POST /auth-service/held-plus/login requests
[REDSC-3541]	Cirrus MyE911 Users able to see other Personal Locations of users within same organization
[REDSC-3529]	Getting location unknown for Net disco by IP when both IPv4 and IPv6 are included in the request

[REDSC-3521] Null Pointer on 933 GEO call sent to PSAP with no audio

[REDSC-3520] Production held plus requestLocation 500 errors with 24.4.0 deployment (clones redsc-3322)

[REDSC-3496] Unable to add US Territories Geocoordinates in Cirrus

[REDSC-3495] Call Routed to National Relay with "Failed to build PIDF-LO" Error

[REDSC-3492] Network Discovery failed MyE911 null reponse due to TLV decode error

[REDSC-3482] Calls From Reseller Level SIP Trunks Containing PIDFLO are not checking against Customer level MyE911/Location Phone Numbers

[REDSC-3479] Garbage Collection not deleting old devices

[REDSC-3465] IQ receiving old data for updated record

[REDSC-3417] Call Missing from Call History

[REDSC-3168] Forward slash in Organization Name causes API 403 error