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Release Notes

E911 Cloud Solutions

Version 25.2

MyE911

Version 5.3.0

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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 The RedskyE91 Cloud solution version 25.2.0 and the MyE911 Windows client version 5.3.0.

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 25.2 and MyE911 5.3.0

4.1 What's New

This release continues to improve the web component of the MyE911 client for softphones by addressing a number of requirements set out in the Web Content Accessibility Guidelines (WCAG) , the American with Disabilities Act (ADA) and section 508 of the Rehabilitiation act. Accessibility for visually impaired users is important to Redsky as we continuously improve our user interface for our users.

The release also introduces support for Bandwidth as a new VPC provider, which will increase enhanced coverage for the routing of 911 calls.

A new version of the MyE911 Windows client is being released to address wired connection discovery using LLDP.

4.2 Issues Resolved

REDSC-4002	Device User Report Incomplete at Service Provider Level
REDSC-3899	Can't edit address or location after adding select addresses
REDSC-3893	WXC: Calls from HELD+ Users Not Logging User ID in Call History or Call Details
REDSC-3871	EON Client: Alert History Not Updating
REDSC-3669	MyE911 Client : Not detecting a network change when switching LLDP port
REDSC-3611	MyE911 Client not gathering LLDP information
REDSC-3440	Remove Delivery Point Barcode from Address Validation
REDSC-3334	Unique Zip Code Address Validation Issue
REDSC-2305	Issue Importing Network Data for CER Locations
REDSC-3862	MyE911 UI - Add location - info Icon not properly announced by screen reader
REDSC-3789	Hamburger menu button is announced as Unlabeled button 0
REDSC-3788	Add location helper text in form fields not announced
REDSC-3785	Add Location error message of required field played as invalid entry
REDSC-3784	Contrast ratio too low
REDSC-3783	Side menu played when collapsed
REDSC-3782	Add location - required fields not indicated
REDSC-3728	MyE911 - Required Fields not announced
REDSC-3688	Add Support for Cisco Switch Chassis ID Format