



everbridge™  
redsky

## Release Notes

E911 Cloud Solutions

Version 25.3.0

October 14, 2025

Everbridge Suite  
2025  
Printed in the USA

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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 services 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 RedSkyE911 Cloud solution version 25.3.

## 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 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 25.3

### 4.1 What's New

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This release continues to improve on the overall capabilities of the RedSky 911 Solution. Here are the enhancements included in the release:

#### **Publish 911 Calls as Risk Events in Everbridge 360**

RedSky is introducing a new integration with Everbridge 360 that will enable the plotting of 911 Calls on the Visual Command Center map based on the location of the 911 caller.

When a 911 call is processed by the RedSky E911 Cloud solution, a new risk event is automatically created in Everbridge 360. The 911 call is plotted based on the geocoordinates of the 911 caller. The event is categorized as a “Staff Emergency” in EB360. All of the call details are presented in the VCC user interface. The information is as defined in the alert template of your RedSky account.

#### **Report for Public IP Ranges**

A new report is available for listing public IP ranges configured for the account.

#### **Route Calls using geocoordinates in PIDF-Lo**

911 Calls can now be routed based on the geocoordinates provided in the PIDF-Lo section of the SIP invite.

#### **Address Validation with Massachusetts LVF**

Address located in the state of Massachusetts are now all validated using the state's next generation 911 Location Validation function as per the state's NG911 guidelines.

#### **Enhanced Location Validation for Cisco's Emergency Responder**

Validating addresses using Cisco's Emergency Responder has been improved with added flexibility to support certain address formats.

#### **Add Caller Display Name field to Cirrus Emergency Call Details Report**

The Caller Display Name field in the call details window to be populated in the Emergency Call Details report.

## 4.2 Issues Resolved

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REDSC-4138	Null Pointer for CER Invalid Address
REDSC-3970	LLDP Information not Displaying in Cirrus
REDSC-3497	CORS Errors with HELD+ WebRTC Clients
REDSC-4093	Cirrus Calls with Alternate ID Routing to Relay Center
REDSC-4054	500 Error when Deleting HELD Device Over API
REDSC-3921	Company Name Search Does Not Support Certain Special Characters
REDSC-4024	Regression: Unable to delete location - returns 500 Server Error Horizon Mobility Calls Showing No Location with Geolocation token provided
REDSC-4069	Recent Issues and Device User Reports Incomplete at Reseller Level
REDSC-4046	Recent Issues Report Incomplete at Service Provider Level
REDSC-4035	ERL Sync issues
REDSC-3581	No recording on emergency calls
REDSC-4047	Blank Customer Location Reports
REDSC-4065	MyE911 User unable to update location
REDSC-4049	Error running BSSID report
REDSC-3891	Address Validation - system incorrectly matches to existing similar address
REDSC-4053	API: 504 Gateway Timeouts When Finding Location by TN
REDSC-4011	Horizon Mobility Calls Routing Directly to National Relay Center
REDSC-4026	HELD Devices not Displaying in Horizon Mobility
REDSC-3922	Reports: BSSID Report Includes All Other Network Discovery Mappings
REDSC-4089	Horizon Prime - Webex Client Calls are not using Horizon Prime backend provider
REDSC-4045	
REDSC-4040	MyE911 User receiving "Object is null" while on hardwire connection