MyE911® User Guide (macOS)

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Revision History

Date	Version	Revision	Made By
12/30/2019	4.0	Initial Draft	Chelsea Bumpus
1/13/2020	4.1	Revisions for external draft review	Chelsea Bumpus
4/2/2020	4.3	Revisions to include updated macOS installation and screenshots	Chelsea Bumpus
5/4/2020	4.4	Revisions to include updates from v4.4	Chelsea Bumpus
11/09/2020	4.6	Revisions to includes updates from v4.6	Chelsea Bumpus Katrina Vlasich
07/02/2021	4.8	Revisions include updates for v4.7 and v4.8	Katrina Vlasich
03/22/2023	4.9	Updated to log files	Ian Senne

1. Introduction

About Us

RedSky Technologies is the leading provider of on-premises 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.

2. Scope

Overview

This guide is intended to provide instruction on how to install the MyE911 application and provide an overview of the MyE911 application. Administrators and MyE911 users should refer to this guide for questions about basic management, installation, registering a user's personal device, and configuration of personal locations.

Point of Contact

To submit recommendations for comments and changes to this manual or the MyE911 application, please contact us at:

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3. Installation

3.1 Requirements

To ensure proper functionality of the MyE911 Client application, the following conditions must be met:

- A MyE911 client user must be pre-provisioned in RedSky's Portal by an Organization Administrator
- Organization Administrator must send the download link for MyE911 application and the RedSky Horizon Mobility Portal URL or "Host URL" to all softphone users that will be downloading MyE911 client onto their device
- JAVA 11 or higher is required to properly upgrade the application, or a machine running version 10.13 of macOS

3.2 Installation Steps

1. Organization Administrators should download the MyE911 client installer directly from the E911 Anywhere/Horizon Mobility portal by navigating to the "Client Installers" page and downloading the appropriate installers. Organization Administrators can also use the "Copy link" to paste the appropriate download links into an email to softphone users. This will allow them to download/install the MyE911 client onto their own devices. (See image below)

Client Installer Downloads
Acme, Inc ▾

Client	Version	Release Date	OS	Size	Download	Copy Link
EON	4.1.0	March 5th 2020	Windows	109 MB	⬇	📋
MyE911	4.4.0	April 15th 2020	Windows	233 MB	⬇	📋
MyE911	4.4.0	April 15th 2020	Mac OS X	163 MB	⬇	📋

2. To download the E911 application onto your own device, click on the download link provided via an email from your Organization Administrator and download the installer.

3. Drag and drop the MyE911 application into your Applications folder. (See image below)
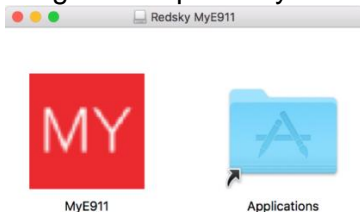
4. MyE911 will prompt for Location Services which should be allowed. If "Don't Allow" is selected, network data such as BSSID will not be able to be collected and used by MyE911.
    a. If Don't Allow was clicked by mistake, we need to enable location services manually. Here are the steps:
        i. Click on the Apple logo on the top-left corner, then select System Preferences.
        ii. Now click on Security & Privacy.
        iii. From the left panel select Location Services.
        iv. You might need to click on the lock icon at the bottom of this dialog to make changes.
        v. From the right panel, make sure Enable Location Services is checked.
        vi. From the list of apps in the right panel, look for the MyE911 app and add the checkmark.
   vii. You can now close the dialog.

5. MyE911 will prompt for Documents Folder Access which should be allowed. This is used for logging the MyE911 activity in case any errors occur and troubleshooting is needed.
    a. If Don't Allow was clicked by mistake, we need to enable access manually. Here are the steps:
        i. Click on the Apple logo on the top-left corner, then select System Preferences.
        ii. Now click on Security & Privacy.
        iii. From the left panel select Files and Folders.
        iv. You might need to click on the lock icon at the bottom of this dialog to make changes
        v. From the right panel, scroll down to the MyE911 entry.
        vi. Make sure Documents Folder is checked under MyE911.
        vii. You can now close the dialog.

NOTE: Logs are disabled by default, to enable logging in the MyE911 app. Please refer to section 5.1 in order to enable logging.

6. In the "Settings" pop-up specify the "Host" provided to you by your Organization Administrator. If you did not receive a Host URL via email, you should contact your Organization Administrator.

Note: The Organization Administrator should provide this information to all softphone users that will download the MyE911 application onto their own device. (See example image below)
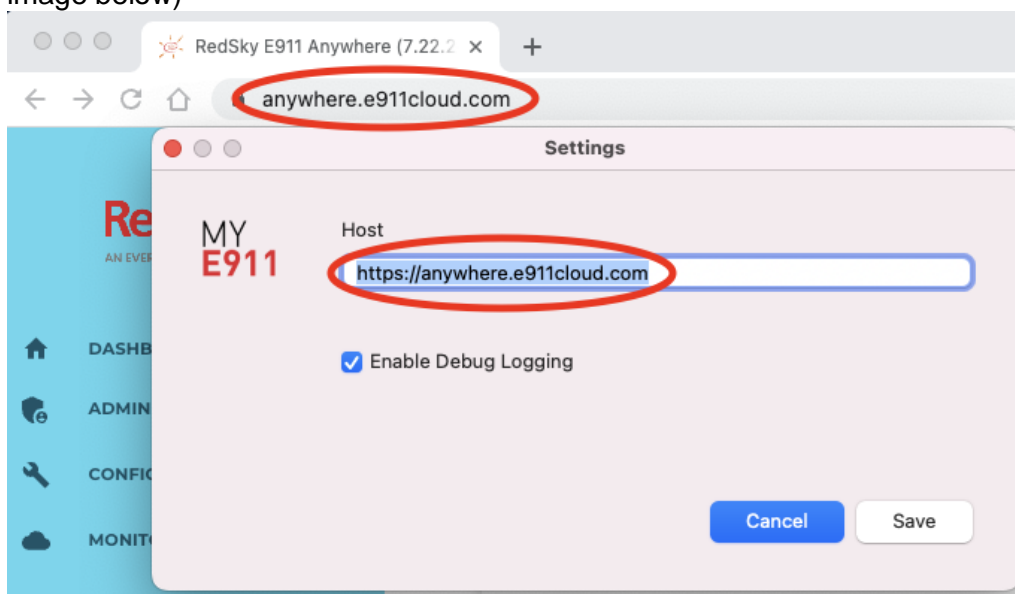
7. Specify a destination folder (optional) and click "Next".

8. Click "Install"

9. After installation you will see a "Device registration" pop-up from the MyE911 Client. Enter your email address then click "Send".

   Note: The email address with which you register your device must match the same email address that your Organization Administrator provisioned in the Horizon Mobility portal
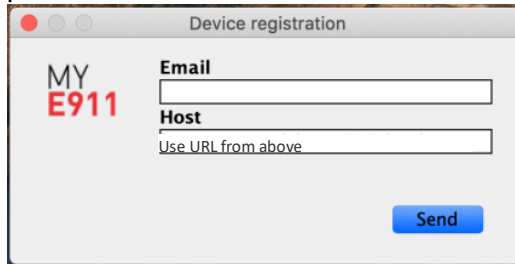
10. You will then be emailed a verification code.

11. You should receive an email with a verification code This email may arrive in your Spam folder. (See image below):
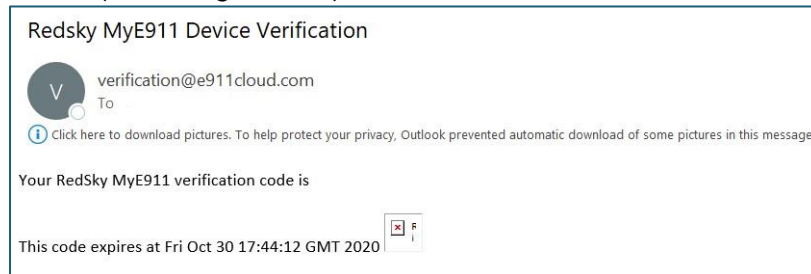
12. Enter the verification code into the "Device Registration pop up (See image below)
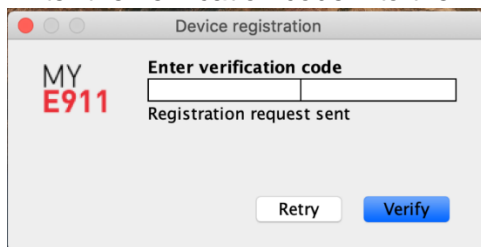
13. Once your device is verified you should receive a macOS notification telling you that your device has been activated. (See image below)
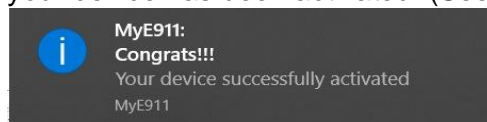
14. If user uninstalls MyE911, the below warning will appear before final uninstallation.
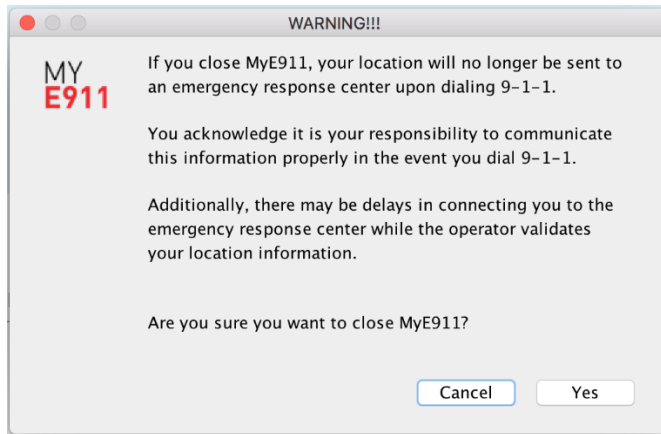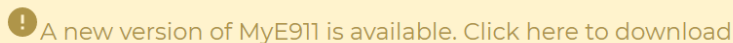
NOTE: In order to enable LLDP capabilities, a script is needed to run with root user privileges.

To enable LLDP, open the terminal and run the following command sudo: /Applications/MyE911.app/Contents/Resources/scripts/mye911-lldp-install.sh $USER

To disable the LLDP permissions, use the following command sudo: /Applications/MyE911.app/Contents/Resources/scripts/mye911-lldp-uninstall.sh

3.3 Updates

When the MyE911 application has available updates, a yellow bar will appear at top of "My Locations" page of the MyE911 Web User Interface, as well as alert the user via a macOS Notification.

4. User Guide

Once a user installs the MyE911 application, it should automatically begin working in the background. If the user's company has provisioned corporate locations, MyE911 will automatically detect their location as they move. However, the MyE911 application will prompt the user to input their current location if it does not recognize where they are, either because they are off-premises or are in a non-provisioned corporate location.

4.1   My Location

Setting Current Location

1. Launch the MyE911 Client application. This can be done by right clicking the MyE911 icon that appears in your task bar, or toolbar. (See image below)

Note: If the user right clicks the icon – the following options appear:

- Open – opens the MyE911Web User Interface (UI) in your default browser
- Snooze – snooze location input prompts for up to 24 hours
- Settings – edit settings for MyE911
- About – MyE911 application information
- Exit – exit the application; however, if you exit out of MyE911 your location will no longer be sent to an emergency response center upon dialing 9-1-1

2. If the MyE911 application cannot determine your location, the MyE911 application will open the MyE911 Web UI, via your default browser, prompting you to select your 'Current Location'. (See image below)

3. Enter the address or location name of your 'Current Location'. The drop-down will auto-populate with a list of locations or addresses that closely match the information you've input. The locations can be:
    a. "Corporate Locations" – locations which have been provisioned by your Administrator for your company. These will have a building icon.
    a. "Personal Locations" – locations which you have previously added via the MyE911 web UI. These will have a house icon.
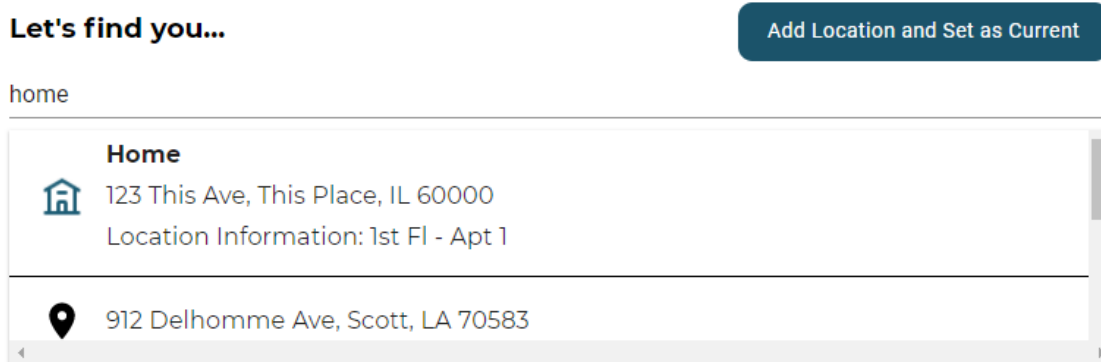
b. Select the location which best describes where you are physically located at the moment, and this will be set as your 'Current Location'. The "My Location" page will display a green success alert with information about your 'Current Location'. (See image below)
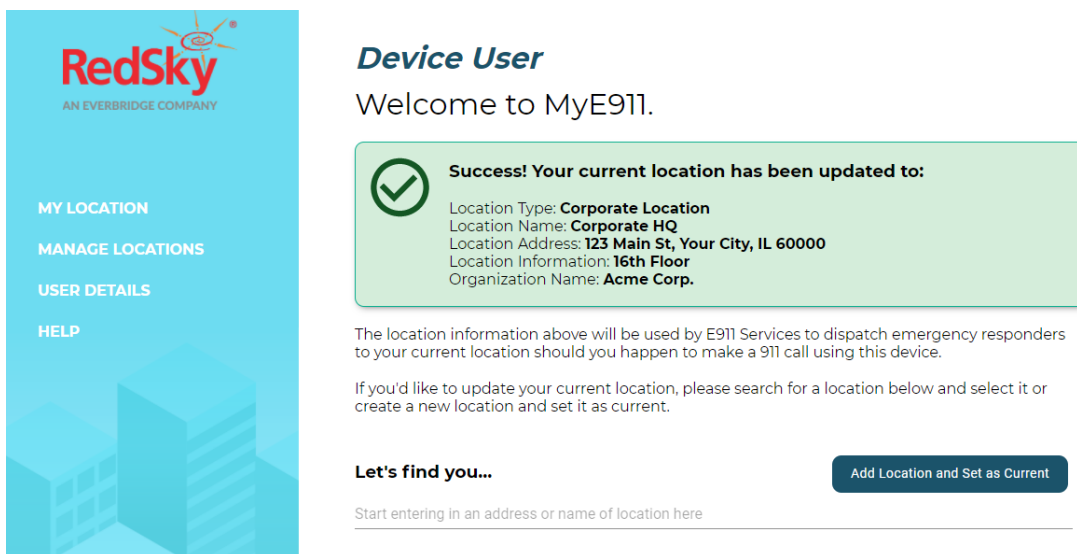
4. You can always open the MyE911 web UI and view the "My Location" page to ensure that MyE911 has correctly detected your 'Current Location'. You can also view this information from the "Manage Locations" page.
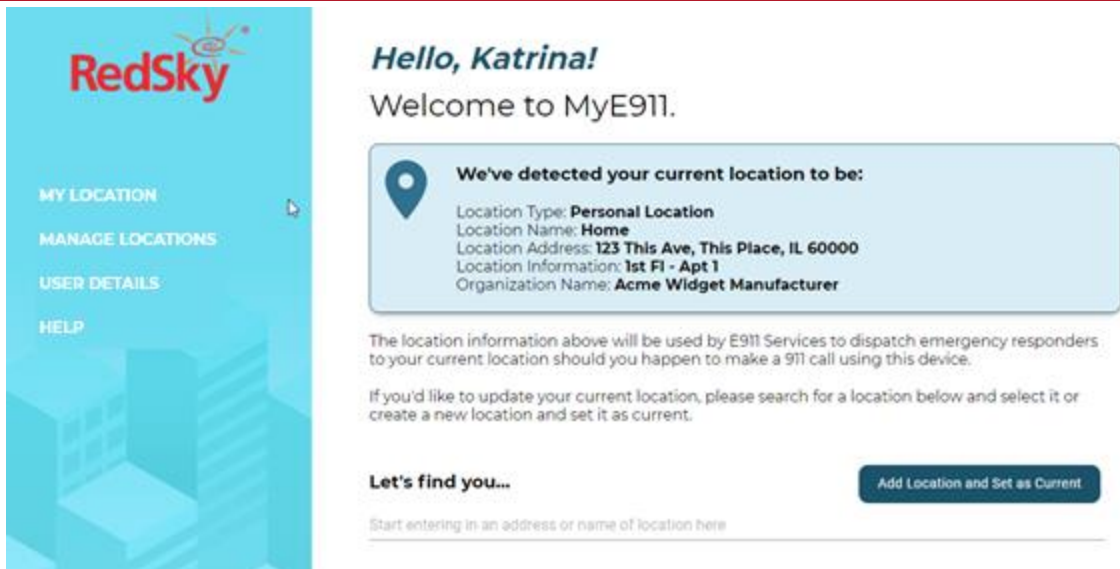
Adding a Personal Location and Setting It to Your Current Location

1. You can create new 'Personal Locations' and set them to be your 'Current Location'. There are two ways to accomplish this from the "My Locations" page.
   a. You can start entering an address in the available search field; preferably one that does not already correlate to a pre-existing Corporate or Personal Location. A drop-down will appear displaying a list of possible address matches that already exist in the system. If you select one of these addresses you will be presented with an "Add Location" form where you can supply a name and additional, detailed, information about their exact location. (See image below)
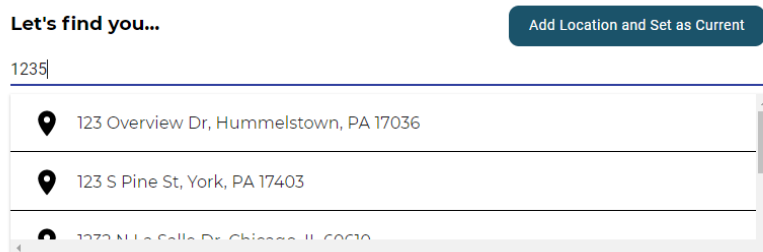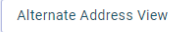
   b. You can also simply click on the "Add Location and Set as Current" button and enter the address directly via the "Add Location" form.

2. The "Add Location" form allows you to supply the needed information in order to save an address as a Personal Location (See image below). You will need to provide the following:
   a. Location Name – a name that identifies the personal location (should not be the same name as other Personal Locations you may have)
   b. Address – civic address for the location
   c. Location Information – granular location information such as room, floor, suite, etc. (This is technically they "dispatchable location" – where emergencies services will look for you)
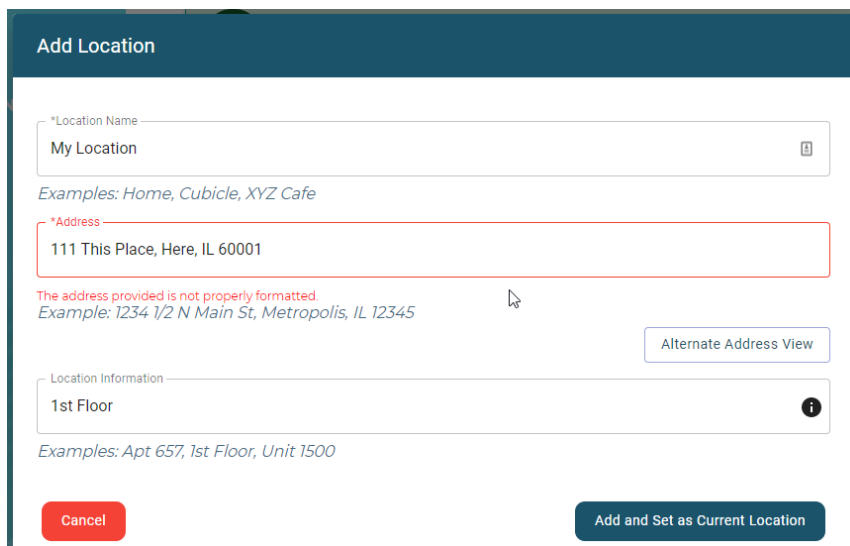
3. Click the "Add and Set as Current Location" button to save the location as a "Personal Location", for future use, and set it as your 'Current Location'.
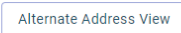
Invalid Address

If you attempt to add a location that contains an invalid address, or one that cannot be validated, the below error prompt will appear in the "Add Location" form. The address should be corrected, and the form re-submitted.

4.2   Manage Locations

You can view all locations (Corporate or Personal) available to you from the "Manage Location" page. Corporate Locations are notated with a building icon. Personal Locations are notated with a house icon. (See image below)
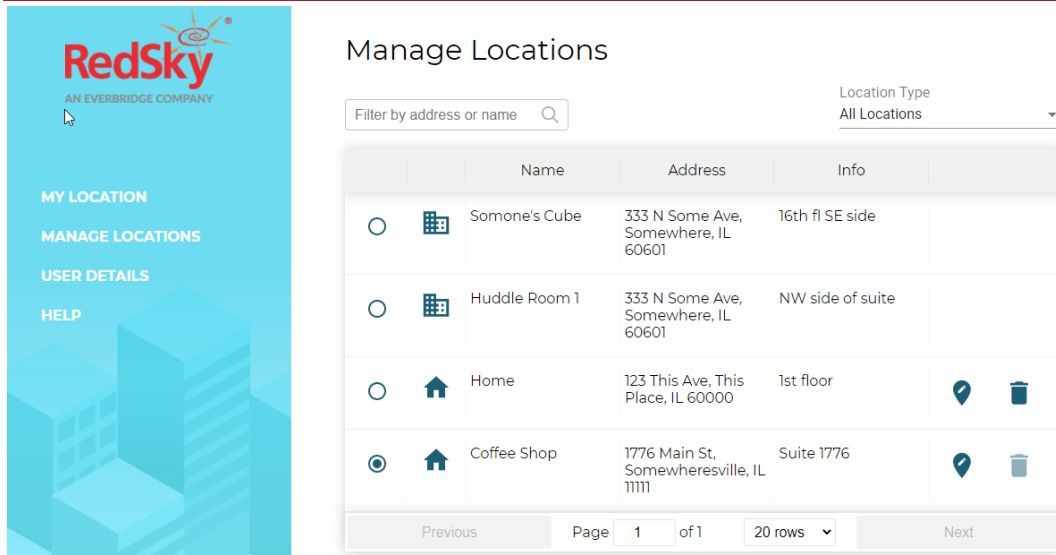
You can filter locations to show only Corporate Locations, only Personal Locations, or both. (See image below)
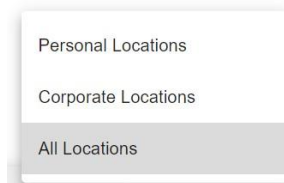
You can set your 'Current Location', as well as edit and delete Personal Locations from this page. You cannot edit or delete Corporate Locations, which is why the edit and delete icons are not available for Corporate Locations.

Setting Current Location from Manage Locations Page

Users can set their current location to a Personal or Corporate Location from the "Manage Locations" page by clicking on the associated radio button.
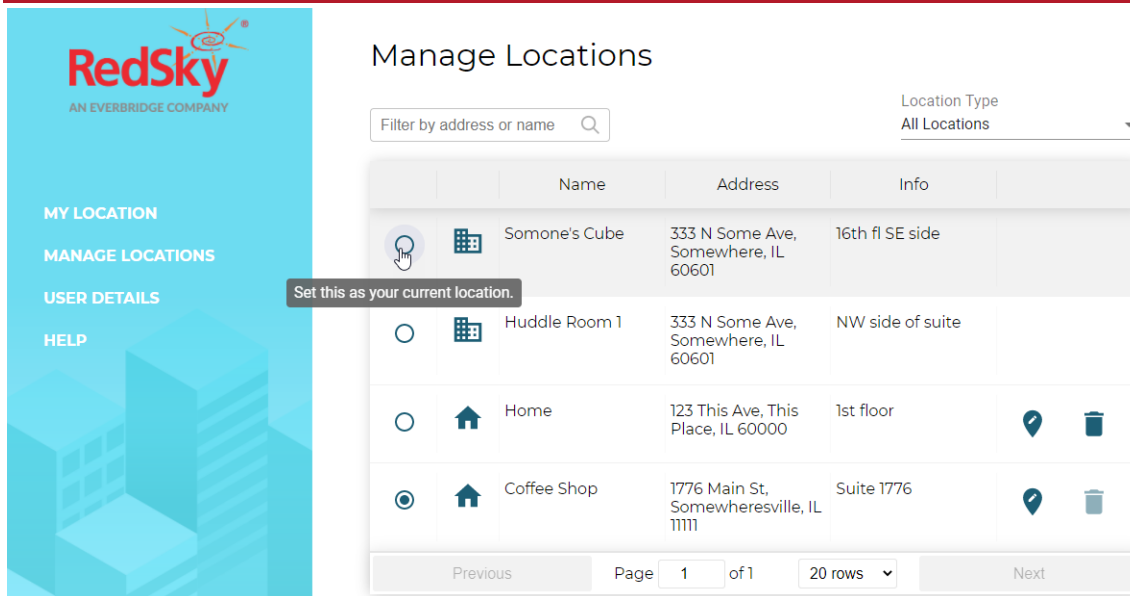
If you would like to change your 'Current Location' from the "Manage Locations" page, they simply select the radio button to the left of one of the locations listed. (See image above)

You will be prompted when you have successfully updated your 'Current Location'. (See image below)
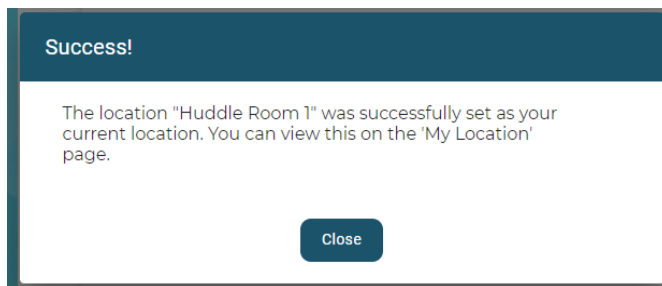
Edit Personal Location

1. You can only edit Personal Locations. Again, Personal Locations are indicated by a house icon next to the location's name. To edit a Personal Location, you must click the edit icon associated with the Personal Location in question. (See image below)
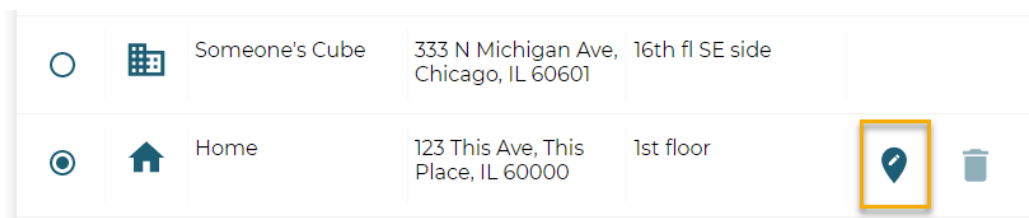
2. An "Edit Location" form will appear. You can edit Location Name, Address, and Location Information. (See image below)

3. Click the "Save" button to update the Personal Location.

Delete Personal Location

1. You can only delete Personal Locations. Again, Personal Locations are indicated by a house icon next to the location's name. To delete a Personal Location click on the associated delete icon for the Personal Location in question. (See image below)
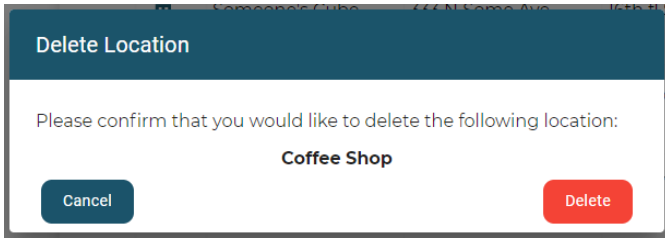

2. A "Delete Location" confirmation box will appear. Select "Delete" to delete the location. See example image below:

Note: You cannot delete a location that is set as your 'Current Location'. (See image below)
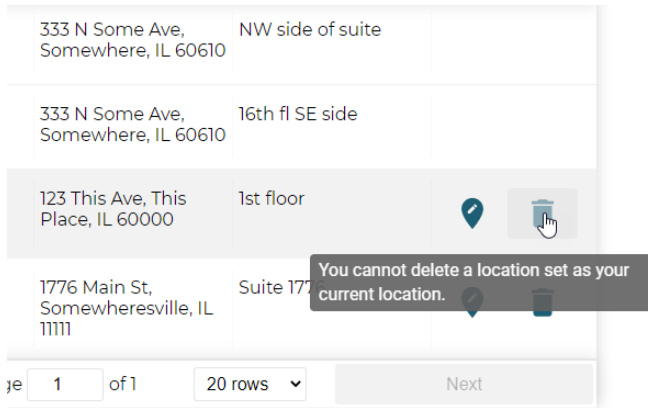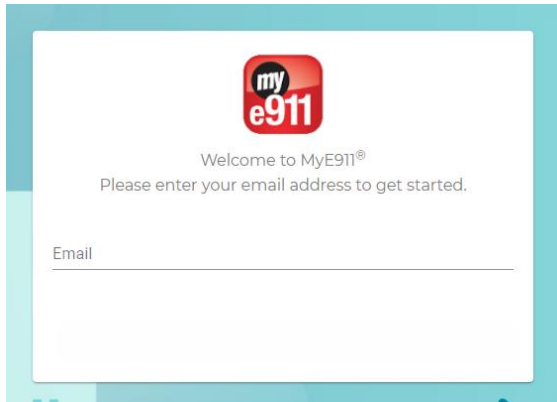

4.3   MyE911 'Lite'

Users can also authenticate themselves and access MyE911 without needing to install the MyE911 Client. Using MyE911 without the client is considered the MyE911 'Lite' version. Users will access the MyE911 UI directly via their web browser to initially set their address, and revisit if their location and/or address changes.

The significant difference between using the MyE911 'Lite' version and the locally installed MyE911 Client is that MyE911 'Lite' users must manually update their current location for 9-1-1 calls whenever move to a new location. With the MyE911 Client installed, MyE911 will keep automatically set the user's location to known places the user has entered previously, or that have been set up by their Administrator.

User Authentication

1. Navigate to the MyE911 'Lite' landing page (given to you by your administrator).
2. Enter the email address that was used to create the User account.

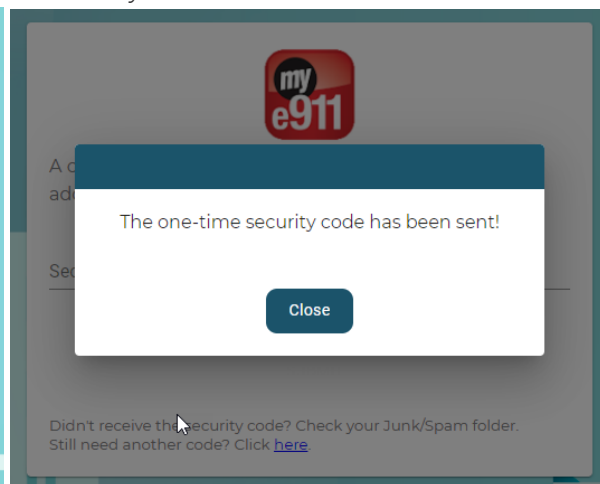3. Enter the one-time security code that was sent to the associated email account.
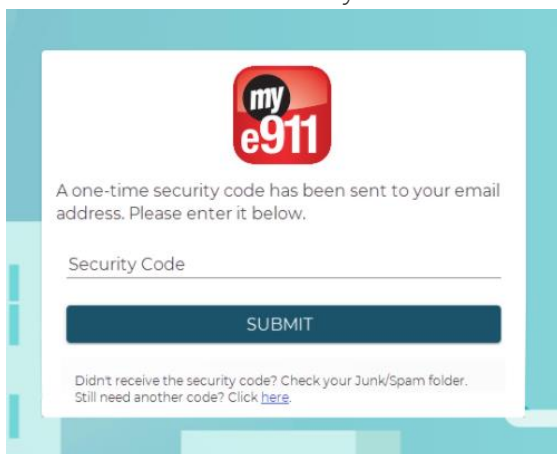
a) **NOTE:** The one-time security code will expire after 24 hours.
4. Users of MyE911 'Lite' will be prompted to reauthenticate after 60 minutes.
5. Users will have the ability to resend a one-time security code.
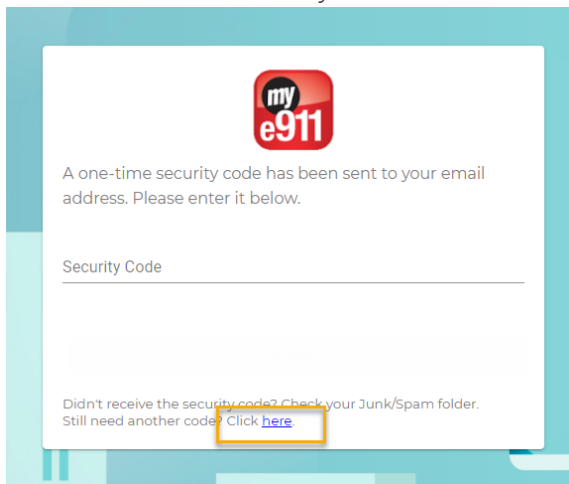
6. Once authenticated, Users will be directed to the 'My Location' page, like they would via the MyE911 Client.

5. Troubleshooting

5.1 Log Files

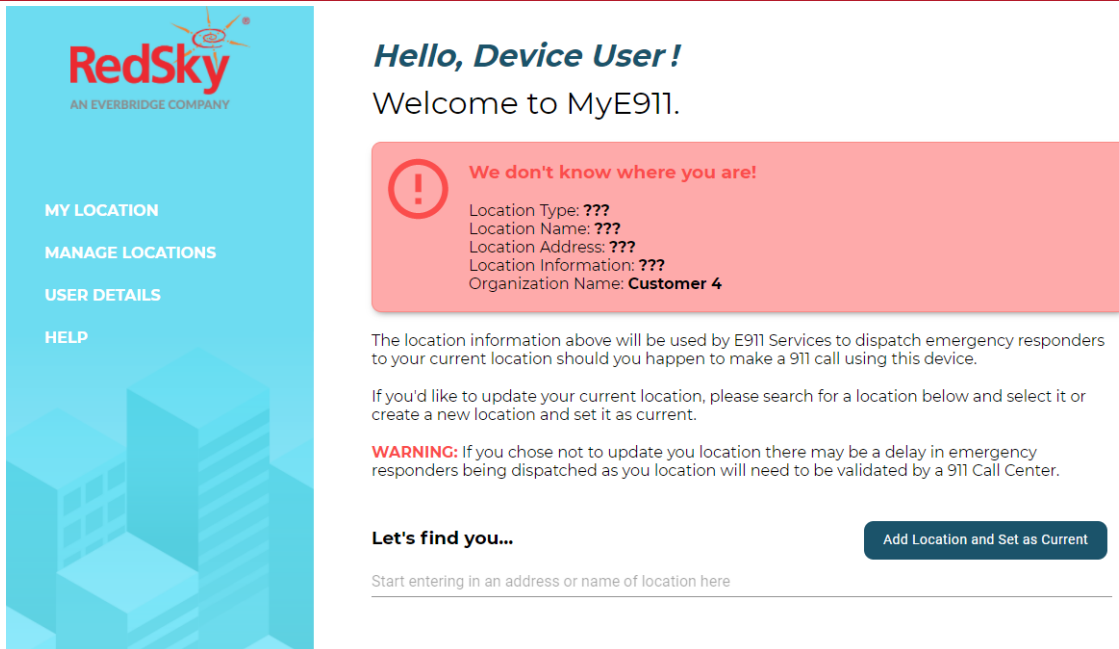The log files are located at ~/Documents/logs. The log files are named 0.log, 1.log, et cetera. The first time the app is launched it will log to 0.log and use that file for the day, then, on the next day, it will log to 1.log and use that file for the day, and so on, up to seven days (6.log). On the 8th day, the app will reuse 0.log and use that file for the day, appending more logs to the end.

Logs are disabled by default, to enable logging in the MyE911 app, follow these steps:
1. Click on the MyE911 icon in the menu bar.
2. Click on Settings.
3. Check the "Enable Debug Logging" checkbox.
4. Click on the Save button.

5.2   App Properties

Unlike the 4.x version, properties are not stored in a file on macOS, but they can be accessed using the defaults command. Here are some examples with their corresponding output:

NOTE: The dollar sign in the examples represents the Terminal prompt, it's not part of the command.

- How to display all app properties

```
$ defaults read com.redsky.mye911

{

        api = "https://primelabdev01.e911cloud.com";

        currentLogFileNumber = 1;

        dateOfLastLog = "2023-03-05 19:26:52 +0000";

        lldpTimeput = 2;

        logsEnabled = 1;

        numOfLogFiles = 7;

        secret = "azO9m/Woyf+zN5+NuowgcpWWi...Xs9zQsjRws/pf006geJXFHQ=";

        token = "x0kt0lNCPnCHneULCYj...HEkYt0NtfFPLH/e5buQXMwc8VhvJg==";

}
```

- How to display a single property

    ```
    $ defaults read com.redsky.mye911 api
    https://primelabdev01.e911cloud.com
    ```

    In this example we're only displaying the API property, which corresponds to the Host field in the Settings dialog of the app.

- How to edit a property

    ```
    $ defaults write com.redsky.mye911 logsEnabled 1
    ```

    In this example, we're manually enabling the logs by setting the logsEnabled property to true.

- How to delete all properties

    ```
    $ defaults delete com.redsky.mye911
    ```

    Deleting all properties will cause the app to trigger the registration dialog again. It's not recommended to do this while the app is running.

5.3   How to reset app prompts

When the app launches for the first time, and when it gets updated, it will show the user some authorization prompts. Those are remembered by the OS and not shown again.

However there is a way to delete the answers given and make the OS prompt the user again. This is done with the tccutil command, here are some examples. Please quit the app first before running the commands.

- How to reset documents folder prompt

  $ tccutil reset SystemPolicyDocumentsFolder com.redsky.mye911
  Successfully reset SystemPolicyDocumentsFolder approval status for com.redsky.mye911

- How to reset all MyE911 prompts

  $ tccutil reset All com.redsky.mye911
  Successfully reset All approval status for com.redsky.mye911

5.4   Removing the app

Normally, deleting an app from the Applications folder is enough to "uninstall" it. However, that is not enough to completely remove all traces of MyE911 in the Mac.

Follow these steps to remove everything the app generates. Remember to quit the app before uninstalling.

From the Terminal, run these commands:

1. rm -fr ~/Documents/logs

2. defaults delete com.redsky.mye911

3. sudo /Applications/MyE911.app/Contents/Resources/scripts/mye911- lldp-uninstall.sh

4. rm -fr /Applications/MyE911.app

5. osascript -e 'tell application "System Events" to delete every login item whose name is "MyE911"'

6. tccutil reset All com.redsky.mye911

NOTE: Running the LLDP uninstall script (step 3) will require to run the install script again if the app is reinstalled.