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MASERGY

# Emergency Routing Service

## E911 Administrator Guide

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Version 1.5

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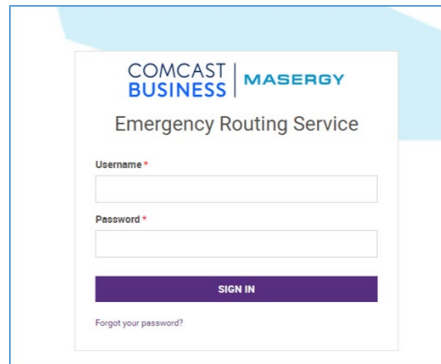
## Masergy ERS Portal E911 Administration Guide

This [Masergy Emergency Routing Service](#) e911 administration guide will provide the customer e911 team the ability to add, modify, and delete – Subscribers, Emergency Response Locations (ERL), Subnets, Wireless Access Points, and Switches for their service with Masergy.

**Note:** Masergy will handle any batch provisioning requirements.

### Masergy ERS Portal Sign In.

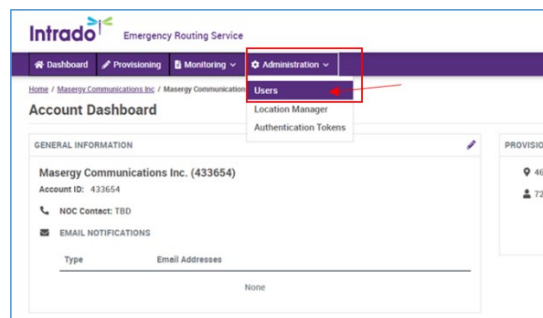
Using your administrator credentials sign into the Masergy ERS portal credentials at [https://911.masergy.com/users/sign\\_in](https://911.masergy.com/users/sign_in).



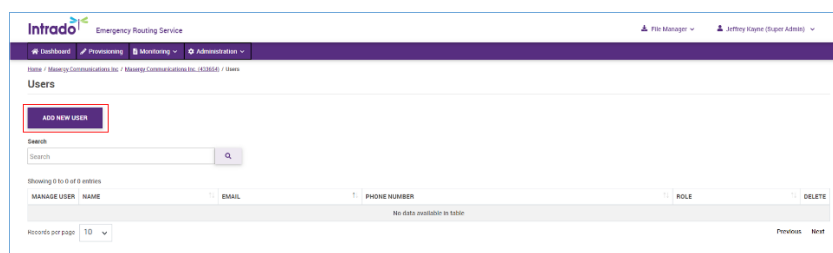
### e911 Administrator Management

The e911 Administrator can manage the administrators for their enterprise account. The e911 administrator can create additional e911 administrators, reset passwords, and delete. The following procedure outlines the steps to follow.

1. In the e911 enterprise account dashboard, locate the **Administration** tab as shown in the image, from the drop-down menu, select **Users**.



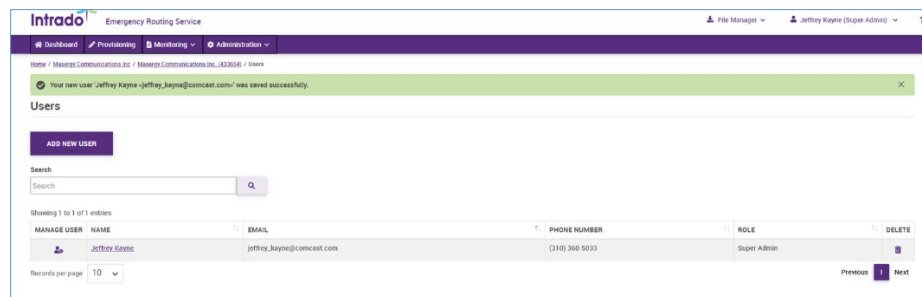
2. Next, select **Add New Users**.



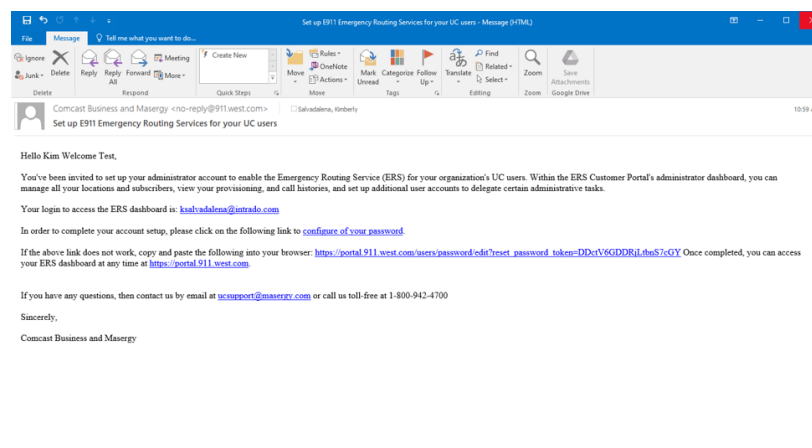
- Fill out the **New User** form including their name, email address, contact phone number, and the **Role** from the drop-down menu. For the **Role** select **Super Admin**. When finished select **Save**.

- The new e911 administrator has now been created. A welcome email from the Masergy ERS portal is sent to the new e911 administrator.

**Note:** the password link in the welcome email expires after 24 hours.



- Sample Welcome email.



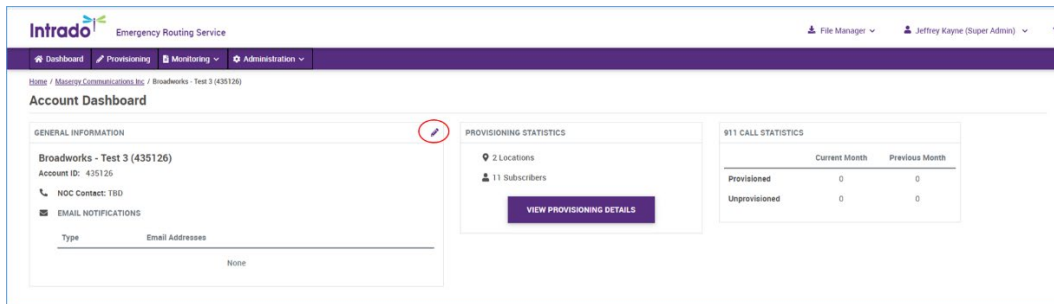
- When the new e911 administrator selects the login link from the welcome email, will log them into the Masergy ERS Portal login screen to create their password. After the e911 administrator has successfully created their password is automatically logged into the Masergy ERS Portal landing page for their enterprise account.
- Repeat the above steps to create additional e911 administrators.

## Email Notification Management

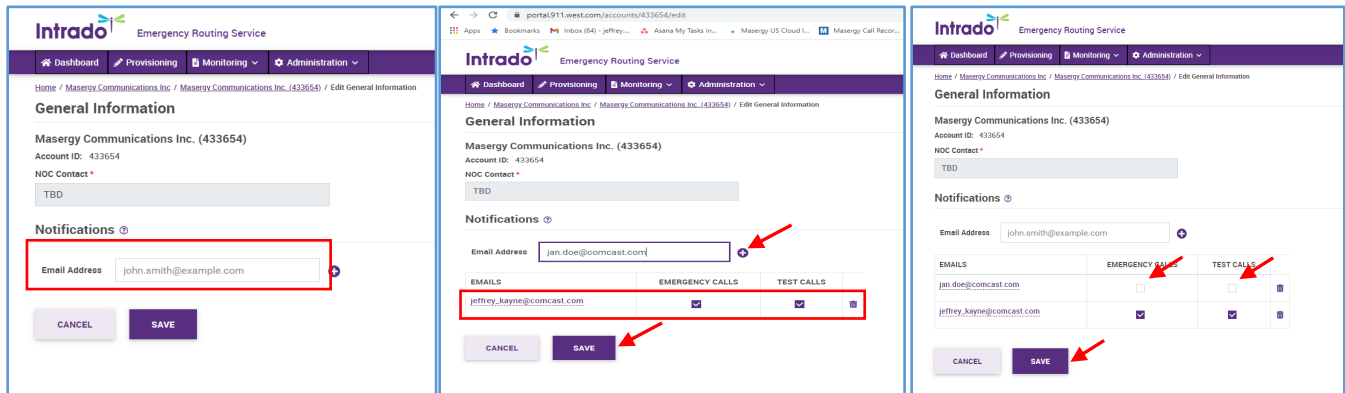
E911 Administrators and non-administrators can receive email notifications for a 911 emergency calls and 933-test calls. E911 administrators can add email notification for their own account or Masergy can do this for you.

**Note:** both e911 administrators and non-administrators can receive these email notifications.

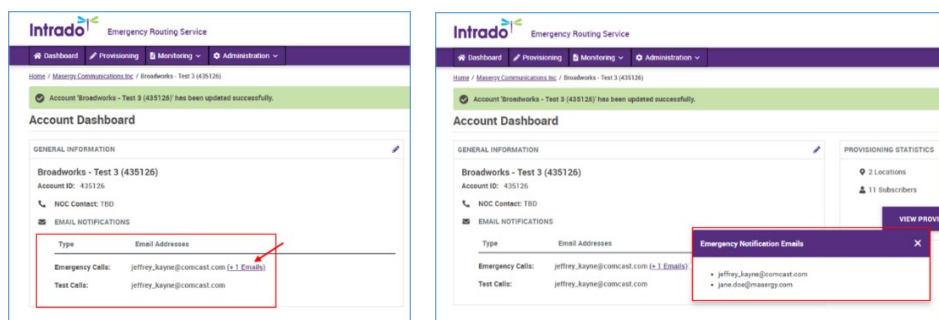
1. From the Account Dashboard, select the Edit (pencil icon), to add email addresses for email notifications.



2. Enter the email address; select the “+” to add this email address. Next, select the checkboxes to enable this email address for Emergency Calls and/or Test Calls notifications.
  - a) Emergency Calls is whenever any end-user would dial 911.
  - b) Test Calls is where the end-users might test their e911 location information by dialing 933.
  - c) If you need to remove a user from the email notification, select the trashcan icon to delete them



3. In the Account Dashboard, a list of users is displayed that will receive the e911 email notifications.



- In the Account Dashboard, if you need to add, modify, or remove the e911 email notification assignments, select the pencil icon to enter the Notifications screen.

**Intrado Emergency Routing Service**

Dashboard | Provisioning | Monitoring | Administration

Home / Masergy Communications Inc. / Broadworks - Test 3 (435126) / Edit General Information

**General Information**

Broadworks - Test 3 (435126)  
Account ID: 435126  
NOC Contact: TBD

**Notifications**

Email Address: john.smith@example.com

EMAILS | EMERGENCY CALLS | TEST CALLS

jeffrey\_kayne@comcast.com | ☒ | ☒

jane.doe@masergy.com | ☒ | ☐

[To Add a new person for email notifications](#)  
[To Modify a person's email notifications](#)  
[To Remove a person from email notification](#)

[CANCEL](#) [SAVE](#)

- Sample 933Test Email notice comes from Comcast Business and Masergy. The 911 emergency email is similar.

**Test Call Notification from 9167600815** External | Inbox X

**Comcast Business and Masergy** <ERS@la.911.intrado.com> to me

Account Name: Masergy Communications Inc. (433654)  
Endpoint: 9167600815  
Callback Number: 9167600815

Location Data:  
Street Number: 10011  
Street Name: Balboa Blvd  
Location: Home office  
City: Northridge  
State: CA  
Zip Code: 91325  
[View in Map](#)

Time: 2022-05-03 11:17:55 - PDT

SIP Details:  
SRC/IP-PBX: 206.75.11.171  
Subscriber Header FROM: "Jeffrey Kayne CCK 700";tag=1030859345-1651601874922-  
Subscriber Header CONTACT:  
Subscriber Header P-Asserted-Identity:  
Subscriber Header TO:

Masergy support contacts  
Call: 1-800-942-4700  
Email: [ucsupport@masergy.com](mailto:ucsupport@masergy.com)  
Dashboard Login: <https://portal.911.west.com>

[Reply](#) [Forward](#)

## Emergency Response Location (Regional) e911 Notification

To set up e911 email notification for any regional location is accomplished inside the Emergency Response Location (ERL) routing options section.

- Search for the ERL where you want to add a regional 911 emergency email notification.

**FILTER**

ERLs | SUBSCRIBERS | SUBNETS | WIRELESS ACCESS POINTS | SWITCHES

[+ ADD ERL](#)

Search: 10011 Balboa

Showing 1 to 10 of 57 entries

EDIT	ERL INFORMATION	ERL NAME	RESPONDER TYPE	ROUTING STATUS	ADDRESS STATUS	PROVISIONING SOURCE	ACCOUNT NAME	LAST UPDATED	DELETE
	10011 Balboa Blvd, Northridge, CA 91325 Home office ERL ID: 933654-0001 433654-0001-0001	JK Dog House	PSAP	Enhanced	Valid	ERS Interfaces	Masergy Communications Inc. (433654)	2022-05-03 @ 12:24:52	
	11275 Canbyville Court, San Diego, CA 92128 ERL ID: 5159741-ARSA 433654-0001-0001-0001	Vivek Nithya	PSAP	Enhanced	Valid	Location Manager	Masergy Communications Inc. (433654)	2022-04-16 @ 02:21:56	
	2835 Plaza Del Amo, Torrance, CA 90503	HB Home	PSAP	Enhanced	Valid	Location Manager	Masergy Communications Inc. (433654)	2022-04-15 @ 13:57:54	

**ERL Associations**

SUBSCRIBERS: 1 | SUBNETS: 0 | ACCESS POINTS: 0 | SWITCHES: 0

Showing 1 to 1 of 1 entries

(469) 291-8321

[Prev](#) [Next](#)



- Select the edit (pencil) icon to modify the selected **ERL**.

▼ FILTER

ERLS SUBSCRIBERS SUBNETS WIRELESS ACCESS POINTS SWITCHES

+ ADD ERL

Search

10011 Balboa

Showing 1 to 2 of 2 entries

EDIT	ERL INFORMATION	ERL NAME	RESPONDER TYPE	ROUTING STATUS	ADDRESS	PROVISIONING SOURCE	ACCOUNT NAME	LAST UPDATED	DELETE
	10011 Balboa Blvd, Northridge, CA 91325 Home office ERL ID: 62KCBSE-DAA6-447E-8B13-FA2B9E9D12A	JK Dog House	PSAP	Enhanced	Valid	ERS Interfaces	Masergy Communications Inc. (433564)	2022-05-03 @ 12:24:52	
	10011 Balboa Blvd, Northridge, CA 91325 ERL ID: 5D05765A-956C-4D86-8C4D-00339379FD8	Jenny Kojan	PSAP	Enhanced	Valid	Location Manager	Masergy Communications Inc. (433564)	2022-01-05 @ 14:59:44	

Records per page: 10

Previous 1 Next

- Select the edit (pencil) icon in the **Routing Options**.

Edit ERL

+ ADD ERL RETURN TO PROVISIONING

JK Dog House

10011 Balboa Blvd, Northridge, CA 91325  
Home office  
ERL ID: 62KCBSE-DAA6-447E-8B13-FA2B9E9D12A

Valid address  
Routes to PSAP with enhanced 911 capabilities

Routing Options

Delivery Method: PSAP Direct  
Custom Callback

Enter Associations (optional)

SUBSCRIBERS 2 SUBNETS 0 ACCESS POINTS 0 SWITCHES 0

Enter ID(s)  
☒ Subscriber ☐ DID Range

- In the Email Notifications field, enter the email address for the e911 email notification. Select the “+” to enter each email address.

Edit ERL

+ ADD ERL RETURN TO PROVISIONING

JK Dog House

10011 Balboa Blvd, Northridge, CA 91325  
Home office  
ERL ID: 62KCBSE-DAA6-447E-8B13-FA2B9E9D12A

Valid address  
Routes to PSAP with enhanced 911 capabilities

Routing Options

Delivery Method: ☒ PSAP ☐ Security Desk ☐ Three way  
Custom Callback

Email Notifications

john.smith@example.com

CANCEL SAVE

Enter Associations (optional)

SUBSCRIBERS 2 SUBNETS 0 ACCESS POINTS 0 SWITCHES 0

Enter ID(s)  
☒ Subscriber ☐ DID Range

Example (111) 111-1111

Search

- When you are finished adding all of the e911 email addresses for this ERL, select **SAVE**.

Edit ERL

+ ADD ERL RETURN TO PROVISIONING

JK Dog House

10011 Balboa Blvd, Northridge, CA 91325  
Home office  
ERL ID: 62KCBSE-DAA6-447E-8B13-FA2B9E9D12A

Valid address  
Routes to PSAP with enhanced 911 capabilities

Routing Options

Delivery Method: ☒ PSAP ☐ Security Desk ☐ Three way  
Custom Callback

Email Notifications

john.smith@example.com

EMAILS

henrydog@gmail.com

CANCEL SAVE

Enter Associations (optional)

SUBSCRIBERS 2 SUBNETS 0 ACCESS POINTS 0 SWITCHES 0

Enter ID(s)  
☒ Subscriber ☐ DID Range

Example (111) 111-1111

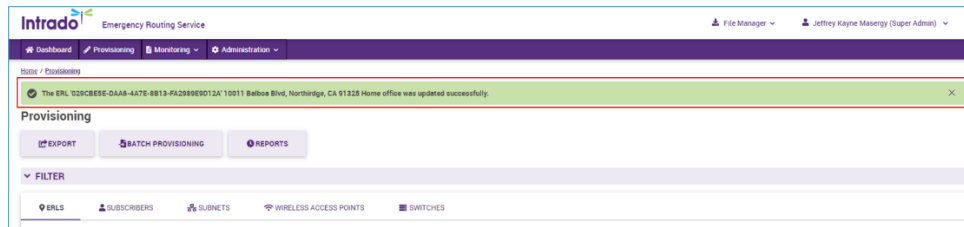
Search

Showing 1 to 2 of 2 entries

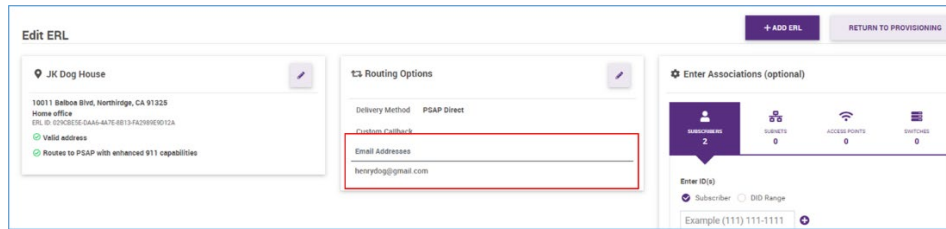
SUBSCRIBERS

(310) 360-5033

6. A green banner will be displayed showing the ERL update was successful.



7. To review any e911 email notification address for an ERL, simply select the edit icon and view the **Email Addresses** listed in the Routing Options section.

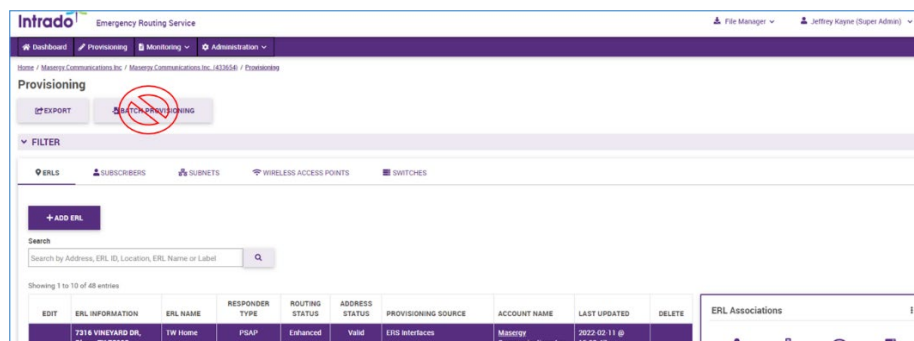


8. Repeat the above steps to add or delete the 911 Email Notifications email addresses.

**Note:** All 933 Test notifications are administered at the enterprise level.

## e911 Batch Provisioning of Subscribers

Masergy will handle all customer requests for batch provisioning for adding **Subscribers** and **Emergency Response Locations (ERL)**. Masergy will provide the e911 Administrator, the e911 Worksheet to fill out. When the completed e911 Worksheet is returned, Masergy will proceed to finish the batch provisioning for the enterprise account.



## e911 Location Manager for Hosted UC

The Masergy 911 Location Manager is an application that is installed on the end user's device (PC / MAC). The application provides a way for the end user to update their emergency location as they move. The application keeps track of the user's location and prompts the end user for their location when it detects a location change (change in IP, connected switch mac, connected access point).

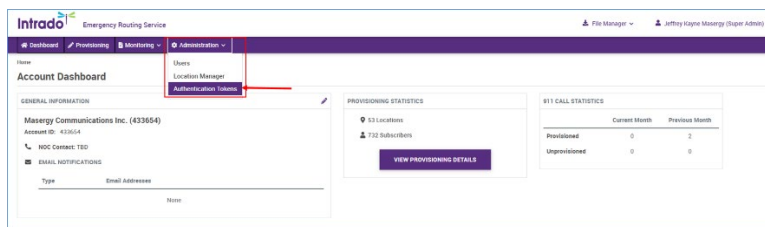
## E911 Location Manager – Customer Account ID and Token

Masergy or the e911 Administrator will need to provide the customer enterprise ID and token which is required for the Location Manager Client. The end-user when installing the Location

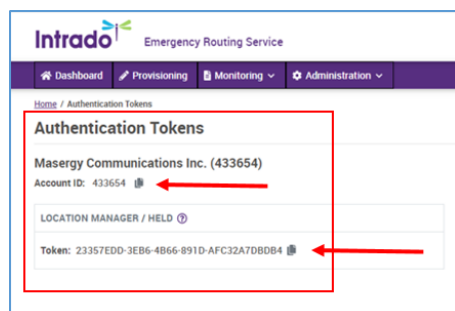


Manager application on the Windows / Mac desktop will need to use this information. The Location Manager does support Windows silent installation.

1. In the Account Dashboard, form the top menu **Administration** drop-down menu, select the **Authentication Tokens**



2. **Authentication Tokens** windows provides the **Account ID** and **Token** that is required for the installation of the 911 Location Manager.



## Windows Silent Installation Instructions

The silent installation procedure needs to be executed on each end-user device that the Location Manager application is installed on.

1. Obtain the Location Manager Installation package from the Masergy [Software and Download](#) web page.
2. Extract the zipped installation package and select the *911LocationManagerSetup.exe* file.

## Command-line: (silent install)

Navigate to the location of the executable file. The Enterprise Account ID and Token will need to be inserted into the silent install command

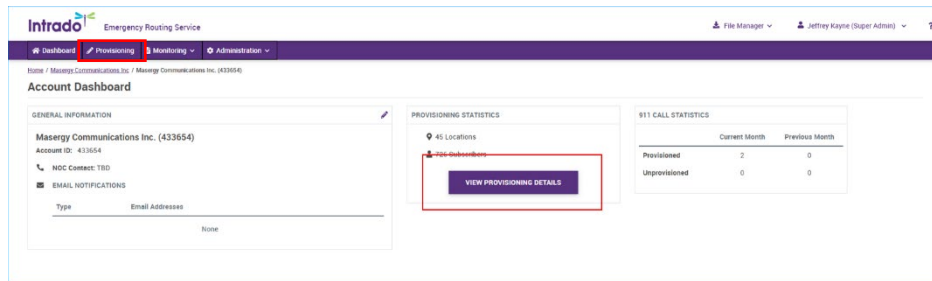
- Sample Enterprise Account ID = 433188
- Sample Account Token = 44B0D255-F1AA-468A-879B-9AE8ADB4B740

**911LocationManagerSetup.exe /S -accountid=<Enterprise Account ID> -token=<Account token>**

**911LocationManagerSetup.exe /S -accountid=433188 -token=44B0D255-F1AA-468A-879B-9AE8ADB4B740**

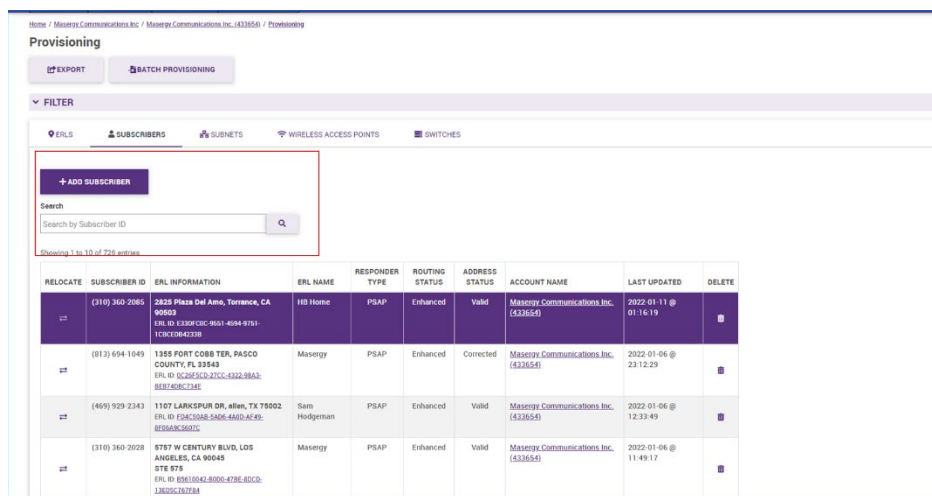
## Add New Subscribers

- From the Account Dashboard, select the **View Provisioning Details** or **Provisioning** tab.

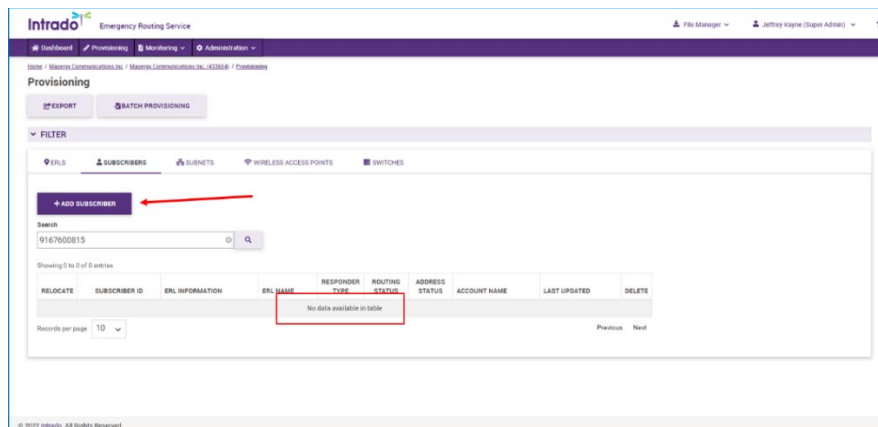


- The **Provisioning** displays several tabs for the **Emergency Response Locations (ERL)**, **Subscribers**, **Subnets**, **Wireless Access Points**, and **Switches**. Select the **Subscribers** tab; first do a search on the telephone number (TN) to make sure it is not already registered.

**Note:** The Subnets, Wireless Access Points, and Switches only pertains to the Hosted UC customers that want to use dynamic routing. MS Teams / SIP Trunk customers will not use these devices in this portal.



- For a new **Subscriber**, enter the telephone number and search to verify if the subscriber already exists and if they have been assigned to an ERL. In this example, a subscriber (9167600815) search provided that no data was available. You can proceed to add this new subscriber to this account. Select the **Add Subscriber**.



4. Adding a new subscriber can be done individually or in a range of telephone numbers.

5. The e911 administrator after entering the subscriber number will need to select the "+" symbol before continuing to the Next step. The "+" saves the entered number entered. Select **Next** when you are ready to proceed to selecting the ERL option for the subscriber(s).

**Note:** multiple individual subscribers can be added before proceeding to the next step.

6. Next, you will select the **Select ERL Option** that best suits the new subscriber(s) being added.

- a) **Associate to an existing ERL** – opens a dialog box to search the list of ERLs

- b) **Associate to a new ERL** – opens a dialog box for creating a new ERL. All new addresses entered are validated to ensure the proper routing of e911 emergency services with that address.

The screenshot shows the 'Add Subscriber' process in the Intrado Emergency Routing Service. Step 1, 'ENTER SUBSCRIBER(S)', includes a 'Subscriber ID' field with an example '(111) 111-1111' and a '(114) 760-0815' field. Step 2, 'SELECT ERL OPTION', shows three radio button options: 'Associate to an existing ERL', 'Associate to a new ERL' (which is selected), and 'Do not associate to any ERL'. A red arrow points to the 'NEXT' button. Step 3, 'ADD/SELECT AN ADDRESS', shows the 'Emergency Response Location' form. It includes fields for 'ERL Name' (required), 'House #', 'Street/Road', 'City', 'State' (dropdown), 'Country' (dropdown), and 'ZIP Code'. A red box highlights the entire step 3 form, and a red arrow points to the 'VALIDATE ADDRESS' button at the bottom right.

- c) **Do not associate with any ERL** – this will add the new subscriber(s) without an associated ERL because the entries is using HELD information.

This screenshot shows the 'Add Subscriber' process in the Intrado Emergency Routing Service. Step 1 is the same as the previous screenshot. In step 2, 'SELECT ERL OPTION', the 'Do not associate to any ERL' radio button is selected. A red arrow points to the 'ADD SUBSCRIBER(S)' button. Step 3 is not visible in this screenshot.

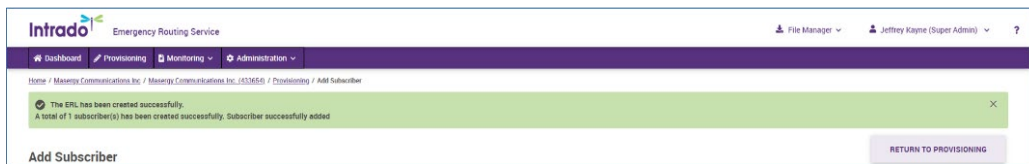
7. For this new **Subscriber**, no existing ERL address was suitable. A new ERL needs to be created for this remote subscriber and validated. The e911 administrator after filling in the ERL information would select the Validate Address.

This screenshot shows the 'Add Subscriber' process in the Intrado Emergency Routing Service. Step 1 is the same. In step 2, 'Associate to a new ERL' is selected. In step 3, the 'Emergency Response Location' form is shown with the following filled-in information: 'ERL Name' is 'JK House', 'House #' is '10011', 'Street/Road' is 'Balboa Blvd', 'City' is 'Northridge', 'State' is 'California', 'Country' is 'US', and 'ZIP Code' is '91325'. A red arrow points to the 'VALIDATE ADDRESS' button.

8. Once the new ERL address is validated, the e911 administrator would select the **Complete** button to finish the process.

The screenshot shows the 'ADD/SELECT AN ADDRESS' step in the Intrado Emergency Routing Service. The form is divided into three sections: 'Subscriber', 'What ERL to associate to', and 'Routing Options'. The 'Subscriber' section has a 'SUBSCRIBER ID' field with the example '(111) 111-1111' and a 'NEXT' button. The 'What ERL to associate to' section has two radio buttons: 'Associate to an existing ERL' (selected) and 'Associate to a new ERL'. The 'Routing Options' section has a 'Delivery Method' section with 'PSAP' selected, a 'Custom Callback' field, an 'Email notifications' field with 'john.smith@example.com', and an 'ERL ID' field. A red arrow points to the 'COMPLETE' button. Below the 'COMPLETE' button, a green banner message states 'Location successfully validated' and lists the address '10011 Balboa Blvd, Northridge, CA 91325' as the 'Home office'. Below this, it says 'Valid address' and 'Routes to PSAP with enhanced 911 capabilities'.

9. In the Account Dashboard, a green banner message is displayed showing the ERL was created successfully and the total number of new subscriber(s) that have been added.



10. The new subscriber is now already active.

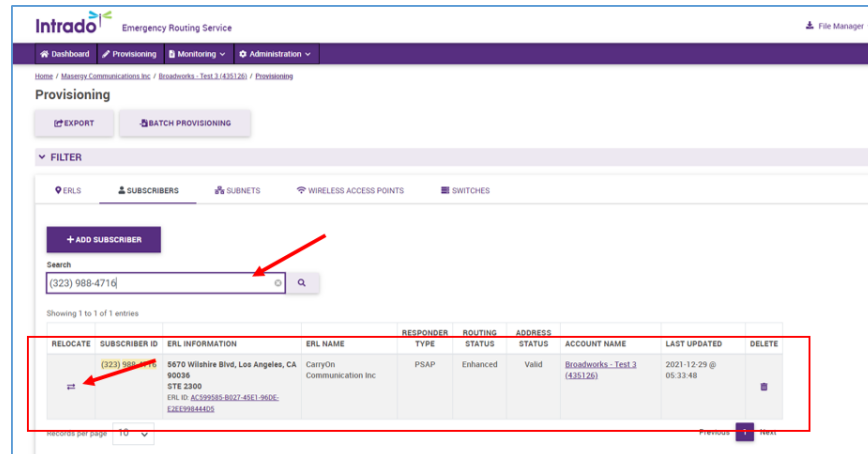
The screenshot shows the 'Provisioning' page in the Intrado Emergency Routing Service. The table displays the newly added subscriber with the following details:

RELOCATE	SUBSCRIBER ID	ERL INFORMATION	ERL NAME	RESPONDER TYPE	ROUTING STATUS	ADDRESS STATUS	ACCOUNT NAME	LAST UPDATED	DELETE
23	9167600815	10011 Balboa Blvd, Northridge, CA 91325 Home e911 ERL ID: 9167600815 (AM-4531-8813) (A2000/0002A)	JK House	PSAP	Enhanced	Valid	Masergy Communications, Inc. (632656)	2022-01-17 @ 18:14:19	[X]

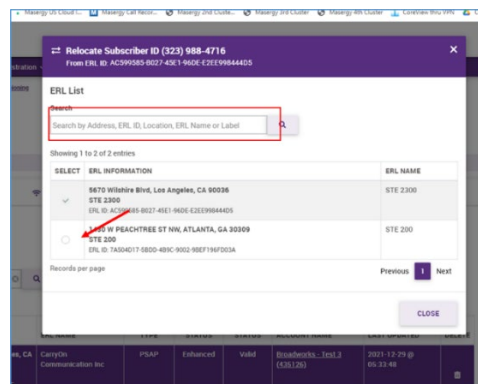
## Change Emergency Response Location for a Subscriber

If any subscribers have relocated from an assigned Emergency Response Location (ERL) to a new ERL this can be managed by the e911 Administrator or by Masergy.

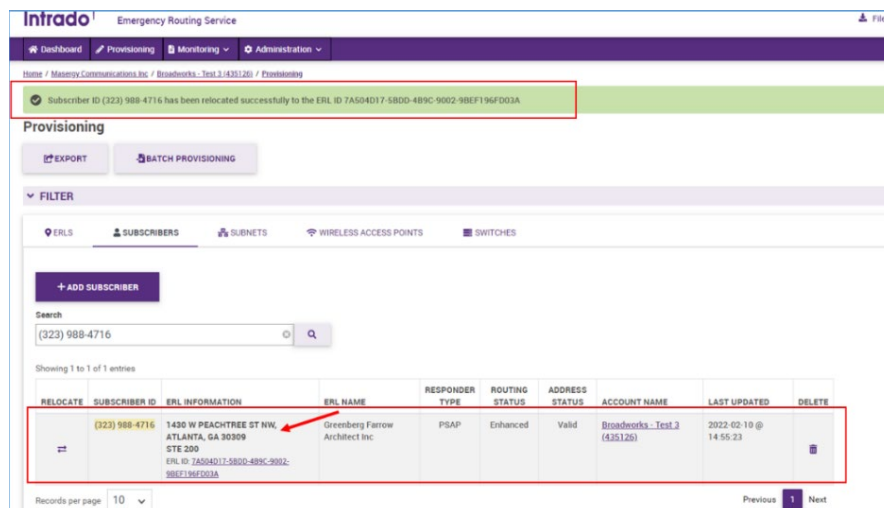
1. In the **Subscribers** tab, search for the subscriber that needs to relocate their ERL. Next, select the **Relocate** icon (arrow).



2. The **ERL List** allows you to search for the ERL the subscriber needs to be relocated. Select the radio button next to the ERL.



3. The **Subscriber** is relocated to the new ERL. A banner displays the results of the actions taken.





## Add New Emergency Response Location

If any subscribers require a new **Emergency Response Location** (ERL) such as for a remote user, a new ERL can be created by the e911 Administrator or by Masergy.

1. Select the **+ Add ERL** button to create the ERL.

The screenshot shows the 'ERLs' section of the provisioning interface. At the top, there are tabs for 'EXPORT' and 'BATCH PROVISIONING'. Below is a 'FILTER' section with tabs for 'ERLs', 'SUBSCRIBERS', 'SUBNETS', 'WIRELESS ACCESS POINTS', and 'SWITCHES'. A '+ ADD ERL' button is highlighted with a red box. Below the button is a search bar labeled 'Search by Address, ERL ID, Location, ERL Name or Label'. A table of existing ERLs is shown, with columns for 'EDIT', 'ERL INFORMATION', 'ERL NAME', 'RESPONDER TYPE', 'ROUTING STATUS', 'ADDRESS STATUS', 'PROVISIONING SOURCE', 'ACCOUNT NAME', 'LAST UPDATED', and 'DELETE'. Two ERLs are listed: one for '5070 Wilshire Blvd, Los Angeles, CA 90036' and another for '1439 W PEACHTREE ST NW, ATLANTA, GA 30309'. A 'No ERL selected' message is displayed on the right.

2. Fill in the **Emergency Response Location** form completely. Select **Validate Address**.

The screenshot shows the 'Add ERL' form with three steps: '1. VALIDATE ADDRESS', '2. CONFIGURE ROUTING', and '3. ADD ASSOCIATIONS'. The 'VALIDATE ADDRESS' step is active. The form contains the following fields: 'ERL Name' (required, with a red asterisk), 'House #', 'Streets/Road', 'City', 'Country' (dropdown menu), 'State' (dropdown menu), 'ZIP Code', and 'Location' (with a hint 'e.g. Floor, Suite...'). There is an 'Add Label' link and two buttons: 'CANCEL' and 'VALIDATE ADDRESS' (highlighted with a red arrow).

3. Here is an example of the **Emergency Response Location** form ready to be validated.

The screenshot shows the 'Add ERL' form with the same three steps as the previous screenshot. The 'VALIDATE ADDRESS' step is active. The form contains the following fields: 'ERL Name' (required, with a red asterisk), 'House #', 'Streets/Road', 'City', 'Country' (dropdown menu), 'State' (dropdown menu), 'ZIP Code', and 'Location' (with a hint 'e.g. Floor, Suite...'). There is an 'Add Label' link and two buttons: 'CANCEL' and 'VALIDATE ADDRESS' (highlighted with a red arrow). The example data entered is: 'Henry Office' for ERL Name, '10011' for House #, 'Balboa Blvd' for Streets/Road, 'Northridge' for City, 'US' for Country, 'California' for State, '91325' for ZIP Code, and '3rd Bedroom' for Location.

- After the ERL, address is validated. In the **Routing Options → Delivery Method**, select **PSAP**. Select the **ADD ERL** button to finish creating the new ERL.

The screenshot shows the 'Add ERL' form with two main sections: 'VALIDATE ADDRESS' and 'CONFIGURE ROUTING'. In the 'VALIDATE ADDRESS' section, the address '19011 Bellvue Blvd, Northridge, CA 91325' is listed as 'Valid address'. In the 'CONFIGURE ROUTING' section, the 'Delivery Method' is set to 'PSAP'. The 'ADD ERL' button is highlighted with a red arrow.

**Note:** For the Routing Options – Delivery Method, **PSAP** is the only option supported by Masergy.

- The new ERL is now available. In the image, an administrator can add the new Subscribers to be associated with the ERL.

The screenshot shows the 'Add ERL' form with the 'ADD ASSOCIATIONS' step. The 'Enter Associations (optional)' section is highlighted with a red arrow. It includes a search bar for 'Subscriber' and a table for 'SUBSCRIBERS'.

- Select the **Return to Provisioning** and a banner would be displayed with the results of the actions taken.

The screenshot shows the 'Add ERL' form with the 'RETURN TO PROVISIONING' button highlighted. A banner at the top indicates 'Added ERL successfully. You can associate any Subscribers, Subnets, Wireless Access Points, Switches below. Otherwise, Return to Provisioning.'

- The new **Emergency Response Location** is available for Subscribers to be assigned.

The screenshot shows the 'Provisioning' page with a table of ERLs. The table has columns for ERL ID, ERL Name, Address, and Status. The first row is highlighted.

ERL ID	ERL Name	Address	Status
19011 Bellvue Blvd, Northridge, CA 91325	Henry Office	19011 Bellvue Blvd, Northridge, CA 91325	Valid
19011 Bellvue Blvd, Northridge, CA 91325	Henry Office	19011 Bellvue Blvd, Northridge, CA 91325	Valid
1430 W PEACHTREE ST NW, ATLANTA, GA 30339	Greenberg	1430 W PEACHTREE ST NW, ATLANTA, GA 30339	Valid

## Removal of an Emergency Response Location

**Emergency Response Locations** (ERL) can be removed from the Masergy ERS portal whenever they are no longer needed. However, keeping these ERLs without assigned Subscribers does not create any issues. The deletion process can be handled by the e911 Administrator or by Masergy.

- Before you can remove any **Emergency Response Location**, all existing assigned **Subscribers** need to be reassigned to another ERL. Select the **ERL** that needs to be deleted to review if there are any Subscribers assigned. For instance, this ERL shows, there are six (6) Subscribers.

The screenshot shows the 'ERLs' management page. A table lists three ERLs. The first ERL, '10011 Balboa Blvd, Northridge, CA 91325', is highlighted. To its right, a sidebar titled 'ERL Associations' shows a list of 6 subscribers assigned to this ERL. A red box highlights this sidebar.

EDIT	ERL INFORMATION	ERL NAME	RESPONDER TYPE	ROUTING STATUS	ADDRESS STATUS	PROVISIONING SOURCE	ACCOUNT NAME	LAST UPDATED	DELETE
	10011 Balboa Blvd, Northridge, CA 91325 3rd Bedroom ERL ID: 6A6187CB-684A-452A-88B8-89A0D05E7A5B	Henry Office	PSAP	Enhanced	Valid	ERS Interfaces	Broadworks_Test_3 (435126)	2022-02-10 @ 18:26:59	
	5675 Wilshire Blvd, Los Angeles, CA 90036 STE 2300 ERL ID: AC000001-8022-ALL-0000-000000000000	Caryn Communications Inc	PSAP	Enhanced	Valid	ERS Interfaces	Broadworks_Test_3 (435126)	2021-12-29 @ 06:33:44	
	1430 W PEACHTREE ST NW, ATLANTA, GA 30309 STE 200 ERL ID: 72000001-7-0000-8000-000000000000	Greenberg Farrow Architect Inc	PSAP	Enhanced	Valid	ERS Interfaces	Broadworks_Test_3 (435126)	2021-12-29 @ 06:33:43	

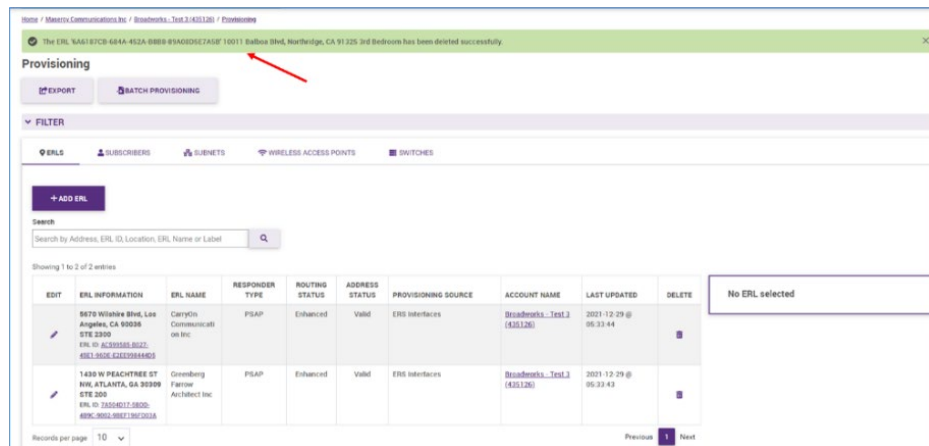
- For instance, this **ERL** has no **Subscribers** assigned. This ERL can be removed. Select the **Trashcan** icon to delete this ERL.

The screenshot shows the same ERLs table. The second ERL, '5675 Wilshire Blvd, Los Angeles, CA 90036', is highlighted. A red arrow points to the 'DELETE' button in the table row. The 'ERL Associations' sidebar on the right shows 'No data available in table'.

- A **Delete ERL** window is displayed. Select the **Delete** button to finish the deletion process.

The screenshot shows a 'Delete ERL' modal window. It contains a warning message: 'This will delete the ERL and all the subscribers associated to it, if the ERL is NOT associated to network element(s). Deleting an ERL that is associated to network element(s) is not supported and will be blocked.' Below this, it asks 'Are you sure you want to delete this ERL and all of its Subscribers?'. The ERL details are shown: '10011 Balboa Blvd, Northridge, CA 91325, 3rd Bedroom' and 'ERL ID: 6A6187CB-684A-452A-88B8-89A0D05E7A5B'. At the bottom, there are 'CANCEL' and 'DELETE' buttons. A red arrow points to the 'DELETE' button.

4. In **Provisioning**, the **ERL** tab displays a banner with the results and the list of ERLs will no longer display the ERL that was removed.



## Dynamic Mapping – Subnets, Wireless Access Points, & Switches

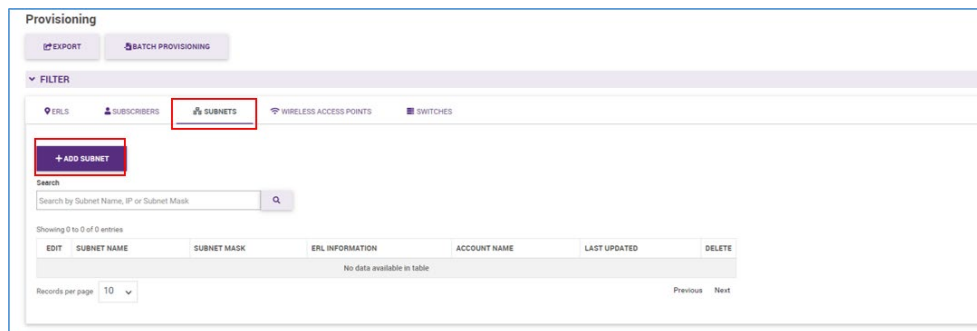
For the Hosted UC customer, dynamic mapping is only required if your enterprise locations have nomadic devices.

In **Provisioning**, for dynamic mapping you will use the tabs for **Subnets**, **Wireless Access Points**, and **Switches** that need to be configured by the e911 Administrator. Masergy does offer professional services for customers that require assistance.

### Subnets

A subnet, or subnetwork, is **a network inside a network**. Subnets make networks more efficient. Through sub-netting, network traffic can travel a shorter distance without passing through unnecessary routers to reach its destination. The following procedure will guide you through the steps in creating a subnet.

1. In **Provisioning**, select the **SUBNETS** tab, then select the **+ADD SUBNET** button.



2. The following table provides format and examples to fill in the **Subnet** fields:

Field	Description	Format and Examples
Subnet Name	Name for the Subnet. Enter an easily identifiable name for your subnet.	Example: Basement Office
Subnet Mask	The IP address of the Subnet that is associated to the ERL.	Must be in standard IPv4 address format.  Example: 192.168.92.2/24

- Enter the unique name for the new **Subnet** and select **Next**.

**Add Subnet**

1 SUBNET NAME

2 SUBNET MASK

3 ERL

RETURN TO PROVISIONING

Subnet

Name \*

Sample Warehouse

NEXT

- Enter the **Subnet** Mask information and select **Next**.

**Add Subnet**

1 SUBNET NAME

2 SUBNET MASK

3 ERL

RETURN TO PROVISIONING

Subnet

Name \*

Sample Warehouse

NEXT

Subnet Mask \*

Subnet Mask \*

Example: 255.1.1.0/24

NEXT

- Select the ERL that the new Subnet would be associated with and then select **ADD SUBNET**.

**Add Subnet**

1 SUBNET NAME

2 SUBNET MASK

3 ERL

RETURN TO PROVISIONING

Subnet

Name \*

Sample Warehouse

NEXT

Subnet Mask \*

Subnet Mask \*

Example: 255.1.1.0/24

NEXT

No ERL Selected

Search

Showing 1 to 10 of 46 entries

SELECT ERL INFORMATION

7116 VINEYARD DR, Plano, TX 75025  
2nd Floor  
ERL ID: 822C0105-6BAC-4055-87C8-B66038F0CE1F

914 BARD, San Jose, CA 95127  
ERL ID: 8985403A-03C5-46F9-883C-003750EAE574

621 EUGENE CT, GREENSBORO, NC 27409  
Suite 101  
ERL ID: 4F70A8F7-C7F9-4380-874F-48D7AC2A8789

10011 Balboa Blvd, Northridge, CA 91325  
Home office  
ERL ID: 029C8E3C-0A6A-4A7E-8B13-FA289E9315

CANCEL

ADD SUBNET

- A banner is displayed showing the new **Subnet** has been added successfully.

Home / Provisioning / Add Subnet

Subnet "Sample Warehouse" has been added successfully.

- The e911 Administrator can manage any changes for the **Subnets**.

**Provisioning**

EXPORT BATCH PROVISIONING

FILTER

URLS SUBSCRIBERS SUBNETS WIRELESS ACCESS POINTS SWITCHES

+ ADD SUBNET

Search

Search by Subnet Name, IP or Subnet Mask

Showing 1 to 1 of 1 entries

EDIT	SUBNET NAME	SUBNET MASK	ERL INFORMATION	ACCOUNT NAME	LAST UPDATED	DELETE
	Sample Warehouse	255.1.1.0/24	10011 Balboa Blvd, Northridge, CA 91325 Home office ERL ID: 029C8E3C-0A6A-4A7E-8B13-FA289E9315	Masergy Communications Inc. (43364)	2022-02-15 @ 11:31:21	

Records per page: 10

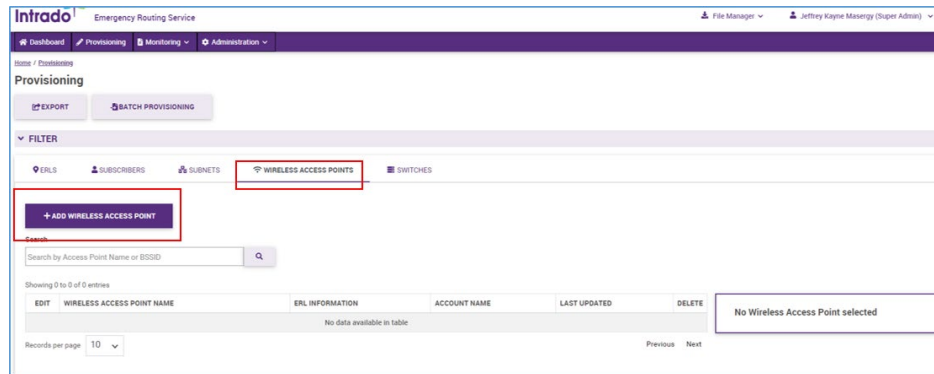
Previous Next

Edit the ERL associated with the Subnet  
Delete the ERL with the Subnet

## Wireless Access Points

Wireless Access Points (WAPs) **connect traditional wired networks to wireless clients**. These wireless networks provide ease of access to the network for mobile users, increasing productivity while reducing infrastructure costs.

1. In **Provisioning**, select the **Wireless Access Points** tab, then select the **+ADD Wireless Access Point** button.



2. The following table provides format and examples to fill in the **Wireless Access Point** fields:

Field	Description	Format and Examples
Wireless Access Point Name	Name of the Wireless Access Point	Example: Floor 1
BSSID	Wireless Access Point's BSSID that is associated to the ERL.	Must be in standard MAC address format. Example: 34:8a:ae:68:87:ef
Access Point ID	System-generated ID for the Wireless Access Point.	

3. Enter the unique name for the new **Wireless Access Point** and select **Next**.

4. Enter the **BSSID** information for the **WAP** followed by the **+** icon then select **Next**. Repeat the steps if you need to add multiple BSSIDs for this **WAP**.



**Add Wireless Access Point**

1 WIRELESS ACCESS POINT

2 BSSID

3 ERL

Wireless Access Point

Name \*

Sample warehouse

NEXT

BSSID \*

Example: 00:00:00:00:00:00

BSSID

34:8a:ae:68:87:e1

ADD BSSID

NEXT

RETURN TO PROVISIONING

5. Select the **ERL** that the new **WAP** would be associated with and then select **ADD Access Point**.

**Add Wireless Access Point**

1 WIRELESS ACCESS POINT

2 BSSID

3 ERL

Wireless Access Point

Name \*

Sample warehouse

NEXT

BSSID \*

Example: 00:00:00:00:00:00

BSSID

34:8a:ae:68:87:e1

NEXT

JK House

10011 Sulfur Blvd, Northridge, CA 91328

Home office

ERL ID: 0203E3E-0A48-4A76-8B13-F4298E8D12A

Search

Showing 1 to 10 of 46 entries

SELECT ERL INFORMATION

7316 VINEYARD DR, Plano, TX 75028

2nd Floor

ERL ID: 823C3039-03AC-4055-87C8-886038F3C1F

914 BARD, San Jose, CA 95127

ERL ID: 89584324-02C3-4079-8627-0709E8E827A

CANCEL

ADD ACCESS POINT

RETURN TO PROVISIONING

6. A banner is displayed showing the new **Wireless Access Point** has been added successfully.

Intrado Emergency Routing Service

File Manager | Jethay Masergy (Super Admin)

Dashboard | Provisioning | Monitoring | Administration

Home / Provisioning / Add Wireless Access Point

Wireless Access Point "Sample warehouse" has been added successfully.

RETURN TO PROVISIONING

7. The e911 Administrator can manage any changes for the **Wireless Access Points**.

Home / Provisioning

EXPORT | BATCH PROVISIONING

FILTER

ERLs | SUBSCRIBERS | ROUTES | WIRELESS ACCESS POINTS | SWITCHES

+ ADD WIRELESS ACCESS POINT

Search

Search by Access Point Name or BSSID

Showing 1 to 1 of 1 entries

EDIT	WIRELESS ACCESS POINT NAME	ERL INFORMATION	ACCOUNT NAME	LAST UPDATED	DELETE
	Sample warehouse	10011 Sulfur Blvd, Northridge, CA 91328 Home office ERL ID: 0203E3E-0A48-4A76-8B13-F4298E8D12A	Masergy Communications, Inc. (52385)	2022-02-16 @ 11:42:22	

Records per page: 10

Previous | Next

Wireless Access Point Summary

1 BSSIDS

Showing 1 to 1 of 1 entries

348a:ae:68:87:e1

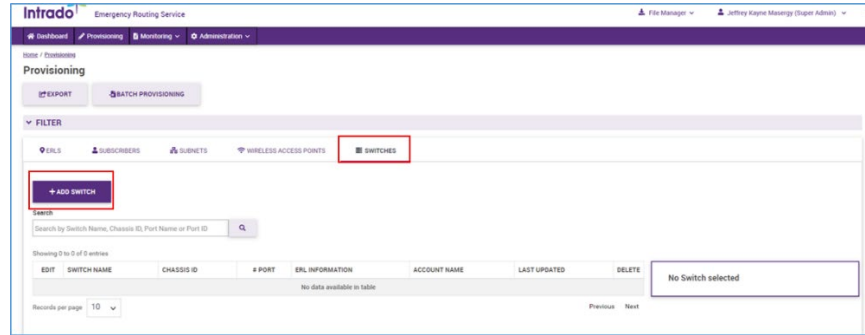
Prev | Next

Edit the ERL associated with the Wireless Access Point  
Delete the ERL with the Wireless Access Point

## Switches and Ports

Network devices connect to a switch through its switch ports. Switch Ports **are physical openings where data cables are plugged in to connect the devices**. Switch port type should be configured according to the requirement considering the factors like network architecture, speed, and functionality.

1. In **Provisioning**, select the **Switches** tab, then select the **+ADD Switch** button.

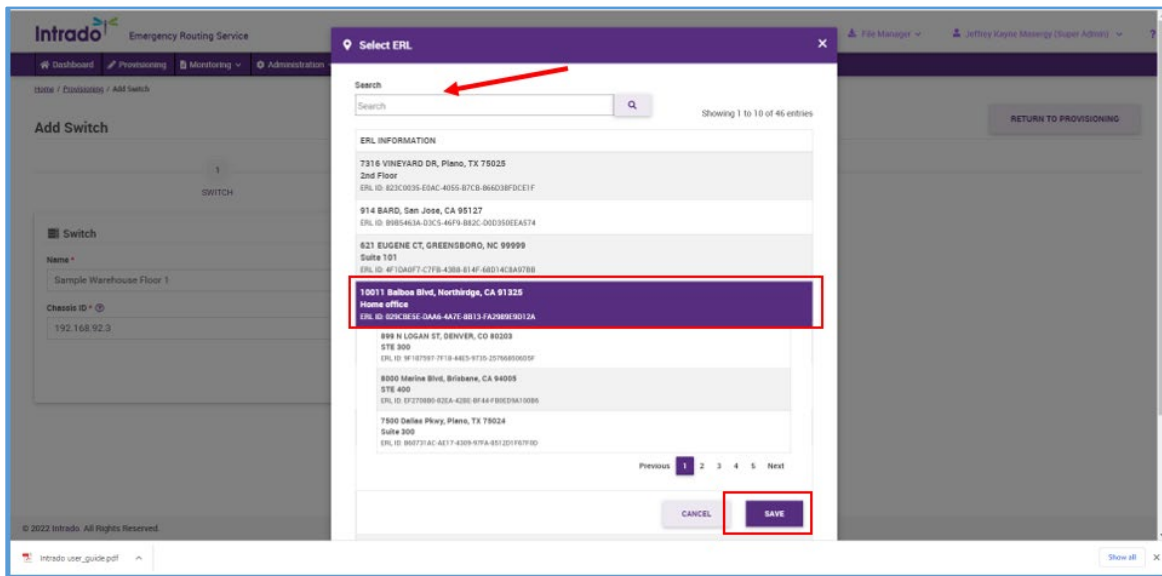


2. The following table provides format and examples to fill in the **Switch** and **Ports** fields:

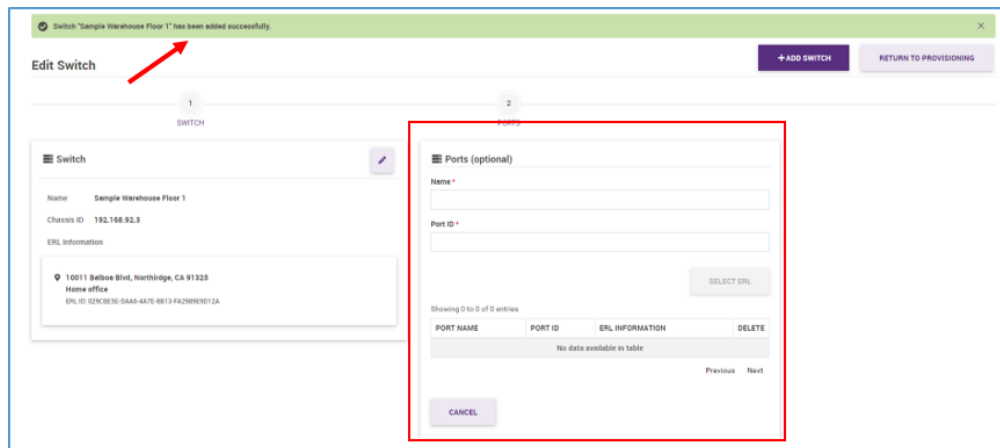
Field	Description	Format and Examples
Switch Name	Name of the switch.	Example: Conference Room
Chassis ID	Chassis ID of the switch.  Acceptable formats include: <ul style="list-style-type: none"> <li>• Hostname</li> <li>• IP Address</li> <li>• MAC Address</li> </ul>	Up to 256 alphanumeric and special characters are accepted.  Examples: Host Name: Floor1.enterprise.com IP Address: 192.168.92.3 MAC Address: 11:22:33:44:55:66
Port Name	Name of the port.	Example: Coffee Room, Gi01/9/8
Port ID	Switch Port or port associated to an ERL. Acceptable formats include: <ul style="list-style-type: none"> <li>• IP Address</li> <li>• MAC Address</li> <li>• Port Name</li> </ul>	Up to 256 alphanumeric and special characters are accepted.  Examples: IP Address: 192.168.92.3 MAC Address: 11:22:33:44:55:66

3. Enter the unique name for the new **Switch** and **Chassis ID** then select **ERL**.

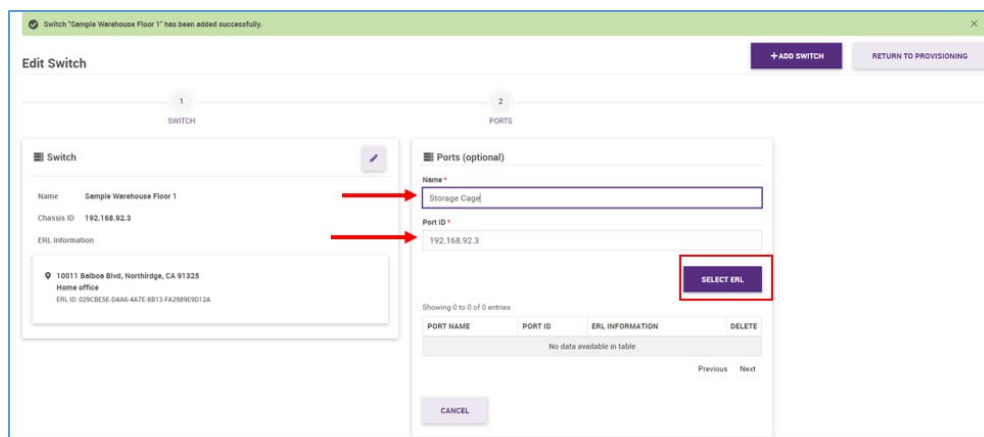
- In the **Select ERL** window, search for the **ERL** to be associated with this **Switch**. Select the ERL and select **Save**.



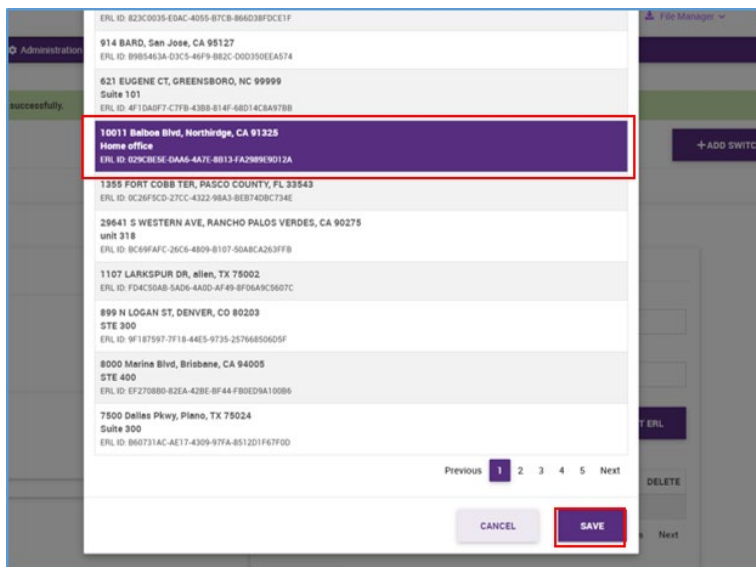
- A banner is displayed at the top showing the **Switch** has been successfully added. Optionally, the e911 Administrator can also assign **Ports** for this **Switch**.



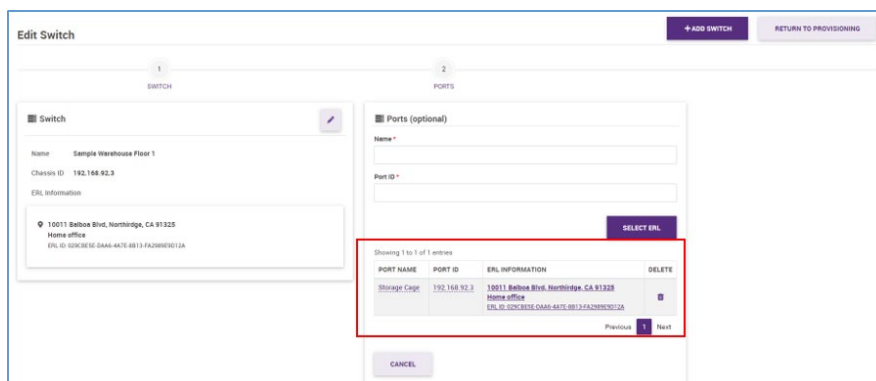
- In the **Ports**, add a unique **Name** and **Port ID** then **Select ERL** button.



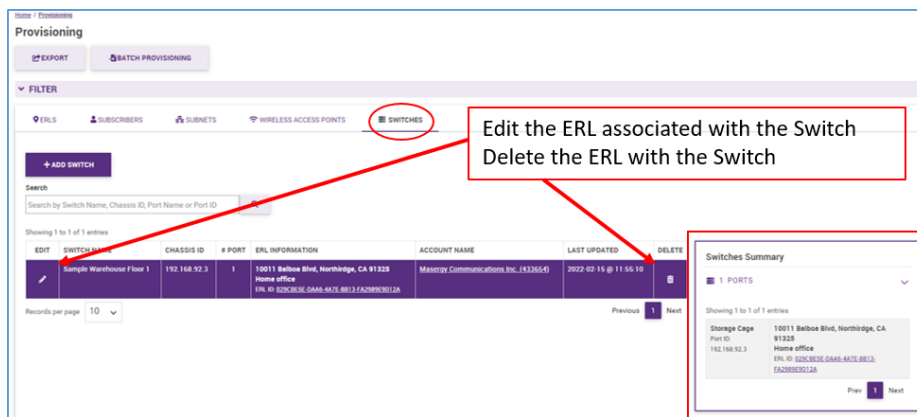
7. Select the **ERL** for this **Port** and select **Save**.



8. This procedure can be repeated for any additional ports that need to be configured for this Switch.



9. The e911 Administrator can manage any changes for the **Switch**. The **Switches Summary** will show all the Ports that have been configured.



## Monitoring

The Masergy ERS portal contains various auditing and monitoring functions that enable you to keep track of activity in the Masergy Emergency Routing Service (ERS).

In the Masergy ERS, various events trigger the creation of a record. These events include the addition of an ERL or subscriber record, calls processed by the ERS, and ERS portal user logins. These records are stored in the ERS portal as:

- **Call Details Records** – enabling you to review the details of each call processed by the ERS.
- **Provisioning Logs** – enabling you to audit provisioning activity related to your account.
- **HELD Service Status** – enabling you to view and audit the transactions that occur between the ERS and the HELD phone.
- **Login History** – enabling you to view user activity on the portal.

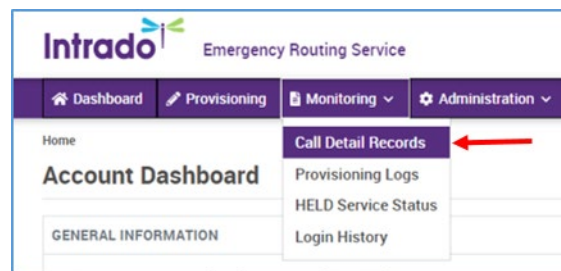
### Call Details Records

When a call is processed by the ERS, a record of the call is saved and is called a Call Detail Record or **CDR**. The *Call Details Records* screen lists all the calls originating from the customer account including provisioned and unprovisioned calls. All information related to the calls such as the Account Name, Account ID, ERL ID, and Subscriber ID are displayed in this screen. The e911 Administrator can also apply specific filters to narrow down the list of calls displayed and generate scheduled reports.

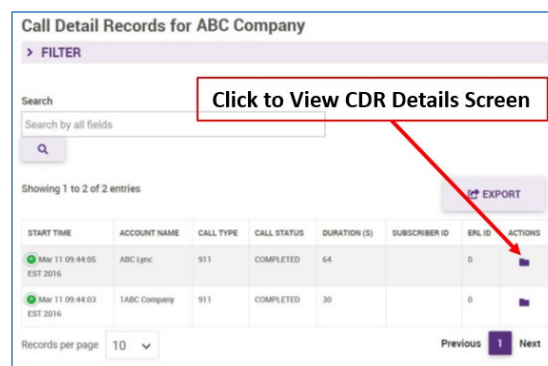
Each call detail record also contains a link to its *CDR Details* screen. This screen contains additional information related to the call. For example, the reason a call was routed to the ECRC as opposed to the PSAP.

To access **Call Detail Records**:

1. From the **ERS portal main menu**, choose **Monitoring → Call Detail Records**



To obtain more details related to a specific call, click on **CDR Detail Folder** icon from the **Actions** section.



The *Details* screen provides more details regarding the call flow and call routing information of a specific call. Fields displayed in this screen vary depending on the type of call and the account configuration. Explanation of each field and possible values are provided in CDR Details Table.

Home / CDR List / Details					
Account Name	ABC Lync	VIA Header	F96A5111-3564-4E4B-AAE4-4F5D879148EA	ERL ID	0
Account ID	8BED17F8-3DCA-486E-87D8-830F20C970DF	Incoming DNIS	D53CE84F-318E-413E-B9E4-0E4A848289E7	Name <NAM>	1986756433
Call Received	Fri Mar 11 09:44:05 EST 2016	Incoming FROM	B199954E-478D-40AA-B09A-EF135402C8F3	House Number <HNO>	0
Call Answered	Fri Mar 11 09:44:05 EST 2016	Incoming CONTACT	883472D2-B66D-4FA9-B8ED-2A37A287D313	Street/Road <RD>	5 82DF2965-C822-47C7-AB50-250500F7B472 4 3
Call Terminated	Fri Mar 11 09:44:05 EST 2016	Incoming PAI		Location	73396951
Call Duration	64	Incoming E911-USER-INFO		City/Town <A3>	1674748796
Call Type	EMERGENCY	Call Destination	ECRC	State <A1>	69
Call Status	COMPLETED	Callback Number	(157) 893-4077	ZIP Code <PC>	58797
ERL Determination Method				Country	9AD6C8B7-83FB-4F73-8B17-80570C1077BA
Account mode	DEMO			Latitude	
SIP Call ID	47DFD25A-D9B3-4272-B15E-AAB5314D87A2			Longitude	
Info Message				Provisioned	Yes
				Subscriber ID	

**CDR Details Table Screen with Field Descriptions**

Field	Description and Possible Values (where applicable)
<b>Account Name*</b>	Name of your company provided at the time of account creation.
<b>Account ID*</b>	Identifier for your account.
<b>Call Received*</b>	Time that the call was received.
<b>Call Answered</b>	Time that the call was answered.
<b>Call Terminated</b>	Time that the call was terminated.
<b>Call Duration*</b>	Duration that the call lasted, in seconds.
<b>Call Type*</b>	Type of call that was processed.
<b>Call Status*</b>	Status of the call that was processed.
<b>Account Mode</b>	Mode that the account is currently in, depending on the account configuration. Possible values: Live Demo
<b>SIP Call ID</b>	Identifier for the SIP call.
<b>Info Message</b>	Field displays the reason why the call was routed to the ECRC. Only populated when the call is routed to the ECRC; otherwise it is blank.
<b>VIA Header</b>	Can be used to trace the account from where the call originated as well as the path of the call.
<b>Incoming DNIS</b>	Dialed Number Identification Service contains the callback number of the caller or the Subscriber ID.
<b>Incoming FROM</b>	Field that displays the originating information related to the call.
<b>Incoming CONTACT</b>	Field that can be used to trace the account from where the call originated as well as the path of the call.
<b>Incoming PAI</b>	The P-Asserted-Identity that comes in with the call. Depending on your account configuration settings, this field most often contains the caller's Subscriber ID or the callback number.

**Note:** The fields marked with an asterisk (\*) below are also present in the *CDR List* screen.



Furthermore, the *Details* screen also provides the **Info Message field**. The Info Message provides details as to why the call was routed to the ECRC. There are various reasons as to why a call is routed to the ECRC, otherwise it is blank. They are:

- Account is configured to direct calls with a specific address status to the ECRC
- Call originated from an ERL that does not have PSAP coverage
- ERL's address status dictates that the call should be routed to the ECRC

For a detailed description, please review the **Info Message Field table**.

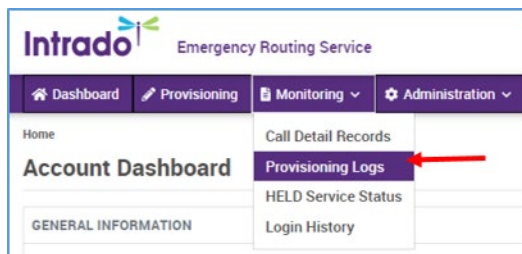
Info Message	Description
Account configuration – route to ECRC with basic location	The call was routed to the ECRC since the subscriber's account is configured in this manner. Additionally, the subscriber's location is not displayed at the ECRC terminal and the subscriber is asked to verbally confirm their location.
Account configuration – route to ECRC with enhanced location	The call was routed to the ECRC since the subscriber's account is configured in this manner. However, the subscriber's location is automatically displayed at the ECRC terminal.
ERL has no PSAP coverage – route to ECRC	The call was routed to the ECRC since the subscriber's location is not served by any PSAP.
ERL not found – route to ECRC	The call was routed to the ECRC since the subscriber's location information was not found in the ERS database. To fix this issue and ensure call is routed to the PSAP, please re-provision this subscriber's location.
Address in Invalid-Geo Status – route to ECRC	The call was routed to the ECRC since the subscriber's address was in "Invalid – Geo" status.
Address in Pending-Geo status – route to ECRC	The call was routed to the ECRC since the subscriber's address was in "Pending – Geo" status.
Expired/Unassigned Extension Bind DID – route to ECRC	The call was routed to the ECRC since the call could not be processed by the ERS due to the following reasons: <ul style="list-style-type: none"> <li>• PSAP has called the subscriber back with an expired number.</li> <li>• Automated call from a number that is unallocated.</li> </ul>
Address in Pending-Geo status – route to ECRC	The call was routed to the ECRC since the subscriber's address was in "Pending – Geo" status.

## Provisioning Logs

The Provisioning Logs screen provides a list of all provisioning changes made in your customer account. This includes the creation, modification, and deletion of fixed ERLs as well as caller-reported ERLs, subscribers, subnets, switches, wireless access points and Sub Accounts.

To access **Provisioning Logs**:

1. From the **ERS portal main menu**, choose **Monitoring → Provisioning Logs**.



The *Provisioning Logs* screen displays, all the changes made in your customer account. The **Action** column identifies the nature of the modification.

Provisioning Logs

▼ FILTER

Item

Nothing selected ▼

Action

Nothing selected ▼

Date

Nothing selected ▼

☐ Hide SOAP API User

☒ Include Sub Accounts

▼ FILTER

RESET FILTER

Search

Search

Q

Showing 1 to 10 of 349 entries

EXPORT

ACCOUNT ID	ACCOUNT NAME	ITEM	ID	ADDRESS	LOCATION	NAME	ACTION	USER	DATE
FDBC5AD2-81D6-4773-B80F-79F4EE757A09	1 ABC Residential Account	LOCATION	19950B43-3D3E-4BDC-B856-AF42C5855944	100 Breakwater Dr, crescent city, CA 95531 US	Area 51	1 ABC Residential Account	REFERRALCOMPLETE	SYSTEM	Tue Apr 30 01:05:03 EDT 2019
FDBC5AD2-81D6-4773-B80F-79F4EE757A09	1 ABC Residential Account	LOCATION	19950B43-3D3E-4BDC-B856-AF42C5855944	100 Breakwater Dr, crescent city, CA 95531 US	Area 51	1 ABC Residential Account	REFERRALCOMPLETE	SYSTEM	Tue Apr 30 01:05:03 EDT 2019
FDBC5AD2-81D6-4773-B80F-79F4EE757A09	1 ABC Residential Account	LOCATION	19950B43-3D3E-4BDC-B856-AF42C5855944	100 Breakwater Dr, crescent city, CA 95531 US	Area 51	1 ABC Residential Account	REFERRALCOMPLETE	SYSTEM	Mon Apr 29 01:05:04 EDT 2019

You can also filter and search records displayed in this screen.

## HELD Service

The HELD Service Status screen provides records of the information exchanged between the HELD-compliant phone and the ERS. This includes information about the HELD requests that are sent to the ERS from the phone and the responses that the ERS sends to the phone. There is also a special setting available to view the HELD transactions made in the customer account.

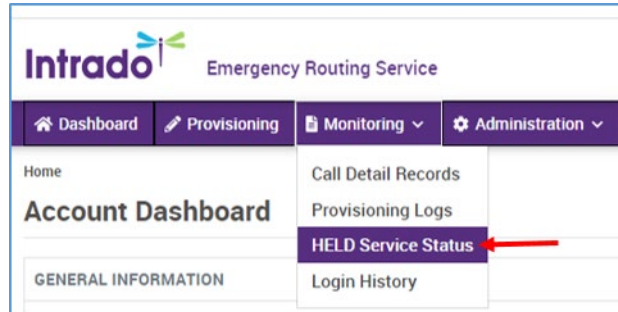
**Note:** The HELD service only applies to Hosted UC customers.

**Note:** the HELD Service Status Option appears only when HELD capability is activated in the account.

**Note:** Records of HELD transactions are kept for a maximum for 30 days in the ERS. They are deleted after this time frame.

To access users **Held Service Status**:

- From the **ERS portal main menu**, choose **Monitoring → Held Service Status**.



The HELD Service Status screen displays, with all the HELD transactions that occurred in your customer account. The **Status** column identifies whether the HELD request was valid or invalid.

HELD Service Status

FILTER

Status

Nothing selected

ERL Found

Nothing selected

Y FILTER

RESET FILTER

Search

Search by NAI, IP Address, BSSID, Chassis ID, Port ID, MAC Address, Gateway?

Q

Showing 1 to 10 of 13 entries

NAI	RECEIVED	STATUS	LOC TYPE VALUE	LOC TYPE EXACT	IP ADDRESS	BSSID	CHASSIS ID	PORT ID	MAC ADDRESS	GATEWAY MAC	PGDN RESOLVED	VPN CONNECTED	ERL FOUND	ERL ID RETURNED
4164328765@192.168.10.190	2021-11-24 14:58:49.917	Valid	location:RR	True	10.10.10.10	NULL	885a926ab0	G2/0/17	64-16-7f-1b-85-e5	b8f5300e1876	false	false	Not Found	ECRC
4164328765@192.168.10.190	2021-11-24 14:58:49.88	Valid	location:RR	True	10.10.10.10		885a926ab0	G2/0/17	64-16-7f-1b-85-e5	b8f5300e1876	false	false	Remote User Location	24821A1C-B2E4-41CD-A3E9-1C7DB44D8782
4164328765@192.168.10.190	2021-11-24 14:58:49.807	Valid	location:RR	True	10.10.10.10		885a926ab0	G2/0/17	64-16-7f-1b-85-e5	b8f5300e1876	false	false	Remote User Location	24821A1C-B2E4-41CD-A3E9-1C7DB44D8782
4164328765@192.168.10.190	2021-11-24 14:58:45.513	Invalid - Request: no ip	location:RR	True		a411DEEP90C	885a926ab0	G2/0/17	64-16-7f-1b-85-e5	b8f5300e1025	false	false		
4164328765@192.168.10.190	2021-11-24 14:58:41.287	Valid	location:RR	True	192.168.10.101	11ab554533d5	SW_EHL_Ehl_SIP_2	Port1_L2.2	64-16-7f-1b-85-e5	b8f5300e1025	true	false	Switch/Port	818_Switch_L2
4164328765@192.168.10.190	2021-11-24 14:58:36.99	Valid	location:RR	True	192.168.10.101	11ab554533d5	SW_EHL_Ehl_SIP_2	Port1_L2.2	64-16-7f-1b-85-e5	b8f5300e1025	true	false	Switch/Port	818_Port_L2

For HELD Service Status Field Descriptions, please review the following table.

Field	Description	Formats and Examples
<b>NAI</b>	Subscriber's identifying information that was sent in the HELD request.	<b>Possible Formats:</b> <ul style="list-style-type: none"> <li>subscriber@fqdn</li> <li>subscriber@ip</li> <li>subscriber</li> </ul> <b>Examples:</b> <ul style="list-style-type: none"> <li>5147452143@192.168.10.190</li> </ul>
<b>Received</b>	Date and time the HELD Request was received by the ERS.  Format: YYYY-MM-DD HH:MM:SS	<b>Format:</b> YYYY-MM-DD HH:MM:SS  <b>Example:</b> 2021-03-12 12:30:35

Field	Description	Formats and Examples
<b>Status</b>	<p>Status of the HELD Request. Possible Values:</p> <ul style="list-style-type: none"> <li>• <b>Valid:</b> The HELD request was valid and processed by the ERS.</li> <li>• <b>Invalid - HELD Disabled:</b> The HELD Service option was not activated on your account. Please contact Masergy Support for more information.</li> <li>• <b>Invalid - XML Parsing Error:</b> The XML request could not be parsed since it was not RFC5985 – compliant.</li> <li>• <b>Invalid - Not Authorized:</b> The account is not authorized to use the HELD service since the certificate provided is invalid or has been disabled.</li> </ul>	
<b>LOC Type Value</b>	<p>Type of location information the phone requested from ERS in the HELD request.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• locationURI</li> </ul>	
<b>LOC Type Exact</b>	<p>Accuracy of the location information requested. This value in conjunction with the LOC Type Value determine the values that ERS should return in the HELD Response.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• True</li> <li>• False</li> </ul> <p>Note: Please note that even though ERS can process HELD requests with LOC Type Exact value as False, it is recommended to send this value as True.</p>	
<b>IP Address</b>	IP address sent in the HELD Request.	<b>Example:</b> 198.168.8.101
<b>BSSID</b>	BSSID sent in the HELD Request.	<b>Example:</b> 11:22:33:44:66:77
<b>Chassis ID</b>	Chassis ID sent in the HELD Request.	<b>Example:</b> 88-5a-92-6a-8a-80
<b>Port ID</b>	Port ID sent in the HELD Request.	<b>Example:</b> Gi2/0/17
<b>MAC Address</b>	MAC Address sent in the HELD Request.	<b>Example:</b> 64-16-7f-1b85-e6
<b>Gateway MAC</b>	Gateway MAC address sent in the HELD Request. Only applies to deployments where Remote User Location Service is activated.	<b>Example:</b> 64-16-7f-1b85-e6

Field	Description	Formats and Examples
<b>FQDN Resolved</b>	<p>Used to indicate whether the user is onsite or remote based on the softphone's reachability to a DNS server within the customer's network. Only applies to deployments where Remote User</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• True</li> <li>• False</li> </ul>	
<b>VPN Connected</b>	<p>This is a field derived by ERS and indicates if the Gateway MAC sent in the HELD Request matches one of the VPNs provisioned in the ERS. Only applies to deployments where Remote User.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• True</li> <li>• False</li> </ul>	
<b>ERL Found</b>	<p>Network element that the ERS used to find the phone's location. ERS finds the ERL by matching the network element sent in the HELD request to the pre-provisioned network map in the account.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• <b>Subnet:</b> IP address sent in the HELD Request was matched to a subnet provisioned in the account.</li> <li>• <b>Wireless Access Point:</b> BSSID sent in the HELD Request was matched to the Wireless Access Point provisioned in the account.</li> <li>• <b>Switch:</b> Chassis ID that was sent in the HELD request was matched to a switch provisioned in the account.</li> <li>• <b>Port:</b> Port ID that was sent in the HELD request was matched to the port (if available) or the switch (under which the port was added) provisioned in the account.</li> <li>• <b>Remote User Location:</b> The Remote User Location Service was used to determine the user's location.</li> <li>• <b>Not Found:</b> ERS could not find a match between the network element sent in the HELD request and the pre-provisioned network map.</li> </ul>	

Field	Description	Formats and Examples
<b>ERL ID Returned</b>	<p>ERL ID of the phone's location found by ERS by matching the network element in the HELD request with the pre-provisioned network map. This ERL ID was sent to the phone in the HELD response.</p> <p>Possible Values:</p> <p><b>ERL ID:</b> ERL ID of the phone, determined by ERS</p> <p><b>ECRC:</b> ERS was unable to find a match. 9-1-1 call from this phone will be routed to ECRC.</p>	

In this **HELD Service Status Screen**, you can perform the following actions:

1. Apply filters to truncate the list of entries.
  - a. Example 1: To view the list of invalid HELD requests, choose Invalid under the **Status** filter and then click **Filter** button. The screen updates to display only invalid HELD transactions.

**HELD Service Status**

**Filter**

Status: Invalid (Selected) | ERL Found: Nothing selected

**Filter** (Button) | **Reset Filter** (Button)

Search: Search by NAI, IP Address, BSSID, Chassis ID, Port ID, MAC Address or ERL ID

Showing 1 to 3 of 3 entries

NAI	RECEIVED	STATUS	LOC TYPE VALUE	LOC TYPE EXACT	IP ADDRESS	BSSID	CHASSIS ID	PORT ID	MAC ADDRESS	ERL FOUND	ERL ID RETURNED
5147451111@192.168.10.190	2021-03-10 08:35:31.52	Invalid - Held Disabled	locationURL	True	192.168.8.101	88-5a-92-6a-8a-80	G2/0/17	64-16-77-1b-85-e6			
	2021-03-10 08:34:35.47	Invalid - XML Parsing Error		False							
5147451111@192.168.10.190	2021-03-10 08:34:35.417	Invalid - Not Authorized	locationURL	True	192.168.8.101	88-5a-92-6a-8a-80	G2/0/17	64-16-77-1b-85-e6			

Records per page: 10 | Previous 1 Next

- b. Example 2: To view the list of HELD transactions where the ERL was found using the Subnet-ERL association, choose Subnet from the **ERL Found** filter option and click **Filter**. The screen updates to display only HELD transactions where the phone's location was found using the Subnet-ERL association that was pre-provisioned in the network map.

**HELD Service Status**

**Filter**

Status: Nothing selected | ERL Found: Subnet (Selected)

**Filter** (Button) | **Reset Filter** (Button)

Search: Search by NAI, IP Address, BSSID, Chassis ID, Port ID, MAC Address or ERL ID

Showing 1 to 1 of 1 entries

NAI	RECEIVED	STATUS	LOC TYPE VALUE	LOC TYPE EXACT	IP ADDRESS	BSSID	CHASSIS ID	PORT ID	MAC ADDRESS	ERL FOUND	ERL ID RETURNED
5147451110@192.168.10.190	2021-03-17 11:44:04.483	Valid	locationURL	True	192.168.8.101	885a925a8a80	G2/0/17	64-16-77-1b-85-e6		Subnet	EHS-Subnet-L2

Records per page: 10 | Previous 1 Next



- c. Clear the filters by clicking the **Reset Filter** button.
- d. View the ERL that was discovered for the phone, by clicking the hyperlink under the **ERL ID Returned** column.

**HELD Service Status**

> FILTER

Search  
Search by NAI, IP Address, BSSID, Chassis ID, Port ID, MAC Address or ERL ID

Showing 1 to 10 of 261 entries

NAI	RECEIVED	STATUS	LOC TYPE VALUE	LOC TYPE EXACT	IP ADDRESS	BSSID	CHASSIS ID	PORT ID	MAC ADDRESS	ERL FOUND	ERL ID RETURNED
5147451111@192.168.10.190	2021-03-10 09:01:58.907	Valid	locationURI	True	192.168.8.101	11-44-55-45-33-77	88-5a-92-6a-8a-80	G12/0/17	64-16-71-1b-85-e6	Wireless Access Point	<a href="#">EHS-BSSID-L2</a>
5147451111@192.168.10.190	2021-03-10 09:01:55.243	Valid	locationURI	True	192.168.8.101	11-44-55-45-33-77	88-5a-92-6a-8a-80	G12/0/17	64-16-71-1b-85-e6	Wireless Access Point	<a href="#">EHS-BSSID-L2</a>

- e. Search for a specific network element by entering the value in the Search text box. You can search by the following parameters:
  - i. NAI
  - ii. IP Address
  - iii. BSSID
  - iv. Chassis ID
  - v. Port ID
  - vi. MAC Address
  - vii. ERL ID

For example, you can search for a specific IP Address by entering the value in the Search text box.

**HELD Service Status**

> FILTER

Status: Nothing selected | ERL Found: Nothing selected

Filter: [X] | Reset Filter

Search  
192.168.44.101

Showing 1 to 1 of 1 entries

NAI	RECEIVED	STATUS	LOC TYPE VALUE	LOC TYPE EXACT	IP ADDRESS	BSSID	CHASSIS ID	PORT ID	MAC ADDRESS	ERL FOUND	ERL ID RETURNED
5147451111@192.168.10.190	2021-03-17 11:46:24.39	Valid	locationURI	True	192.168.44.101		SW_EHS_Ent_SIP_2	Port1_L2_2	64-16-71-1b-85-e6	Switch/Port	<a href="#">EHS-Port-L2</a>

Records per page: 10 | Previous | Next

- f. View any warnings or notices that the ERS displays regarding the HELD transactions.

**HELD Service Status**

Some HELD requests sent in the last 24 hours could not be processed properly. [See details.](#)

In the last 24 hours, some phones could not retrieve a location due to missing data. [Show me phone routing to ECRC.](#)

> FILTER

Search  
Search by NAI, IP Address, BSSID, Chassis ID, Port ID or ERL ID

Showing 1 to 9 of 9 entries

NAI	RECEIVED	STATUS	LOC TYPE VALUE	LOC TYPE EXACT	IP ADDRESS	BSSID	CHASSIS ID	PORT ID	MAC ADDRESS	ERL FOUND	ERL ID RETURNED
5147451114	2021-02-16 13:57:28.0	Invalid - Not Authorized	locationURI	True	192.168.8.101		88-5a-92-6a-8a-80	G12/0/17	64-16-71-1b-85-e6		
5147451114	2021-02-16 13:53:14.0	Valid	locationURI	True	192.168.8.101		88-5a-92-6a-8a-80	G12/0/17	64-16-71-1b-85-e6	Not Found	<a href="#">ECRC</a>
5147451113	2021-02-16 13:48:09.0	Valid	locationURI	True	192.168.8.102		88-5a-92-6a-8a-80	G12/0/17	64-16-71-1b-85-e7	Switch/Port	<a href="#">EHS-Subnet-L2</a>

- i. **Some HELD requests sent in the last 24 hours could not be processed properly.** To view, select the hyperlink [See details.](#)

When you click on the See Details hyperlink, the screen updates to only display HELD transactions with Status as Invalid.

- ii. **In the last 24 hours, some phones could not retrieve a location due to missing data.** To view, select the hyperlink **Show me phone routing to ECRC.**

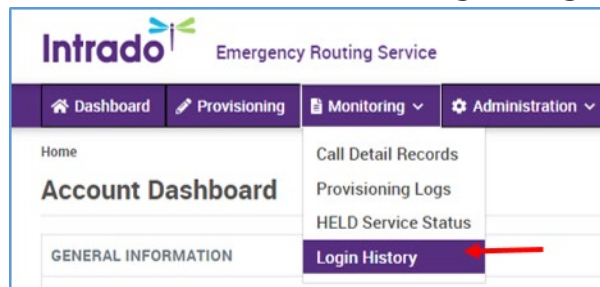
When you click on the See Details hyperlink, the screen updates to only display HELD transactions whose ERL Found status is Not Found. That is, ERS could not determine the phone's location and a 9-1-1 call from the phone will be routed to ECRC. This message is displayed when the network map was not properly provisioned in the ERS account or the phone did not provide the required data in the HELD request to permit location determination.

## Login History

The Login History screen shows the user's email address, their IP address, the login and logout date and time—and if they were not able to log in, the reason why their login attempt failed

To access users **Login History**:

1. From the **ERS portal main menu**, choose **Monitoring → Login History**.



## Login History screen

Home / Login History

### Login History

Search

Search

Showing 1 to 8 of 8 entries

LOGIN DATE/TIME	USER	IP ADDRESS	LOGOUT DATE/TIME	FAILURE REASON
2020-01-09 @ 14:48:56	jane.smith@abcgroup.com	10.103.5.140		
2020-01-10 @ 09:36:26	jane.smith@abcgroup.com	10.103.5.140		
2020-01-10 @ 15:04:13	jane.smith@abcgroup.com	10.103.5.140		
2020-01-13 @ 09:24:12	jane.smith@abcgroup.com	10.103.5.140		
2020-01-13 @ 11:55:37	jane.smith@abcgroup.com	10.103.5.140		
2020-01-13 @ 13:58:54	jane.smith@abcgroup.com	10.103.5.140		
2020-01-13 @ 15:14:57	jane.smith@abcgroup.com	10.103.5.140		
2020-01-14 @ 09:20:19	jane.smith@abcgroup.com	10.103.5.140		

Records per page: 25

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## Appendix

### Deployment Considerations

#### Hosted UC

- Every hosted UC license includes emergency calling
- During initial deployment, Masergy Service Delivery will provide a spreadsheet to customers to provide static addresses for each of their users' DIDs. Masergy will create the association between address and DID, validating the addresses are a dispatchable location. Additionally, service delivery will provision an emergency services customer admin, who can update locations/create network mappings directly with Masergy's Emergency Calling portal.
- If desired, a customer may create a wire mapping of their building, allowing even more granular location information. This is accomplished by a designated customer 911 admin logging into Masergy's Emergency Calling portal and creating the network mapping. It requires the admin, depending on their network, to provide more granular location address information for each Wi-Fi access point, network access switch port, etc. Once the network map is complete, hard phones and soft-phones are automatically located based on the network elements provided by the device.
- Masergy will provide access to a Location Manager Client that may be loaded onto a user's desktop.
  - When a user is off-site, the Location Manager Client will detect a change in network and prompt the user to enter their current location's address, validate, and update Masergy's emergency routing service to use that address should an emergency call be placed. This is useful for users who work remotely and are not always in the office.
  - When on-site, if the mapping has been established, the client will not prompt the user.
- Once the customer is live, customers may call Masergy support for any static address location updates for DIDs or their customer admin can access and make changes directly.

#### Intelligent SIP Trunking

- During initial deployment, Masergy Service Delivery will provide a spreadsheet to customers to provide static addresses for each of their users' DIDs with emergency calls. Masergy will create the association between the address and DID, validating the addresses are a dispatchable location. Additionally, service delivery will provision an emergency services customer admin, who can update locations and create network mappings.
- Masergy recommends that each DID have emergency calling provisioned to ensure that each user can have a dedicated emergency calling address so that in the event of an emergency call is disconnected, the PSAP can call back the caller for location accuracy.
  - Customers may choose to not provision emergency calling for each DID, but in doing so recognize that call back will not get back to the original emergency caller, users will be sharing the same emergency location, and the Location Manager client may not be used. For this reason, Masergy recommends that customers with users that will be working remotely should always have been assigned emergency calling work locations.

- Masergy's Emergency Calling Portal cannot be used by Intelligent SIP Trunking customers using PIDF-LO/MS Teams customers. Regular Intelligent SIP Trunking customers using static service can.
- Customers with third party PBXs, including MS Teams, are responsible for configuring their PBX/Location Information Server (LIS) to send dynamic address information to Masergy (PIDF-LO).

Once the customer is live, customers may call Masergy support for any address location updates for DIDs with emergency calls, or their customer admin can access and make changes directly.

### **E911 Emergency Call Testing using 933 Service**

The 933 service is a courtesy text-to-speech service that Bandwidth offers as part of the 911 package. When an end-user dials 933, it will play back the phone number and address that is provisioned in the 911 Access Masergy ERS Dashboard.

From any client, simply dial "933" and be provided with audio information about how their call would be routed in a real 911 emergency call. The types of responses provided are dependent on how the DIDs are configured.

#### *Call made from DID that is not registered with Masergy*

Result: Routed to ECRC at customer's expense

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is unknown, your location coverage will be emergency call center"

#### *Call made from DID that is registered with Masergy*

Result: Routed to PSAP

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is currently provisioned; location coverage is enhanced 911"

#### *Call made from a HELD device provisioned on Masergy's Emergency Calling Service.*

Result: Routed to PSAP

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is currently provisioned; your location coverage is enhanced 911"

#### *Call made from a HELD device not provisioned on Masergy's Emergency Calling Service*

Result: Routed to ECRC at customer's expense

Caller will hear: "your account is in live mode, subscriber identifier is - <phone number>, your location is unknown, your location coverage will be emergency call center"

#### *Call made from DID provisioned on Masergy's Emergency Calling Service that contains dynamic location information (PIDF-LO) embedded in the signaling*

Result: Routed to PSAP using address embedded in signaling

Caller will hear: "your account is in live mode, your subscriber identifier is - <phone number>, your address is provided, your latitude and longitude are provided, and your location coverage is Public Safety Answering Point"

**Note:** It is possible that for this scenario dialing "933" will result in the caller hearing that "your location coverage is Emergency Call Center". This can happen if the LIS on premise is providing a

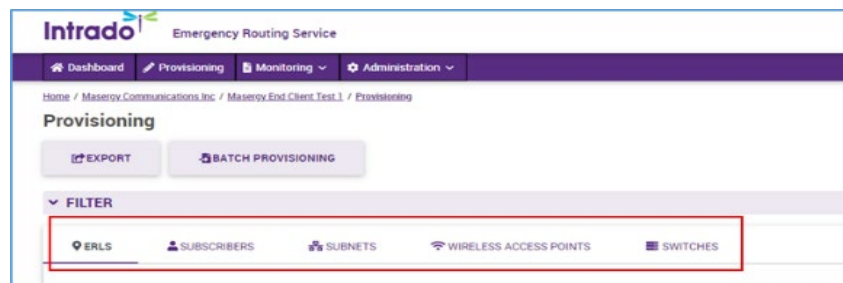
location that has not been verified. As long as DID is provisioned, it will route to ECRC but will NOT incur the ECRC cost.

*Call made from DID not provisioned on Masergy's Emergency Calling Service that contains dynamic location information (PIDF-LO) embedded in the signaling*

Result: Routed to ECRC at customer's expense

Caller will hear: your account is in live mode, your subscriber identifier is - <phone number>, your address is provided, your latitude and longitude are provided, your location coverage is Emergency Call Center"

## Masergy ERS Portal – Terminology



### ERL: Emergency Response Location.

- The ERL table is used to store all emergency locations
- Each TN / Device is associated with an ERL

### Subscribers

- Each TN is defined as a subscriber
- A TN may or may not be assigned an ERL
- Licensing is tied to the TN
- A TN that is not associated with an ERL can use HELD to acquire Location

### Subnets

- Device network (IP subnet) attribute for HELD emergency location identification
- Each subnet is associated with an ERL

### Wireless Access Points

- Wireless Access Point MAC address for HELD emergency location identification
- Each MAC address is associated with an ERL

### Switches

- Switch MAC address for HELD emergency location identification
- Each MAC address is associated with an ERL

Note: Subnets, Wireless Access Points, and Switches only apply to Hosted UC customers only. SIP Trunk / MS Teams customers will not use these e911 provisioning services from the Masergy Emergency Routing Service portal.

## Acronyms

Acronym	Stands For	Definition
ALI	Automatic Location Identification	An ALI Database is a secure database that contains the exact 911 address for given associated phone numbers. This database is queried by the PSAP at the time of a 911 call to obtain the caller's location.
ECRC	Emergency Call Relay Center	The Masergy Emergency Call Relay Center (ECRC) exists to handle emergency calls that cannot be routed to a local 911 center. ... High demand on local 911 networks also causes calls to be routed to Masergy. These calls can be generated by major catastrophic events like fires, weather, and mass casualty incidents.
ELIN	Emergency Location Identification Number	A ten-digit DID number you purchase from the local exchange carrier (LEC) is one way for organizations to provide specific location information to the public safety answering point (PSAP) for a 911 call. During a 911 call, the ELIN takes the place of the caller's telephone number as the ANI and is used to route the call to the appropriate PSAP. The PSAP uses the ELIN to query the automatic location identification (ALI) database and retrieve the caller's location.
FCC	The Federal Communications Commission	The Federal Communications Commission regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia, and U.S. territories.
HELD	HTTP Enabled Location Delivery	A protocol that can be used to acquire Location Information (LI) from a LIS within an access network as defined in IETF RFC 5985.
LIS	Location Information Server	The location information server or LIS is a network node originally defined in the National Emergency Number Association i2 network architecture that addresses the intermediate solution for providing e911 service for users of VoIP telephony. The LIS is the node that determines the location of the VoIP terminal.
MLTS	Multi-line Telephone Systems	Traditionally, multi-line phone systems refer to key telephone systems where users have a single phone to host multiple phone numbers. Users accept incoming calls or make outgoing calls by pressing a dedicated key for a particular phone number.  Modern multi-line phone system now refers to cloud-hosted phone systems that can host multiple business phone numbers in a cloud PBX system that answers all incoming calls and routes them to the right virtual extension. It provides businesses with an advanced PBX system that handles incoming calls to each virtual phone number based on the rules specified for each.
PIDF-LO	Presence Information Data Format Location Object	An IETF standard is used to represent an address/location in XML format. The introduction of PIDF-LO allows organizations to send a caller's location information to the Public Safety Answering Point (PSAP) in an end-to-end IP-based E911 network.
PSAP	Public Safety Answering Point	A public-safety answering point (PSAP), sometimes called a "public-safety access point" is a call center where emergency calls (like police, fire brigade, ambulance) initiated by any mobile or landline subscriber are terminated.
SMS	Short Message Service	SMS is a text messaging service component of most telephone, Internet, and mobile device systems. It uses standardized communication protocols that let mobile devices exchange short text messages.
TN	Telephone Number	A telephone number serves as an address for switching telephone calls using a system of destination code routing. Each Subscriber has a DID telephone number assignment
XML	Extensible Markup Language	XML (Extensible Markup Language) is a markup language similar to HTML, but without predefined tags to use