



Protecting Tomorrow–Today.™

# Online RMS

Version 11.10.1

Product Change Notice

13 Sep 2022

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	13 Sep 2022	1.0	Production release.

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.10.1 release of the Online RMS product and will assist with release preparation activities including:

- Internal staff training
- Customer release training
- Customer release notes
- Release announcement and promotion
- Online help and eLearning updates
- Updates to web site product information and product collateral

## PRODUCT REQUIREMENTS

For best performance and security, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry common web browser that is actively supported and updated to the most recent web standards by the browser manufacturer and connecting to the internet by DSL, Cable, or cellular (4G or higher).

**Your browser must support the TLS 1.2 security protocol or higher.** Browsers running the TLS 1.0/1.1 security protocols have known security vulnerabilities and are no longer supported by Caliber Online RMS. Please make sure your web browser has TLS 1.2 or higher enabled.

### **IMPORTANT NOTICE FOR ONLINE RMS AGENCIES USING INTERNET EXPLORER (IE)**

On August 17, 2021, Microsoft announced that Internet Explorer 11 will no longer work optimally with Microsoft 365 services. Microsoft ended support for the Internet Explorer 11 desktop application for certain versions of Windows 10 on June 15, 2022. Internet Explorer no longer supports new web standards used by modern applications. See Microsoft's website [announcement page](#) for more information.

Caliber strongly recommends that you use an industry popular web browser that is supported and updated to the most recent web standards. Caliber is unable to provide support and issue resolutions on web browsers that are not supported and maintained to the most recent web standards.

## RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.10.1 release.

End Date	Milestone
28 Jul 2022	11.10.1 Sprint 1 Starts
23 Aug 2022	11.10.1 Code Lock
13 Sep 2022	11.10.1 Release Available

## APPENDIX: 11.10.1 PRODUCT CHANGE NOTICE (PCN) - DETAILED JIRA LISTING

TABLE A: Release Enhancements and Product Software Issue Resolutions

This table contains enhancement, software issue, and interface JIRAs contained in the 11.10.1 release. An \* symbol - denotes a software resolution that was deployed prior to the 11.10.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74939	N/A	Create Report Beam e-Crash Interface for Greenwood County - SC (SC24)	Configuration	Interface	New Interface: Implementation of Report Beam e-Crash interface.
IA-75559	N/A	MICR: Error 523 - VICTIM AGE MUST BE NN, NB, BB OR 00 TO 17 IF OFFENSE = 10002	Bug/Defect	State Submissions	Software Update - Michigan State MICR Incident validation update.
IA-75688	N/A	NIBRS Codes Clean up -SIL set to be Group B when should be Group A	Configuration	State Submissions	Software Update - NIBRS configuration Update for hybrid offense codes.
IA-75720	N/A	MICR v1.5 and v1.6 - new City/TWP code, Offense code and Arrest Charge Codes	Configuration	State Submissions	Software Update - Michigan State MICR new code additions.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75890*	N/A	KIBRS: File only reports DT in property/drug line. Missing some property drug info in file	Bug/Defect	State Submissions	Software Update - Kansas State NIBRS Incident submission update.
IA-76070*	N/A	Citizen Reporting - Attach Files	Enhancement	Community Reporting	Software Enhancement - Community Reporting enhancement for public submissions to include PDF, Text, Excel, Word, CSV, and RTF files.
IA-76238	N/A	Master People - setting SSN not changing index type code to KNOWN	Bug/Defect	Master Indices	Software Update - Update logic for determining if a master person is Known or Unknown. Adding an SSN will define the record as Known.
IA-76249*	420240	Custom Forms - Permission to add attachment	Enhancement	Custom Forms	<p>Software Update - New Permission "User Forms - Always Add Attachments To Form" has been created to manage scenarios where agencies had attachments after the form has been reviewed.</p> <p>Assigning this permission, will allow users with the role to add attachments to the form regardless of status.</p>
IA-76263		Online RMS- Install script for release 11.10.1	DevTask	Admin	Online RMS- Install script for release 11.10.1



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-76269*</b>	420248	RMS - Case Management > Case Activities > Show all Descriptions	Bug/Defect	Follow-up Cases	Software Improvement - A new 'show all activities' link was added to allow users to instantly view comments for each case activity. A new Users Notified column also displays.
<b>IA-76278*</b>	420346	MICR Create dataset is getting error	Bug/Defect	State Submissions	Software Update - Michigan State NIBRS Incident submission update.
<b>IA-76282*</b>	N/A	EACC - CJIS Broker ORI	Bug/Defect	Interface	Interface Update - Massachusetts EACC update to translate Agency ORIs to Court specific ORI values.
<b>IA-76295</b>	N/A	Community Reporting - File name not copied to Description field for Non image files	Release Defects	Community Reporting	Software Update - For Community Reporting, the original file name will be included into the description when creating an incident from a public submitted form.
<b>IA-76298</b>	420272	RMS - Address Collapse Log displays a deactivated user	Bug/Defect	Collapse	Software Update - Improved the data display for Address collapse history records.
<b>IA-76340*</b>	420530	RMS - Master Indices DataShare search results will not display image	Bug/Defect	Master Indices	Software Update - Improved display of RMS Master People External DataShare results.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76377	420748	RMS - Users cannot access Evidence System ID from Master Indices Property Record	Release Defects	Master Indices	Software Improvement - Update logic for viewing Evidence information when not accessing from an associated Incident Report.
IA-76378	420747	RMS- User has 2 identical profiles.	Bug/Defect	Admin	Data Script - Clean-up of older records where an employee ID was associated to duplicate user accounts.
IA-76379*		OK SIBRS Group B producing incomplete XML Submission file	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-76384*	420628	RMS - Evidence creation date of recovery anything from 2300-2359 in Central Time Zone coverts to Eastern Time	Bug/Defect	Property Mgmt.	Software Update - Improved display of evidence records where the time component was set as midnight or null.
IA-76385	N/A	ETHOS Interface - Narrative Text - Add NULL Check	Bug/Defect	Interface	Interface Improvement - Update to manage situations where a narrative has not been completed for the incident report prior to transferring.
IA-76386	N/A	EACC Interface - Response Transaction Processing	Bug/Defect	Interface	Interface Improvement - Update to Massachusetts EACC State Courts interface.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-76397*</b>	420874	RMS- Calls For Service - Manage Calls - Clear Date cannot be removed.	Bug/Defect	Calls For Service	Software Update - improved process for entering officer enroute, on scene and clear date and times for RMS CFS records. Authorized users can adjust date/times as needed after entry.
<b>IA-76398</b>	420236	NJ NIBRS Unknown Gun Caliber code needs to be submitted as 9999 not 9998	Configuration	State Submissions	Software Update - New Jersey State NIBRS Incident submission update.
<b>IA-76421</b>	421037	RMS- RMS - Field Arrest results no longer display warrant number on External Warrants	Bug/Defect	Field Arrest	Software Update - Improved Warrant Search results display to include external warrant information.
<b>IA-76500*</b>	421429	Evidence - User appears to be able to delete Evidence when does not have permission	Bug/Defect	Property Mgmt.	Software Update - enhanced logic for when an evidence item can be removed from the system.

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## APPENDIX: SERVICE COMMITMENTS

Caliber Public Safety designs its processes and procedures related to its RMS system based on the service commitments that Caliber Public Safety makes to its business units, the laws and regulations that govern the system and the operational and compliance requirements that Caliber Public Safety has established.

Security, availability, confidentiality, and processing integrity commitments include, but are not limited to, the following:

### Security Commitments

- Secure Socket Layer (SSL) FIPS140-2 compliant encryption is used to encrypt the transmission of data with Caliber hosted systems.
- Access to customer data is restricted to Caliber employees and/or subcontractors whose job function requires access.
- RMS Development, operations, and customer service personnel are required to maintain active CJIS certification.
- Systems are subject to vulnerability scanning.

### Availability Commitments

- Caliber will maintain a highly available platform (99.9% uptime) that includes redundancy for critical system components except during planned downtime as communicated to users or unplanned downtime caused by circumstances beyond its reasonable control. In practice, Caliber routinely exceeds 99.99% uptime.
- User entity data is backed up daily and replicated to a secondary location.
- User entity data is maintained and stored within the United States.

### Confidentiality Commitments

- Upon termination of services, Caliber will return confidential data to customers subject to the terms of the current RMS SaaS agreement.
- Caliber shall protect information designated as confidential from unauthorized access.
- Confidential data shall only be stored within Caliber's company information systems.

### Processing Integrity Commitments

- The organization communicates requirements to user entities regarding the information, data, or other specifications necessary to complete processing in alignment with standard business operations.
- Data processing requests are only performed as authorized by the user entity.
- Data shall be stored and maintained in the system with no unauthorized alteration.