



Protecting Tomorrow–Today.™

Online RMS

Version 11.11.2

Product Change Notice

7 February 2023

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	7 Feb 2023	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.11.2 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 11.11.2 release.

End Date	Milestone
3 Jan 2022	11.11.2 Sprint 1 Starts
2 Feb 2023	11.11.2 Code Lock
7 Feb 2023	11.11.2 Release Available

APPENDIX: 11.11.2 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 11.11.2 release. An * symbol - denotes a software resolution that was deployed prior to the 11.11.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68529	379173	26B Credit card fraud with property loss (7) Stolen property code cannot be (09) Credit/Debit Card	Configuration	State Submissions	Configuration Update: Indiana NIBRS modification to disallow Credit Card as property for 26B Credit Card Fraud Offenses. The property reported as stolen should be the item(s) obtained through the fraud.
IA-76948	424150	OK SIBRS set up 90I Runaway to be a Society Crime	Enhancement	State Submissions	Configuration Update: Modification for Oklahoma SIBRS to allow Society a victim for State specific Runaway offense.
IA-76955	N/A	TIBRS Segment 9 - Change IBR Reporting Code mapping for some offenses	Configuration	State Submissions	Configuration Update: Modification for Texas TIBRS Segment 9 reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76964	N/A	TIBRS Segment 9 - Turn on segment 9 feature for 11.11.2 release	Enhancement	State Submissions	Configuration Update: Modification for Texas TIBRS Segment 9 reporting.
IA-77062	N/A	TIBRS: Segment 8 Family Violence is not reported where applicable if there is a Segment 9	Release Defects	State Submissions	Software Update: Modification to ensure Segment 8 is reported when an incident report also requires Segment 9 reporting.
IA-77063	N/A	TIBRS: Cleanup - Update 90C-S9 and 90C-SA NIBRS offense code	Bug/Defect	State Submissions	Configuration Update: Modification for Texas TIBRS Segment 9 reporting.
IA-77075	N/A	FL IBR: 1.3 upgrade - Script to update Victim to Offender association setting for Crimes Against Property	Bug/Defect	State Submissions	Configuration Update: Florida NIBRS modification to require Victim Offender association for Crimes Against Property.
IA-77077	425227	RMS - McPherson, KS KIBRS issue	Bug/Defect	State Submissions	Software Update: Modification to ensure property description reporting for Kansas KIBRS.
IA-77078	425364	RMS - In Training searching by Instructor from the list created in Module Configuration does not yield results.	Bug/Defect	Training	Software Update: Modification to Course search to return courses that have an instructor selected via the LOV.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-77098	425837	Lexis Nexis Accurant cached return failing to render to a pdf.	Enhancement	Interface	Interface Update: The issue was traced to the Accurant data return and resolved by LexisNexis.
IA-77123	425873	RMS - Incident Narrative - Narrative Tool WebSpell Checker no longer has the option to Ignore All Words	Bug/Defect	Incident Narrative	Software Update: Modification to enable the Ignore All Words in spell check.
IA-77133		Online RMS- Install script for release 11.11.2	DevTask	Admin	Online RMS- Install script for release 11.11.2
IA-77140	N/A	CFS to ODL - stomping on the on scene entered timestamp entered in CFS of clear date also entered	Bug/Defect	Calls For Service	Software Update: Modification to ensure property description reporting for Kansas KIBRS.
IA-77141*	424754	RMS - Virginia Department of Motor Vehicles ONBASE missing	Bug/Defect	Attachments	Software Update: Modification to display the ONBASE links.
IA-77150	425997	ODL - Error when Viewing ODL log when Activity Date/Times are blank	Bug/Defect	Tow Impound	Software Update: Modification to improve viewing ODL records when Activity time is not populated.
IA-77159	426216	RMS - Incident Mapping - PDF print returns blank	Bug/Defect	Follow-up Cases	Software Update: Modification to resolve issue where the Incident map would print blank.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-77195	N/A	Incident: GA42 Criminal Activity Question missing on incident offense	Bug/Defect	State Submissions	Configuration Update: Modification for GA NIBRS Criminal Activity Reporting.
IA-77202	N/A	Warning - Clean up the language for the Offense Cleared by Arrest but no offender with the arrestee role	Configuration	State Submissions	Configuration Update: Modification to Incident Warning validation text for readability.
IA-77251*	426541	RMS - MECC The most recent address on Criminal Complaint Confidential for the parent is not displaying	Bug/Defect	Criminal Complaint	Software Update: Modification to display the most recent address on file for Parent on Criminal Complaint.
IA-77273	426689	Incident History - Incident History is showing the Updater Date/Time not the Creator Date/Time	Bug/Defect	Incidents	Software Update: Modified the Incident Status History page to display the created date rather than the updater date.

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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.