



Protecting Tomorrow–Today.™

Online RMS

Version 11.14.0 (RTO)

Product Release Bulletin (PRB)

15 November 2023

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	15 November 2023	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.14.0 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 11.14.0 release.

End Date	Milestone
01 Aug 2023	11.14.0 Sprint 1 Starts
15 Aug 2023	11.14.0 Sprint 1 Ends / Sprint 2 Starts
29 Aug 2023	11.14.0 Sprint 2 Ends / Sprint 3 Starts
12 Sep 2023	11.14.0 Sprint 3 Ends / Sprint 4 Starts
26 Sep 2023	11.14.0 Sprint 4 Ends / Sprint 5 Starts
10 Oct 2023	11.14.0 Sprint 5 Ends / Sprint 6 Starts
24 Oct 2023	11.14.0 Sprint 6 Ends / Sprint 7 Starts
07 Nov 2023	11.14.0 Sprint 7 Ends / Sprint 8 Starts
15 Nov 2023	11.14.0 RTO (Release to Training / Operations)
30 Nov 2023	11.14.0 Stabilization Ends / Code Loc
05 Dec 2023	11.14.0 Release Available

RELEASE ANNOUNCEMENT

On **Wednesday, November 15, 2023**, the **Online RMS training/demo environments** were upgraded to the Online RMS 11.14.0 (RTO) release to provide you.

Online RMS 11.14.0 is coming to you soon! **As a reminder**, Online RMS 11.14.0 production deployment will occur on Tuesday, **December 5, 2023**, at 1:00 a.m. (Eastern).

Get a **firsthand preview** of the 11.14.0 release by logging into your RMS online training environment beginning Thursday, November 16, 2023.

Your opinion is important to us. We incorporate user feedback into each Online release to ensure that you get the best product for your job. **Online RMS 11.14.0** includes enhancements and improvements that touch over 20 **RMS components**, including **Expungements, Incident Report Writing, Administration, Calls for Service, Cases, Custom Forms, Officer Title, Evidence/Property Management, Incident Mapping, Field Arrest, Master Addresses, Citations, Civil Process, Warrants, Master People, SmartSearch, User Admin, NIBRS State Submission Compliancy, Application Interfaces (APIs), and Security upgrades**; among many other product enhancements, integration improvements, and issue resolutions. Customer obligations, operational efficiency improvements, data entry simplification, and user friendliness were all major considerations in the development of this edition.

Below are a few release highlights available in Online RMS 11.14.0. More information on features and functionalities in the 11.14.0 release is available under the Online RMS Help menu by reviewing the Table of Contents (TOC) section and by clicking on the Product Release Bulletin. Click Help > Online Help or simply click [HERE](#) to read more.

- **Enhanced Expungements** workflows to improve the ability to expunge
 - field arrests
 - charges
 - citations
 - warrants
 - offender role within incident report
- **Incident Mapping**
 - Now includes recovered property

NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.14.0, based on customer feedback, contractual commitments, and revisions to Public Safety State and Federal standards. The overall goal of this version was to improve operational efficiencies, data management, and ease of use. For additional information on the enhancements and functionality described in this release bulletin, please consult the **Online RMS User** and **Admin Help documentation**.

ONLINE RMS 11.14.0 HIGHLIGHTS

Expunge/Seal workflow improvements/additions

Expunge/Seal is controlled by user Roles/Permissions



- Expunge/seal records
- View Expunge/Seal records

Expunge/Seal now include the ability to expunge Field Arrest or Arrest charges

Involved Field Arrests							
Expunge/Seal	Arrest Number	Role(s)	Arrest Date	Agency	Charges	Incidents	Actions
[EXPUNGED/SEALED] ⓘ	20211001256	Arrestee	11/10/2023 1255	Levy County Sheriff's Office	<ul style="list-style-type: none"> 784.03(1a1) DOMESTIC BATTERY- TOUCH OR STRIKE: MM1 810.02 (4a) BURGL - UNOCCUPIED STRUCTURE UNARMED 	★ 20114526	ⓘ
<div>Click this to UN-EXPUNGE/SEAL Field</div> <div>This Field Arrest is EXPUNGED/SEALED</div>							

Involved Field Arrests You are accessing a Training or Demo Environment							
Expunge/Seal	Arrest Number	Role(s)	Arrest Date	Agency	Charges	Incidents	Actions
⊞ ⊞	20211001256	Arrestee	11/10/2023 1255	Levy County Sheriff's Office	<ul style="list-style-type: none"> 784.03(1a1) DOMESTIC BATTERY- TOUCH OR STRIKE: MM1 810.02 (4a) BURGL - UNOCCUPIED STRUCTURE UNARMED 	★ 20114526	ⓘ
<div>Expunge/Seal Charges</div> <div>Expunge Seal Arrest</div>							

FIGURE 1: EXPUNGE/SEAL FIELD ARREST / CHARGES

Involved Incidents							
	Expunge/Seal	Report#	Agency	Status	Incident Types / Offenses	Involved Role	Date
<input type="checkbox"/>		100-123456	New County Sheriff's Office	Initial Report	Type(s) <ul style="list-style-type: none"> Domestic Dispute Offense(s) <ul style="list-style-type: none"> Domestic Violence 	<ul style="list-style-type: none"> Arrestee 	10/15/2018
<input type="checkbox"/>		100-123456	New County Sheriff's Office	Approved Report	Type(s) <ul style="list-style-type: none"> Fire Investigation 	<ul style="list-style-type: none"> Suspect / Offender 	10/15/2018

- From the Incident Actions drop-down Expunge Offender is available

FIGURE 2: EXPUNGE/SEAL INCIDENT REPORT



Involved Citations/Enforcement Activities					
Exemptions/Seal	Ticket Number	Agency	Type	Charges	Citation Date
	6025-001-0	San Diego Sheriff's Office	Moving Traffic - Local Violation		02/26/2014 1400
	6025-001-1	San Diego Sheriff's Office	Moving Traffic - Local Violation		02/26/2014 1400

FIGURE 3: EXPUNGE/SEAL CITATION/ENFORCEMENT ACTIVITIES

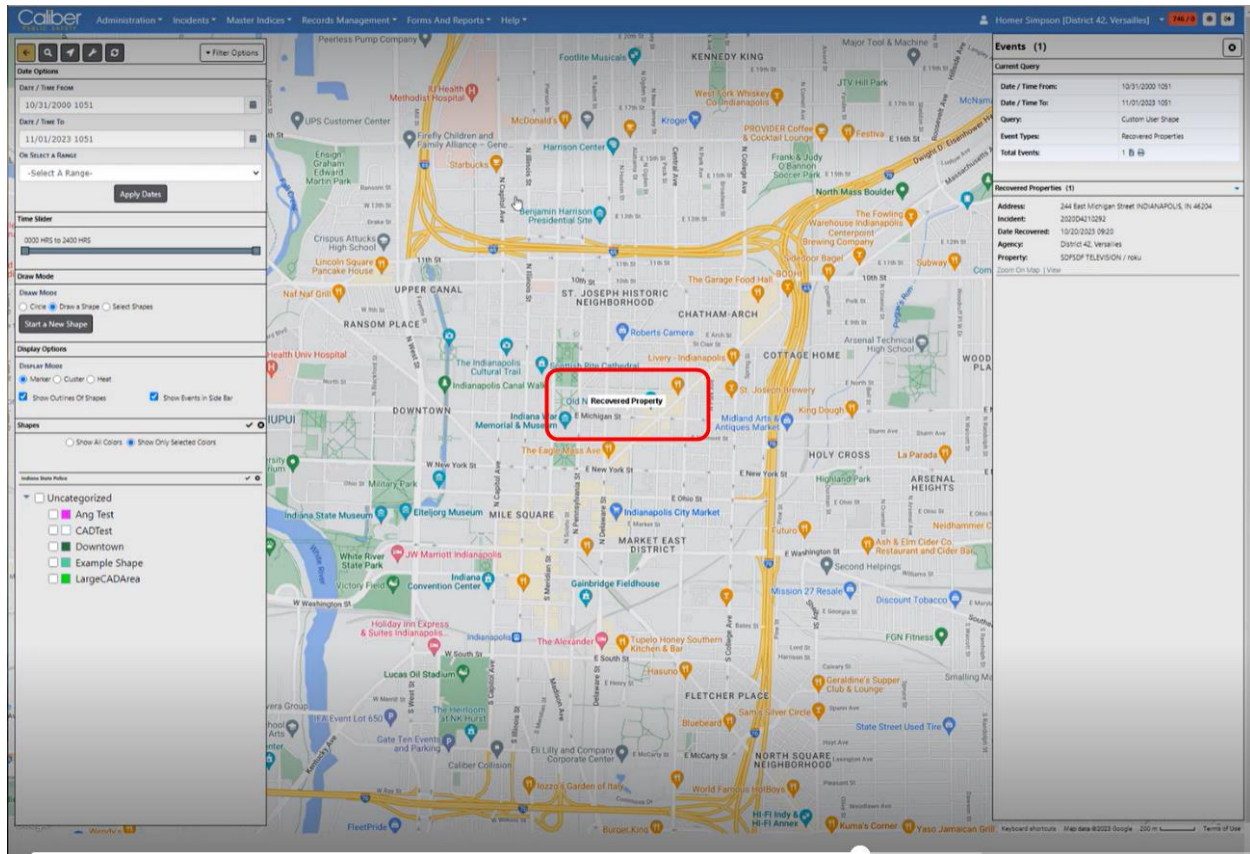


FIGURE 4: INCIDENT MAPPING - RECOVERED PROPERTY

APPENDIX: 11.14.0 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 11.14.0 release. An * symbol - denotes a software resolution that was deployed prior to the 11.14.0 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78653	N/A	Agency Admin - Agency information spins for some agencies	Release Defects	Admin	
IA-78155	N/A	Struts to Spring - Charge Codes Admin	Enhancement	Admin	
IA-76758	N/A	GEO Shape Files - Improvements	Enhancement	Admin	
IA-78517	N/A	Agency Admin Screen Re-Design	Release Defects	Admin	
IA-78687	435913	RMS- When performing IP Whitelisting after restricting to an agency the Agency column still displays All Agencies	Bug/Defect	Admin	
IA-78544	N/A	Update VIBRS on Agency Admin Screen	Enhancement	Admin	
IA-78384	N/A	Manage Sub Forms - Designer Tab - remove button for old designer	Bug/Defect	Admin	

IA-78229	N/A	Login - Protect against large values in password reset days	Release Defects	Security	
IA-78789	N/A	Open AI Services - Additional Parameters	Enhancement	Admin	
IA-78116	N/A	Online RMS CFS Manage Calls - Add Ability to Quick Select Vehicles From CFS on Incident	Enhancement	Calls For Service	
IA-76027	N/A	Calls For Service - Manage Calls - Link to Access Incident Report	Enhancement	Calls For Service	
IA-78698	435492	PORT - RMS - Offender details has a delay before appearing MSP	Bug/Defect	Incidents	
IA-78684	435861	RMS- CFS created but missing	Bug/Defect	Calls For Service	
IA-78786	N/A	Expunge / Seal - Case View & Edit	Release Defects	Follow-up Cases	
IA-77686	N/A	Case: navigation issue for creating supp to incident from review case	Bug/Defect	Follow-up Cases	
IA-78201	N/A	Citations - Default value on DUI_TEST_ADMIN is updating all citations	Release Defects	Citations/Stops	
IA-78818	N/A	Recent Activities Counts - Warrants and Court Papers -	Enhancement	Civil Process	

		Performance Improvements			
IA-76292	N/A	Civil - printed court paper prints blank pages in MECC	Bug/Defect	Civil Process	
IA-78466	434297 434345	RMS - Unable to use stylus or finger to sign custom forms with touch screen	Bug/Defect	Custom Forms	
IA-78022	431499	Evidence Print Label needs to print the Evidence Owner Information	Bug/Defect	Property Mgmt	
IA-78301	N/A	Evidence Receipt for multiple Items being checked out not page breaking in PDF	Bug/Defect	Property Mgmt	
IA-77541	427825	RMS - Users should have the ability to edit a Narrative Title when Expunging a record	Enhancement	Expungements	
IA-78833	N/A	Field Arrest - removing warrant doesn't work	Release Defects	Field Arrest	
IA-78369, IA-78370, IA-78371, IA-78405	N/A	Field Arrest security added for Juvenile arrests	Release Defects	Field Arrest	
IA-78742	N/A	Recovered Property - Mapping Portion	Enhancement	Incident Mapping	

IA-78649	N/A	Incident Mapping - Add Property Recovered on Incidents - LOE Only	Enhancement	Incident Mapping	
IA-78554	N/A	Online RMS Mapping - Researching oracle SDO_GEOMETRY	Enhancement	Incident Mapping	
IA-78535	N/A	Map Shapes - Regression Bug for Agency Select/Deselect all	Release Defects	Incident Mapping	
IA-78702	N/A	Add offender to an incident is broken	Release Defects	Incidents	
IA-78435	434234	RMS- Supervisor receives a blank screen when attempting to approve a report with an Incident Security Level higher than the supervisor	Enhancement	Incidents	
IA-78354	N/A	Incident Report - Header Tab - Section Colors	Bug/Defect	Incidents	
IA-78759	N/A	Warrant Data Exchange - Service Log Export/Synchronization	Enhancement	Interface	
IA-78692	N/A	Warrant Upload - Extended Functionality	Enhancement	Interface	
IA-78675	N/A	Arrest Data Exchange -	Enhancement	Interface	

		Additional Elements			
IA-78414	N/A	Warrant Upload - Process New Log Entries	Enhancement	Interface	
IA-78807	N/A	Master Indices - View organization summary tab shows uncategorized error	Release Defects	Master Indices	
IA-78679	435625	RMS - Master Indices Person Email / Web Address Field does not support social media profile names	Bug/Defect	Master Indices	
IA-78314	433636 434162	RMS-Unable to add address from Master Indices Add Address hyperlink	Bug/Defect	Master Indices	
IA-78633	435636	RMS - Unable to add Address using Add address hyperlink	Bug/Defect	Master Indices	
IA-78395	434066	RMS-Master Indices organization search returning data from previous search	Bug/Defect	Master Indices	
IA-78714	N/A	RMS - Mclean Create EJS Hybrid Notification Transfer	Enhancement	Notifications	
IA-78444	434301	RMS - Notifications display Caliber	Bug/Defect	Notifications	

		DBA as locked notification screen			
IA-78459	N/A	Charge Code table search not working past first page	Bug/Defect	Admin	
IA-78492	N/A	RMS- Arrange NIBRS Codes in the State Offense Code / Local Offense Code Table alphabetically or numerically	Enhancement	Admin	
IA-78366	N/A	Officer Title upped to 30 - not implemented on My Profile or Manage User	Release Defects	Officer	
IA-75329	N/A	Expanding Field Characters for Officers Title	Enhancement	Admin	
IA-78317	433774	RMS-Photo Lineup is misspelled in breadcrumbs	Bug/Defect	Admin	
IA-78629	N/A	Expunge / Seal Records - jasper reports	Enhancement	AdHoc Reporting	
IA-78188	432675	NE NIBRS Additional Required Data Elements NE1, NE2 and NE3	Enhancement	State Submissions	
IA-78650	N/A	Incident SmartSearch add Calendar functionally	Enhancement	SmartSearch	
IA-78686	N/A	Broadcast Messages Fail	Bug/Defect	Admin	

		when User Has No Roles			
IA-78809	N/A	Warrant: search by custom fields returns uncategorized error	Release Defects	Warrants	
IA-78804	N/A	Warrant - fails to save if changing any field and judge is blank	Release Defects	Warrants	
IA-78751	N/A	Warrants - Judge Number	Enhancement	Warrants	
IA-78693	N/A	Warrant Served Notification	Enhancement	Warrants	
IA-78421	N/A	Create default Notify Warrant Agency on Warrant Admin Screen	Enhancement	Warrants	
IA-78205 IA-78206 IA-78207 IA-78208 IA-78209 IA-78210 IA-78211 IA-78212 IA-78213 IA-78214 IA-78216 IA-78217 IA-78377 IA-78378 IA-78385 IA-78464 IA-78555 IA-78560 IA-78609 IA-78615 IA-78651	N/A	Enhanced Expungements to add the ability to expunge field arrests, citations, warrants, and charges as well as the offender role.	Enhancement	Admin	

IA-78652					
IA-78666					
IA-78689					
IA-78690					
IA-78715					
IA-78716					
IA-78732					
IA-78746					
IA-78793					
IA-78802					
IA-78805					
IA-78808					
IA-78810					
IA-78815					

--END--

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.