



Protecting Tomorrow–Today.™

# Online RMS

Version 11.14.1

Product Release Bulletin (PRB)

09 January 2024

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	09 January 2024	1.0	Update PRB for Online RMS Production Release.

## TABLE OF CONTENTS

Revision History .....	1
Introduction .....	3
Product Requirements.....	4
Release Milestones.....	5
Release Announcement.....	6
Appendix: 11.14.1 Product Change Notice (PCN) – Detailed JIRA Listing	6
TABLE A: RELEASE ENHANCEMENTS AND PRODUCT SOFTWARE ISSUE RESOLUTIONS.....	6
Appendix: Service Commitments .....	9

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.14.1 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 11.14.1 release.

End Date	Milestone
02 Jan 2024	11.14.1 Code Lock
09 Jan 2024	11.14.1 Service Pack Available

## RELEASE ANNOUNCEMENT

**Online RMS** was upgraded to 11.14.1 on Tuesday, **January 9, 2024**, at **1:00 a.m.** (Eastern).

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 11.14.1** includes enhancements and improvements that touch over 9 **RMS components**, including **Expungements, Incident Report Writing, Administration, Custom Forms, Civil Process, Warrants, NIBRS State Submission, 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.

## APPENDIX: 11.14.1 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 11.14.1 release. An \* symbol - denotes a software resolution that was deployed prior to the 11.14.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78925*	437775 437778 437764	RMS - Random users are receiving an error Unparseable	Release Defects	Follow-up Cases	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Number when attempting to open cases from Recent Activities			
IA-77194		Missouri MOR Custom Form and export Report to Excel	Enhancement	Custom Forms	
IA-78832		Court Paper Data Exchange - Add Defendant and Process Payor	Enhancement	Interface	
IA-78846	435961	Maintenance Setting NIBRS_WINDOW S_UPDATES = N but still including incidents with past occurrence dates	Enhancement	State Submissions	
IA-78951*	437983 437946	ODL - Date and Time Shortcuts are not working as expected	Bug/Defect	ODL	
IA-78971		PDF Fillable forms needs the ability to map Property	Bug/Defect	Custom Forms	
IA-78980		IP Address Parsing - Change X-Forwarded-For To Account for Multiple IPs	Bug/Defect	Security	
IA-78987		Court Paper - need new permission to edit ALL court papers	Enhancement	Civil Process	



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78244		NDEX XSLT - Remove Physical Description Requirement	Bug/Defect	Interface	
IA-78515		Agency Setup Wizard errors on Add User	Bug/Defect	Admin	
IA-78888		NIEM Warrant XSLT - Add Issue Date	Bug/Defect	Interface	
IA-78891		Custom Warrant Report - TESTING ISSUES	Bug/Defect	Warrants	
IA-78890		Warrant Service Jacket - TESTING ISSUES	Bug/Defect	Warrants	
IA-78919*	437778	RMS - Master Indices queries are responding slow when receiving history	Release Defects	Searching	

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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.