Online RMS

Version 11.16.1

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	10 September 2024	1.0	Service Pack Available

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.16.1 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 11.16.1 release.

End Date	Milestone
03 SEPT 2024	11.16.1 Code Lock
10 SEPT 2024	11.16.1 Service Pack Available

APPENDIX: 11.16.1 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 11.16.1 release. An ***** symbol - denotes a software resolution that was deployed prior to the 11.16.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76692		RMS - Investigate Project Startup Times	Engineering Enhancement	Admin	
IA-79349		VA IBR 2024 Data Collection Updates	Configuration	State Submissions	The Online RMS Incident Based reporting has been updated for all Virginia clients to match the specification for VA IBR 2024 Data Collection. These configuration changes were applied to existing code and configuration tables in the online RMS for VA clients only and only effect VA IBR reporting
IA-79702		NJ NIBRS Error submitting Zero Report.	Bug/Defect	State Submissions	The Online RMS Incident Based Reporting, Incident Submission for the state of New Jersey (NJ NIBRS) has been updated to allow submission of Zero Segments to the NJ State

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					Repository. This allows agencies to submit zero segment xml submissions as required by New Jersey when there are no reportable incidents in a submission period.
IA-79733	443175	MS NIBRS Submitting two arrests for a single offender cause errors from the state	Bug/Defect	Incidents	The online RMS Incident Based reporting (NIBRS) has been updated to fix an issue where multiple arrestee records were reported for the same offender in some cases. The submission software was changed to only report a single arrest per offender for the incident.
IA-79749		Person SOLR Indexing is only using Person Id to get IDS	Bug/Defect	Master Indices	
IA-79757	444869	VA IBR 2024 Submission File Changes	Configuration	State Submissions	The online RMS Incident Based Reporting for the State of Virginia (VA NIBRS) has been updated to correctly set the submission month and year based on the dataset submission date instead of the date of approval as previously submitted. This change applies only to VA NIBRS.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79799		Warrant Status Update Notification	Enhancement	Warrants	
IA-79807		Grant County SO, WV and Sub-Agencies - CAD to Online RMS Mapping	Configuration	Interface	The Online RMS to the Caliber CAD Interface has been configured and enabled for the Grant County, WV Sheriff Department.
IA-79817	444931	RMS - Fleet Current Mileage should only be changed by the Fuel/Oil/Mileage tab	Bug/Defect	Fleet Mgmt	Label changes and info bubbles added to both edit and view fleet vehicle screens
IA-79859		Court Paper Data Extract - Jacket Comment	Enhancement	Interface	The court paper extract has been extended to include service jacket comment custom field data.
IA-79865		Court Paper Service - Person Served Not Saved	Bug/Defect	Civil Process	
*IA-79868		Narrative missing black block in styles when doing an expungement	Bug/Defect	Expungements	The Redaction style should be available when editing an incident narrative from expunge screens.
IA-79875		Evidence - Printed Signature Too Small and Not Dark Enough	Enhancement	Property Mgmt	
IA-79877		Online RMS Warrant Web Services - Oklahoma County Sheriff's Office - OK	Configuration	Warrants	Online RMS has added a new web service that will search for active warrants by name only (first and last name required) and return a list of active

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					warrants for people in the RMS that match on the name (exact match not case sensitive). The web service was added for the Oklahoma County, OK client and can be accesses by the following URL using a GET API call with application/json response.
IA-79902		Online RMS-Install script for 11.16.1	DevTask	Admin	
IA-79904		Person Upload - SMT and Body Part Code Mappings	Configuration	Interface	
*IA-79905		Custom Forms - Duplicate form with multiple sub-forms isn't working	Bug/Defect	Custom Forms	
*IA-79906		NIBRS Submissions screen new XML Flatten File button causes page error.	Bug/Defect	State Submissions	
IA-79952		Crash - Edit Vehicle not displayed the Commercial/Non-Commercial value from database	Bug/Defect	Crash Reporting	The Commercial / Non-Commercial Field was not getting set if custom field configuration was being used.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79961		Incident Security Group can be created with space at end causing errors	Bug/Defect	Security	

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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.