



Protecting Tomorrow–Today.™

Online RMS

Version 11.16.3

Product Change Notice

5 November 2024

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	5 November 2024	1.0	Service Pack Available

TABLE OF CONTENTS

Revision History	1
Introduction	3
Product Requirements.....	4
Release Milestones.....	5
Appendix: 11.16.3 Product Change Notice (PCN) – Detailed JIRA Listing	6
TABLE A: RELEASE ENHANCEMENTS AND PRODUCT SOFTWARE ISSUE RESOLUTIONS.....	6
Appendix: Service Commitments	9

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.16.3 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 11.16.3 release.

End Date	Milestone
29 Oct 2024	11.16.3 Code Lock
05 Nov 2024	11.16.3 Service Pack Available

APPENDIX: 11.16.3 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 11.16.3 release. An * symbol - denotes a software resolution that was deployed prior to the 11.16.3 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-80162		Session Timeout window displayed immediately when selecting Add New User	Release Defects	Admin	
IA-80075	441850	Hybrid Data Exchange - Disable Processing During Collapse	Bug/Defect	Collapse	Hybrid data exchange processing is now disabled while performing a collapse.
*IA-80121		CAD Interface Creates new Master Addresses with + in Latitude	Bug/Defect	#N/A	The Online RMS CAD Interface has been updated to correct the latitude on the CAD transfer to the RMS Calls for service when creating a new address in the RMS from the CAD. In some cases, the CAD was sending the latitude with a leading + before the latitude value, this was

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					causing issues when the latitude, longitude is mapped using the RMS Mapping. This issue has been corrected in the CAD to RMS Interface and any existing data with the + in the latitude has been corrected.
IA-80122		Evidence - Take Action from Property Pending Check In notification doesn't use signature pin	Bug/Defect	Property Mgmt	
IA-78349		eCite - Add Cross Street	Bug/Defect	Interface	The CAPS eCite interface now processes cross street information.
IA-79984		Index Cross-Reference Synchronization	Enhancement	Interface	The hybrid data exchange has been extended to provide an ability to send, receive and process cross-reference index information.
IA-80027		Warrant Status Change Notification Configuration	Configuration	Notifications	Default configuration on the warrant status change notification adjusted to navigate to the view warrant page and allow user delete.
IA-80085		ECI XML Setup - O'Fallon Customization	Configuration	Interface	Custom XML setup implemented for O'Fallon citation interface.
IA-79427		SAML - Session Timeouts Lead to Form Login Screen v2	Release Defects	Admin	

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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.