Caliber
PUBLIC SAFETY
Protecting Tomorrow–Today.™

Online RMS

Version 11.17.2

Product Change Notice

4 February 2025

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	4 February 2025	1.0	Service Pack Available

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.17.2 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 standard 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 11.17.2 release.

End Date	Milestone
28 Jan 2025	11.17.2 Code Lock
04 Feb 2025	11.17.2 Service Pack Available

RMS 11.17.2 Release

This release includes production software defect corrections and the following enhancements:

- **Virginia Crash**
    - Improved workflow and state reporting requirements.
- **TN IBR**
    - State specific IBR requirements.

We hope you share our enthusiasm for the production release of Online RMS 11.17.2. Please contact us by email at rms@caliberpublicsafety.com if you have any questions about the release.

Our Very Best,

Caliber Public Safety

APPENDIX: 11.17.2 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 11.17.2 release. An ***** symbol - denotes a software resolution that was deployed prior to the 11.17.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79658		Enable ARIES Interface to Online RMS for Fountain County - IN (IN23)	Configuration	Interface	The ARIES interface has been activated for Fountain County.
IA-79661		Enable ARIES Interface to Online RMS for Warren County - IN (IN86)	Configuration	Interface	The ARIES interface has been activated for Warren County.
IA-79884		Crash - P2C Web Services Middleware	Enhancement	Crash Reporting	
IA-80407	450329	CFS - Notes search in CFS is not working for MECC(MA11)	Bug/Defect	Calls For Service	Modified Procedure to no longer include spatial indexes.
IA-80452	450243	RMS - Tippecanoe IN79 The secondary review is not triggering with supplements other than 0 for	Bug/Defect	Routing	Fixed a bug where the incident approval was only looking at offenses on the supplement to be approved.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		W. Lafayette and Purdue			
IA-80453		RMS - MSP requests Sort order for Agencies in RMS in numerical order	Bug/Defect	Calls For Service	Added Sort order to agency search LOV on calls for service.
IA-80454		TN NIBRS Domestic Violence can only be reported for Certain Offenses and Relationship	Release Defects	State Submissions	The Online RMS Incident Based Reporting for Tennessee (TN NIBRS) has been updated to only report the domestic violence field as true or false when the offenses on the report and the victim to offender relationship is appropriate for Domestic Violence. Previously it was reporting false in this case.
IA-80455		TN NIBRS Home Invasion can only be reported for Certain Offenses and Location code of 20 Residence	Release Defects	State Submissions	The Online RMS Incident Based Reporting for Tennessee (TN NIBRS) has been updated to only report the Home Invasion field as true or false when the offenses on the report apply to home invasion and the place of the crime is a residence. This is a TN NIBRS specification. Previously it was reporting false in the case where the field was not populated. This change only applies to

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					Online RMS TN clients reporting TN NIBRS.
IA-80457		TN NIBRS Cybercrime Theft	Bug/Defect	State Submissions	The Online RMS Incident Based Reporting for Tennessee (TN NIBRS) has been updated to only report the offense Cyber Crime field as true or false when the offenses on the report apply to cybercrime, based on the TN NIBRS specification. Previously, it was reporting false in the case where the field was not populated. This change only applies to Online RMS TN clients reporting TN NIBRS.
IA-80460		Crash Fields-Work Zone Type and Mile Marker Not In Official Scripts	Bug/Defect	Crash Reporting	Issue has been resolved.
IA-80463		Crash Submissions - Structure Error when Speed Limit is empty	Bug/Defect	Crash Reporting	Issue has been resolved.
IA-80469		Online RMS-Install script for release 11.17.2	DevTask	Admin	Deployment script.
IA-80478		Crash - add custom field and validation for offenses on crash driver	Enhancement	Crash Reporting	Dynamic Forms and Fields are now available for Crash Drivers. They can be configured via the crash form

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					administration page – like vehicles & details
IA-80479		Crash - add custom field and validations for number of vehicles	Enhancement	Crash Reporting	
IA-80481		Crash - default diagram google condition to Road instead of Aerial	Enhancement	Crash Reporting	
IA-80499		Event Map - Selecting Units other than Miles Not Working	Bug/Defect	Incident Mapping	Issue has been resolved.
IA-80520		Crash XML Submissions - Passenger Fields	Bug/Defect	Crash Reporting	Issue has been resolved.
IA-80559		Crash P2C - Integrate Security Level in View	Enhancement	Crash Reporting	
IA-80564	451230	MO Racial Profile report export is Column A is blank	Bug/Defect	Custom Forms	Issue has been resolved.
IA-80578		BACKPORT - Crash - view screen not displaying crash location if using dynamic form	PORT	Crash Reporting	Location now displays on crash view screen even if there are custom fields present.

--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.