Online RMS

Version 11.18.0

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	01 April 2025	1.0	Release to Production

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.18.0 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 11.18.0 release.

End Date	Milestone
03 Dec 2024	11.18.0 Sprint 1 Starts
17 Dec 2024	11.18.0 Sprint 1 Ends / Sprint 2 Starts
31 Dec 2024	11.18.0 Sprint 2 Ends / Sprint 3 Starts
14 Jan 2025	11.18.0 Sprint 3 Ends / Sprint 4 Starts
28 Jan 2025	11.18.0 Sprint 4 Ends / Sprint 5 Starts
11 Feb 2025	11.18.0 Sprint 5 Ends / Sprint 6 Starts
25 Feb 2025	11.18.0 Sprint 6 Ends / Sprint 7 Starts
11 Mar 2025	11.18.0 Sprint 7 Ends / Sprint 8 Starts (Stabilization Starts)
11 Mar 2025	11.18.0 Sprint 8 Ends / Sprint 9 (Stabilization Continues)
19 Mar 2025	11.18.0 RTO (Release to Training / Operations)
27 Mar 2025	11.18.0 Stabilization Ends / Code Lock
01 Apr 2025	11.18.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS was upgraded to 11.18.0 on Tuesday, **April 1, 2025**, 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 11.18.0** includes enhancements and improvements that touch over 48 **RMS components**, including **Admin, Agency Configuration Report, Arrest & Charge Codes, Attachments, Backend, Broadcast Messages, Calls For Service, Cases, Civil Process, Crash Reporting, Crime Map, Custom Forms-SubForms, Data Submissions, Evidence, Expungement, Field Arrest, Field Contact, Fleet Management, Incident/Event Mapping, Incident Report, Interface, Interface_CAD to RMS integration, Interface-InterDex, Interfaces - General/External, Master Indices, Narrative, Notifications, Officer Daily Logs, Offenses, Caliber Public Services, Personnel, Printing, Reporting_IL-IBR, Reporting_iReports, Reporting_KS-IBR, Reporting_MI-IBR (MICR), Reporting_MO-IBR, Reporting_MS-IBR, reporting_NE-IBR, Reporting_NIBRS, Reporting_OK-IBR, Reporting_TN-IBR (TIBRS), Routing, Searching-General, SOLR Indexes, UI_UserInterface, Warrants 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 11.18.0. More information on features and functionalities in the 11.18.0 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.

RELEASE HIGHLIGHTS

We are excited to share the following release highlights:

- **Crash Module – (Virginia State only at this time)**
  Premium Feature
    - **Crash Dynamic Forms**
        - ✓ Improving flexibility in crash reporting forms.
    - **Crash Associations**
        - ✓ Linking crash data with other records (e.g., citations, vehicle information and incident reports).
    - **Crash improvements**
        - ✓ Dynamic forms for passengers
        - ✓ Ability to override Driver's License and Address requirements
        - ✓ Capture a vehicle owner as a business
    - **Crash State Submissions**
        - ✓ Streamlining state reporting compliance for crash data.
- **Jail Interfaces**
    - Jail interface to ATIMS, via Boomi technology, and IN-Jail
- **Initial release of Community Portal Service – (General Availability coming soon). Premium Feature**
    - Allowing the public to retrieve Crash, Incident, Recent Arrests, and Wanted List
- **Users can now leverage the Quick Reference short cuts to more quickly complete Arrest Narratives**
- **Users can now view the character limit while typing in text areas fields throughout the Field Contact module**
- **Review Route can now be canceled on the Incident Approval Screen (permission required)**
- **Agencies can now define text for Custom Form footers to show when printing custom forms**
- **Enhanced the VIN Make and Model validation service introduced in 11.17**
- **Provided multiple enhancements to continue to support state and federal Incident Based Reporting (IBR) requirements.**

Caliber invested time in AI and how it can help complete incident reports in this release. Additional research continues for a later release.

We hope you share our enthusiasm for the production release of Online RMS 11.18.0. Please contact us by email at rms@caliberpublicsafety.com if you have any questions about the release.

Our Very Best,

Caliber Public Safety

NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.18.0, 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 FEATURE HIGHLIGHTS

Field Contact text fields

YOU CAN NOW VIEW THE CHARACTER LIMIT WHILE TYPING IN TEXT AREAS FIELDS THROUGHOUT THE FIELD CONTACT MODULE

FIGURE 1: FIELD CONTACTS

Field Arrest Narratives

Added Narrative Quick Reference to Field Arrest

Arrest Summary: 03/07/2025 1257 Hrs ⓘ

Charges: 18.2-119 : TRESPASS: AFTER BEING FORBIDDEN TO DO SO : M :

SELECT A TEMPLATE No Templates Available

NARRATIVE TITLE

Type a **@** followed by **arrestee, other, officer, location, charge, date** to find information to add

Name: Willis Maryland Mansfield Sex: Male Race: White DOB: 06/17/1966
Officer: Isaiah Rosser Title: Police Officer Badge #: PD419

@char

1199 18.2-119 : TRESPASS: AFTER BEING FORBIDDEN TO DO SO : M : (18.2-119)
Charge

FIGURE 2: FIELD ARREST QUICK REFERENCE

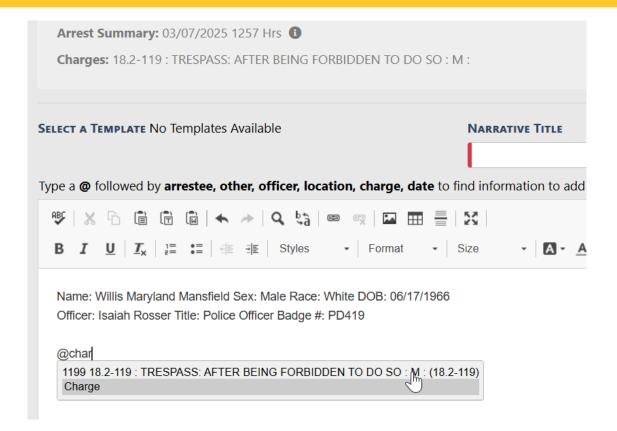*Enhance the VIN Make and Model validation service introduced in 11.17*

- **To improve the user's experience while searching or entering a vehicle into ORMS, users can now identify a vehicle's make and model from the Vehicle search / add screens by utilizing the VIN lookup with the NHTSA database.**
  - o This allows for better Year, Make, and Model matching
  - o Integrated with External search results (DIS)
  - o Selecting the Magnifying icon next to VIN initiates the VIN lookup

Figure 3, below, shows how a user can perform a lookup once a valid VIN is entered.

FIGURE 3: VIN LOOKUP

Review Route can now be canceled on the Incident Approval Screen (permission required)

- **Review Routes now has an option to allow the route to be canceled from the Approval Screen**
  - o This does require the user that is approving the report to have this new permission.
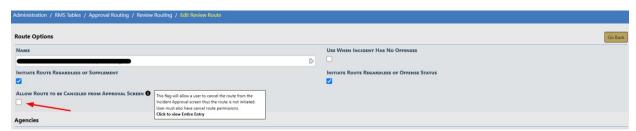
FIGURE 4: ABLE TO CANCEL ROUTE FROM APPROVAL SCREEN

Personnel Management can now restrict users from viewing certain Info types from the users Profile Screen

- **From Module Configuration / Personnel Management Administration "Employee Info Type" can now select info types to be restricted for the user's profile.**
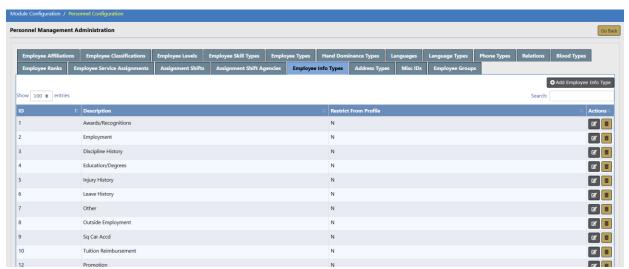

FIGURE 5: RESTRICT EMPLOYEE INFO TYPES

APPENDIX: 11.18.0 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 11.18.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-80819		Master Names Trigger not updating SOLR index	Bug/Defect	Searching	
IA-72568		Organization Rollup Maintenance values	Enhancement	State Submissions	
IA-72764	402799	Personnel Records restricted view/delete	Enhancement	Personnel	Authorized users can now restrict sensitive personnel information from users. This restriction is managed by a flag that can be set on the Module admin -> Personnel Management screen -> Employee Info Types Tab. Restricted Employee Info types will not show from the My

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					Profile Screen and cannot be added.
IA-73458	406070, 394037	Incident Mapping error Maryland Transit Authority	Bug/Defect	Incident Mapping	
IA-78745	436210	CAD Vehicle make codes and RMS Vehicle Make codes not matching	Bug/Defect	Interface	The Online RMS - CAD Interface has been updated to improve Vehicle Make and Model matching with vehicles loaded from CAD. The new functionality allows the RMS to use a VIN lookup service to lookup a vehicle make and model using a VIN number, when the vehicle make and model from the CAD does not match the RMS make and model and a VIN is provided from the CAD. If the VIN is valid and returns a successful make and model to the RMS CAD Interface, it will be used to match with the RMS Make and Models. There is an Interface XML Document Option to turn the VIN Lookup Service on or off per schema for the CAD interface if this functionality is not

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					desired. By default, the VIN Lookup service is enabled for all RMS CAD Interfaces.
IA-79391	441510	RMS - Approved supplement 0 can be opened for edit by supplement 1	Bug/Defect	Incident Narrative	Fixed a bug that would allow a user who is editing a later supplement of an incident, to edit fields for supplement 0 (In incident summary tab).
IA-79490	441481	Approval Comments not included in 2nd Line Review Notifications.	Enhancement	Incidents	Enhancement - Improved user experience by adding Incidents Added Comments to the bottom of the review route notification for easier access
IA-79637		Crash - Add crash to master person summary tab	Enhancement	Crash Reporting	Added Crashes to person summary involvements.
IA-79808	444545	RMS - Master Indices Vehicle Search does not change when adding search parameters	Bug/Defect	Searching	Vehicle search - Additional search criteria = Incident Status has been fixed. The wrong search property was being referenced.
IA-79867	445452	KIBRS Property did not get included on the submission file	Bug/Defect	State Submissions	The online RMS Incident Based Reporting for the state of Kansas (KIBRS), has been updated to report drug property types in the case where drugs are reported stolen in a larceny related offense based on the NIBRS 23 associated

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					offenses. Previously drugs were only reported in KIBRS when there was a drug related offense (NIBRS 35A). This update only applies to the Kansas RMS clients reporting KIBRS.
IA-79922		Remove from EJS_STATE_CODE_ MAPPING the mapping type NIBRS_PLACE_CO DES	Configuration	Incidents	The RMS NIBRS Place Code Mappings for Cargo (43) have been removed from the Online RMS state code mappings for all schemas. This mapping is no longer valid for NIBRS.
IA-79974	446655	RMS - Total Involvements does not display citations.	Bug/Defect	Master Indices	Fixed a bug on master indices person summary screen. If 1 or more of the person's citations had no citation date, the citation count was not displaying.
IA-79988		Online RMS to E-Citation Interface Set Up for City of Danville Police Department (VA107)	Configuration	Interface	The digiTicket Interface Integration was implemented for the City of Danville. If your agency desires to use an e-citation interface contact your CSM.
IA-80232	449000	MICR v1.11.0 Upgrade	Configuration	State Submissions	The Online RMS Incident Based reporting for Michigan (MICR) has been updated to generate State Submissions using the

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					MICR v1.11.0 standard. All the Michigan RMS clients have been updated to reflect the code and description changes required for MICR v1.11.0.

The MICR v1.11.0 standard will be the MICR version submitted in this release for all Michigan RMS clients submitting MICR data.

These modifications are only applicable to MI RMS clients, other states IBR reporting are not impacted by this update. |
| **IA-80251** | 449122 | RMS - Agencies Using RMS Manage Calls for Service for CAD are now able to search by Calls Received Field | Enhancement | Calls For Service | Added Call Received to calls for service search. |
| **IA-80277** | 449326 | RMS - Using One Line Address Search times out for an address. | Bug/Defect | Searching | The One-line search was enhanced to be more performance. |
| **IA-80322** | 446937 | RMS - Add the ability to cancel a review route by approving role | Enhancement | Routing | A new permission category added:

Approval Routing - Cancel Entire Review Route on Approval |

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					Screen A new option was added to the Incident Review Routing admin screen: Allow Route to be Canceled from Approval Screen If user has the new permission and the new route option is checked, the user can cancel the route from the approval screen (Review Routes section). A new column called Cancel Route is displayed only if the user has the new permission. The cancel route checkboxes will be disabled if the route does not have the new option selected.
IA-80347		Crash - view screen not displaying crash location if using dynamic form	Bug/Defect	Crash Reporting	Location now displays on crash view screen even if there are custom fields present.
IA-80400	450275	RMS - Dragging and dropping agency to a parent create does not save.	Bug/Defect	Agency Config Report	Removed drag and drop from agency tree structure plugin. This capability is not supported.
IA-80443		Enhance Society Business Index and not allow the	Enhancement	Master Indices	Added additional validations that prevents the users to change the

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Org Type to be modified			Org type for the Society Business index used for specific offenses.
IA-80468		Crash People - Passenger Dynamic Forms	Enhancement	Crash Reporting	Crash Passenger Dynamic Forms are now supported. This allows admins to include custom forms within the crash passenger forms. Also, included the ability to create a new dynamic form in the UI - you can do so via a button at the top of the dynamic forms admin page.
IA-80537		Change the Printing option from IA-80310 to a print option not a Redact option	Bug/Defect	Incidents	Removed Redact Offense Status and Date option and replaced it with Hide Offense Status and Date. This option will not print anything rather than replacing the data with "Redacted" Default templates were configured as follows: Standard - N Media - Y Full - N
IA-80540		During Expungement allow officer role to be changed Ref: IA-80320	Enhancement	Expungements	When expunging an offender from an incident, users can now view all officers (with a role of arresting/citing) that are on the incident.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					Previously only officers that were on both the incident and the field arrest were displayed.
IA-80551	451314	RMS - Recent Activities My Forms (Initial) Forms For Review red initial indicator disappeared	Bug/Defect	Agency Config Report	Made Recent Activities count indicator red for the following activities: -My Forms (initial) -My Forms (Rejected) -Forms For Review
IA-80567	448252	TNNIBRS Group B Arrest Lat long missing in the submission file	Release Defects	State Submissions	The Online RMS Incident Based Reporting for Tennessee (TN NIBRS) has been modified for Group B reporting in XML format to the state of Tennessee. The Group B Arrest Location will now use the Incident location if the Arrest Location does not have geo coded data as required by Tennessee. This change only impacts RMS clients using the TN NIBRS IBR submission and does not impact any other IBR submission states.
IA-80653		Crash - allow vehicle owner to be an organization	Enhancement	Crash Reporting	Users can now add a business as the owner of a vehicle on a crash report.
IA-80694		Crash CPS - Don't display crash results if name	Enhancement	Crash Reporting	Enhanced the Crash search results on the community portal to not

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		and case# are not provided.			crash record unless the case # and name are on the report.
IA-80744		Add Static Text as field type in custom forms	Enhancement	Custom Forms	A new "Print Footer" text area has been added to the Form Admin page. When specified, the text will print at the end of a standard printed form (similar the print header, just at the end).

The print footer will also be included in form template exports (and subsequently imported) |
| IA-80777 | | NE NIBRS v1.5: Group B Arrest XML missing <j:Statute> fields | Bug/Defect | #N/A | The Online RMS Incident Based Reporting for Nebraska (NE NIBRS) has been updated for NE NIBRS v1.5 to include the Arrests Statute information in the Group B submission.   Previous versions only required Arrest Statutes for Group A. This has been updated for NE NIBRS 1.5 and only impacts RMS users submitting NE NIBRS from Nebraska. |
| IA-79458 | 441305 | Secondary Review Routing - Case Supervisor's and Temp Assigned | Bug/Defect | Notifications | Fixed a bug where the Review Actions button wouldn't show up even though the reviewer was |

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Supervisor's are unable to Review/Reject Review from Notifications			a case supervisor of the agency.
IA-79622		CAD Interface- Bad master_names data coming from CAD	DevTask	#N/A	The Online RMS to CAD interface has been updated to correct Name Errors being sent to RMS from CAD systems. In some cases, the person names contained a 0 (zero) instead of an O (letter O). This caused the names to be placed in the master name index in some instances. The RMS Interface has been updated to replace the 0 with an O for all clients in this release.

This Jira also corrects any client data in the master name index and dispatch event people tables that have the incorrect 0 instead of O in the name field(s). |
| IA-80047 | | Crash - modify code script for VA for weather code of Fog | Bug/Defect | Crash Reporting | |
| IA-80175 | 448585 | Fleet Mgmt - Prevent deleting of ASSIGNED and AVAILABLE | Bug/Defect | Admin | Made the Assigned and Available Vehicle status codes system required. Changed the Module |

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Vehicle Status Codes			admin fleet tabs to not allow one to delete system required codes.
IA-80262		Crash - pull in incident on CFS when created from CFS	Enhancement	Crash Reporting	When creating a crash from a CFS we now automatically associate all incidents from the CFS to the crash.
IA-80498	451121	RMS - Bond listed in Charge Code table but does not auto-populate when added to Field Arrest	Bug/Defect	Field Arrest	Field Arrest Charge codes that are configured to default the bond type and amount are working properly now.
IA-80536	450999	RMS - Incident allowed the same offense to be added twice	Bug/Defect	Incidents	Fixed a bug where it was possible to add 2 offenses to the same incident/supplement.
IA-80634		Crash Validation - validation needed for passenger age count	Enhancement	Crash Reporting	Enhanced the crash module validation for passenger age.
IA-68995		Field Arrest - Narrative Quick Reference	Enhancement	Field Arrest	You can now leverage the Quick Reference short cuts to more quickly complete Arrest Narratives. Using the @ character will engage auto complete within arrest narratives. This includes: arrestee, victim, other,

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					vehicle, property, officer, location, charge, date
IA-69256		Case: investigate not having MI security for involved vehicles and property on Edit Case	Enhancement	Follow-up Cases	The vehicle information will now always show regardless of MI security level.
IA-78910	437139	Broadcast Messages - Images added to the Login Message section appear blurry	Bug/Defect	Broadcast Messages	Broadcast messages will longer down scale the image being uploaded.
IA-80291	449319	RMS - Evidence Label Print error	Bug/Defect	Property Mgmt	
IA-80340	449893	Evidence - Item # is not sorting correctly on the Check-In, Check-Out, Chain of Custody screens, etc.	Bug/Defect	Property Mgmt	Sorting is now sorting alpha first (either ascending or descending) and then numeric (ascending or descending)
IA-80341	449894	Evidence - Item # is not being displayed on the Check-In and Check-Out screens	Bug/Defect	Property Mgmt	The incident report # and evidence Item # now display properly.
IA-80367	449974	ARIES and eCWS Interfaces - Adjust Logic for Officer Matching	Configuration	Interface	The officer match hierarchy to retrieve officer information has been adjusted as follows: # Agency, Last Name, ID and Active # Agency, Last Name, ID

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					and Inactive # Last Name and ID # Agency and ID # Agency and Last Name # ID
IA-80402	450229	RMS - Scheduled Evidence Disposition Comments are captured but not displayed	Enhancement	Property Mgmt	Added Scheduled Disposition Comment to the Evidence summary screen.
IA-80450		NE NIBRS v1.5 XML IEPD	Bug/Defect	State Submissions	The online RMS Incident based Reporting for the state of Nebraska (NEIBRS) has been updated to NEIBRS v1.5 from v1.4. Effective in the Online RMS version 11.18.0, the NEIBRS submission processes will generate the XML for submission to the state of Nebraska based on the 1.5 specifications. This includes changes to NIBRS Codes, version numbers and minor XML formatting changes. This change only impacts NE IBRS RMS clients and does not impact RMS users from other states.
IA-80525		Agency Sorting	Bug/Defect	Admin	Added sorting (based on agency sort order) to

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					more agency LOVs and Multi selects.
IA-80580	451579	RMS - MSP Enhancement request information bubble for Field Contact	Enhancement	Field Contact	Added input limit display on all text area fields on add/edit field contact. This should also work with custom field text areas
IA-80635		Crash Validation - Intersection type to crash location validations	Enhancement	Crash Reporting	
IA-80813		Crash - modify validation and XML for vehicle owner as business	Enhancement	Crash Reporting	
IA-80824		Crash - DL and address overrides for driver and pedestrian	Enhancement	Crash Reporting	

--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.