



Protecting Tomorrow–Today.™

Online RMS

Version 11.18.2

Product Change Notice

3 June 2025

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	3 June 2025	1.0	Service Pack Available

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.18.2 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 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 11.18.2 release.

End Date	Milestone
27 May 2025	11.18.2 Code Lock
03 June 2025	11.18.2 Service Pack Available

We hope you share our enthusiasm for the production release of Online RMS 11.18.2. Please contact us by email at rms@caliberpublicsafety.com if you have any questions about the release.

Our Very Best,

Caliber Public Safety

APPENDIX: 11.18.2 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 11.18.2 release. An * symbol - denotes a software resolution that was deployed prior to the 11.18.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-81113* IA-81172*		DB Performance Improvement	Performance	Admin	Tuned high volume low performing queries for better performance.
IA-80035*		UPDATE - Online RMS Warrant Web Services - Oklahoma County Sheriff's Office - OK	Enhancement	Warrants	The Online RMS Warrant Name Search Web Service has been updated to return only the primary name for the person/persons matching the name search. The primary name will be returned even if an alias name is searched for and an active warrant is found. Previously the interface would return all names matching the search, regardless of primary or alias.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-80719*	452428	Reports - Jasper Ad Hoc folder missing from folder listing	Bug/Defect	AdHoc Reporting	Corrected calls for Ad Hoc folders
IA-81123		Online RMS- Install script for 11.18.2	DevTask	Admin	
IA-81186*		Cases – Case Load Count Incorrect	Bug/Defect	Case	Fixed the counts to be consistent across case search, my cases, and case load screens.

--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.