



Protecting Tomorrow–Today.™

Online RMS

Version 11.19.1

Product Change Notice

9 Sept 2025

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	1 July 2025	1.0	Service Pack Available

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.19.1 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 11.19.1 release.

End Date	Milestone
26 Aug 2025	11.19.1 Code Lock
09 Sept 2025	11.19.1 Service Pack Available

We hope you share our enthusiasm for the production release of Online RMS 11.19.1. Please contact us by email at rms@caliberpublicsafety.com if you have any questions about the release.

Our Very Best,

Caliber Public Safety

APPENDIX: 11.19.1 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 11.19.1 release. An * symbol - denotes a software resolution that was deployed prior to the 11.19.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-81400*		Delegate Privileges not showing all Roles for the users agency	Bug/Defect	Role Permissions	<p>2 Changes have been made:</p> <p># The list of user roles was being made based off of the emulating user if there was emulation taking place. This has been removed</p> <p># The function to get the available users has been changed to remove some certain criteria we found erroneous. You will now be able to select any user in your agency. In addition, the select criteria was resulting in loads of duplicate options in the select. This has been fixed</p>
IA-81401*		Set IDP for Externally Authenticated Users on Creation or First Login	Bug/Defect	Security	A new LOV has been added to the User and Mass user entry page.

					<p>When selecting the 'external auth only' checkbox, a list showing the available IDP entries will appear below. It will be required for the user to select one.</p> <p>The Schema Creation page also uses this mass-user code. So, I modified it on the schema creation page to _disable the external auth only checkbox completely. The reason for this is that the schema hasn't even been created yet, so there's no possible way for the user to select an IDP.</p>
IA-81408*		Warrant Log Entries - Creator Information	Enhancement	Interface	The Hybrid warrant data exchange has been modified to include log entry user information.
IA-81413		Notifications are not using agency time zone	Bug/Defect	Notifications	The 'previously accessed notification' dialog will now show the date/time using the correct time zone
IA-81435*		McLean Warrant Report - Drivers License	Enhancement	Interface	The McLean adult and juvenile warrant reports have been adjusted to render the most recent driver's license relative to the warrant issue date.
IA-81449*		RMS - Online RMS DataShare Search not displaying the caution triangle for Warrants	Release Defects	Master Indices	
IA-81532		RMS - Warrant Entry Date and Removal Date Off By One Day	Bug/Defect	Warrants	The NCIC / State Entry date and Removal date will no longer be off by 1 day.

IA-81137		Interface Integration - Odyssey Courts to Online RMS for Cass County Sheriff's Office - IN (IN9)	Configuration	Interface	Cass County has been set up for the Odyssey Warrant data exchange.
IA-81218		Interface Integration - ECWS to Online RMS for Cass County (IN9) – JIRA	Configuration	Interface	The ECWS interface has been configured for Cass County.
IA-81220		Interface Integration - ARIES to Online RMS for Cass County (IN9) – JIRA	Configuration	Interface	
IA-81257		Interface Integration - ARIES to Online RMS for Newton County (IN56) – JIRA	Configuration	Interface	
IA-81258		Interface Integration - eCWS to Online RMS for Newton County (IN56) – JIRA	Configuration	Interface	The ECWS interface has been configured for Newton County.
IA-81259		Interface Integration - Odyssey Courts to Online RMS for Newton County Sheriff's Office IN - (IN56)	Configuration	Interface	Newton County has been set up for the Odyssey Warrant data exchange.
IA-81403		CAD to Online RMS Interface Set Up JIRA for Sumner County Drug Task Force (TN83D)	Configuration	Interface	<p>The Caliber CAD to the Online RMS interface has been configured and enabled for the Sumner County, TN.</p> <p>The client went live with the interface on 8/12/2025 without any issues.</p>
IA-81425		Property - add Trace Amount button to Edit Property	Bug/Defect	Master Indices	Add Trace Amount button added to quantity field on Edit Drug Property screen. The button should function exactly how it does on the Add Property (drug) screen.

IA-81453*	458266	Aggravated Assault LOV does not display any values	Bug/Defect	State Submissions	<p>The Online RMS Incident Based Reporting has been updated to fix an issue in the 11.19.0 release related to the Victim Circumstances List of Values (LOV) not displaying any values in certain cases. The LOV would not display Circumstances if the NIBRS code of the most serious offense associated to the victim did not require Circumstance codes.</p> <p>This has been corrected, and a hot fix is being deployed to production for all clients to resolve this issue.</p>
IA-81464		Warrant Upload - Initial Logs	Release Defects	Interface	Warrant upload processing has been adjusted to exclude initial log entries which are unnecessary.
IA-81477		Data Submission IL NIBRS: Some incidents are failing to generate XML	Bug/Defect	State Submissions	<p>The Online RMS Incident Based Reporting for NIBRS (IL NIBRS) has been updated to correct an issue where the XML was not generating in some cases. This was related to non NIBRS offenses being reported in the IL NIBRS XML submission due to IL-UCR changes. This error has been corrected and will not generate the XML for submission to the state in those cases. The 000 offenses will not be reported. This change only impact ILNIBRS submissions.</p>
IA-81482		TITAN - Client Modify to Use	Enhancement	Interface	The Online RMS Interface with Titan Accident reporting

		agencyTrackingNbrTxt for RMS Incident Report Number			for TN83 has been updated to change the mapping of the Accident Report Number to RMS Incident Report number. The Spring Boot Application used internally to transfer the Titan JSON to RMS Incident XML format will now use the agencyTrackingNbrTxt for the IncidentReportNum in the RMS XML. This request was made by the TN83 client Sumner County, TN.
IA-81500		Logging - Remove Excessive Errors From Unmatched SAML Attributes	Bug/Defect	Security	
IA-81516*		Data Submission Screen Data Set Error for MSP Due to Incident with multiple offenses	Bug/Defect	State Submissions	<p>The Online RMS Data Submission Application Module has been updated to fix an issue where an incident with a large number of offenses, could sometimes cause an error due to an internal buffer for the offenses overflowing. This error caused the data submission screen to not function properly and prevent submission based on the one incident.</p> <p>This has been corrected to prevent the overflow and the application screen now functions correctly.</p>
IA-81521*		CAD Data Performance Improvement	Performance	Interface	The Online RMS CAD Interface has been updated to enhance performance when processing XML under

					a high volume situation in the data center. This performance enhancement is minor but should help to improve the overall performance of the database.
IA-81523		Performance - Remove Redundant CFS Search Query	Performance	Calls For Service	We've optimized part of the CFS search routine to reduce overall database load
IA-81547		BACK PORT - Property - add Trace Amount button to Edit Property	Bug/Defect	Master Indices	Add Trace Amount button added to quantity field on Edit Drug Property screen. The button should function exactly how it does on the Add Property (drug) screen.
IA-81431		Reports Module - When any user, including DBA, clicks on Reports menu in app an error of Object not Found is given	Bug/Defect	Reporting	
IA-81455		Pro Phoenix CAD for IL57 Dispatch Number Default to Use Case Agency If present with no officer	Enhancement	Interface	<p>The Online RMS Pro Phoenix CAD Interface Post Parse Procedure has been updated to handle the case where the dispatching agency is defined, but no officers assigned, in which case it will set the dispatch number suffix to that agency. In the case where there is no agency in the case, the dispatch number will continue to set the suffix to the Metcom Dispatching Agency.</p> <p>The procedure has also been updated to improve the message and exception</p>

					<p>handling to the trace log for monitoring and troubleshooting.</p> <p>This is an Mclean County, IL specific interface and only impacts the Mclean County CAD.</p>
IA-81459		IL NIBRS: Invalid Arrestee Weapon Codes in IL57	Bug/Defect	State Submissions	<p>The Online RMS Incident Based Reporting for Illinois (IL NIBRS) has been updated for the Mclean County, IL client to correct the Invalid Arrestee Armed With codes in production. The invalid codes were added to the Mclean County client for data migration of legacy data and left activated after go live. These codes are not IL NIBRS compliant and will cause errors when submitted to the state for IL NIBRS submissions. The invalid codes have been deactivated and any data with invalid codes entered since go live has been corrected.</p>

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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.