Caliber PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Version 11.19.2

Product Change Notice

7 Oct 2025

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	7 Oct 2025	1.0	Service Pack Available

TABLE OF CONTENTS

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.19.2 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 11.19.2 release.

End Date	Milestone
30 Sep 2025	11.19.2 Code Lock
07 Oct 2025	11.19.2 Service Pack Available

We hope you share our enthusiasm for the production release of Online RMS 11.19.2. Please contact us by email at rms@caliberpublicsafety.com if you have any questions about the release.

Our Very Best,

Caliber Public Safety

APPENDIX: 11.19.2 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 11.19.2 release. An ***** symbol - denotes a software resolution that was deployed prior to the 11.19.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-81689	458761	PORT (BACKPORT) - RMS - Error received when checking in Evidence Item	Bug/Defect	Property Mgmt	**Summary of Changes:** - Evidence can be deleted from an incident if it's pending check-in, not linked to another incident or supplement, and the system setting allows it. - Users need specific permission and access to edit the property record to delete evidence from the Master Index Property. - Deleting evidence now correctly removes related notifications, regardless of the recipient's role. - Additional notifications related to evidence chain of custody and review requests will also be deleted, if present. - A cleanup script has been added to remove orphaned

					notifications for non-existent evidence.
IA-81677		PORT - Person Data Exchange - Update Name Type	Bug/Defect	Interface	Name updates from external systems will now be reflected in our system, including changes to whether a name is considered primary or an alias.
IA-81674		Interface Integration - ECWS to Online RMS for Carroll County (IN8) - JIRA	Configuration	Interface	Carroll County's Emergency Communication Web Services (ECWS) interface is now live and ready for use.
IA-81662		Interface Integration - Odyssey Courts to Online RMS for Carroll County Sheriff's Office - (IN8)	Configuration	Interface	**Odyssey Warrant Interface Now Available for Carroll County** We are pleased to announce that the Odyssey warrant interface has been successfully set up for Carroll County. This integration allows for seamless access to warrant information, streamlining processes for law enforcement, court officials, and other authorized users.
IA-81641		VA Crash - TREDS interface update	Enhancement	Crash Reporting	
IA-81621		TN Titan Interface - RMS Incident Association	Enhancement	Interface	**Improved Crash Reporting** We've made it easier to manage and track system crashes. The Titan interface now allows you to link crash reports directly to RMS Incident Reports, making it simpler to

					investigate and resolve issues.
IA-81612	459588	IL NIBRS Submission file should not include 000 Not reportable offenses	Bug/Defect	State Submissions	
IA-81605 *		TN NIBRS Add Incident Validation if address is missing Geo Verification	Configuration	Incidents	**Incident Reporting Update for Tennessee Users** To improve data accuracy and compliance with state requirements, we've added a new validation step for submitting incident reports in Tennessee. This change affects only Tennessee RMS users and ensures that incident reports include a valid latitude, longitude, and street name before they can be submitted for approval. This update helps prevent rejected submissions to the state of Tennessee due to missing location information.
IA-81596		Abel - Remove Need for LUP User Mappings	Bug/Defect	Incidents	
IA-81591	459334	MICR Delete Failed Validation creating XML file Error XML Produced NULL output	Bug/Defect	(MICR) State Submission	A recent update has been made to the Michigan Incident Based Reporting system (MICR) to fix an issue that occurred when deleting reports. This issue was caused by a recent system upgrade, but it has now been resolved. The system will now correctly

					process and submit deleted reports to the state.
IA-81579		Custody Details - BluHorse JMS Search	Enhancement	Interface	**New Feature: BluHorse Jail Custody Details and Import Connector** We've added support for retrieving custody details from BluHorse Jail, making it easier to access important information. Additionally, a new import connector allows you to import non-master index records from the Person Custody Search page as people, streamlining your workflow and reducing manual data entry.
IA-81518		CAD to Online RMS Interface Set Up JIRA for Newton County (IN56)	Configuration	Interface	Newton County, IN is now live with a new interface that connects the Online RMS system to Caliber CAD. This integration was successfully launched on September 9, 2025, and is operating smoothly without any reported issues.
IA-81493	458076	RMS - Unable to update offense status Object Not Found error occurs	Bug/Defect	Incidents	
IA-81448		CAD to Online RMS Interface Set Up JIRA for Cass County (IN9)	Configuration	Interface	**Cass County, IN Interface Update** The connection between our Online RMS system and Caliber CAD has been successfully set up and activated for Cass County, IN. The system went live on September 16, 2025, and is

					functioning smoothly without any reported issues.

--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.