Caliber

PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Version (11.7.1)

Product Change Notice

14 Sep 2021

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	14 Sep 2021	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.7.1 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, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry popular web browser that is actively supported by the browser manufacturer and connects to the internet using DSL, Cable, or 4G cellular. <u>The browser must support TLS 1.2 or higher.</u>

IMPORTANT NOTICE FOR ONLINE RMS AGENCIES

ONLINE RMS TO DESUPPORT INTERNET EXPLORER (IE) 11 – AUG 2021

Microsoft announced IE 11 will stop working optimally with Microsoft 365 services on Aug. 17, 2021. IE is no longer supporting new web standards that are used by modern applications. For this reason, Online RMS will no longer consider IE a modern web browser. Caliber recommends agencies plan to move from IE 11 to a modern web browser as soon as possible.

Online RMS PCN

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RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.7.1 release.

End Date	Milestone
03 Aug 2021	11.7.1 Sprint 1 Starts
01 Sep 2021	11.7.1 Code Lock
14 Sep 2021	11.7.1 Release Available

APPENDIX: 11.7.1 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 11.7.1 release.

* - Denotes a software resolution was released prior to the 11.7.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72648*	N/A	MA IBR - Segment length changes	Enhancement	State Submissions	Software Update - Improvement to meet changes made the MA State NIBRS submission process.
IA-72905	N/A	NIBRS XML- Mutually Exclusive Offenses Cannot submit property for the lesser included Offense	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73111	404257	Addresses with a directional name are not Parsing correctly.	Bug/Defect	Interface	Interface Improvement - The Online RMS CAD Interface XML Upload process has been updated to correctly parse an address in the case where the address street name is a directional indicator. Example 123 East St, Anywhere, MA will correctly put the street name East in the street name instead of street direction field. This change applies to other XML processing that uses the address parser to parse a single line address into the RMS Address fields.
IA-73569	N/A	OKSIBRS: Property (Vehicle) associated with lesser offense is reported in the XML Part 2 Testing Issue #2	Release Defects	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-73601	N/A	Add Domain Index and Preference Check to Small Agency Schema Creation Process	Bug/Defect	Admin	Software Update - Performance improvement for Caliber Admins when creating a new Online RMS customer schema.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73664	407085 407081	MD-XML Submissions progress bar is stalling when submitting to state and submission contains just a few reports.	Bug/Defect	State Submissions	Software Update - Improvement to show progress bar status for NIBRS XML Web Service submissions.
IA-73669	N/A	Fleet - employee accident report should return all crashes for user employee or officer id	Release Defects	Fleet Mgmt	Software Update - Improvement to make sure search results include all requested records matching search parameters.
IA-73686	N/A	OKSIBRS: XML file does not report drug data elements for Property Type = Drug/Narcotic Precursor	Configuration	State Submissions	Software Update - NIBRS Incident submission update.
IA-73687	406838	Critical Error occurs when adding Offense or Charge in sub form accessing the Offense and Charge Code Tables.	Bug/Defect	Custom Forms	Software Update - Improvement to handle adding offense and charges to a Custom Form, repeatable sub form.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73720	N/A	Defaulted Permission Removal: EJS Support - Submit Tickets	Configuration	Admin	Configuration Update - Script to remove the default access to submit a support ticket for Gold Schemas only. No impact to client schemas. This script will set the default access to submit a ticket to the System_Admin, Organization_Admin, and Agency_Admin roles for new schema deployments.
IA-73740	N/A	NIBRS Resubmission - Supplementing an incident for any reason is putting the Incident back into the open data Testing Issues 2	Release Defects	State Submissions	Software Update - The Online RMS Incident Based Reporting process has been updated to determine if the Incident should be included in the open dataset when nothing has changed on the report. If the incident is removed from the open dataset the incident supplement submission status will also be set to the previous submission status received from the state (Accepted/Rejected).
IA-73768	N/A	NJ NIBRS Warning Testing Issue	Release Defects	State Submissions	Software Update - New Jersey State NIBRS Incident warning update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73770	N/A	Modifications to RMSDEx/NDEX Exchange	Enhancement	Interface	Interface Improvement - NDEX extract enhanced to include the following: 1) Narrative Title, Supplement, Creator Name, Creator ID and Date Created. 2) Incident Status (e.g., Open, Closed, Pending, etc.) from the Online RMS Incident Report Disposition. A configurable solution has been implemented to translate the RMS Incident disposition code to NEIM/NDEX status description and output to a new NIEM_INC_DISPO tag in the base XML and subsequently reported in the translated XML. If the RMS disposition is NULL or no EJS_STATE_CODE_MAPPING exists for a given RMS disposition, the NIEM value is defaulted to "Cleared". 3) Report Writer / Officer's Title. Using the description of the title from the officer's table.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73781	N/A	Fleet - navigation issues for service request and service maint and view custom form	Release Defects	Fleet Mgmt	Software Update - Navigation improvement when entering service requests, including service maintenance and custom forms.
IA-73825*	N/A	CAD Spill Update XMLUPLOAD _CAD check for Incident	Bug/Defect	Interface	Interface Update - The Online RMS CAD transfer process has been modified to add additional people and vehicles to an existing Incident report when the previous transfers did not have all people and vehicles. The Incident report will be updated if the report has not been modified by an RMS user using the Online RMS application. Subsequent transfers will update the Incident if the CAD XML_DOCUMENT_OPTIONS to UPDATE_INCIDENT_DATA is set to 'Y.

Previously if a person was on CAD Transfer and added to the incident report, subsequent transfers would treat the report as though it had been modified by a user instead of the CAD transfer process.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73842	N/A	MECC - MACCS Citation - Issues and Enhancements	Enhancement	Interface	Interface Improvement - Updates to MA MACCS Citation interface that is presently undergoing testing with the MA State Authority.
IA-73850*	406906	Custom Forms - Form Review notifications not being removed from Recent Activities	Bug/Defect	Custom Forms	Software Update - A display improvement was implemented to make sure the count is accurate for Forms Requiring Review in a User's Recent Activity Grid.
IA-73851*	407971	Tow/Impound - Wreckers not appearing unless a County has been added to Wrecker Company	Bug/Defect	Tow Impound	Software Update - The Tow Company List of values was modified to display all towing companies where there is no County specified for the Tow Company, when the county filter is not selected. This will improve usability for sites that have Tow Companies with no County specified.
IA-73858	N/A	FL IBR: Weapon code 90 (Other) not allowed with 13B offense	Bug/Defect	State Submissions	Software Update - Florida State NIBRS Incident submission update.
IA-73865	N/A	Online RMS- Install script for release 11.7.1	DevTask	Admin	Online RMS- Install script for release 11.7.1

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73867	408021	Include All Case Activity Narratives in Case Management Narratives when selected does not allow the other options to print	Release Defects	Follow-up Cases	Software Update - Improvement to print case activities regardless of the activity having a narrative entered.
IA-73871*	408093	Citations - Bond section Appearance Date time gets reverted from what entered	Bug/Defect	Citations/Stops	Software Update - Improvement to make sure the time entered for a Citation appearance is retained when saved.
IA-73872*	408045	ODL - Activity Log tab seems to time out	Release Defects	ODL	Software Update - Performance improvement for saving Activity Log data.
IA-73907	N/A	MECC - MACCS Citation - citation location not coming across to RMS	Bug/Defect	Interface	Interface Improvement - Updates to MA MACCS Citation interface that is presently undergoing testing with the MA State Authority.
IA-73908	407970	VA Statutes Mixed up reused state offense codes	Bug/Defect	Admin	Configuration Update - Offense codes updated for Online RMS customers in Virginia.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73912	N/A	NDEX/RMSDEX - Additional Elements and Modifications	Enhancement	Interface	Interface Improvement - RMSDEX XML extract enhanced to include: 1. Eye Color, Hair Color, Height, Weight, Driver's License and SSN for other involved persons included on the incident. 2) Detailed firearm description has been added to the metadata comments. 3) Processing logic incorporated to report the arrest number stored on the arrest record. If no associated arrest exists, a derived value based on arrestee role is reported.
IA-73913	408224	When any Master Indices Person Data is updated any records with no area codes are forced to enter an area code. This then changes the date of info on the phone record to the latest date	Enhancement	Master Indices	Software Update - Modification to support the partial entry of phone numbers and when an area code is not known.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73924	N/A	MECC - EACC - Criminal Complaint Extract Agency Mapping	Enhancement	Interface	Interface Improvement - The criminal complaint extract process was enhanced to support translating the RMS Agency Code to the State Agency Code.
IA-73925	408471	When entering a new Citation 11.7.1 no longer retains the Citation number searched when adding a new citation	Enhancement	Citations/Stops	Software Update - Usability improvement to retain the citation number from search when selecting to Create/Add a Citation.
IA-73941	404143 404933	Error when exporting a Jasper report to Excel or PDF	Bug/Defect	AdHoc Reporting	No Software Update – This issue is caused by a browser extension called "LastPass". The recommended action for now is to disable the extension or use a browser without the "LastPass" extension.
IA-73954	400998	KS Statutes Make Arrest_Charge_Codes Inactive that have been discontinued	Configuration	Admin	Configuration Update - Offense codes updated for Online RMS customers in Kansas.
IA-73969	N/A	The Word "Null" Appearing	Bug/Defect	Criminal Complaint	Software Update - Display update to handled where an officer's middle name is not entered in the system.

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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.