Caliber

PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Version (11.8.1)

Product Change Notice

11 January 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	11 Jan 2022	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.8.1 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. The browser must support TLS 1.2 or higher.

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.

RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.8.1 release.

End Date	Milestone
28 Dec 2021	11.8.1 Sprint 1 Starts
04 Jan 2022	11.8.1 Code Lock
11 Jan 2022	11.8.1 Release Available

APPENDIX: 11.8.1 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 11.8.1 release.

* - Denotes a software resolution was released prior to the 11.8.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73966	408686	VA NIBRS Submission File submitting Victim Ethnicity needs to submit Offender Ethnicity as well	Configuration	State Submissions	Software Update - Virginia State NIBRS Incident submission update.
IA-73982	408633	Collapse log displays a user that is deactivated	Bug/Defect	Collapse	Software Update - Improvements for Collapse Log View page.
IA-74115	409485	NJ NIBRS XML Domestic Violence Type of Weapon reported 99 None should have reported 40 Personal Hands/Fists/Feet	Bug/Defect	State Submissions	Software Update - New Jersey State NIBRS Incident submission update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74164	N/A	MICR: Stolen/Recovered Vehicle Quantity not reported when offense code = 24002	Bug/Defect	State Submissions	Software Update - Michigan State NIBRS Incident submission update.
IA-74376*	410862	Jasper Report - Dashboards are not working	Bug/Defect	AdHoc Reporting	Jasper Reports - Software version update for Ad Hoc Reporting.
IA-74479	N/A	Permissions - edit roles on edit permission screen needs to be updated for permission ids in multiple categories	Bug/Defect	Admin	Software Update - Improvements to handling removing a role from a permission category.
IA-74492	N/A	Email Not Appearing on Master Vehicle - Add Towing	Enhancement	Tow Impound	Software Update - Display Tow Company Email on Master Vehicle Add Towing page.
IA-74502*	410454	OK SIBRS Type of Weapon/Force Used 99 None is mutually exclusive.	Enhancement	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-74503*	410454	OKSIBRS Vehicle Top and Vehicle Bottom Color are not required data elements	Enhancement	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-74542	411866	Jail Tracker Person Import Parsing South from City South Bend to address Directional	Performance	Interface	Interface Improvement - Update to handle parsing of city names with spaces such as South Bend.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74571*	411042	Database View - No data is being displayed	Bug/Defect	Admin	Jasper Reports - Reporting View update for Ad Hoc Reporting.
IA-74584*	412128	Civil Process Service Fee field - Greyed Out	Bug/Defect	Civil Process	Software Update - Improvement to display Civil Process Fee field for users with permission to enter fee amounts.
IA-74585*	412125 412117 412121 412113	Incidents are not able to be viewed by users other than the Incident Report	Bug/Defect	Incidents	Software Update - Improvement to Incident Security for new Hide Incident functionality.
IA-74590	N/A	Paris eCitation Interface Changes	Enhancement	Interface	Interface Improvement - Citation interface improvement to match officer on either RMS Badge or the CAD Badge.
IA-74592	N/A	Online RMS- Install script for release 11.8.1	DevTask	Admin	Admin - Update Install script for release 11.8.1
IA-74596	N/A	Incident Menu - Edit Incident Option Issue	Bug/Defect	Incidents	Software Update - Improvements to display Incident Menu - Edit Incident option only with the User's Org and for users having the appropriate permission.
IA-74597*	412144	Caution Codes are missing	Bug/Defect	Master Indices	Software Update - Improved Caution Code LOV to use new category for Addresses.
IA-74604*	412182	Crash Reports are no longer showing in OnlineRMS Calls For Service	Bug/Defect	Calls For Service	Software Update - Improved Incident Search Results page to display incident reports created from external interfaces.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74620*	412262	Caution Codes - Screen is blank when looking at record outside your agency's records	Release Defects	Master Indices	Software Update - Caution code view page improved to display cautions from other agencies sharing the same RMS County instance.
IA-74627* IA-74660* IA-74657* IA-74663*	N/A	NPE Fix for Rms Session Listener	Bug/Defect	Admin	Software Update - External search improvement to retain user sessions.
IA-74629*	412319 412309 412269	Users are receiving warning unable to auto save narrative internet connection may be lost since 11.8 update.	Bug/Defect	Incident Narrative	Software Update - Improved functionality for checking for open narratives on an incident report.
IA-74637* IA-74689* IA-74691* IA-74730*	N/A	Updating Log4j Versions	Bug/Defect	Admin	Software Update - Resolution for Log4 Vulnerability.
IA-74639	412361	Unapproved Incidents Chart does not coincide with results list.	Release Defects	Admin	Software Update - Improvement to match counts for Unapproved Incidents chart.
IA-74640*	N/A	Organization Summary Does Not Load if Org has Court Papers	Bug/Defect	Master Indices	Software Update - Improvement for displaying Court Papers where Organizations are listed as the serving party.
IA-74641	412115	Narrative Tab not turning red when a narrative is created.	Release Defects	Incidents	Software Update - Improvements to display Narrative Tab as required when editing or updating a supplement.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74649	412421	Attachments will not save after being renamed.	Bug/Defect	Attachments	Software Update - Improvements to handle the renaming of attachments.
IA-74654*	412522	Master Person Caution Codes Edit existing or Adding New will Kick User out to the log in screen	Bug/Defect	Master Indices	Software Update - External search improvement to retain user sessions.
IA-74660 IA-74663 IA-74627	412538	Home Page Loading Charts Performance issue when there are many incidents in initial status	Bug/Defect	Admin	Data Cleanup - A performance issue was noted on the home page due to the user having an excessive number of notifications that were not acted or deleted.
IA-74664*	N/A	Jasper Server Upgrade: 7.9.0 --> 7.9.1 + Hotfixes - Log4j Vulnerability Mitigation	Technical Upgrade	AdHoc Reporting	Jasper Reports - Software version update for Ad Hoc Reporting.
IA-74667	N/A	Remove Warning on all Schemas Not all 35A offenders are under the influence at the time of the offense.	Configuration	State Submissions	Software Update - Incident NIBRS warning improvement.
IA-74669	412315	Person Collapse - Person Details not transferring to primary record (Investigation)	Bug/Defect	Collapse	Software Update - Improvement to display the most recent OLN/DLN when collapsing person records.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74702	N/A	VA NIBRS Submission File submitting Victim Ethnicity needs to submit Offender Ethnicity as well Testing Issue	Release Defects	State Submissions	Software Update - Virginia State NIBRS Incident submission update.
IA-74709	410454	Vehicle color codes entered incorrect	Enhancement	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.

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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.