Caliber
PUBLIC SAFETY
Protecting Tomorrow–Today.™

Online RMS

Version 11.9.1

Product Change Notice

03 May 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	03 May 2022	1.0	Production release.

TABLE OF CONTENTS

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.9.1 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>

<u>IMPORTANT NOTICE FOR ONLINE RMS AGENCIES</u>

<u>ONLINE RMS TO DESUPPORT INTERNET EXPLORER (IE) 11 – AUG 2021</u>

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 11.9.1 release.

End Date	Milestone
29 Mar 2022	11.9.1 Sprint 1 Starts
26 Apr 2022	11.9.1 Code Lock
03 May 2022	11.9.1 Release Available

APPENDIX: 11.9.1 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 11.9.1 release.

* - Denotes a software resolution was released prior to the 11.9.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71096	N/A	Support Push Notification Authentication for 2FA	Enhancement	Security	Software Improvement - Agency External Authentication administration. Email Enabled - replaced with a select box that offers: - Standard - Soft or Hard Token using MobilePass application. - E-Mail - Ability to send token to user's email. - Push - Will send a push notification to the user's registered SafeNet application.
IA-73372	N/A	GA NIBRS: Custom fields	Configuration	State Submissions	Software Update - Georgia State NIBRS Incident submission update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74445	N/A	MICR v1.6.0 Upgrade	Enhancement	State Submissions	Software Update - Michigan State NIBRS Incident submission update.
IA-74523 IA-75183 IA-74523	N/A	RADSEC - Rms Changes	Enhancement	Security	Software Improvement - Agency External Authentication administration. Encrypted - A new setting to support radsec. This setting requires a port number configuration.
IA-75105	N/A	WA NIBRS - Add DV to Submission File	Enhancement	State Submissions	Software Update - Washington State NIBRS Incident submission update.
IA-75218	N/A	Master Indices - Address One Line Entry not parsing or recognizing addresses	Bug/Defect	Master Indices	Software Update - Improvement to master address one line search to manage where a State Code abbreviation is entered.
IA-75236	415392	SCIBRS Reporting Second location if First Location is 18 parking lot or 40 ATM	Enhancement	State Submissions	Software Update - South Carolina State NIBRS Incident submission update.
IA-75238	415432	Custom Forms - Uploading a fillable PDF fails in Training only	Bug/Defect	Custom Forms	Software Update - Configuration update to database sequences for Training schemas.
IA-75241	N/A	Crossmatch LiveScan - Place of Birth	Bug/Defect	Interface	Interface Update - Improvement to Crossmatch interface to translate place of birth.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75242	N/A	ETHOS - License Classes	Bug/Defect	Interface	Interface Update - Improvement to LexisNexis ETHOS application for License Classification.
IA-75365	N/A	GA - NIBRS Fields Continuation	Configuration	State Submissions	Software Update - Georgia State NIBRS Incident submission update.
IA-75392	N/A	Fleet: due for maintenance dashboard showing vehicles with maintenance record even if not due for service	Bug/Defect	Fleet Mgmt	Software Update - Improvement to Fleet Management Maintenance Due Dashboard.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75396	N/A	OK SIBRS - Submission File Data Element Updates	Enhancement	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update. Updates include: • Property comments are combined when the property is a consolidated record of drug type and quantity • The Geo1 field has been added for Location Address records using the Latitude, Longitude from the address in RMS (if populated). • The LEOKA ORI will default to the Agency ORI if not listed as a different jurisdiction. • Multiple scars, marks and tattoos are now written to the xml file for suspects and arrestees. • Arrest charges will now concatenate multiple charges based on the offenses reported to OK SIBRS for the incident.
IA-75413*	416228 416236	Error occurred when attempting to use attachment image viewer	Bug/Defect	Attachments	Software Update - Improvement to auto clear page cache. If the issue persists, please manually clear the computer's browser cache.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75416*	416229	CAD CFS Incident notes do not contain line breaks	Bug/Defect	Calls For Service	Software Update - Improvement to translate line breaks in CFS CAD spills to HTML breaks.
IA-75420	N/A	Online RMS- Install script for release 11.9.1	DevTask	Admin	Online RMS- Install script for release 11.9.1
IA-75422*	416249	RMS - NE 69 Master Index Person records do not show CFS in the Person Summary Page (Permission Issue)	Release Defects	Calls For Service	Software Update - Resolved a permission issue on the CFS person page.
IA-75425*	N/A	Person Search - Set default value for "Search For" field to "All"	Release Defects	Admin	Configuration Update - Improved configuration to set the default search value for Known and Unknown on the Master Person search page to "All". This will return all names, consistent with searching prior to 11.9.0. In 11.10 users will be able to customize the search value to their preference.
IA-75437*	406301	Unable to search Filed Contacts or Field Arrests by Custom Fields	Release Defects	Searching	Software Update - Improvement for searching on Field Contacts by custom fields.
IA-75446	416351	Master Indices - Cannot search for license state of Oregon under Vehicles	Bug/Defect	Master Indices	Software Update - Improved Vehicle Search to manage searching on State code of 'OR'.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75448*	416363 416281	Incident Report - User unable to View Incident Report due to a problem with names listed on Names tab	Release Defects	Incidents	Software Update - Improvement for searching unknown persons on incident report.
IA-75476	N/A	OK SIBRS - Zip File Compression Error	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-75484	409874	Database View - Update the query for N_INCIDENT_PERSON_OFFENSES_VW [UPDATED]	Enhancement	Admin	Software Update - Improvement to add additional data element to Person Offense view.
IA-75488	N/A	WA - NIBRS - Incident: DV indicator/question not showing for 13A offense in WA68	Configuration	State Submissions	Software Update - Washington State NIBRS Incident submission update.
IA-75498	N/A	SCIBRS: Deactivate location codes for 2nd premises/location custom field	Configuration	State Submissions	Software Update - South Carolina State NIBRS Incident submission update.
IA-75506	416484	RMS- Anne Arundel Error when searching Fleet Management > Manage Vehicles by Custom Fields	Bug/Defect	Fleet Mgmt	Software Update - Improvement to Fleet Vehicle search by custom fields.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75507	416484	RMS - Unable to search Fleet Management by badge number	Bug/Defect	Fleet Mgmt	Software Update - Improvement to Fleet Management search page for searching by Officer or Employee using Badge / Employee number.
IA-75512	N/A	Offense Mass Entry - Incident Navigation Tabs	Enhancement	Incidents	Software Update - Improvement to Mass Offense page. A "Back to Previous Section" and "Finished - Go to Next Section" will display wizard mode. In non-wizard mode, a "Go Back" and "Save" button will display.
IA-75533	416188	XML_AUTOMATCH_CRITERIA - LNAME_FNAME_DOB_DL query needs updated	Bug/Defect	Admin	Software Update - Improvement to Master Person matching logic.
IA-75534*	416307	Schema Creation Process - Unable to select AGENCY under User section	Release Defects	Admin	Software Update - Improvement to schema creation process for brining on new customers.
IA-75563	N/A	Mass Offense - second offense never loads if first selected not associated with an arrest charge	Bug/Defect	Incidents	Software Update - Improvement to Mass Offense page to manage offenses that do not have offense detail questions configured.
IA-75570	N/A	Jasper Server - RMS Error in MD2	Bug/Defect	AdHoc Reporting	Software Update - Improvement to Ad Hoc User Report's Page.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75573	N/A	OK SIBRS - Incident warnings	Configuration	Incidents	Software Update - Oklahoma NIBRS Incident Submission. Incident Validation warnings recommended by OSBI SIBRS authority. • Warning for incident missing City, State, or Zip code to active. • Address is Geo coded. Has Street Name and lat and long. • If an Offense Status is changed to a Status indicating an Arrest (has Arrest in the offense status description). The warning will alert the user that at least one offender must have the role of arrestee on the report. • Validation if there are only offenses on the report with an offense status of Unfounded or mapped to the NIBRS Exceptional Status code of U that an offense of 86S must be added to report.
IA-75615	N/A	NIBRS configuration place/location code updates for 26F, 26G, and 40C	Bug/Defect	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.