



Perspective[™]

by PPM

RELEASE NOTES

Perspective by PPM™

Version 4.5.1

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System Requirements Version 4.5

The following requirements are for Perspective™ operating in a traditional LAN/WAN environment with the Web server component running on a separate Microsoft® IIS box. These configurations are for planning purposes only—please work with your PPM 2000 account manager for a specific assessment of your needs. These requirements apply to Perspective™ V.4.5 and Perspective Focal Point™ V.1.2.

	Minimum	Recommended
Client Machine		
Processor Speed	1.5 GHz	3 GHz+
Memory	1 GB	2 GB+
Operating System	Windows® Vista SP 3, Windows® 7 SP 1, Windows® 8, Windows® 8.1	
.NET Framework	Version 4.5	
Web Browser – Launch Perspective	Internet Explorer® 8.0, Internet Explorer® 9.0, Internet Explorer® 10.0, Internet Explorer® 11.0	
Web Browser – Web Portal	Internet Explorer® 10.0+, Chrome v29+, Safari iOS6, Android Browser 4.2+	
Third Party Application	Adobe® Reader® 9.4.0+ Microsoft Office® 2007, Microsoft Office® 2010 ¹ Sun Java™ Runtime Environment 7 U71, 8 U25 ² QlikView™ Analyzer Plug-in for Internet Explorer® ³	
Mobile iOS App	iOS 6, iOS 7, iOS 8	
Web Services Server⁴		
Available Disk Space⁵	1 GB	1 GB
Processor Speed	2 GHz	2 GHz multicore or better
Memory	4 GB	8 GB+
Operating System	Windows Server® 2012, Windows Server® 2012 R2 Microsoft® Distributed Transaction Coordinator (MSDTC), IIS with net.tcp binding on port 808 ₆	
.NET Framework	Version 4.5 with http and non-http activation	
C++ Runtime Libraries	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	
QlikView™ Server⁶	64 bit Version 11.20 SR1	
SQL Server® Machine⁴		
Available Disk Space	2 GB	20 GB+, SCSI Hard Drive
Processor Speed	3 GHz	64 bit Server Dual Core or Multiple Processors
Memory	2 GB	4 GB+
Database Server¹⁰	SQL Server® 2008 SP3, SQL Server® 2008 R2 SP2, SQL Server® 2012 SP1, SQL 2014	
Reporting Services	SQL Server® 2008 Reporting Services, SQL Server® 2012 Reporting Services	

Deployment Note: Perspective client is deployed as a ClickOnce application, launched from Internet Explorer®; it has a zero client footprint and does not require administrative rights to launch.

Network Note: If single sign-on authentication or add from Active Directory® is used, the Active Directory® Services must be enabled on the Perspective Web Server.

DTC Note: Perspective Integration Services requires the Microsoft® Distributed Transaction Coordinator (DTC) service to be installed and enabled on the Internet Information Services (IIS) for Windows® Web Server and the Microsoft® SQL Server® for Perspective.

1. This requirement only applies if using Outlook® email integration.
2. This requirement only applies if using the Visual Analysis component.
3. This requirement only applies to Perspective Focal Point.
4. These requirements are for systems with 5 to 25 users. For Perspective systems with more than 25 users, please contact your PPM account manager for a specific assessment of your needs.
5. Depending on the size of your Perspective database, more disk space may be required for Perspective Focal Point and the Workflow component.
6. The net.tcp binding only required if using Dispatching (included with Perspective SOC and Perspective EIM).
7. This requirement only applies to Perspective Focal Point. A limited QlikView™ Server license is included with Focal Point.

Perspective 4.5.1

Fixes

- Fixed the auto refresh issue on DispatchLog where every 10 minutes there was an issue when creating an activity.
- Fixed workgroup visibility on Available Panel in DispatchLog where non supervisor users could still see all Available officers.
- Fixed workgroup visibility on Assigned Panel in DispatchLog where non supervisor users could still see all Assigned officers.
- Real Time service logger issue fixed. LoggingSource key is configurable in web.config where you can either set the value to empty string to use the default RealTime event source or use a specific event source based on entered value
- Perspective service logger issue is fixed, which sets the event source to its default value if the LoggingSource key is set to empty string.
- Fixed an IS issue against CreateUser and UpdateUser endpoint.

Perspective 4.5

New Features

Desktop Application

- Added an option to quickly access the Client Site from the Help menu (found on Perspective's toolbar).

Maps

- With our new Mapping tool, users can now see, in real time, where a Dispatch, Activity, or Incident is occurring (or has occurred).
- You can define the records you want to see with our filter function.
- The mapping tool displays relevant tooltips that contain information like the Class, Category, Priority, and Status.
- Use the tooltips to filter by time: pinpoint Dispatches, Activities, or Incidents that are occurring (or have occurred) within specific time frames by scrolling through the time bar at the bottom of the Maps section, or by using drag and drop.
- Find a record on the map, and open it to look at it in more detail.

Analysis Expert

- Access Analysis Expert by going into the new Analyze and Report module.
- New user permissions to control who can create, share, and execute queries.
- If you have permissions, you can use the toolbar, or right-click a specific query to share queries to users or share to roles.
- You can decide to give a user Manage rights when you share a query to him/her.
- The *shared* icon will appear beside queries you have shared so you can easily keep track of your shares.
- Added a "Shared By" column to queries to see who created and shared the query with you.
- Optimized queries now run faster when large datasets are being used.
- Analysis Expert can now search for null (or missing) data by using the operator IS EMPTY.
- In the criteria designer, you can now search for users (you can search by first name or last name, and select the specific query you want to search by).

- You can also search for date ranges in the criteria designer.
- You can now create query categories so that similar queries appear in the list together.
- The new pivot grid allows you to choose how you view your results. You can select columns, rows, and measures of your data to group and aggregate on. You can filter by variables, and continually modify the results displayed.
- Easily display your pivot data as a chart with the following types: pie, column, area, line, or waterfall. You can also add a title and subtitle, zoom in or out on your results, save the image or copy it, plus more.
- With the data slicer (found in the pivot grid), you can narrow your results by hierarchy level, building location, criminal activity type, etc.
- Queries can now be run in the background. As a result, you can set up the next query, design a report, or review a record while waiting for the results notification to appear.

Reports

- Access Reports by going into the new Analyze and Report module.

Custom Reports

- Access the new Custom Reports component of Perspective by going into the Analyze and Report module.
- With custom reports, you have the ability to take queries that you've built in Analysis Expert and customize their layouts into custom reports.
- You can create, edit, share, delete, and execute custom reports.
- With new permissions you can control who can create, share, and execute custom reports.
- If you have permissions, you can use the toolbar, or right-click a specific query to share queries to users or share to roles.
- The "Shared By" column shows you who created and shared a custom report with you.
- The *shared* icon will appear beside custom reports you have shared so you can easily keep track of your shares.
- You can decide to give a user Manage rights when you share a query to him/her.
- In the Report Designer, you can: customize your report title, logo(s), and image(s), change your font and color, format table fields, add page numbers, choose from a variety of page layouts, change the background theme, plus more.
- Supports multiple output formats including preview, PDF, Word, and HTML.

DispatchLog

- Made several performance improvements.

Fixes

- Fixed synchronization issues in the Dispatching component.
- Fixed an issue where if a user was typing an Activity Note while the Dispatching component automatically refreshed, the notes would not save.
- Fixed an issue in Analysis Expert where the No Results screen would sometimes appear even if the query did have results.
- Fixed an issue in the Incidents data form, where when switching between Investigations, a date error would occasionally occur.
- Fixed an issue where an involved vehicle was unable to be added to eReporting.
- Fixed an issue where when launching Visual Analysis against a record, a script error would appear.
- Fixed an issue where users could not delete an Activity that was created in the Dispatching component.
- Fixed an issue where a user could not search rollups if the search results had more than 1,000 records.
- Fixed an issue where an error message would appear telling the user that he/she did not have the latest data.
- Fixed an issue where if two officers were creating an Activity at the same time, an error message would appear.
- Fixed an issue where Analysis Expert query results were displaying more records than expected.
- Fixed an issue where on the Dashboard, if a user selected an Activity by Month without specifying the year, an error would occur and display the incorrect chart.
- Fixed an issue in the Dispatching component where if a column was moved into the viewing pane that was originally outside of the main panel, an error would appear.
- Fixed an issue in the Dispatching component where if two dispatchers entered a note to the same Activity within minutes of each other, only one of the note entries saved.
- Fixed an issue where Activities that were created in the Dispatching component were not being displayed in the Data Forms module.

- Fixed an issue with searching in Quick Find.
- Fixed an issue where some users may have had access to records they weren't given permission to access.
- Fixed an issue where a Perspective user could not log into the Desktop Client when the concurrent logins were equal to or greater than the number of active service accounts.
- Fixed an issue where closed Activities may have reappeared in the Dispatching component.
- Fixed an issue where an Activity may not have been accessible from the Dispatching component.
- Fixed an issue where Windows and Perspective authentication could not be used at the same time on the same database ID.
- Fixed an issue in Activities where tabbing on code and/or two level call categories may have caused the values to change.
- Fixed an issue where an error message appeared when some users would change their password during login.
- Fixed an issue where the mailto link in the "File/About" section redirected users to the incorrect place.
- Fixed an issue with iPhone time zones.
- Fixed an issue where entering Activity Notes allowed access to supervisor fields for non-supervisors.
- Fixed an issue on the Dashboard where if Chart 4 was changed to something other than its default, it would revert back to default when logging back into Perspective.
- Fixed an issue in the Dispatching component where there was no indication when a user could not close an Activity when the officer was on scene or on route.

Perspective 4.0.2

New Features

Web Portal for Desktop and Mobile Browsers

- Themes for Portal are more customizable. You can add an image, and/or change the following items: gradient top and bottom, fonts, and the appearance of corners, shadows, and borders.
- User Defined Fields (UDFs) can now be used in Portal. Any UDFs that have been set up in Perspective can be carried over to Portal.
- Request an Officer: you can request an officer now, or schedule for an officer to be dispatched at a later time/date.

iOS App

- The Perspective iOS app is GPS supported. If enabled, the location of where an Incident was entered can be tracked and displayed on a map.
- Investigation Details can now be added to Incidents.

Connect

- AMAG SMS connector has been added to Perspective Connect.
- Code Blue connector has been added to Perspective Connect.
- Acknowledge alarm has been added for OnGuard connector.

Fixes

- Fixed an issue where Analysis Expert query results displayed more records than expected.
- Fixed an issue where generating/printing an Incident report with an attachment failed to print the attachment.
- Fixed an issue in DispatchLog where user needs to manually select the Workgroup filter to display "All" in the Activity panel.
- Fixed an issue where the Permissions attribute was missing from Visual Analysis.
- Fixed an issue on SaaS where Quick Find was not displaying search results properly.
- Fixed an issue in Perspective where active service accounts used all of the concurrent logins allowed.

- Fixed an issue where the trigger for EAttachments did not work for databases that ran the revised update script for PSV3.3 to PSV4.0.
- Fixed an issue where Involved Vehicles could not be added in eReporting.
- Fixed an issue where using the Tab key in Activities between the Code and/or two level Call Category fields caused values to change.
- Fixed an issue where users could not use Windows and Perspective Authentication at the same time on the same database ID.
- Fixed an issue in DispatchLog where Activities go missing.
- Fixed an issue where users could not close an Activity in DispatchLog when the officer's status was On Scene or On Route.
- Fixed an issue in DispatchLog where closed Activities would reappear.
- Fixed an issue in DispatchLog—when two Dispatchers enter an Activity Note within minutes of one another, only one of the notes saved.
- Fixed an issue where records would not display in data forms when closed from DispatchLog.
- Fixed an issue in DispatchLog where Activity Notes were not being saved when DispatchLog automatically refreshed.
- Fixed an issue in Perspective where switching between two Investigations would sometimes cause a date error to occur.
- Fixed an issue in DispatchLog where RealTime was not displaying the changed status of an Officer.

Perspective 4.0

New Features

Desktop Application

- Person History tab now features an Activity History tab, as well as the Incident History tab.
- Organization History tab now features an Activity History tab, as well as the Incident History tab.
- Vehicle History tab now features an Activity History tab, as well as the Incident History tab.
- Item History tab now features an Activity History tab, as well as the Incident History tab.
- Person History tab now features a Detailed History tab to show all recent events linked to that person.
- Dispatching communications have been improved to update all dispatchers in real time with automatic screen refreshes.
- Dispatching indicates when another dispatcher has an activity open for edit and prevents other dispatchers from editing at the same time.
- Dispatching now supports the High Contrast Windows theme for users in low light environments.
- Support for Windows 8, Windows Server 2012, and Internet Explorer 10 has been added.
- Improvements to the Service Manager License validation and you now have the option to disable automatic license entitlement synchronization.
- Improvements to the storage of picture attachments to better preserve the display and print quality of the images.
- Expanded the field length of all Address and Postal\Zip Code fields. Address 1 and Address 2 fields now support up to 250 characters, and Postal\Zip Code fields now support up to 50 characters.
- Attachment tab now includes a photo area to quickly view pictures associated to the record without downloading them.
- Administration now includes a License Management area where you can view the number of licenses in use and the number of license still available.
- From the License Management area you can end sessions if a user has forgotten to log out or was unable to log out successfully.

- Improved client and service event and error handle. More information is available in the Windows event log.
- Performance improvements to Analysis Expert allow queries to run faster to return larger result sets in a shorter time.
- Analysis Expert allows for the searching of any entity or sub entity including specific criteria for sub entity results.

Web Portal for Desktop and Mobile Browsers

- All new web accessible communication tool for Perspective.
- Post important information for others to see, including Announcements, BOLOs, and important Links.
- Allow anyone to report an incident directly to Perspective's Gateway for follow up and review.
- Ability for anyone to request an officer with a simple request form to track the type, location, and details of who is requesting.
- Configuration options for administrators to set up multiple workgroup portals, custom messages and logo, and determine which features and fields are available to each portal page.
- Easy to use on any desktop or mobile phone.

iOS App Features

- Perspective's iOS app features an all new user interface which is more intuitive, easier, and faster to navigate.
- The new Mobile Launcher allows you quick access to information and features.
- Save Drafts option will let a user start an incident or make edits to the incident on the device, and when complete, submit information back to Perspective to be saved.
- Work Offline mode has been added to give you access to drafts at any time. Now without a data connection, you can start recording incident details, and save the information to be submitted when a data connection is available.
- Mark as Favorite option allows frequently accessed Incident or Person records to be saved so they are always quickly and easily accessible.
- Attach Picture, Video, or Audio file to any record from your device. Uploading attachments are done in the background so you can continue working while the files are sent to Perspective.
- View attachments already saved to the record including photos, videos, and audio streaming, or PDF and text file viewing.

- UDFs have been added to Mobile to view and edit while accessing information on the mobile device.

Fixes

- Fixed an issue where Analysis Expert queries caused high CPU hit with losses.
- Fixed an issue where Analysis Expert queries run on a large database caused an error.
- Fixed an issue where deleting a single user in Administration caused problems with adding, editing, or deleting users.
- Fixed an issue where the Privacy and Legal Statements pop-up window title and the OK button were not label bound.
- Fixed an issue where Role and User Reports rights showed Cases and Investigations with all licenses.
- Fixed an error where editing Site Rollups would cause the system to run out of memory.
- Fixed an issue where the attachments icon was missing from the All Records list.
- Fixed an issue where Administrators with no licensing for Dispatching saw the Dispatching tab.
- Fixed an issue where drop-down lists were not retaining child drop-down list values.
- Fixed an issue where users were able to delete a lookup value from attachment types that were linked to a record.
- Fixed an issue where Dispatched By criteria would search for User Account records when it should have been searching for Person Records.
- Fixed an issue where the Height field was not saving correctly in Involved Persons.
- Fixed an issue where uploading an image in Cases > Investigations > Evidence/Property would allow editing an image when in preview mode.
- Fixed an issue where the Audit Info was not refreshing properly within the Audit Shield.
- Fixed a tabbing issue in the Vehicles data form.
- Fixed an issue in Gateway where Height and Weight were not displaying correctly for Involved Persons.
- Fixed an issue in Dispatching where the value in the Height field for Involved Persons would not save.
- Fixed an issue in Dispatching where cloning resources and Activities did not obey workgroup filters.

- Fixed an issue where officer names with apostrophes would result in an error message in Dispatching.
- Fixed an issue where adding a Person From Source failed after one use.
- Fixed an issue where any condition that made the database not available caused an error in Service Manager.
- Fixed an issue where tabbing on a Call Category in an Activity would cause the priority to change back to its default.
- Fixed an issue with multi database configurations that could cause the “license expired” message to be displayed.
- Fixed an error where all SOPs would be listed regardless of what was searched for.
- Fixed an error message with invalid SMTP port number.
- Fixed an issue where users could not see the OK and Cancel buttons if computer was set to High Contrast #1 and DPI 125.
- Fixed an issue where Quick Find was not working when users tried to Incidents containing certain words.

Known Issues

Any issues discovered between this release and the next will be posted in an article in PPM's Knowledge Base via the PPM Client Site.

Client Site: <http://clientsite.ppm2000.com>

Knowledge Base: http://clientsite.ppm200.com/corporate_wiki

Note: The Client Site, including the Knowledge Base, requires a user name and password. If you don't have these credentials, please send a request to PPM Customer Service at customer.service@ppm2000.com.

Supporting Documentation

Additional information on Perspective and its features can be found in the Documentation folder provided with the installation files. The dates shown below indicate the month and year in which the most recent edits were made.

Perspective Core

- Perspective Administrator's Guide (October 2014)
- Perspective Installation Guide (October 2014)
- Perspective Release Notes—Version 4.5 (October 2014)
- Perspective System Requirements (October 2014)
- Perspective Update Instructions (October 2014)
- Perspective User's Guide (October 2014)
- Perspective Focal Point Installation Guide (September 2013)
- Perspective Focal Point User's Guide (September 2013)
- Perspective Mobile User's Guide—Apple® iOS Edition (October 2014)
- Perspective Workflow Installation Guide (October 2014)
- Perspective Workflow User's Guide (September 2013)

Contact Information

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