Perspective™
by PPM 2000

Incident management from every angle.™

Release Notes

Perspective by PPM 2000™

Version 3

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Contents

Minimum System Requirements

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.3.3, Perspective Integration Services™ v.3.3, Perspective DispatchLog™ v.4.0, Perspective e-Reporting™ v.2.0, Perspective Focal Point™ v.1.2, Perspective Mobile™, Perspective Visual Analysis™ v.3.2 and Perspective Workflow™ v.1.0.

	Minimum	Recommended
Client Machine		
Processor Speed	1.5 GHz	3 GHz+
Memory	1 GB	2 GB+
Operating System	Windows® Vista SP 2	Windows® 7 SP 1
.NET Framework	Version 4.0	Version 4.0
Web Browser	Internet Explorer® 7.0	Internet Explorer® 9.0
Third Party Application	Adobe® Reader® 7.0.5+ Microsoft Office® 2007[1] Sun Java™ Runtime Environment 6.0 U7[2] QlikView™ Analyzer Plug-in for Internet Explorer®[3]	Adobe® Reader® 9.4.0+ Microsoft Office® 2010[1] Sun Java™ Runtime Environment 7 U15+[2] QlikView™ Analyzer Plug-in for Internet Explorer®[3]
Mobile Device[4]	See *Perspective Mobile™ Supported Device List*	See *Perspective Mobile™ Supported Device List*
Web Services Server[5, 6]		
Available Disk Space[7]	1 GB	1 GB
Processor Speed	2 GHz	2 GHz multicore or better
Memory	2 GB	4 GB+
Operating System	Windows Server® 2008 SP 2 64 bit	Windows Server® 2008 R2 SP 1 64 bit
.NET Framework	Version 4.0	Version 4.0
IIS—Internet Information Services[8]	IIS 7.0	IIS 7.5
C++ Runtime Libraries	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	C++ 2010 SP1 Runtime Libraries (x64) 10.40219
QlikView™ Server[9]	64 bit Version 9 SR 2	64 bit Version 9 SR 2
SQL Server® Machine[6]		
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 Server[10]	SQL Server® 2008 Standard SP 1 or R2	SQL Server® 2012 Standard or Enterprise
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 Services' 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 to Perspective Visual Analysis.
3. This requirement only applies to Perspective Focal Point.
4. This requirement only applies to Perspective Mobile.
5. These requirements apply to Perspective, Perspective e-Reporting, Perspective Focal Point and Perspective Workflow.
6. These requirements are for systems with 5 to 25 concurrent users. For Perspective systems with less than 5 or more than 25 concurrent users, please contact your PPM 2000 Account Manager for a specific assessment of your needs.
7. Depending on the size of your Perspective database, more disk space may be required for Perspective Focal Point and Perspective Workflow.
8. Requires IIS 6 Management Tools installed.
9. This requirement only applies to Perspective Focal Point. A limited QlikView™ Server license is included with Focal Point.
10. SQL Server® 2008 Express is only supported for the Standard Edition of Perspective.

Perspective 3.0

New Features

- The design of **Perspective's interface** has been reviewed to exclude duplicate functions and provide convenient function access and browsing capabilities.

- The Dashboard component of Perspective has been re-designed. The previous four-static-reports design now incorporates a new **interactive design** that gives the users control over the information that they see on the Dashboard, including the chart's time frame, type (pie or bar), class, category, site and call category.

- Dashboard charts now include an option to select four pre-set charts from a set of 19 chart options: **Incident by Class/ Business Unit/ Site/ Organization**, **Activities/ Cases/ Incidents/ Investigations by Number of Days Open**, **Activities/ Incidents/ Investigations/ Cases/ Loss by Month**, **Open Activities/ Incidents/ Cases by Disposition**, **Open Assignments by Due Date/ Type**, and **Perspective Gauge**.

- Dashboard charts now include the new **drill-down functionality** for the charts that arrange information by Class, Site, Business Unit and Org Rollups.

- The **Activities** component has been added to the Data Forms that provides functionality to create new Activity records from scratch, as well as to efficiently maintain and monitor existing Activity records imported from Perspective DispatchLog. In addition to the options provided in Perspective DispatchLog 4.0, in Perspective you can:

    - Create new activities post factum and edit closed activities transferred from DispatchLog;

    - Link an Activity record to another Activity or an Incident record;

    - Refine records' control and workgroup visibility options;

    - Review the Standard Operating Procedures and sent email and/or mass notifications;

    - Audit changes made to a record;

    - Escalate activities to Incident records for investigation;

    - View the relevant Visual Analysis charts that capture links between Activity records and the rest of the records that belong to the Perspective's database;

    - Search the relevant activity and officer patterns and trends in Analysis Expert.

- The **Activity Landscape**, **Activity Portrait**, **Officer Category By Time**, **Officer Log** and **Response Time By Site Reports** have been added to the Reports component of Perspective.

- Ability to **download all attachments** when printing a report for a specific record is now available.

- The options to add **Officers**, **Standard Operation Procedures** and **Visual Alerts** have been added to the Administration component.

- **Perspective DispatchLog** has been completely integrated into Perspective.

- **Windows Server**® **2008** has been introduced to the minimum system requirements as the preferred Operating System.

- Support for **Windows Authentication** is now included for Windows 2008 Server.

- Updated **licensing service** has been introduced that provides an opportunity to check the list of available module licenses and license specifications.

- The **auto-complete feature** has been added on all person link fields with references to user and investigator databases.

- The **search functionality on person names** has been improved on the Listing pane and link fields, in that they now recognize spaces and commas to search for multiple names.

- **Improved performance** has been achieved in the Gateway component of Perspective e-Reporting in relation to the lookups and rollups.

- Incidents now include a field to track the **current Record Owner**.

Fixes

- The header in **Incident Reports** now only contains Incident Number, Class/Category Rollup and Status and excludes Occurred Date/Time, and is the length of the page with the data centered to allow longer labels.

- Performance when getting lookup and rollup lists for **Perspective e-Reporting** via the **Gateway** component of Perspective by PPM 2000 have been improved.

- **Email settings** set in the Service Manager now carry over to the client.

- A **Currency Symbol** is now required to be set in the Administration component in order to save an Item Value elsewhere in Perspective.

- Fixed the errors caused in the program's navigation by the **Go To** function.

- Fixed an issue in **Analysis Expert** with the Date/Time fields showing time in milliseconds.

- Fixed an issue in **Narratives** where text previously displayed overlapped.

- Fixed an issue with the **Investigator entity list** which previously populated with all Person records with a valid Primary Email Address.

- Fixed an issue with the **Listing pane search bar** which now supports special characters.

- Fixed an issue with the currencies displayed in the **Dashboard charts**.

- Fixed an issue with checking for **SQL database compatibility** whereby scripts have been updated to check for SQL 2000 compatibility within SQL 2005.

- The "Do Not Allow Override" checkbox has been removed from general **Role** page in Administration which caused errors when editing a user.

- Fixed an issue with saving of an item in relation to the **Item Loss** fields.

- Fixed an issue with editing **Involved Person** sub-records.

- Fixed an issue with the **Linked Vehicle** field in Involved Vehicle sub-records.

- Fixed an issue in Reports whereby the system now differentiates between the GMT and the Regional **time settings**.

- Fixed an issue with the display of **attachments** in Reports.

- Fixed an issue with **tabbing through fields** of Perspective's forms, including the issues that appeared when tabbing through the **Flags** and **Site** fields.

- Fixed errors appearing at the **"Loading Modules" login** stage.

- Increased the number of available client's **User Defined Fields** to allow for a more customized form and sub-form design.

- Fixed an issue with **linking an incident** to the currently open incident.

- Fixed issues with **Yearly/Quarterly/Monthly Report**.

- Fixed an issue with resetting expired passwords for **Windows authentication** within Perspective.

- Fixed an issue that appeared when users inserted **additional space** at the end of a rollup value.

- Fixed an issue with printing more than six **Person UDFs** on a report.

- Fixed an issue with the correct calculation of **Duration** of time periods in Incident records.

Known Issues

- The **Perspective Gauge** chart always gets positioned to the bottom right panel when added to the Charts section of Dashboard.

- In the Activities component of the Data Forms, auto-complete on the **Code** field displays all codes regardless of Workgroup Security, but the **Call Category** fields do not populate with the associated Call Category value.

- **Response** and **Request** grids do not display time in the 24-hour format (only occurs on Windows Vista® OS).

- Able to create **multiple Incident records** from the same activity without a warning message. The Activity record must be refreshed before the user creates an Incident out of this Activity record.

- The default **Admin account** causes errors when used for data entry on activities, incidents and cases, or used in the Gateway or Perspective DispatchLog.

- **Windows authentication** is currently only supported if all users are in the same domain. The option will not work with users across multiple domains.

DispatchLog 4.0

In November 2011, PPM 2000 released a new version of Perspective DispatchLog as an integrated module for Perspective. Combined together with Perspective, DispatchLog embodies one of the most sophisticated and efficient cost-based dispatching and activity tracking methods. The DispatchLog console, that is now a part of Perspective's interface, enables Security Departments to quickly create activities and dispatch personnel and agencies, while the Activity component in Perspective stores closed records of dispatched activities for further description and analysis.

As calls come in, you can use DispatchLog to complete the following important dispatching tasks:

- Easily track the category, priority, location and timing of activities.

- Document officer and organization responses to and action requests for activities.

- Add persons, organizations, vehicles and items involved in activities.

- Attach supplementary files to the current activities and log timely activity notes.

- Give activity-related assignments to other users.

- Bring officers on and off duty.

- Quickly dispatch officers and organizations to the current activities.

- Keep up-to-the-minute records on your officers' and organizations' activities and location.

- Review interactive lists of Standard Operating Procedures available for the activities' call categories, sites and/or statuses.

- Send out mass notifications and/or email notifications in relation to activities.

- Clone activities and available officers and organizations.

- Schedule, copy and implement future activities.

- Close activities.

Known Issues

- To access panels after they have been **docked as tabs**, the user has to click inside the Activities pane first.

- When the **Cloned** pane with hidden columns is docked as tab, the column visibility is reset to the default view.

Mobile—BlackBerry® Edition 1.1

New Features

- Perspective Mobile is now also available on **BlackBerry® Bold™ 9700/9900** and **BlackBerry® Torch™ 9800/9810/9850/9860**, OS 5 or higher.

- The **Narratives** form has been added.

- The option to **import basic Person record** details into an incident's Involved Person form is now available.

- The **caching** process has been improved in that the lookup lists and rollups are now cached when accessing different functions of the application.

- **Navigation and performance** have been improved in relation to the displaying of tabs upon scrolling over them.

Fixes

- Fixed the permission error with camera.

- Fixed the error caused by caching some lookup lists.

Perspective 3.0.1

Fixes

- Fixed a performance issue with the loading rollups for Gateway and e-Reporting.

Perspective 3.0.1

Perspective 3.0.2

Fixes

- Fixed and issue with the RTA function in Perspective DispatchLog related to the performance issues when there is a larger number of sites defined.

Perspective 3.0.2 SR1

New Features

Perspective Integration Services 3.0

- Ability to access **Activity records** in Perspective.

- Ability to access **incident Assignments**.

- Ability to access **incident Reviews** when authenticating as a Supervisor.

- Ability to access **User data** when authenticating as an Administrator.

- Ability to access **Role data** when authenticating as an Administrator.

- Ability to access **Workgroup data** when authenticating as an Administrator.

- Ability to access **Officer data** when authenticating as an Administrator.

- Ability to **update Lookup** and **Rollup lists** when authenticating as an Administrator.

- Ability to **create Activity records** in Perspective DispatchLog.

- Ability to subscribe to **Perspective DispatchLog event notifications** that get sent out when Activity or Officer data changes.

- Ability to **read Activity** and **Officer data** in Perspective DispatchLog.

Fixes

Perspective Integration Services 3.0

Various issues have been addressed to support Perspective Mobile—Apple® iOS Edition 1.0.

- Fixed an issue with **Reported to Supervisor** on updating Incident records.

- Fixed an issue with **person Links** not returning all links.

- Fixed an issue with **Locked records** on created records.

- Fixed an issue with **updating Narratives**.

- Fixed an issue with allowing **concurrent authentication** on the primary database.

- Fixed an issue with **incident Duration**.

- Fixed an issue with **session time stamps**.

- Fixed an issue with **query paging controls**.

- Fixed visibility issues with **query methods**.

- Fixed **validation on updates** to allow updating records that included lookup values the user did not have access to.

- Fixed the **Incident Outcome** field to only be accessible to Supervisors.

- Fixed **Vehicle queries** with Year criteria.

- Fixed issues with creating vehicle **Organization Links** and saving the **Effective From** date.

- Fixed an issue with **Created** and **Last Modified** time stamps.

- Fixed an issue with **query Narrative** not returning the correct page count.

- Fixed an issue with **query Incident on Site Rollups**.

- Fixed an issue with **creating records** if not a Supervisor.

- Fixed an issue with **query Organization to Organization Link** that returned too many results.

Perspective 3.1

New Features

- The **Microsoft**® **Windows**® **Installer** (MSI) client deployment option has been created.

- The **Location** criterion has been added to the Activity record's Quick View and Saved Views forms.

- The Loss Summary components under Incident records have been renamed to **Losses** and expanded to enable recording of the three types of losses—**Loss**, **Recovery** and **No Impact**.

- The Incident record's new Losses form now supports **section-** and **field-level access privileges**.

- The option to add Loss entries of the three types—**Loss**, **Recovery** and **No Impact**—has been added under the **Involved Item**, **Organization**, **Person** and **Vehicle** sub-records in the Incident records.

- A new **Loss summary pane** has been added to the Incident record's Losses tab.

- A reminder message has been added to prompt the user to **save the record to recalculate** the data for the incident' losses summary after any changes applied to loss values.

- The **Loss Summary** section on the summary pane of the Case record has been changed to include the new data from the Losses tab.

- The Loss Summary section on the Case record now displays the **totals** and **averages** of the related loss data.

- The existing **Item** and **Vehicle** records' **Loss** data has migrated to the new Loss forms upon update of version 3.0 to 3.1.

- The Losses grids are now sorted by **Date** by default.

- The **previous Loss fields** have been removed from the Incident Items and Incident Vehicles forms in the Analysis Expert.

- The Incident and Case fields have been updated in Analysis Expert to allow searching for the new loss data recorded under the Losses tab.

- The server-side reports have been updated with the new **loss fields** imported from the Losses tabs of the Incident and Case records: **Case Classification** report, **Case Losses** report, **Incident Losses** report, **Yearly/Quarterly/Monthly Summary** report and **Incident Classification** report

- All the client-side reports have been updated with the new **loss fields** from the Losses tabs of the Incident and Case records: **Incident** report, **Incident Condensed Portrait** report, **Incident Condensed Landscape** report, **Incident Executive Summary** report, **Case** report and **Investigation** report.

- **Activity Description** has been added to the **Activity Portrait** and **Activity Landscape** reports.

- The Analysis Expert results **Export to Excel** option has been improved adding the more advanced analysis-friendly **flat data format** when exporting results that contain **child data**.

- The **Person**, **User** and **Investigator pick lists** now display the Middle Initial along with the Last Name and First Name.

Perspective Integration Services 3.1

- Support for **hot key event subscriptions** has been added to respond to key presses in Perspective DispatchLog.

Fixes

- Windows authentication using Active Directory now works across multiple trusted domains.

- Indexing via command line has been fixed not to crash if the license server cannot be reached.

- Allowing creation of users and assigning them to the User Roles has been fixed.

- The function to create an Incident record from an Activity record has been removed for the users that do not have access to the Incident record.

- The Create Incident button has been fixed to appear in the Incident and Case records when the user does not have permission to delete the record.

- Blank spaces are now automatically removed in the Role's Name field when the user creates a Role.

- The Investigator person pick list has been fixed to allow the selection of only the designated Investigator records.

- The Investigation fields have been fixed to hide from the users that are not recorded as Investigators.

- Fixed issues in Analysis Expert when querying on Person Address fields.

- Fixed an issue with date formats when exporting Analysis Expert results to a Microsoft® Excel® spreadsheet.

- Fixed an issue with the Licensing Service that did not require the Company Name to be case-sensitive. The Company Name must now be entered exactly as provided.

- Fixed an issue with Auto-complete causing errors on the Dispatcher field for Activity records.

- Fixed an issue with Quick Find indexing when the configuration file encryption option is on.

- Fixed an issue with Perspective Dashboard where Perspective would slow down if left open for extended periods of time.

Known Issues

- The auto-complete option is disabled when adding an Investigator to an Incident or a Case record. The Investigator list is a pre-filtered list to only display Investigators and not search all Persons or all Users; as such, the auto-complete name search cannot be supported at this time.

- Queries created in older versions of Perspective that return loss information will no longer execute in 3.1. New queries must be created based on the new losses structure. Older queries are for reference only. When creating a new query, older queries should be deleted by the user when no longer required.

- Losses cannot be added to an involvement until the involvement is added to the incident and the incident is saved.

- **Perspective Focal Point 1.1** will not support the display of loss information entered into Perspective 3.1 at this time.

- **Perspective Workflow events** that monitor or send out loss data will require queries to be updated before loss information entered in 3.1 can be supported.

- **Perspective Integration Services 3.1** does not support the previous Loss fields on Incident Item and Incident Vehicle sub-records. Methods for accessing the new loss information will not be available until SR1.

- When editing incidents in **Gateway**, if another incident is clicked without saving the first, and if the **Yes** button is clicked in the **Save Changes** prompt, the incident number will appear to be duplicated in the incident list. This issue is resolved by either switching to another list and returning, or editing and saving another incident.

DispatchLog 4.0.1

New Features

- The **Workgroup Security** component has been added to Perspective DispatchLog.

- The **hot key event triggers** have been added to Perspective DispatchLog to integrate the F4, F11, F12, and Ctrl+click action with additional systems.

- The **hot key** for closing the Perspective DispatchLog's Activity form has been changed from Ctrl+C to **Ctrl+L**.

Fixes

- Fixed an issue with Auto-complete causing errors on the Dispatcher field for Activity records.

Mobile—Apple® iOS Edition 1.0

In March 2012, PPM 2000 released Perspective Mobile—Apple® iOS Edition, the mobile version of Perspective that offers the capabilities of remote incident reporting and database search through your chosen Apple® iPad®, iPhone® or iPod® mobile digital device. Perspective Mobile is available on Apple® iPad®, Apple® iPad® 2, Apple® iPhone® 3GS, Apple® iPhone® 4, Apple® iPhone® 4S, Apple® iPod touch® 4th generation and Apple® iPod touch® 5th generation, iOS 4.3 or higher.

Remote mobile reporting saves data entry time, accelerates the investigative process and gives every employee the opportunity to quickly and efficiently report incidents and search the database for existing Incident, Person, Organization, Vehicle and Item records. Perspective Mobile widens the scope and effectiveness of Perspective without bringing on additional users and unnecessary expense.

With Perspective Mobile installed on your Apple device and integrated with your Perspective system, you can complete the following incident reporting and analysis tasks:

- Create new and edit existing Incident, Organization, Person, Item and Vehicle records, including the standard set of Perspective's incident data components (i.e., Involved Persons, Items, Organizations and Vehicles, Attachments, Narratives and Controls).

- Search existing Incident, Organization, Person, Item and Vehicle records defining customizable search criteria.

Known Issues

- The Flag Type field under the Flags section of the Person record is missing.

- The Author field in Incident Narratives does not display the user's name in some instances displaying the person ID stored in the database instead.

- The Additional Information banners only display up to ten sub-records under each banner.

- The default "admin" user is not able to open or search for the records created by other users. Please, do not use the "admin" user account to routinely log into Perspective.

- The Advanced search by date on Incident records does not provide results.

- Involved Incident Item/Vehicle does not save Linked Items/Vehicles, unless the Linked Item/Vehicle record was created by the current user.

- For Attachments, only the Photo Library option is available for adding images and not the Camera live picture taking option.

- The Incident Vehicle's Make field does not get saved if the Model field is blank upon editing.

- The application does not display a warning message when the user session expires if the user leaves the application without logging off and then comes back to it again. No information is displayed when the session expires. To solve the issue, the user must log off and then log on again.

Workflow 1.0.1

Fixes

- SQL query for Incident and Investigation Loss amounts now works correctly when using Workflow with Perspective 3.0 or earlier.

Mobile—Apple® iOS Edition 1.1.1

Added compatibility for Perspective 3.1 and 3.2.

Minor bug fixes.

Mobile—BlackBerry® Edition 1.2

Added compatibility with Perspective 3.2.

Perspective 3.2

New Features

- **Quick Find** is now available to Perspective Standard users.

- **Windows Authentication** is now enabled in IIS. Please see the Perspective Installation Guide for instructions on how to configure Windows Authentication with Version 3.2.

- **Launch page language** supports multiple languages.

- On first run of the application, the **service URL** is automatically populated.

- Added a User setting to designate an account as a **service account** so the password doesn't expire. This option is for accounts used with Integration Services and will not be able to log into the full client.

- Add a **Page Footer** to all client side detailed reports.

- On **dashboard charts**, Copy to Clipboard now only copies the chart data to the clipboard.

- On **dashboard charts**, Copy to Clipboard is now available on the full view of the chart legend.

- **Update Data Forms** interface moves sub-sections with a grid to their own tab (such as Incident Links and Person Contact Info).

- Increased the length of **Lookup** and **Rollup** values from 50 to 100 characters.

- **Lookup** and **Rollup** lists will display the full text value when selecting from a list.

- **Quick search on Persons** in the middle pane or linked fields autocomplete feature will now search and display the **Employee Number** along with the Name.

- **Quick search on Incident** lists will now search **File Number** along with the Incident Number.

- **Quick search on Vehicles** in the middle pane or linked fields autocomplete feature will now search and display the **VIN Number** along with the License Plate.

- In **Service Manager**, when adding **UDFs** the database can be selected from a list of options without requiring database connection information to be re-entered.

- **Service Manager** now includes a section for downloads. Future language packs will be available to download from the Service Manager.

- Expanded Perspective to support **up to 20 additional languages** in addition to the default base language (**21 languages** total).

- **Import Manager for Gateway** now accepts a **Language ID** for getting Lookups and Rollups list in any one of the configured languages.

- Updated the configuration section for **Languages** in **Administration**.

- Added **Search** feature to administration labels section to help find specific labels to configure.

- Administrators can set **Language** to one of the available **language packs**.

- Multiple spell check dictionaries are now supported.

- **Admin and User Help** can be configured for each supported language: help options can be directed to other resources so standard help files can be replaced with a collaborative site such as SharePoint, training files or other media. PPM help files are still available and configured by default.

- All Form, Field, Button, and Message labels can now be configured in **Incident Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Case Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Person Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Organization Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Item Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Activity Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Vehicle Forms**.

- All Form, Field, Button, and Message labels can now be configured in **Dashboard**.

- All Form, Field, Button, and Message labels can now be configured in **Analysis Expert Queries**, **Results** and **Charts**.

- All Form, Field, Button, and Message labels can now be configured in **Reports**.

- All Form, Field, Button, and Message labels can now be configured in **Report Screens**.

- All Form, Field, Button, and Message labels can now be configured in **Administration**.

- All Form, Field, Button, and Message labels can now be configured in **Login Screen**.

- All Form, Field, Button, and Message labels can now be configured in **Gateway**.

- All Form, Field, Button, and Message labels can now be configured in **Service Manager**.

Fixes

Perspective

- Fixed a performance issue on loading records when the Site list had more than 5000 values.

- Fixed an issue that would not allow the Incident Number field to be hidden.

- Fixed various refresh issues when editing incident losses or editing from involvements.

- Fixed issues with importing a document in to a narrative.

- Fixed an issue with the display of the Associated Type column in losses.

- Fixed an issue where changing the letter cases were not being saved.

- Fixed an issue where the audit history was not displaying deleted information.

- Fixed an issue with autocomplete on lookup lists when hitting the Tab key.

- Fixed an issue causing an error when exporting a view to an email message.

- Fixed a refresh issue for person height.

- Fixed an issue that would causing a hidden field to be displayed when using the Send function.

- Fixed an issue where the site rollup was not available to search on in activities with Quick View.

- Fixed an issue causing errors when deleting a check list item from an SOP.

- Fixed an issue causing errors when deleting an activity UDF.

- Fixed an issue causing errors when inserting an image in a narrative.

- Fixed an issue with involved organization data when create incidents from activities.

- Fixed various issues with the address prompt when selecting a site in activities.

- Fixed an issue causing a File in Use error message when adding assignments.

- Fixed an issue when attaching a file that is open by another program.

- Fixed an issue with UDFs not displaying correctly in the Investigation Tab.

- Fixed an issue with displaying the Follow up Required checkbox in Case Investigation logs.

- Fixed an issue navigating results sets with more than 1000 pages.

- Fixed an issue with Email Settings not resetting to defaults.

- Fixed an issue causing an error on save when creating an Incident from an Activity.

- Fixed an issue causing the Print and Send buttons to be disabled at low resolutions.

- Fixed an issue allowing Closed Dates to be set earlier than Start Dates.

Dashboard

- Fixed an issue causing an error with site criteria on certain charts.

- Fixed an issue with default settings not being reset.

- Fixed an issue with the close button on the Perspective Gauge.

- Fixed an issue erroneously allowing users to close both charts and assignments.

- Fixed an issue with the prompt message when marking an Assignment as completed.

- Fixed an issue where Perspective Dashboard Gauges weren't properly reflecting when no data was available for a gauge.

Gateway

- Fixed a refresh issue in incident list.

- Fixed an issue where Involved Vehicle's Make/Model would not carry over when accepted.

- Fixed an issue when using a double-click to edit.

- Fixed an issue with incident numbering.

- Fixed an issue with UDFs not displaying.

Analysis Expert

- Fixed various issues with displaying grandchild data.

- Fixed an issue causing an error when grouping query results.

- Fixed an issue with the display of lookup values in criteria.

- Fixed an issue affecting the display of some Losses fields.

- Fixed an issue causing case items to be hidden.

- Fixed an issue with evidence log status data causing an error.

Reports

- Fixed an issue sorting narratives incorrectly on the Incident Executive Summary report.

- Fixed an issue with the custom report footer not displaying up to 500 characters.

Administration

- Fixed a layout issue with the panel splitter in Workgroups.

- Fixed an issue causing changes to the Visual Alert settings to not save.

- Fixed an issue causing changes to the workgroup import settings to not save.

- Fixed an issue that allowed a user record to be created without setting a password.

- Fixed an issue causing an error when concurrent logons are not allowed.

- Fixed a session issue when users are prompted to change their password.

- Fixed an issue where the service URL would not accept underscores.

- Fixed various layout and scrolling issues.

- Fixed an issue causing an error when Perspective cannot connect to MIR3.

Service Manager

- Fixed an issue on initial install causing configurations loading issues.

- Fixed an issue causing saved UDFs to not display on the Layout tab.

- Fixed an issue with using Client Settings override option with multiple databases.

- Fixed an issue forcing the selection of a primary database with Windows Authentication settings.

- Fixed an issue with sorting the Database list.

- Fixed an issue with the test report URL button when a slash was expected.

- Fixed an issue causing a time out error when indexing databases larger than 1 GB.

- Fixed an issue with saving index settings.

Integration Services

- Fixed an issue with Incident Number prefixing.

- Fixed an issue with Queries using Starts With criteria.

- Fixed an issue setting Created Date on narratives.

- Fixed an issue with sessions clearing on time zones greater than GMT time.

Known Issues

- An issue exists in Gateway Items where the Add From Source can cause an error.

- An unexpected error occurs if the Service Manager cannot retrieve the list of database connections after SQL connection information is provided.

- If a UDF is created and made System Required for Person, Organizations, Items or Vehicles and the Add From Source Gateway option is used, an error occurs. When creating a UDF, do not make it System Required from the Service Manager; add the requirement to system/role/user privileges instead.

- The Label Group By on the Incident Totals report is not configurable.

- The Sub Report Label for User Defined Fields is not configurable.

- The Links Sub Report for the Incident Report is only displayed when you have incident-to-incident links.

- When creating new workgroups, you must log off and back on before they are displayed in the new user screen.

Visual Analysis 3.2

New Features

- All Form, Field, Button, and Message labels can now be configured in Visual Analysis.

DispatchLog 4.0.2

New Features

- All Form, Field, Button, and Message labels can now be configured in DispatchLog.

Fixes

- Fixed an issue where officer notes were being lost when editing an active activity.

- Fixed an issue where notes were being duplicated in the next selected activity.

- Fixed an issue with RTAs resetting when a change is made to the activity.

- Fixed an issue with the On Duty form Call Signs assignments.

- Fixed an issue that would cause an error when deleting a scheduled activity.

- Fixed an issue with permissions not being granted to All Workgroups.

- Fixed an issue with the display of checkbox selections on involvement forms.

- Fixed an issue with the right-click option to change Location on an Assigned Officer.

- Fixed an issue causing an error with adding Attachments that exceed size limits.

- Fixed an issue causing an error with multiple arrival times on officers.

- Fixed an issue causing an error when trying to print the Officer Log while a printer is not installed.

- Fixed an issue causing officers to be assigned to an activity that is not visible .

Perspective Connect 1.0

Perspective Connect is a new companion service to Perspective Integration Services, used to streamline the integration of devices and their event data. By using Perspective Connect with "Connectors" to supported external systems, you are able to configure integrations to feed data to Perspective DispatchLog out of the box and without extensive custom development work.

Perspective Connect includes an easy to use Connection Manager that allows you to create mappings for each Connector added to the system. Perspective Connect will then pull information from the devices mapped, based on events it is monitoring, and send that data to Perspective DispatchLog via Integration Services using pre-configured mapping. When that data is sent to DispatchLog, your Dispatcher can determine the appropriate response. The Perspective Connect Service and Connection Manger are included with Perspective but do require one or more Connectors to be purchased before integrating with external systems.
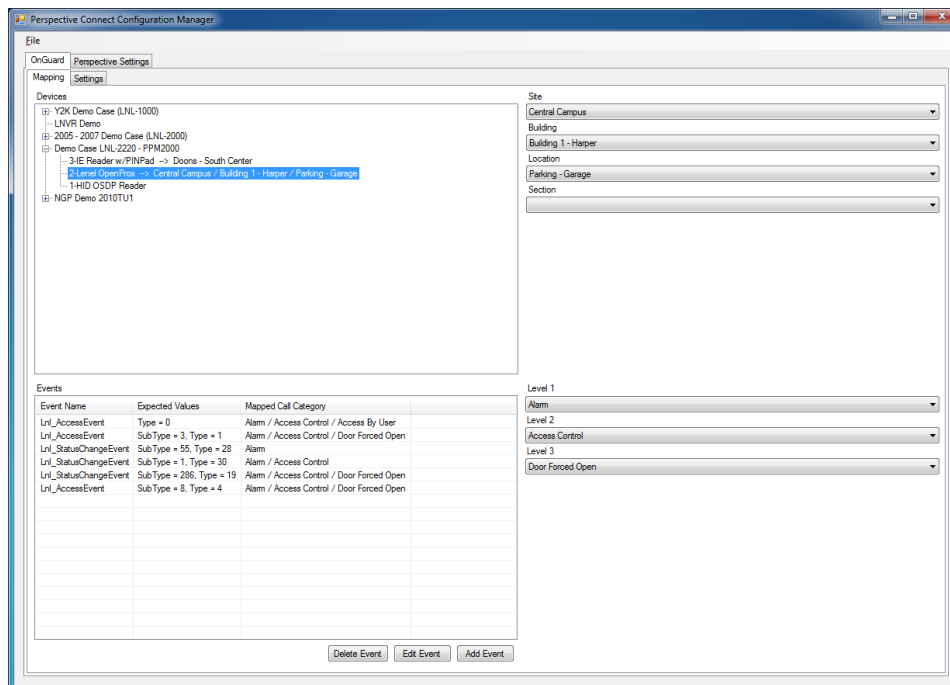
Connectors are specifically developed for each third party product we integrate with via the Perspective Connect service; each is downloaded and integrated separately. Once a Connector is integrated its connection configuration tab, which include the Mapping and Addition settings, will be added to Perspective Connect. Connectors are designed specifically for systems with multiple devices and events raised by those devices.

An example: access control devices can raise events for persons granted access, persons denied access or forced entry incidents. Each of these events can be mapped with the appropriate location and category/priority. Another example: video systems can create events such as motion detected, signal lost and unattended package detected.

Though Perspective Connect works with both On Premise and Hosted/SaaS Perspective instances, the Perspective Connect Service itself must be installed within the environment of the third party application that will connect with Perspective.

Connectors

Lenel OnGuard

Perspective's first out-of-the-box connector launches an integration between Perspective and Lenel OnGuard. With the connector in place, specific events in OnGuard are automatically picked up by Perspective, leading to faster and more efficient emergency response and a reduction in manual data entry.

When an actionable event is triggered in OnGuard, the connector picks it up and automatically starts a call in Perspective's DispatchLog interface. OnGuard events that don't require a dispatch, but still need to be documented, can also be pulled over… this time straight into Perspective where they are logged as new activity records which can, if necessary, be escalated to incident status.
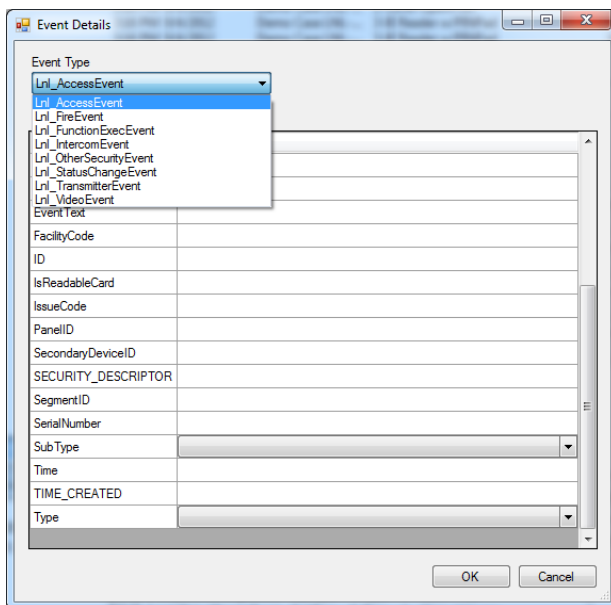
Perspective's Lenel OnGuard Connector has received Lenel factory certification, and PPM is a member of the Lenel OpenAccess Alliance Program (OAAP). Please contact your account manager for pricing information.

Additional Connectors

Additional Connectors are currently in development for a variety of third party systems.

Perspective 3.3

New Features

- Starting with Perspective Version 3.3, there are differences between the default **Admin Master** account and a **Perspective User with Administrator rights**. Specifically, the Admin Master has select features available that other Users, even with Administrator rights, do not. However, the default Admin Master **can only access the Administration and Dashboard panels of Perspective**. Other components are unavailable to the Admin Master.

- New **Privileges** added to System, Role and User Administration to grant users access to specific administrative functions.

- The toolbar is replaced by the **Ribbon** in most cases. The Ribbon is a common feature in many Windows applications, and contains functions logically grouped into tabs for improved workflow.

- **Expanded attachment functionality**. Multiple attachments at once. Drag and drop attachment features added; drag and drop attachments directly into Perspective records.

- New **Shortcut Keys** functionality: map shortcut key combinations to quickly access various Perspective components.

- **DispatchLog Officers** display activities that are suspended or on hold in grey so you can more easily see what the active record is and where the officer is currently assigned.

- In the **Gateway**, accepted incidents lacking a record owner are now assigned to the user who accepts the incident.

- **Quick Find** rights have been expanded to allow the preview area of Quick Find to be optionally disabled.

- Organization record list now **shows both the organization name and ID,** and the **organization's ID is searchable**.

- Forms are revamped so all elements can be **tabbed across** with the Tab and arrow keys.

- **High contrast** and 125% DPI support added to Data Forms for the visually impaired.

- Case record list now **shows both the case name and number**, and the **case name is now searchable**.

- Item record list now shows both **item name and serial number**, and the **serial number is now searchable**.

- Assigning **administrator rights** no longer grants access to all data; workgroup, organization rollup and access level rights are enforced for administrators.

- Perspective Services now runs as a 64 bit service and no longer requires a 32 bit application pool.

- Perspective.ServerManager.exe has had its /updateindex command line parameter replaced with -index= (and an associated shorthand, -i=).

Fixes

Perspective

- Resolved an issue where copying from an RTF (rich text file) to a Perspective Narrative form was not word wrapping text.

- Resolved an issue where adding narratives to an incident sometimes produced SQL errors.

- Resolved performance issues with UDFs where scrolling in UDF-heavy areas was sluggish.

- Resolved an issue where saving an incident would not properly update chain of custody data.

- Fixed an issue where required fields in Case records were not properly colored red.

- Fixed an issue where licensing messages were not properly displayed to the user.

- Resolved an issue where, in Quick View, cancelling an Import View while adding a Saved View causes buttons to become disabled.

- Resolved an issue where sometimes UDFs flagged as required were causing errors.

- Tooltips have been added to various menus and forms. All these tooltips are language-bound, allowing for customization via the Languages panel in Administration.

- Resolved an issue where sending incident forms via Outlook was sometimes causing errors.

- Resolved an issue where mixing usage of auto-populated fields with drop downs lead to blank rollups.

- Resolved an issue with spell check that was sometimes causing errors if used when no spelling errors were present.

- Resolved an issue in Data Forms where when hiding the organization responses section for an Activity record, the Create Incident button stopped working.

- Resolved an issue where height/weight fields were not displaying proper measurement units.

- Resolved an issue where removing an involved person from an incident would cause a database error message.

Quick Find

- Resolved an issue where Quick Find was not indexing organization records.

DispatchLog

- Resolved an issue where resizing columns in DispatchLog would not carry over on refresh.

- Resolved an issue where clothing and injury details for involved persons were sometimes not being displayed.

- Resolved an issue where sometimes officer names were not being displayed in dialogue boxes.

- Resolved an issue that sometimes caused Officer status to not properly refresh.

- Resolved an issue where scheduled activities led to orphan officers.

Gateway

- Resolved an issue where, if a user changes the access level and/or the workgroup of an eReport within Gateway and then accepts it, the system was generating an error message.

- Resolved an issue where Gateway rollups were not pulling in the correct order.

- Resolved an issue where eIncidents accepted into Gateway were allowed edits.

- Resolved blank field issues.

Reports

- Resolved an issue where non-administrators were unable to see footer logos in reports.

- Resolved an issue where the Incident Executive Summary Report would sometimes cause errors when printed.

Administration

- Resolved an issue where Visual Alert counters were being incorrectly tallied.

- Resolved an issue where deleting a workgroup would not reference any impacted databases.

- Resolved an issue where, when editing a language set and navigating to a different set, users were not being prompted to save.

- Resolved an issue where Linked Person/Linked Vehicle fields cannot be made required.

Service Manager

- Resolved an issue where, on initial database configuration, the full SQL instance name was not being properly displayed.

- Resolved an issue where when Service Manager cannot get a list of database servers, it attempts to forcefully select the first in the list, causing a crash.

- Moved the Encrypt Configuration option to the Configuration tab.

- Resolved an issue where removing a database then clicking Cancel was not prompting for confirmation.

- Fixed issues where Service Manager would sometimes be unable to connect to the licensing service.

Known Issues

- When installing Perspective via MSI, the Desktop shortcut is incorrectly configured and must be manually pointed to the correct path. Note this doesn't affect users accessing the client with the standard Launch option from Internet Explorer.

- Involved Person Height/Weight controls are not being correctly displayed in Gateway.

- In the Gateway > Involved Organizations form, if a UDF is present, two scroll bars are displayed instead of one.

- In DispatchLog, when modifying involved person records, the non-Metric Height field values are not saving.

- There is an issue with saving user permissions to view the Gateway Persons; sometimes, making Gateway visible for a user will not allow that user to see the Gateway.

- In DispatchLog, clicking Clear on an activity with on-route officers/organizations displays a message stating that no officers/organizations are on-route.

- SMTP port settings are defaulting to -1 for new users instead of the standard port 25.

- JAWS narration will sometimes incorrectly read narratives.

- There is an issue with navigating the middle pane (in Data Forms) when shortcut keys are used after hitting F10.

- There is an issue with Shortcut Keys where sometimes the arrow keys won't properly navigate across record lists.

- There is an issue with adding attachments to activities in DispatchLog. It is still possible to add attachments to activities via the Data Forms component.

Additional Issues

If additional issues are discovered between this release and the next, PPM will post an article in our Knowledge Base via the PPM Client Site.

Client Site: http://www.ppm2000.com/csite/customersite.asp

Knowledge Base: http://www.ppm2000.com/csite/support/knowledgebase.asp

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 (April 2013)
- Perspective Glossary (April 2013)
- Perspective Installation Guide (April 2013)
- Perspective Release Notes—Version 3 (April 2013)
- Perspective System Requirements (April 2013)
- Perspective Update Instructions (April 2013)
- Perspective User's Guide (April 2013)

Perspective DispatchLog

- The Perspective DispatchLog Guide has been merged with the Perspective User's Guide (under Perspective Core, above).

Perspective e-Reporting

- Perspective e-Reporting Installation Guide (October 2010)
- Perspective e-Reporting User's Guide (October 2010)

Perspective Focal Point

- Perspective Focal Point Installation Guide (April 2013)
- Perspective Focal Point User's Guide (April 2013)

Perspective Mobile

- Perspective Mobile User's Guide—BlackBerry® Edition (October 2012)
- Perspective Mobile User's Guide—Apple® iOS Edition (October 2012)

Perspective Visual Analysis

- The Perspective Visual Analysis Guide has been merged with the Perspective User's Guide (under Perspective Core, above).

Perspective Workflow

- Perspective Workflow Installation Guide (March 2010)
- Perspective Workflow User's Guide (March 2010)

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