Perspective™

by PPM

RELEASE NOTES

Perspective by PPM™

Version 4.0

Printed September 2013

Contents

System Requirements

Version 4.0

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 account manager for a specific assessment of your needs. These requirements apply to Perspective™ V.4.0 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	
.NET Framework	Version 4.0	
Web Browser – Launch Perspective	Internet Explorer® 7.0, Internet Explorer® 8.0, Internet Explorer® 9.0, Internet Explorer® 10.0	
Web Browser – Web Portal	Internet Explorer® 10.0, Chrome v29+, Safari iOS5.1+, Android Browser 4.2+	
Third Party Application	Adobe® Reader® 9.4.0+ Microsoft Office® 2007[1,] Microsoft Office® 2010[1] Sun Java™ Runtime Environment 7 U15+[2] QlikView™ Analyzer Plug-in for Internet Explorer®[3]	
Mobile iOS App	iOS 5, iOS 6, iOS 7	
Web Services Server[4]		
Available Disk Space[5]	1 GB	1 GB
Processor Speed	2 GHz	2 GHz multicore or better
Memory	4 GB	8 GB+
Operating System	Windows Server® 2008 SP 2 64 bit with IIS, Windows Server® 2008 R2 SP 1 64 bit with IIS, Windows Server® 2012 with IIS	
.NET Framework	Version 4.5 with http and non-http activation	
C++ Runtime Libraries	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	
QlikView™ Server[6]	64 bit Version 11.20 SR1	
SQL Server® Machine[4]		
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. Refer to last page for more details on ClickOnce.
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. This requirement only applies to Perspective Focal Point. A limited QlikView™ Server license is included with Focal Point.

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 (September 2013)
- Perspective Installation Guide (September 2013)
- Perspective Release Notes—Version 4 (September 2013)
- Perspective System Requirements (September 2013)
- Perspective Update Instructions (September 2013)
- Perspective User's Guide (September 2013)
- Perspective Focal Point Installation Guide (September 2013)
- Perspective Focal Point User's Guide (September 2013)
- Perspective Mobile User's Guide—BlackBerry® Edition (September 2012)
- Perspective Mobile User's Guide—Apple® iOS Edition (September 2012)
- Perspective Workflow Installation Guide (September 2010)
- Perspective Workflow User's Guide (September 2010)

Contact Information

Technical Support

Toll Free:	1-877-776-2995
Phone:	(780) 448-0616
Email:	support@ppm2000.com

PPM 2000

Toll Free:	1-888-PPM-9PPM (1-888-776-9776)
Phone:	(780) 448-0616
Fax:	(780) 448-0618
Email:	information@ppm2000.com
Website:	http://www.ppm2000.com

WHEN YOU THINK 'INCIDENT MANAGEMENT' — THINK PPM.
www.ppm2000.com

PPM