

# **RESOLVER**

## **RELEASE NOTES**

**Version 5.0**

March 2016

Perspective by Resolver™

Version 5.0

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# SYSTEM REQUIREMENTS (AIR & ICM) Version 5.0

The following requirements are for Perspective™ **AIR** and **ICM** editions operating in a traditional LAN/WAN environment with the Web server component running on a separate Microsoft® IIS box. These specs are for planning purposes only and apply to Perspective™ V.5.0 and Focal Point™ V.1.2. Please contact your Resolver representative for a specific assessment of your needs.

*NOTE: Meeting the **Minimum** system requirements means you can run the application successfully, but it may not provide the best performance. Meeting the **Recommended** requirements will offer a significantly better experience.*

	MINIMUM	RECOMMENDED
<b>CLIENT MACHINE</b>		
Processor Speed	1.5 GHz	2 GHz+
Memory	1 GB	2 GB
Operating System	Windows® Vista SP 3, Windows® 7 SP 1, Windows® 8.1, Windows® 10	
.NET Framework	Version 4.5.2	
Web Browser – Launch Perspective	Internet Explorer® 117, Edge	
Web Browser – Web Portal	Internet Explorer® 117, Edge, Chrome®, Safari® iOS 7, Android® Browser 4.2+	
Third Party Application	Adobe Reader® 9.4.0+ Sun Java® Runtime Environment 7 U71, 8 U25 <sup>1</sup> , QlikView® Analyzer Plug-in for IE <sup>2</sup>	
Mobile iOS App	iOS 7, iOS 8, iOS 9	
<b>WEB SERVER MACHINE<sup>3</sup> (ON PREMISE ONLY)</b>		
Available Disk Space <sup>4</sup>	1 GB	1 GB
Processor Speed	2 GHz	2 GHz Dual-Core
Memory	4 GB	4 GB
Operating System	Windows Server® 2012, Windows Server® 2012 R2, IIS® with Secure-Channel configured (HTTPS/SSL)	
.NET Framework	Version 4.5 with HTTP and non-HTTP activation	
C++ Runtime Libraries	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	
QlikView® Server <sup>5</sup>	64-bit Version 11.20 SR1	
<b>DATABASE SERVER MACHINE<sup>3</sup> (ON PREMISE ONLY)</b>		
Available Disk Space	2 GB	20 GB+
Processor Speed	3 GHz	64-bit server dual-core or multi-processors
Memory	2 GB	4 GB+
Database Server <sup>6</sup>	SQL Server® 2008 SP4, SQL Server® 2008 R2 SP3, SQL Server® 2012 SP1, SQL Server® 2014	
Reporting Services	SQL Server® 2008, SQL Server® 2012 Reporting Services, SQL Server® 2014 Reporting Services	

1. This requirement only applies if using Visual Analysis.
2. This requirement only applies to Perspective Focal Point.
3. These requirements apply to systems with 5-25 users. For systems with 25+ users, contact your Resolver account manager for more information.
4. Depending on the size of the Perspective database, more disk space may be needed for Focal Point and Workflow.
5. This requirement applies only to Focal Point. A limited QlikView™ Server license is included with Focal Point.
6. Only SQL Server Enterprise Edition is supported for indexing on audit tables.
7. For Windows® Vista SP 3, IE 9 is supported. IE Compatibility View is not supported.

**Deployment Note:** The Perspective client is deployed as a ClickOnce application, launched from IE. It has a zero client footprint and doesn't require administrative rights to launch.

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

**Internet Note:** Internet connectivity on the Client Machine is required for full functionality.

# SYSTEM REQUIREMENTS (SOC & EIM) Version 5.0

The following requirements are for Perspective™ **SOC** and **EIM** editions operating in a traditional LAN/WAN environment with the Web server component running on a separate Microsoft® IIS box. These specs are for planning purposes only and apply to Perspective™ V.5.0, Dispatch, and Focal Point™ V.1.2. Please contact your Resolver representative for a specific assessment of your needs.

*NOTE: Meeting the **Minimum** system requirements means you can run the application successfully, but it may not provide the best performance. Meeting the **Recommended** requirements will offer a significantly better experience.*

	MINIMUM	RECOMMENDED
<b>CLIENT MACHINE</b>		
<b>Processor Speed</b>	2 GHz dual-core	2.5 GHz dual-core
<b>Memory</b>	2 GB	4 GB
<b>Operating System</b>	Windows® Vista SP 3, Windows® 7 SP 1, Windows® 8.1, Windows® 10	
<b>.NET Framework</b>	Version 4.5.2	
<b>Web Browser – Launch Perspective</b>	Internet Explorer® 11 <sup>8</sup> , Edge	
<b>Web Browser – Web Portal</b>	Internet Explorer® 11 <sup>8</sup> , Edge, Chrome®, Safari® iOS 7, Android® Browser 4.2+	
<b>Third Party Application</b>	Adobe Reader® 9.4.0+ Sun Java® Runtime Environment 7 U71, 8 U25 <sup>1</sup> , QlikView® Analyzer Plug-in for IE <sup>2</sup>	
<b>Mobile iOS App</b>	iOS 7, iOS 8, iOS 9	
<b>Officer Mobile</b>	iOS 8, iOS 9	
<b>WEB SERVER MACHINE<sup>3</sup> (ON PREMISE ONLY)</b>		
<b>Available Disk Space<sup>4</sup></b>	1 GB	1 GB
<b>Processor Speed</b>	2 GHz dual-core	2.5 GHz dual-core
<b>Memory</b>	4 GB	4 GB
<b>Operating System</b>	Windows Server® 2012, Windows Server® 2012 R2 IIS with WebSockets enabled <sup>5</sup> and Secure-Channel configured (HTTPS/SSL)	
<b>.NET Framework</b>	Version 4.5 with HTTP and non-HTTP activation	
<b>C++ Runtime Libraries</b>	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	
<b>QlikView™ Server<sup>6</sup></b>	64-bit Version 11.20 SR1	
<b>DATABASE SERVER MACHINE<sup>3</sup> (ON PREMISE ONLY)</b>		
<b>Available Disk Space</b>	2 GB	20+ GB
<b>Processor Speed</b>	2 GHz dual-core	64-bit server dual-core or multi-processors
<b>Memory</b>	2 GB	4+ GB
<b>Database Server<sup>7</sup></b>	SQL Server® 2008 SP4, SQL Server® 2008 R2 SP3, SQL Server® 2012 SP3, SQL Server® 2014 SP1	
<b>Reporting Services</b>	SQL Server® 2008, SQL Server® 2012 Reporting Services, SQL Server® 2014 Reporting Services	

1. This requirement only applies if using Visual Analysis.
2. This requirement only applies to Perspective Focal Point.
3. These requirements apply to systems with 5-25 users. For systems with 25+ users, contact your Resolver account manager for more information.
4. Depending on the size of the Perspective database, more disk space may be needed for Focal Point and Workflow.
5. Net.TCP binding on port 808 is required only if using DispatchLog.
6. This requirement applies only to Focal Point. A limited QlikView™ Server license is included with Focal Point.
7. Only SQL Server Enterprise Edition is supported for indexing on audit tables.
8. For Windows® Vista SP 3, IE 9 is supported. IE Compatibility View is not supported.

**Deployment Note:** The Perspective client is deployed as a ClickOnce application, launched from IE. It has a zero client footprint and doesn't require administrative rights to launch.

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

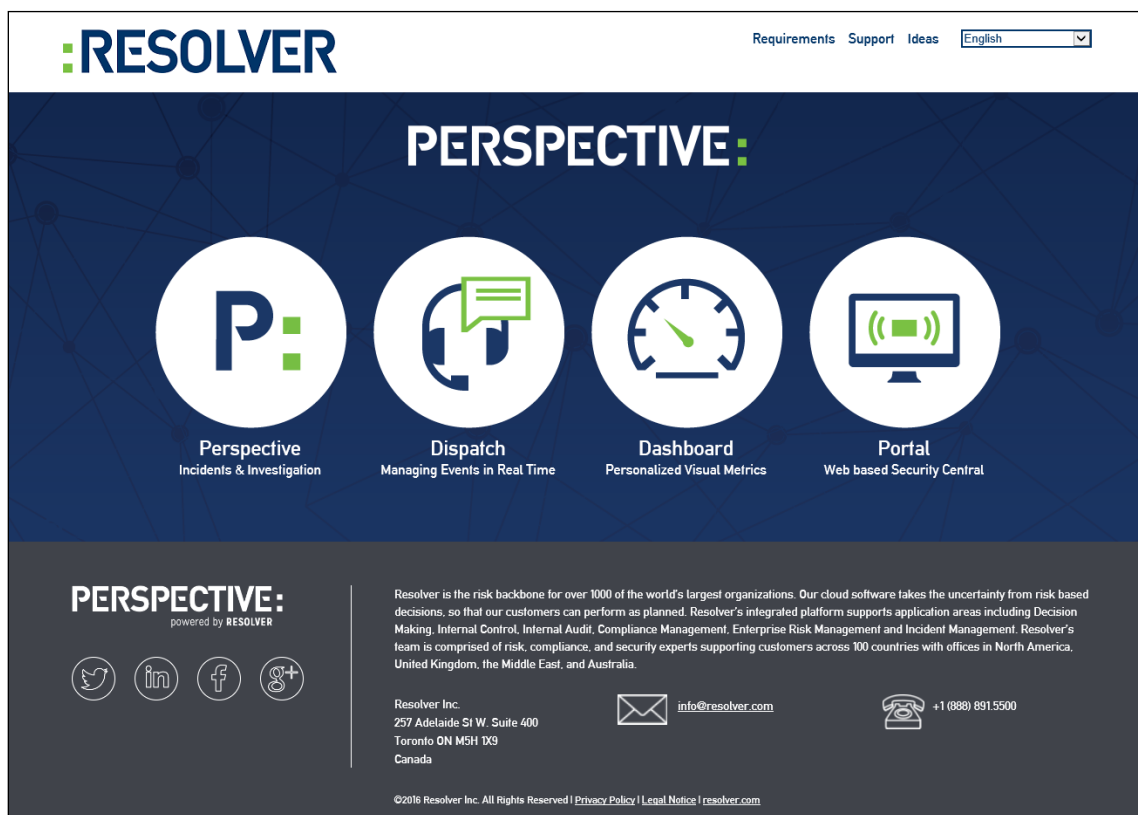
**Internet Note:** Internet connectivity on the Client Machine is required for full functionality.

# Perspective 5.0

## New Features

### Launch Page

- With the addition of two new applications comes a newly designed launch page. Depending on licensing, the launch page will show between two to four applications. The launch page continues to have links to support, .NET Framework download, and language options, as well as a new link to the Idea Portals available at Resolver.



### Dispatch

- Dispatch provides all the functionality of DispatchLog in a separately managed application ideal for mission critical operation centers. Like DispatchLog, activity data is transferred into Perspective, but RTAs, visual alerts, teams, scheduled dispatches, activity locations, and officer and dispatcher account settings are now configured entirely in Dispatch. New features include officer and organization tasks, templates, maps, operational zones and work zones, and a streamlined

layout that makes managing officers, tasks, and dispatches easier than ever. New key functionality includes:

- New fast multitasking UI
- Recurring schedules
- Mapping and floor plans
- Notifications

For more information on the new Dispatch, visit the [Resolver Support](#) site.

## Dashboard

- The new Dashboard is a fully customizable tool that interacts with data in Perspective, presenting key data and metrics about your organization while you work. You can create an unlimited number of dashboards then add widgets that you can resize and rearrange to suit your needs. The KPI (Key Performance Indicator) widget helps you keep track of important security objectives, the Charting widget presents key incident and activity data, and the Web widget displays external web pages or other external feeds. New key functionality includes:

- Chart Widget: Easy to add charts and graphs
- KPI Widget: Key metrics with trending indicators
- Web Widget: Add external content

For more information on the new Dashboard, visit the [Resolver Support](#) site.

## Perspective

- The minimum password length for Perspective accounts has changed from 3 characters to 6. The 6-character minimum will be enforced on existing users once those users are prompted to change their passwords.
- In Account Policies, administrators can now view a list of users who are locked out of Perspective after exceeding the permitted number of unsuccessful logon attempts. Admins can also now reset locked accounts so the users can log in without waiting for 30 minutes.
- Administrators can now search for users by their Perspective logon ID or Windows logon ID ([Idea Portal](#)).
- The User List report now has an Active column that indicates whether or not a user is locked. Active users can also be separated from locked users in the report by selecting the new Active Group By option ([Idea Portal](#)).
- A Call Category Hierarchy report is now available under Lookups in Reports ([Idea Portal](#)).

## Fixes

- Users will no longer see an error message when trying to view narratives from IRIMS records that were migrated into Perspective (38731).
- When creating a new activity in DispatchLog, addresses saved to that site will now auto-populate without any prompts (39052).
- Fixed an issue that prevented users from uploading attachments more than 1GB in size to incidents (38576).
- A condensed incident report in landscape view no longer displays the Investigations section labels as overlapped text when that section is hidden (13764).
- The title for the Yearly Quarterly Monthly Summary report now appears on the correct page (23057).
- Fixed an issue that caused activity numbers to be changed to "Null" when running the Activity Update API call in Integration Services (37778).
- Users who have logged out of the Web Portal no longer occupy a license and are removed from the Active Sessions section (37907).
- Fixed an issue that caused active desktop sessions to disappear from License Management when another user opened Map (38085).
- The Web Portal will now accept valid URLs that don't have a "www." prefix or ".com" suffix (38108).
- Turning off Attachment visibility for cases no longer causes an error to appear when a new case is added (38113).
- The "OR" operator in an Analysis Expert query no longer reverts back to "AND" when criteria are deleted (8804).
- The Business Unit Hierarchy report no longer omits business units with commas in their names (12480).
- Fixed an issue that caused text-wrapped labels to appear incorrectly in condensed landscape incident reports (13762).
- Date UDFs created under Incident Items now display the date on incident reports instead of "M/d/yyyy h:mm tt" (15911).



- Longer incident narratives (2,000 characters or more) no longer duplicate themselves under another narrative's heading when printing an incident report (16646).
- Fields hidden in System Privileges no longer appear as overlapping text in incident reports (17355).
- Users are no longer incorrectly prompted to change existing form labels and lookups when adding a custom User Help file (17615).
- Users with Add Only rights can now print the sub-reports in an incident report (19790).
- Date drilldown labels in the Analyze Results window of Analysis Expert can now be sorted in chronological order (20788).
- Email addresses with special characters or numbers after the @ symbol are no longer flagged as invalid (24413).
- Fixed an issue that prevented users with elcident visibility privileges from seeing elcidents if they were hidden at the system level (29285).
- Fixed an issue that caused Perspective to crash when clicking Save As in the Custom Reports print preview (32117).
- Users with Full History Access rights enabled will no longer experience a significant delay with loading a person record (34089).
- Users can now create an attachment in Integration Services based on the maximum file size specified in Service Manager (37734).
- All fields in the ReadActivityOrganizationRequest in Integration Services are now returned (38097).
- Fixed an issue that caused a new incident to appear locked if it was created after locking another incident (14585).
- Hiding all the Outcome fields will now hide the Outcome tab in the Controls section of an incident (14142).
- Form Labels in Administration now displays the correct filters for the Expiry Date field in the Incidents and Cases data forms (6250).
- The Criteria Designer in Analysis Expert no longer changes a forward slash (/) to a back slash (\) when selecting a Class Rollup value with a forward slash in its name (23375).
- Involved Person flags are now successfully transferred to a new incident record when creating an incident from an activity (31208).

## Supporting Documentation

Additional information on Perspective and its features can be found on the [Resolver Support](#) site. The dates shown below indicate the month and year the most recent edits were made.

- Perspective Core
- Perspective Administrator's Guide (March 2016)
- Perspective Installation Guide (March 2016)
- Perspective Release Notes 5.0 (March 2016)
- Perspective System Requirements (March 2016)
- Perspective Update Instructions (March 2016)
- Perspective User's Guide (March 2016)
- Dispatch Administrator's Guide (March 2016)
- Dispatch User's Guide (March 2016)
- Dashboard User's Guide (March 2016)
- Perspective Focal Point Installation Guide (June 2015)
- Perspective Focal Point User's Guide (June 2015)
- Perspective Mobile User's Guide—Apple® iOS Edition (March 2016)
- Perspective Workflow Installation Guide (June 2015)
- Perspective Workflow User's Guide (June 2015)

## Known Issues

Any issues discovered between this release and the next will be posted on the [Resolver Support](#) site.

## Contact Information

### Technical Support

**Toll Free:** 1-877-776-2995  
**Phone:** (780) 448-0616  
**Email:** [support@resolver.com](mailto:support@resolver.com)  
**Website:** <https://support.resolver.com>

### Resolver Inc.

**Toll Free:** 1-888-776-9776  
**Phone:** (780) 448-0616  
**Fax:** (780) 448-0618  
**Email:** [information@resolver.com](mailto:information@resolver.com)  
**Website:** <http://www.resolver.com>