

# CAD/RMS-DVMS Interaction

User Guide



Introducing the **Safe Fleet CAD/RMS Integration**, a new product that allows CAD/RMS agencies to communicate with the Safe Fleet COBAN API.

## About CAD and RMS

**Computer-Aided Dispatch (CAD)** and automated **Records Management Systems (RMS)** are powerful tools that support the day-to-day operations of law enforcement agencies, enhance public safety, and support efficient use of resources and effective tactical deployment. Moreover, CAD and RMS systems are also critical tools that law enforcement agencies use to support crime analysis, community policing, and information sharing programs.

## How the CAD/RMS Integration Works

Safe Fleet's **CAD/RMS Integration** identifies matching customer **CAD/RMS record(s)** for each digital evidence and connects those CAD/RMS records to create a data source for each digital evidence file.

Safe Fleet's **CAD/RMS Integration** aims to connect the COBAN **Safe Fleet Digital Evidence System** and the **CAD/RMS system**, and to display their elements.

## Benefits

This new system is a generic integration with **CAD/RMS** systems that connects **CAD/RMS data elements** to related **digital evidence** on **Safe Fleet Digital Evidence Systems**. It offers the following benefits:

- ✓ Easy to integrate.
- ✓ Safe and secure communication.
- ✓ End users will be able to easily see on their **Safe Fleet Digital Evidence System** GUI the **digital evidence records** that are related to **CAD/RMS records**.
- ✓ End users will be able to use their **Safe Fleet Digital Evidence System** GUI to search for **digital evidence** and then view the related **CAD/RMS data elements**.
- ✓ End users will be able to use their **Safe Fleet Digital Evidence System** GUI to search for **CAD/RMS data elements** and then view the related **digital evidence**.
- ✓ Admin users will be able to view the integration status, which indicates the last **Safe Fleet Digital Evidence System** updates with **CAD/RMS data elements**.

## Searching CAD/RMS

Experienced DVMS users will find it easy to transition and incorporate the new CAD/RMS features into their everyday work habits. These new features allow users to easily find incident-related video data and associated CAD/RMS data.

### Searching for Matching CAD/RMS Data and Digital Video Data

There are two ways to find CAD/RMS - DVMS matched data:

Search using the **Standard Search** tool. The results of these types of searches display all video files that match the search criteria. Video files with CAD/RMS attached are indicated by a red dot.

Search using the **CAD/RMS Search** tool. The results of these types of searches display a list of incidents that meet the search criteria.

#### NOTE: Permission to Create Reports

Users must have the correct permissions to access the CAD/RMS Search window. These permissions can be configured in either **Setup>User Setup** or **Setup>Access Rights Template**. Refer to the appropriate chapter in your DVMS User Guide.

### Finding CAD/RMS Data using CAD/RMS Search

A **CAD/RMS Search** in DVMS is a search that uses CAD/RMS information to find matching digital evidence files.

1. Select **CAD/RMS Search** from the **Video Search** drop-down menu in the **DVMS** main window.



The **CAD/RMS Element Search** window opens.

**CAD/RMS Element Search**

Incident Number:  Report Number:  Incident Type:

**Response Datetime** From  4 / 4 / 2019 12:00:00 AM To  4 / 4 / 2019 11:59:59 PM

**Incident End Datetime** From  4 / 4 / 2019 12:00:00 AM To  4 / 4 / 2019 11:59:59 PM

**Dispatched Datetime** From  4 / 4 / 2019 12:00:00 AM To  4 / 4 / 2019 11:59:59 PM

Location:  Location Description:  District:

Beat Name:  Severity:

Primary Officer ID:  Primary Officer Name:  Primary Unit ID:

Associated Incidents:  Dispositions:  Units:

For Associated Incidents, Dispositions, and Units, separate values with comma to search multiple values

Officer ID:  Badge Number:

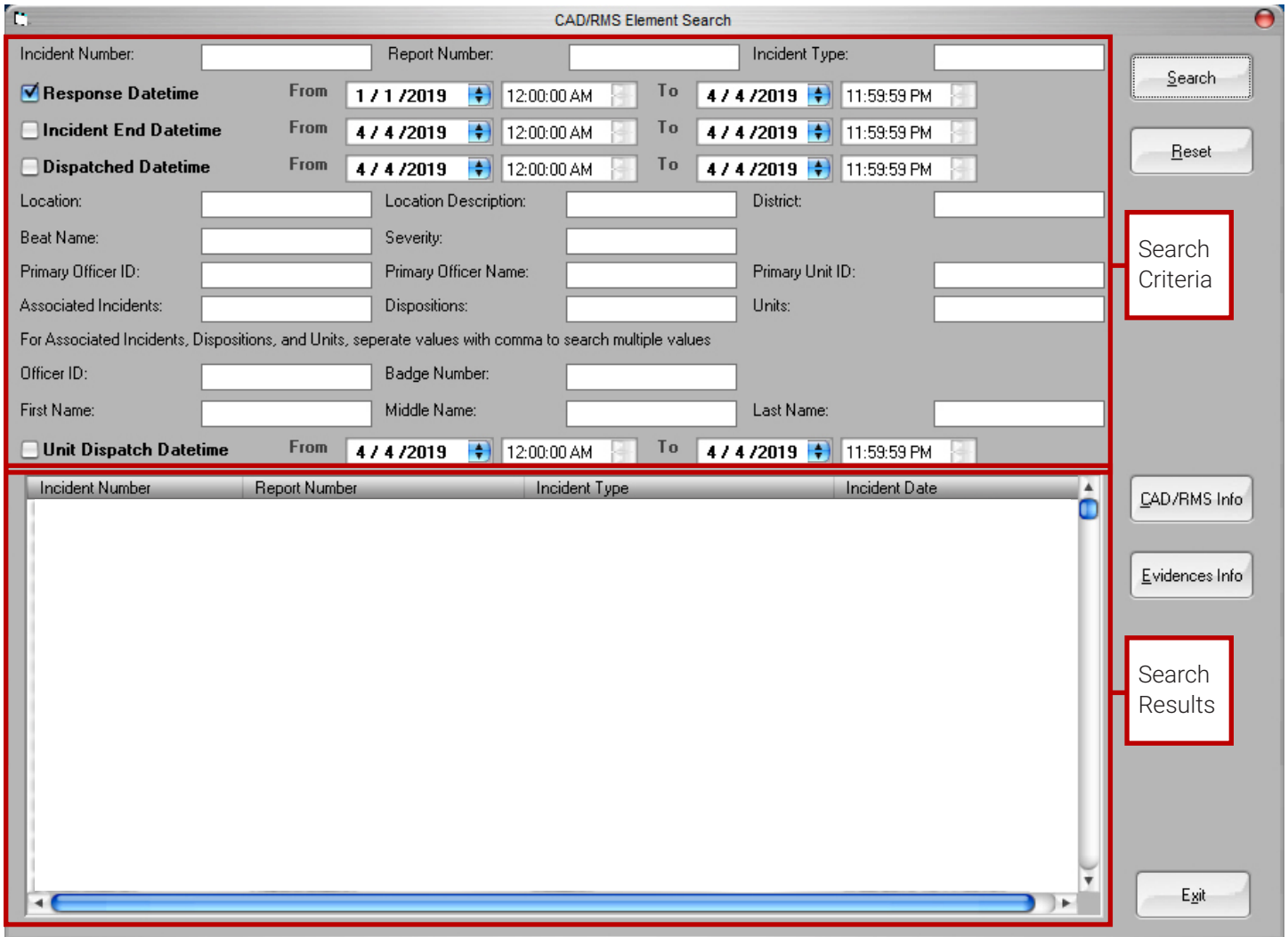
First Name:  Middle Name:  Last Name:

**Unit Dispatch Datetime** From  4 / 4 / 2019 12:00:00 AM To  4 / 4 / 2019 11:59:59 PM

Incident Number	Report Number	Incident Type	Incident Date
-----------------	---------------	---------------	---------------

2. Enter search criteria, then click **Search**.

DVMS creates a list in the **CAD/RMS Element Search** window of digital evidence (incidents) that match the search criteria.

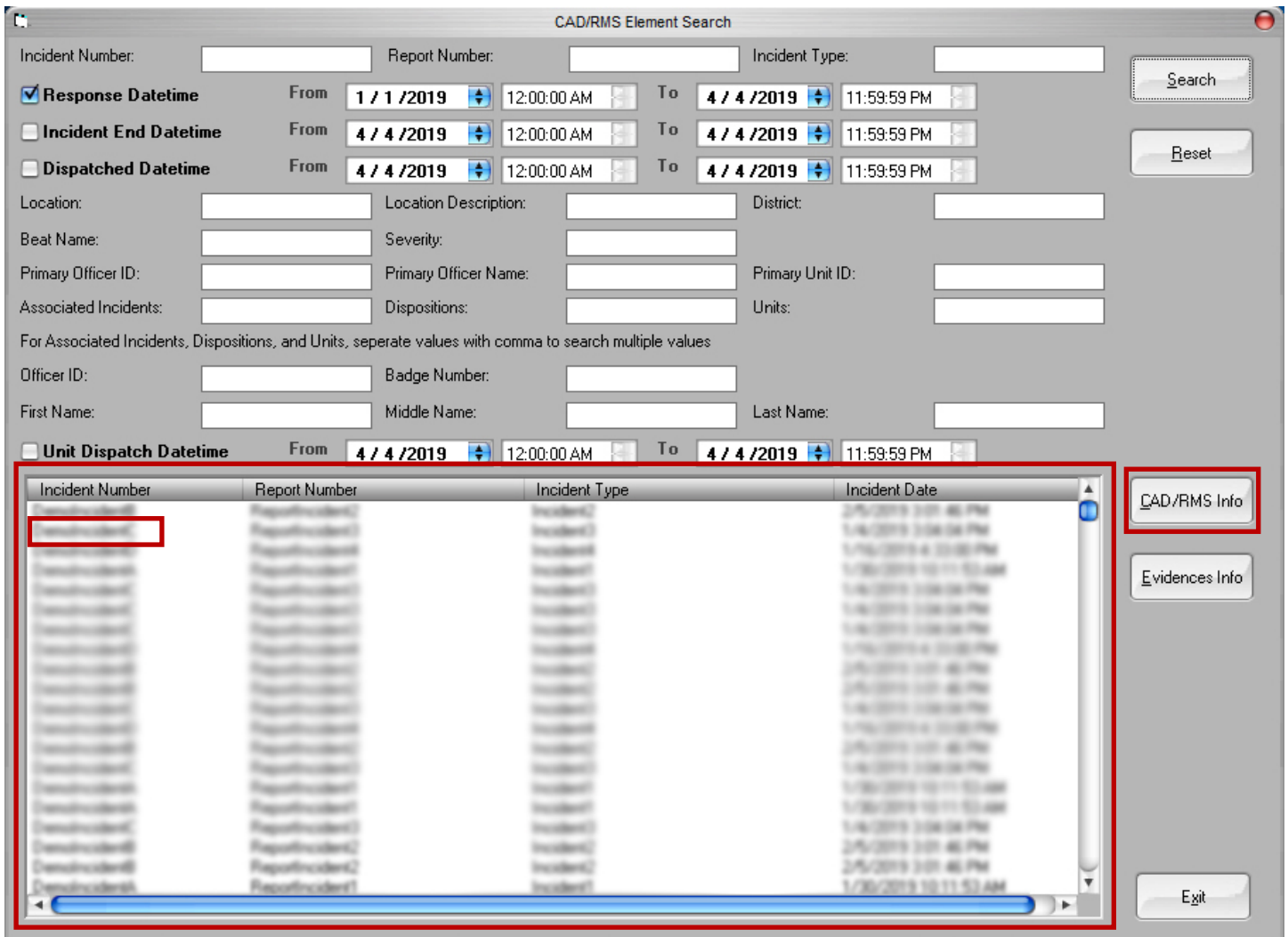


In this **CAD/RMS Element Search** window, you have two choices:

- Click **CAD/RMS Info** to view the CAD/RMS information  
–OR–  
Click **Evidences Info** to view the associated video.

## Viewing CAD/RMS Data Associated to an Incident

1. Click in the **Incident Number** column to select a video file.
2. Click the **CAD/RMS Info** button.



The **CAD/RMS Result** window opens.

CAD/RMS Result

**Incident Information**

Incident Number:

Response Datetime:

Incident Type:

Report Number:

District:

Dispatched Datetime:

Location:

Units:

Severity:

Primary Officer ID:

Primary Officer Name:

Primary Unit ID:

Location Description:

Beat Name:

Match Found:

Incident End Datetime:

No.	Officer ID	First Name	Middle Name	Last Name	Badge Number	Unit ID	Unit Dispatched Datetime
1	777	Officer	L	I	777	Call	1/29/2019 12:56:00 PM

Disposition Description

Associated Incident Numbers

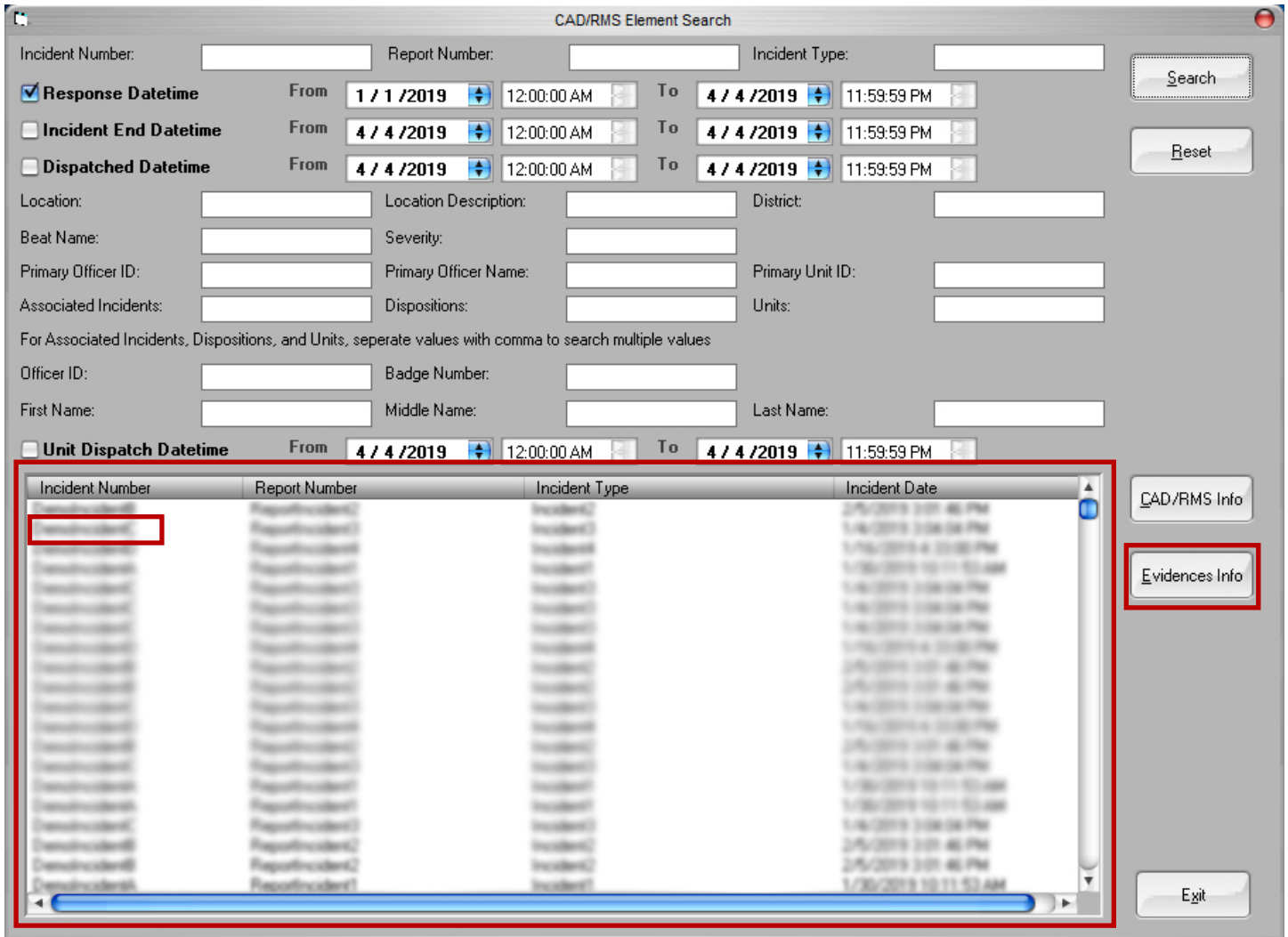
**CAD/RMS Results**

Fields shown in the CAD/RMS can be copied and pasted for other searches. For example, you can copy Associated Incident Numbers for other searches.

For more about the CAD/RMS search results, please see ["CAD/RMS Data Elements" on page 14.](#)

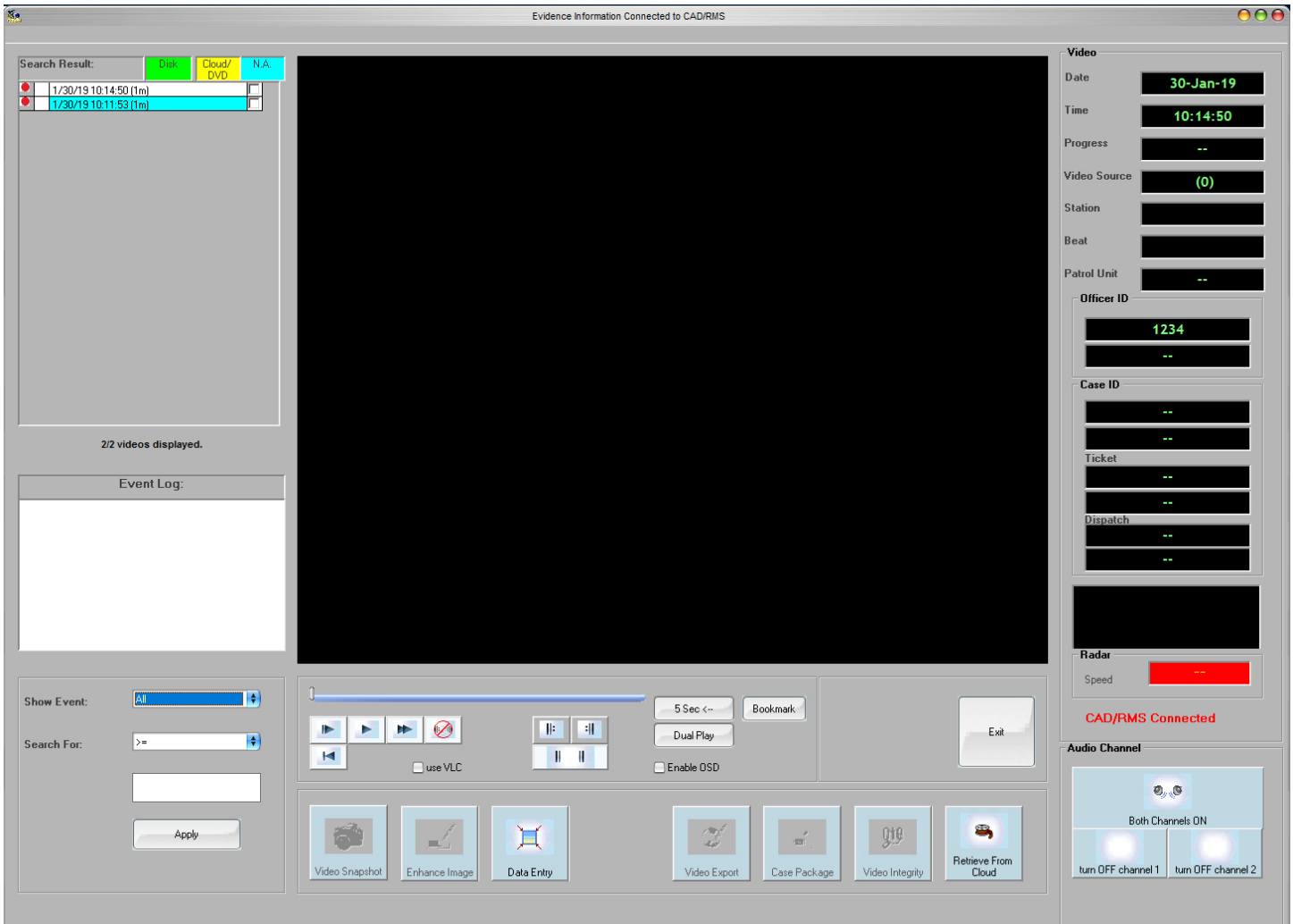
### Viewing the Video Associated to the CAD/RMS Information/Incident

1. Click in the **Incident Number** column to select a video file.
2. Click the **Evidences Info** button.





The **Evidence Information Connected to CAD/RMS** window opens.



In the **Evidence Information Connected to CAD/RMS** window, you can use the DVMS playback controls as you normally would.

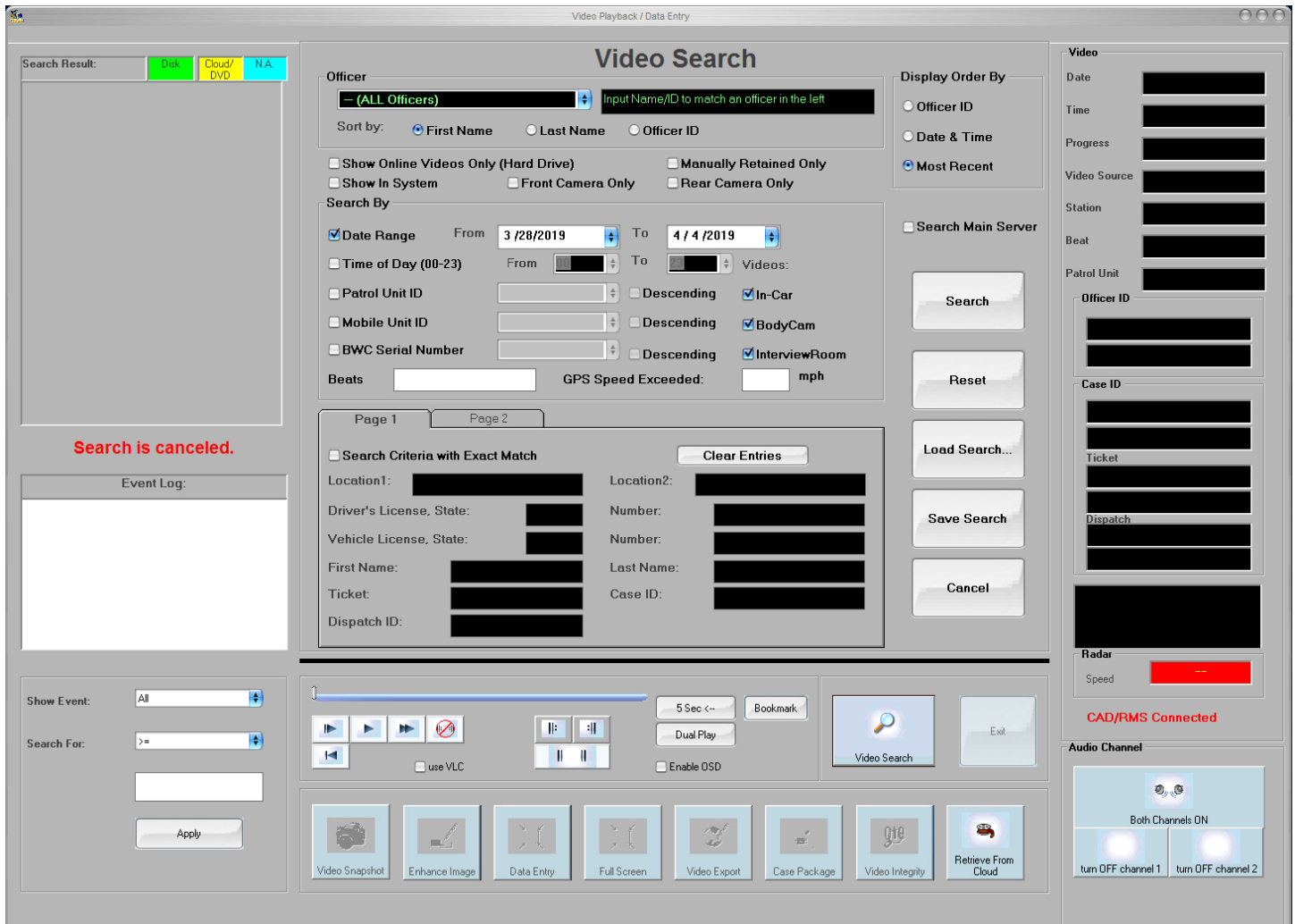
## Using Standard Search to Find CAD/RMS-Digital Evidence Matches

A Standard Search in DVMS creates a list of videos that meet the specified criteria. In that list, a red dot indicates the video files that have associated CAD/RMS data. You can then open a new window to see the associated CAD/RMS data.

1. Select **Standard Search** from the **Video Search** drop-down menu in the **DVMS** main window.

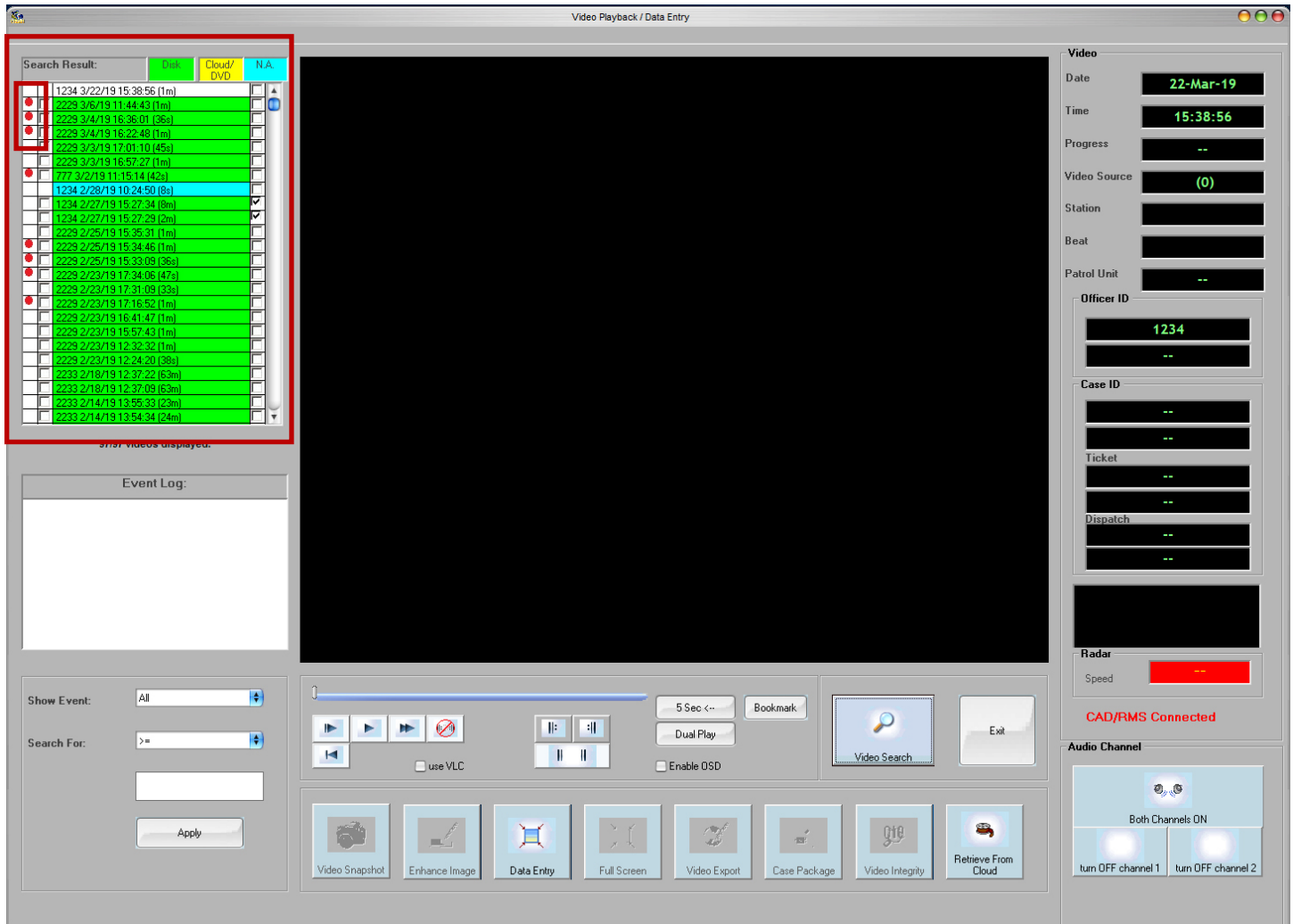


The **Video Playback/Data Entry - Video Search** window opens.



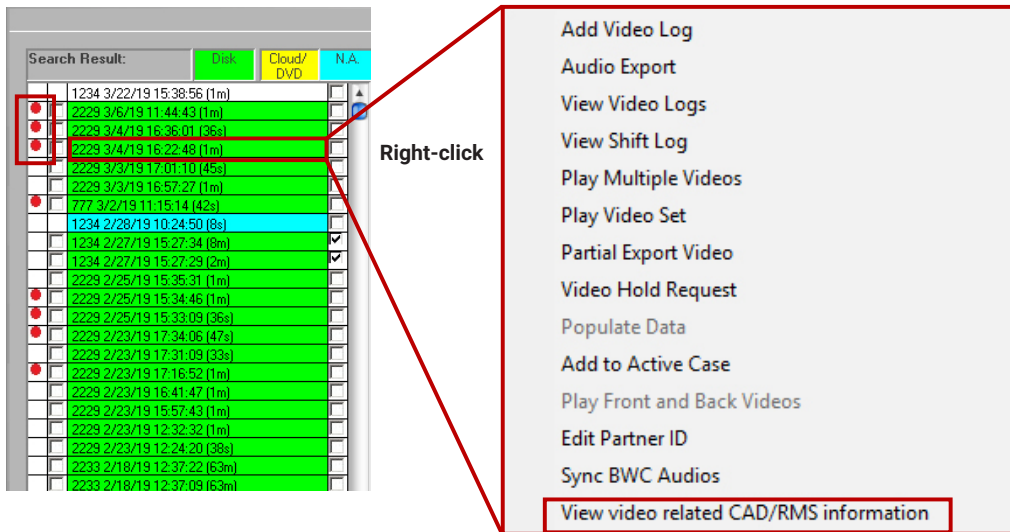
2. Enter search criteria, then click **Search**.

DVMS creates a list of video files that match the search criteria. A red dot to the left of the file name indicates that the video file also has associated CAD/RMS data.

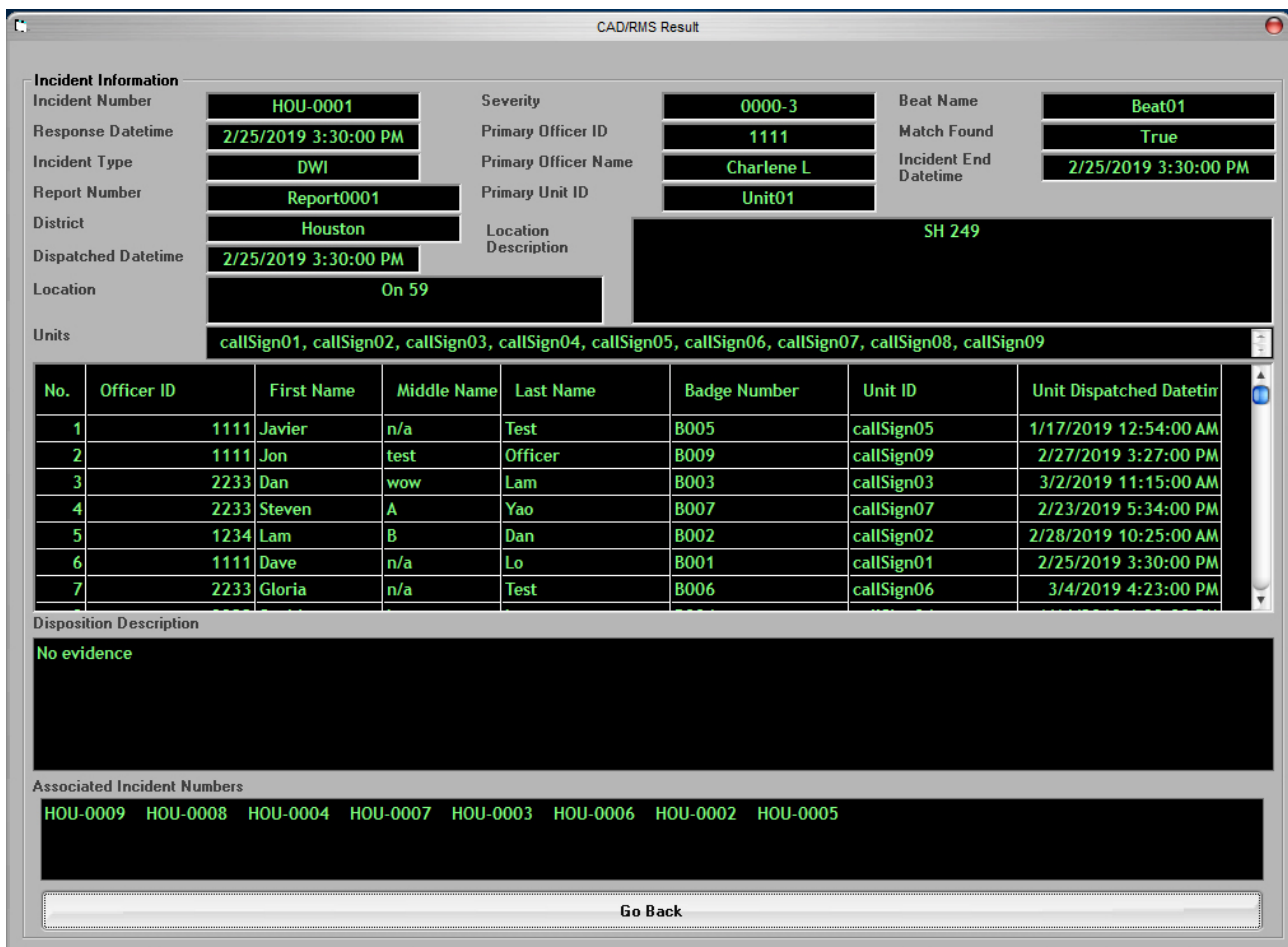


## Viewing CAD/RMS Data Associated to a Video

1. Right-click a video file in the **Search Results** list. The **Right-click menu** opens.



2. In the **Right-click Menu**, select **View video related CAD/RMS information**. The **CAD/RMS Result** window opens.



## CAD/RMS Data Elements

Data Element	Description
Incident Number	Shows the agency-defined incident number for the incident. Follows the format outlined by the agency.
Severity	The current priority of the incident.
Beat Name	Shows the name of the territory/time the patrol officer was covering when the incident occurred/video was recorded.
Response Datetime	Shows the date and time when the incident was created.
Primary Officer ID	Shows the ID number for the first officer who responded to the call.
Incident Type	Shows the agency-defined incident type currently assigned to the incident.
Primary Officer Name	Shows the [first and last] name of the primary officer who was assigned to the incident.
Incident End Datetime	Shows the time, in local time, when the incident was reported as closed in the transactional database.
Report Number	Shows the agency-defined report number assigned to the incident.
Primary Unit	Shows the unit ID for the primary unit for the incident.
District	Shows the name of the incident's reporting district.
Dispatched Datetime	Shows the time, in local time, when a unit is dispatched to the incident.
Location Description	Shows the free-text field description of the location.
Location	Shows the location where the incident occurred. This can be a street address, an intersection, an approximate address, or a free-form description of the location.
Units	Shows a list of the units that are associated with the incident.

Data Element	Description
List of Officers	<p>Lists the officers that responded to the incident. This table contains the following information:</p> <ul style="list-style-type: none"> <li>• Officer ID number - The agency-specified ID number for the officer.</li> <li>• Officer's First/Middle/Last Names - If the officer does not have a middle name, then n/a appears.</li> <li>• Badge Number - The officer's agency-specified badge number.</li> <li>• Unit ID - The agency-specified ID number for the officer's patrol unit (vehicle).</li> <li>• Unit Dispatched Datetime - The time this officer/unit was dispatched to the call.</li> </ul>
Disposition Description	Shows a list of the descriptions of all dispositions that have been associated to the incident, including associated incidents.
Associated Incident Numbers	Lists incidents that are associated with the search criteria that was used.

## Reports

Users will find CAD/RMS reports helpful with problem solving issues that might occur. CAD/RMS Service Log reports describe the matching process, Match and Mismatch reports illustrate how successful the matching process was, and CSV Input reports illustrate the success of importing agencies' CSV files.

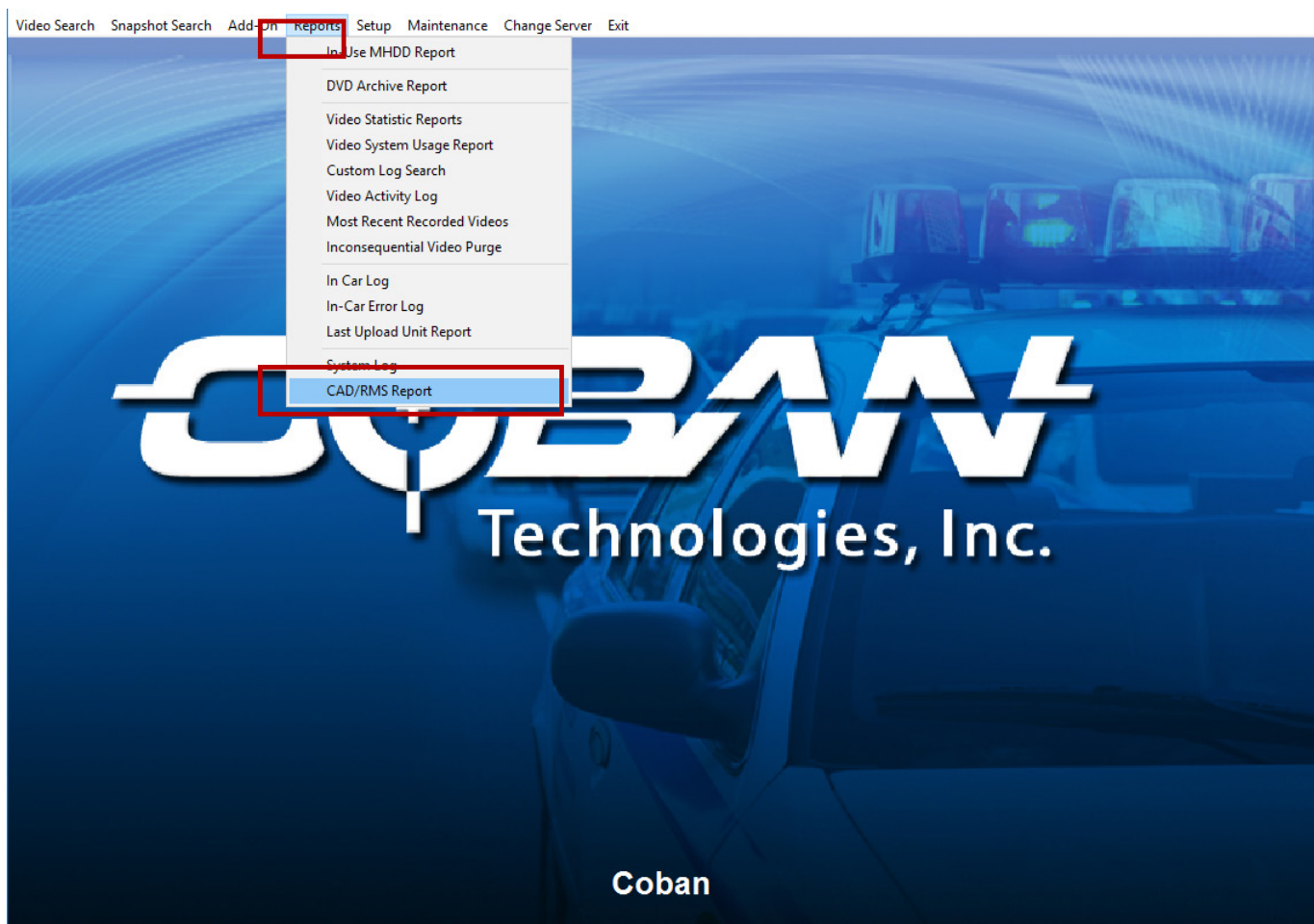
### NOTE: Permission to Create Reports

Users must have the correct permissions to access the CAD/RMS Reports window. These permissions can be configured in either **Setup>User Setup** or **Setup>Access Rights Template**. Refer to the appropriate chapter in your DVMS User Guide.

## CAD/RMS Service Log Reports

The CAD/RMS Service Log Report tab shows an overview of the matching process, including when the matching service started/stopped, how many rows were matched/mismatched, whether the process completed successfully, and if it didn't successfully complete, why.

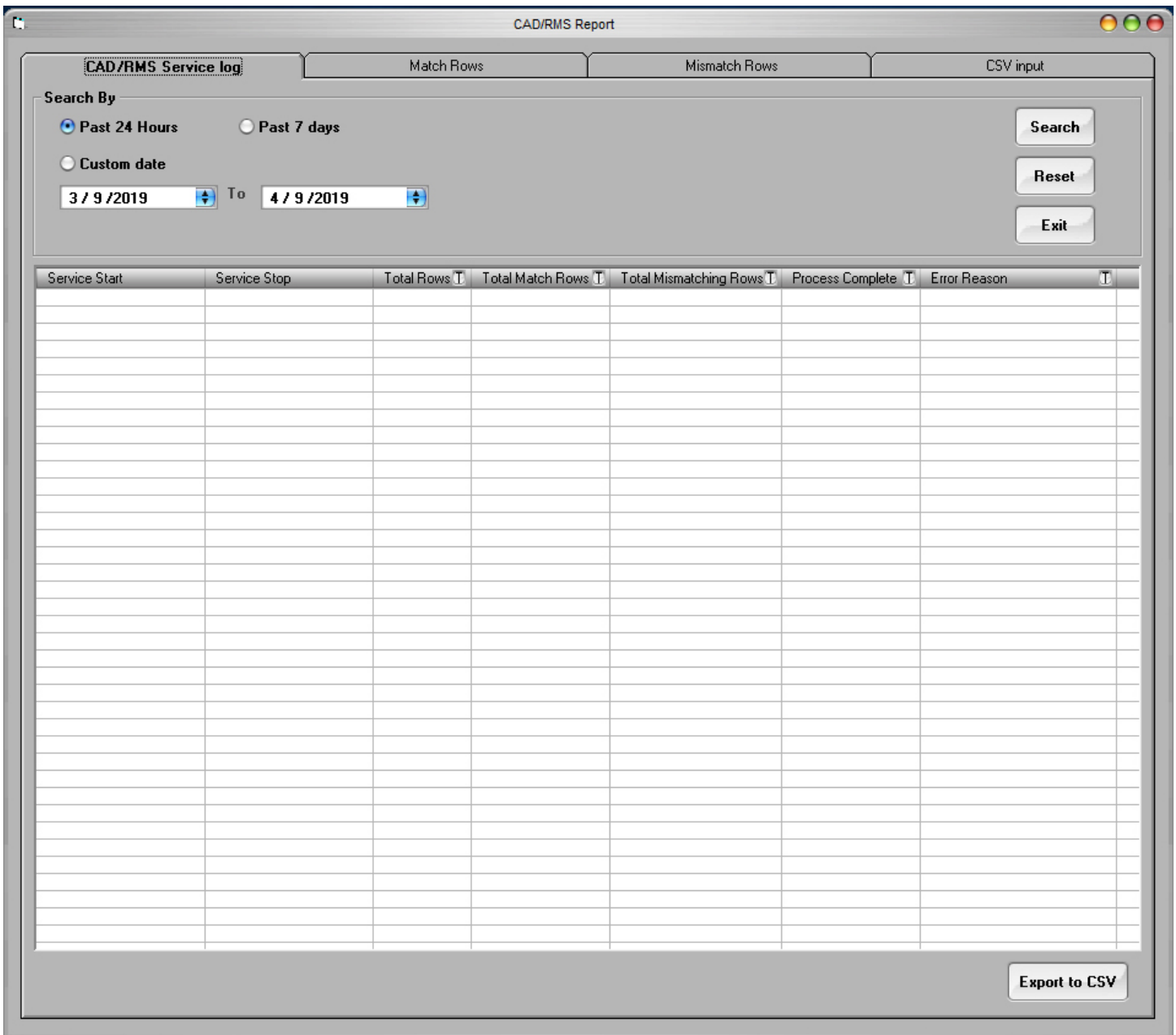
1. Click **Reports** in the **DVMS** tool bar. A drop-down menu opens.





2. Click to select **CAD/RMS Report**.

The **CAD/RMS Reports** window opens. By default, it opens on the **CAD/RMS Service log** tab.



Here, you have several options for searching.

- You can search the past 24 hours.
- You can search the past 7 days.
- You can search a customizable time frame.

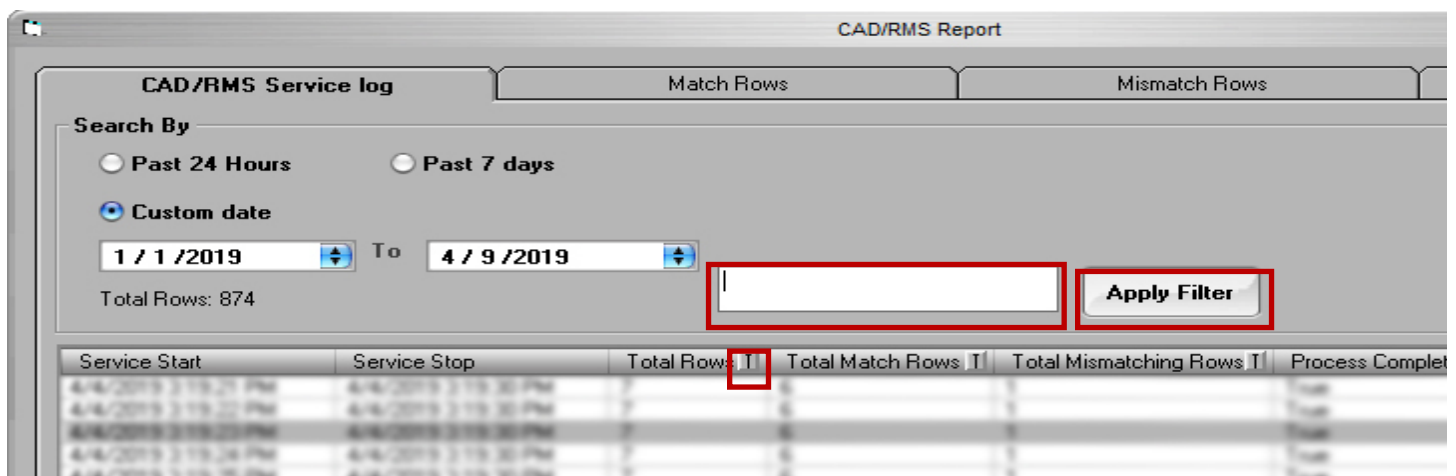
3. Select or enter a search time parameter, then click **Search**. DVMS generates a list of CAD/RMS log entries.

CAD/RMS Log Element	Description
Service Start	The time at which the CAD/RMS matching service started. Includes the date and the time.
Service Stop	The time at which the CAD/RMS service stopped. Includes the date and the time.
Total Rows	Indicates the total number of rowsthat were involved in the matching service process This total is equal to the Total Match Rows and Total Mismatched rows added together.
Total Match Rows	Indicates the number of successfully matched rows.
Total Mismatching Rows	Indicates the number of results without matches.
Process Complete	Indicates, via True or False, that the process was or was not successful.
Error Reason	Indicates why the matching service process was not successful.

### Filtering CAD/RMS Log Search Results

At the top of the columns, you will find a filter button in the header next to the column title which allows you to enter a filter term for narrowing down the search results. For example, you can find incomplete processes and then refine the search to only see processes that were incomplete for the same error reason.

1. Click  in the header. The **Filter** field opens.



2. Enter filter criteria, then click **Apply Filter**. DVMS updates the search results list to include only those logs which meet the filter criteria.

**NOTE: Sorting Results by Date**

You can sort the search results by date. Click the date title cell in the top row of the table to re-sort by results by date, in descending order (starting with the oldest date). Click the date title cell again to re-sort the results by date, in ascending order (starting with the newest date).

**Exporting a CSV File**

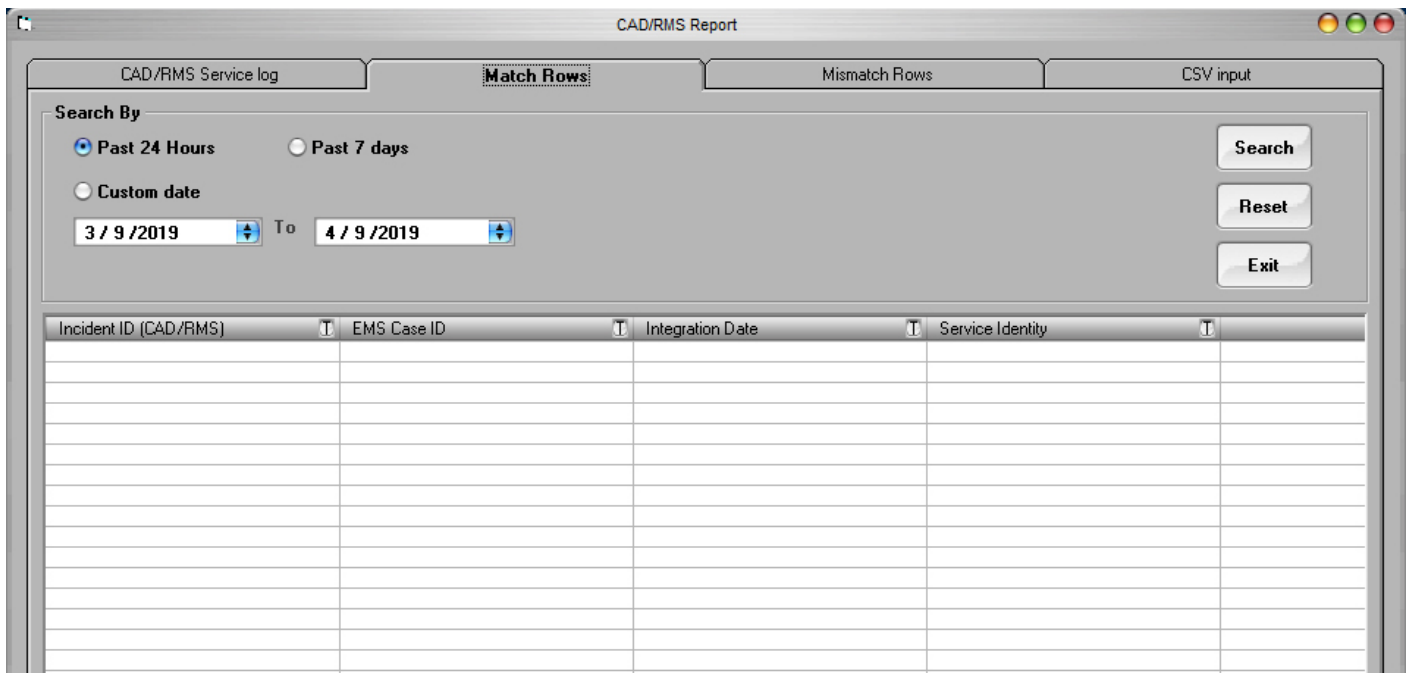
You can export the log file as a .csv file, and save it to a chosen location.

1. Click **Export to CSV** in the bottom right corner of the **CAD/RMS Report** window. A **Save As** window opens.
2. In the **Save As** window, select a target location where to save the log file.
3. Enter a file name for the log file.
4. Click **Save**.

**Match Rows Reports**

A Match Row report shows the number of CAD/RMS-digital evidence matches were found during the matching process. It also shows the DVMS evidence ID number, what time the matches were found, and the caller ID for the agency requesting the CAD/RMS-digital evidence match service.

1. Click **Match Rows** to open the **Match Rows** tab.



Here, you have several options for searching.

- You can search the past 24 hours.
- You can search the past 7 days.
- You can search a customizable time frame.

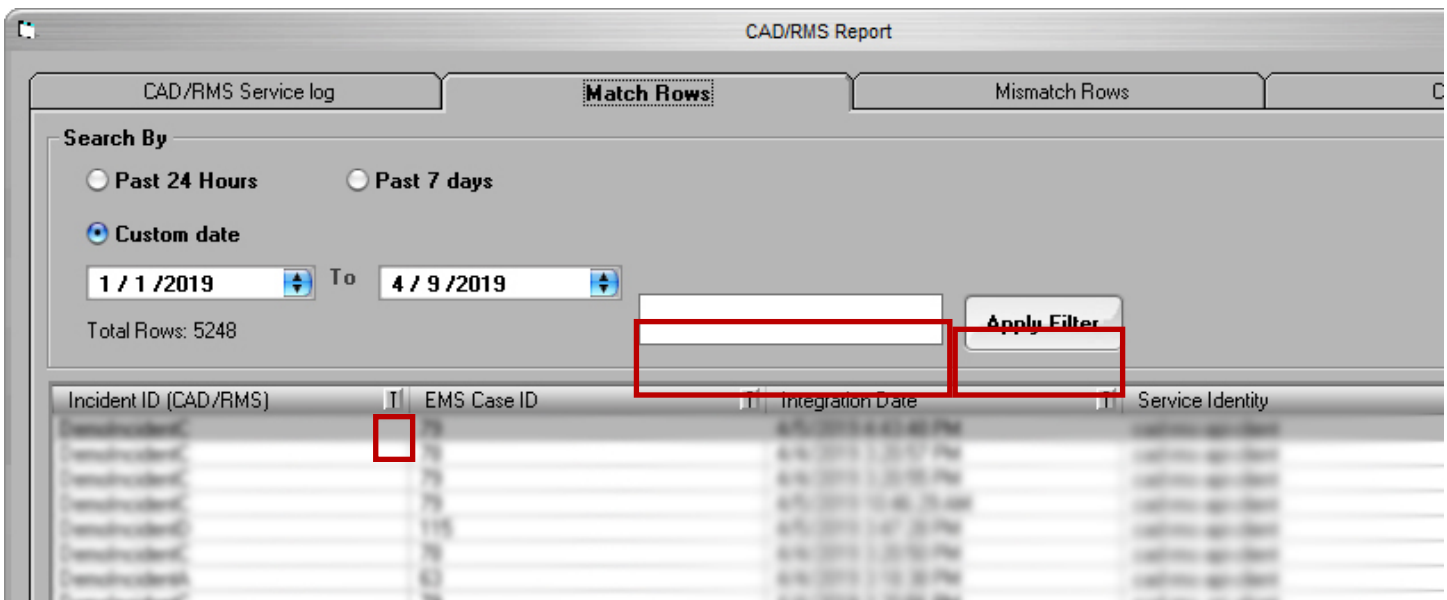
2. Select or enter a search time parameter, then click **Search**. DVMS generates a list of **Match Rows** log entries.

Match Rows Element	Description
Incident ID (CAD/RMS)	The ID number for the incident.
EMS Case ID	The evidence ID number from the evidence management system (DVMS, for example).
Integration Date	The time at which the matching process completed.
Caller Identity	Caller ID from the agency.

### Filtering Match Rows Search Results

At the top of several of the columns, you will find a filter button in the header next to the column title which allows you to enter a filter term for narrowing down the search results. For example, you can find incomplete processes and then refine the search to only see processes that were incomplete for the same error reason.

1. Click **T** in the header. The **Filter** field opens.



2. Enter filter criteria, then click **Apply Filter**. DVMS updates the search results list to include only those logs which meet the filter criteria.

**NOTE: Sorting Results by Date**

You can sort the search results by date. Click the date title cell in the top row of the table to re-sort by results by date, in descending order (starting with the oldest date). Click the date title cell again to re-sort the results by date, in ascending order (starting with the newest date).

**Exporting a CSV File**

You can export the log file as a .csv file, and save it to a chosen location.

1. Click **Export to CSV** in the bottom right corner of the **CAD/RMS Report** window. A **Save As** window opens.
2. In the **Save As** window, select a target location where to save the log file.
3. Enter a file name for the log file.
4. Click **Save**.

**Mismatch Rows Reports**

A Mismatch Row report shows results from CAD/RMS-digital evidence searches that did not find matches. It also shows the start and end times for the matching process, any errors that might have occurred, and the caller ID for the agency requesting the CAD/RMS-digital evidence match service.

1. Click **Mismatch Rows** to open the **Mismatch Rows** tab.

The screenshot shows the 'Mismatch Rows' tab in the CAD/RMS interface. At the top, there are four tabs: 'CAD/RMS Service log', 'Match Rows', 'Mismatch Rows' (which is selected), and 'CSV input'. Below the tabs is a 'Search By' section with three radio button options: 'Past 24 Hours' (selected), 'Past 7 days', and 'Custom date'. Under 'Custom date', there are two date pickers: the first is set to '3 / 9 / 2019' and the second is set to '4 / 9 / 2019', with a 'To' label between them. To the right of the search options are three buttons: 'Search', 'Reset', and 'Exit'. Below the search section is a table with the following columns: 'Incident ID', 'CAD/RMS start date & time', 'CAD/RMS end date & time', 'Error reason', and 'Caller Identity'. The table is currently empty.

Here, you have several options for searching.

- You can search the past 24 hours.
- You can search the past 7 days.
- You can search a customizable time frame.

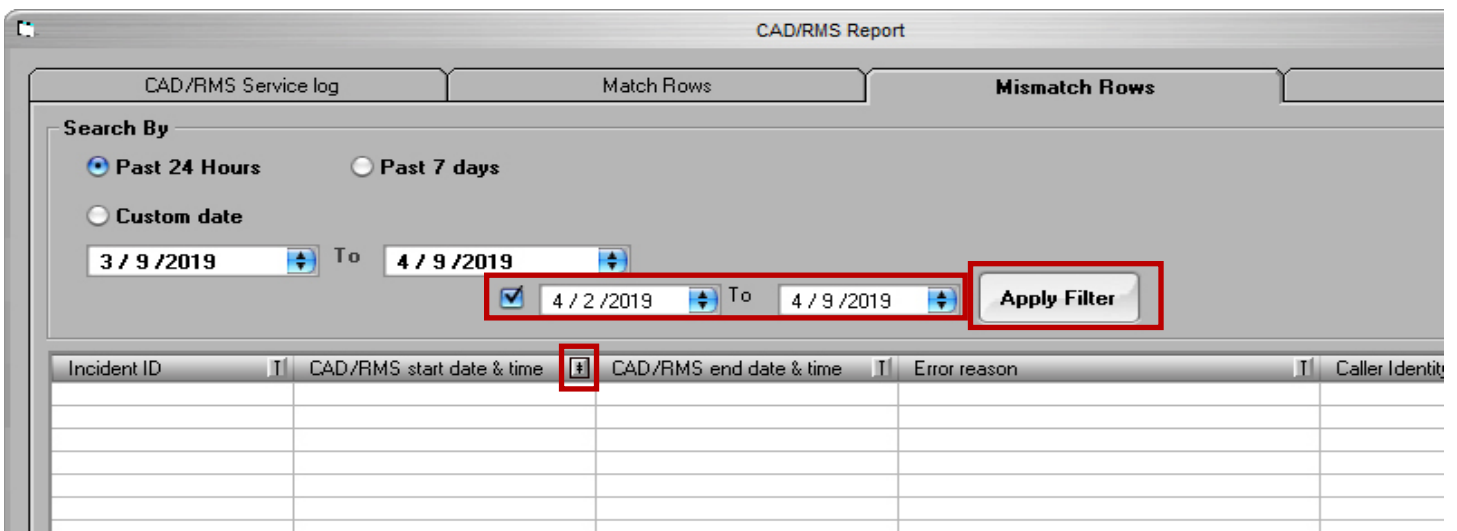
2. Select or enter a search time parameter, then click **Search**. DVMS generates a list of **Mismatch Rows** log entries.

Mismatch Rows Element	Description
Incident ID	The ID number for the incident.
CAD/RMS start date & time	The date and time when the CAD/RMS-digital evidence matching process began.
CAD/RMS end date & time	The date and time when the CAD/RMS-digital evidence matching process ended.
Error Reason	Indicates why the matching service process was not successful.
Caller Identity	Caller ID from the agency.

### Filtering Mismatch Rows Search Results

At the top of several of the columns, you will find a filter button in the header next to the column title which allows you to enter a filter term for narrowing down the search results. For example, you can find incomplete processes and then refine the search to only see processes that were incomplete for the same error reason.

1. Click  in the header. The **Filter** field opens.



2. Enter filter criteria, then click **Apply Filter**. DVMS updates the search results list to include only those logs which meet the filter criteria.

**NOTE: Sorting Results by Date**

You can sort the search results by date. Click the date title cell in the top row of the table to re-sort by results by date, in descending order (starting with the oldest date). Click the date title cell again to re-sort the results by date, in ascending order (starting with the newest date).

**Exporting a CSV File**

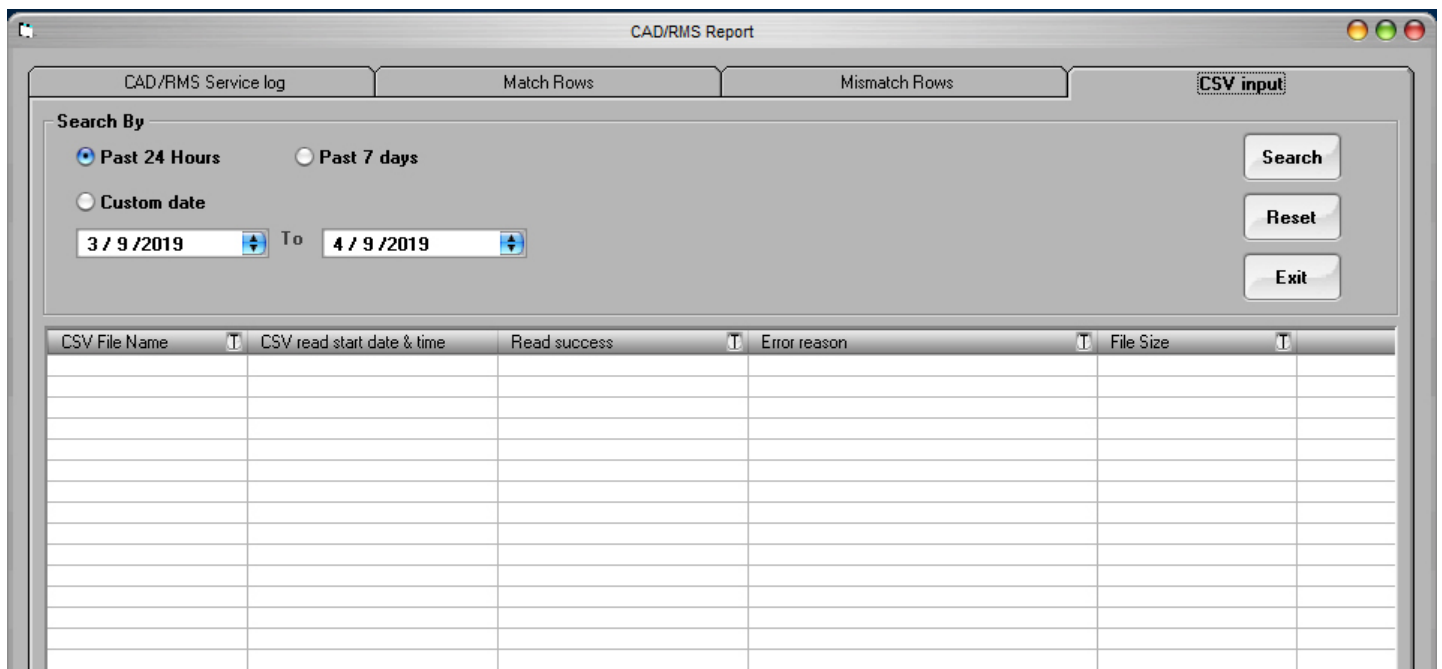
You can export the log file as a .csv file, and save it to a chosen location.

1. Click **Export to CSV** in the bottom right corner of the **CAD/RMS Report** window. A **Save As** window opens.
2. In the **Save As** window, select a target location where to save the log file.
3. Enter a file name for the log file.
4. Click **Save**.

**CSV Input Reports**

CSV Inputting is an alternative way to integrate agency information with digital evidence. A CSV Input report shows the CSV Input file name, when the CSV file was read, if reading the file was successful, and if not, why the reading was unsuccessful. It also shows the size of the CSV file, which can influence if the file is read successfully or unsuccessfully.

1. Click **CSV Input** to open the **CSV Input** tab.



Here, you have several options for searching.

- You can search the past 24 hours.
- You can search the past 7 days.
- You can search a customizable time frame.

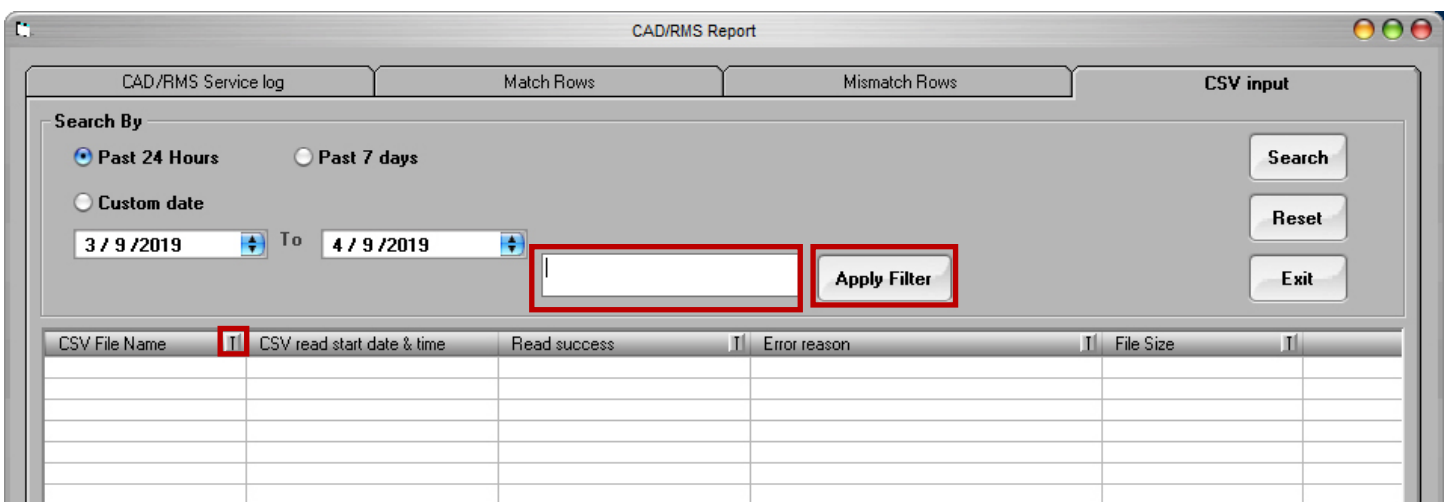
2. Select or enter a search time parameter, then click **Search**. DVMS generates a list of **CSV Input** log entries.

Mismatch Rows Element	Description
CSV File Name	The name of the CSV file that was imported from the agency.
CSV start date & time	The date and time when the CSV file was read.
Read success	Indicates, via True or False, that the process was or was not successful.
Error Reason	Indicates why the CSV file was not successfully read.
File Size	Indicates the CSV file size.

### Filtering CSV Input Search Results

At the top of several of the columns, you will find a filter button in the header next to the column title which allows you to enter a filter term for narrowing down the search results. For example, you can find incomplete processes and then refine the search to only see processes that were incomplete for the same error reason.

1. Click **T** in the header. The **Filter** field opens.





2. Enter filter criteria, then click **Apply Filter**. DVMS updates the search results list to include only those logs which meet the filter criteria.

#### NOTE: Sorting Results by Date

You can sort the search results by date. Click the date title cell in the top row of the table to re-sort by results by date, in descending order (starting with the oldest date). Click the date title cell again to re-sort the results by date, in ascending order (starting with the newest date).

#### Exporting a CSV File

You can export the log file as a .csv file, and save it to a chosen location.

1. Click **Export to CSV** in the bottom right corner of the **CAD/RMS Report** window. A **Save As** window opens.
2. In the **Save As** window, select a target location where to save the log file.
3. Enter a file name for the log file.
4. Click **Save**.

# CVS Files

The file monitor is an application that was created to watch a windows folder and automatically process it and create the Incidents that are reported on its content.

## Encrypt File

The CSV File content should be encrypted using the public key created during the installation process. Please see the **CAD/RMS Deployment Guide** where you downloaded this guide.

Every customer should implement the mechanism to Encrypt the File Content. This encryption is based on RSA. For more information click on [https://en.wikipedia.org/wiki/RSA\\_\(cryptosystem\)](https://en.wikipedia.org/wiki/RSA_(cryptosystem)).

The encryption type is asymmetric encryption, the cypher is RSA 2048.

## CSV Column Definition

This is an example of the CSV File.

A	B	C	D	E	F	G	H	I	J	K	L	M	N
IN1	RN1	4/1/2019	4/1/2019	INTYPE1	LOC1	LOCDESC1	RDN,AME	BEATVALL	CPK1	OFF1	DD1&DD2	personnelCode=PC1 firstName=FN1 middleName=MN1 lastName=LN1 BadgeNumber=BN1 callSign=CS1 dispatchDate=2019/04/01&personnelCode=PC2 firstName=FN2 middleName=MN2 lastName=LN2 BadgeNumber=BN2 callSign=CS2 dispatchDate=2019/04/01&personnelCode=PC3 firstName=FN3 middleName=MN3 lastName=LN3 BadgeNumber=BN3 callSign=CS3 dispatchDate=2019/04/05	A11&A12&A13
IN2	RN2	4/1/2019	4/1/2019	INTYPE1	LOC1	LOCDESC1	RDNAME	BEATVALL	CPK1	OFF1	DD1&DD2	personnelCode=PC1 firstName=FN1 middleName=MN1 lastName=LN1 BadgeNumber=BN1 callSign=CS1 dispatchDate=2019/04/01&personnelCode=PC2 firstName=FN2 middleName=MN2 lastName=LN2 BadgeNumber=BN2 callSign=CS2 dispatchDate=2019/04/01&personnelCode=PC3 firstName=FN3 middleName=MN3 lastName=LN3 BadgeNumber=BN3 callSign=CS3 dispatchDate=2019/04/05	A11&A12&A13
IN3	RN3	4/1/2019	4/1/2019	INTYPE1	LOC1	LOCDESC1	RDNAME	BEATVALL	CPK1	OFF1	DD1&DD2	personnelCode=PC1 firstName=FN1 middleName=MN1 lastName=LN1 BadgeNumber=BN1 callSign=CS1 dispatchDate=2019/04/01&personnelCode=PC2 firstName=FN2 middleName=MN2 lastName=LN2 BadgeNumber=BN2 callSign=CS2 dispatchDate=2019/04/01&personnelCode=PC3 firstName=FN3 middleName=MN3 lastName=LN3 BadgeNumber=BN3 callSign=CS3 dispatchDate=2019/04/05	A11&A12&A13

This example is not Encrypted. Remember that the File Monitor requires that the content be encrypted as described before.

Column definitions:

**Column A:** Incident Number

**Column B:** Report Number

**Column C:** Incident Date

**Column D:** Route Closed Time

**Column E:** Incident Type Name

**Column F:** Location

**Column G:** Location Description

**Column H:** Reporting District Name

**Column I:** Beat

**Column J:** Current Priority Key

**Column K:** Primary Officer Id 1

**Column L:** Disposition Descriptions.

- The descriptions should be separated using the character "&". Example: DD1&DD2&DD3

**Column M:** Incident Unit Officers

- This is an example how to send an officer:  
personnelCode=PC1|firstName=FN1|middleName=MN1|lastName=LN1|BadgeNumber=BN1| callSign=CS1|  
dispatchDate=2019/04/01
- Every officer should be separated with the character "&". Check the example file.

**Column N:** Associated Incidents

- The associated incidents should be separated using the character "&". Example: AI1&AI2&AI3



For more information, please contact COBAN:

Email: [hwsupport@cobantech.com](mailto:hwsupport@cobantech.com)

Phone: 281-925-0488 Option 2 Mon-Fri 8:00am to 6:00pm Central Standard Time