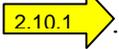


# ROSS Version 2.10 and 2.10.1 Release Notes

This is a synopsis of the new and corrected functionality included in ROSS version 2.10 and 2.10.1. Known issues and workarounds are included. The primary objectives of version 2.10 were to allow more flexibility to update travel and configure selection areas, remove PIN<sup>1</sup>, enhance the CAD interface, improve performance, decommission the DDS, and increase access to autodoc. The primary objective of version 2.10.1 was to implement an automated password reset service. Additional miscellaneous enhancements and software problems were also addressed. Items implemented in version 2.10.1 are noted with .

## Installation

ROSS version 2.9 may not be upgraded to version 2.10. No action is needed by BLM users whose system administrators use an installer. All others should uninstall version 2.9, then download and install version 2.10. See [Known Issues](#) for more information. The URLs for the ROSS install package, Web Status, Cognos and the Resource Clearinghouse are NOT changing.

## Travel Changes

Users may now set a resource's mob or demob travel option back to Travel to Be Arranged (TBA). For example, if an itinerary for commercial air travel is going to be replaced by charter flights that are not yet arranged the user may change the travel option from Will Have Itinerary (ITIN) back to TBA which will delete the existing itinerary from the request. There are some restrictions which are detailed below.

Users now have more flexibility to update mob and demob travel as well as the travel option for current and prior assignments. The following rules apply:

- Users may update the ETD / ETA, ATD + ETE, or itinerary for mob or demob travel provided it does not overlap travel for a prior or subsequent assignment. This includes updating travel on closed incidents. When updating demob travel for a request on a closed incident the ETA may not be in the future.
- Users may change the mob travel option to TBA, No Travel (NT) or Will Have Itinerary (ITIN) only for the current assignment and only if the resource is reserved, mob en route, at incident, or available/unavailable on a preposition.
- Users may change the demob travel option to TBA, NT or ITIN only when the resource is released at incident, demob en route, returned from assignment, or at home provided travel to a subsequent assignment has not begun.

**Known Issue:** A prepositioned resource whose mob travel to a local non-preposition incident has the same ETD and ETA (i.e., no travel) cannot be released to home with a demob ETA that overlaps the mob ETD to the non-preposition. This will be fixed in a future version.

**Workaround:** Set demob ETA to home after mob ETA to the non-preposition incident.

The new checks for overlapping travel result in four new error messages that may be sent to CAD.

- If mob travel from CAD overlaps the demob travel for a prior assignment the following error is returned: Mobilization ETD for <Request #> on [<Incident #>] <Incident Name> must be after the demobilization ETA of the resource's prior assignment. Demobilization ETA of the prior assignment was <mm/dd/yyyy hh24:mi:ss TZ>.

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<sup>1</sup> An explanation of pertinent [acronyms](#) is provided at the end of this document.

- If mob travel from CAD for the first non-preposition assignment begins prior to the mob ETA to the preposition the following error is returned: The mobilization ETD to the first non-preposition assignment must be after the mobilization ETA to the preposition. Mobilization ETA to <Request #> on preposition [<Incident #>] <Incident Name> is <mm/dd/yyyy hh24:mi:ss TZ>.
- If the demob ETD from CAD for a preposition request overlaps the demob ETA for the last non-preposition assignment the following error is returned: The demobilization ETD from a preposition incident must be after the demobilization ETA from the last non-preposition assignment. Demobilization ETA from <Request #> on last non-preposition [<Incident #>] <Incident Name> is <mm/dd/yyyy hh24:mi:ss TZ>.
- If the demob ETD from CAD is before the demobilization ETA of the last assignment the following error is returned: Mobilization ETD for <Request #> on [<Incident #>] <Incident Name> must be after the demobilization ETA of the resource's prior assignment. Demobilization ETA of the prior assignment was <mm/dd/yyyy hh24:mi:ss TZ>.

To allow travel to be updated on closed incidents, a new Show Closed Incidents checkbox has been added to the Travel screen's Search Incidents dialog (Fig. 1). Checking this box will return both open and closed incidents that meet the remaining criteria. The default setting is unchecked so that closed incidents are not normally displayed.

To display requests where demob ETA is in the past, users must uncheck the new Exclude Closed Requests checkbox (Fig. 1). This returns incidents where the user has access to one or more open or closed requests thus allowing travel to be updated after the demob ETA has past. The box is checked by default so that incidents where the user may **only** access closed requests are not displayed.

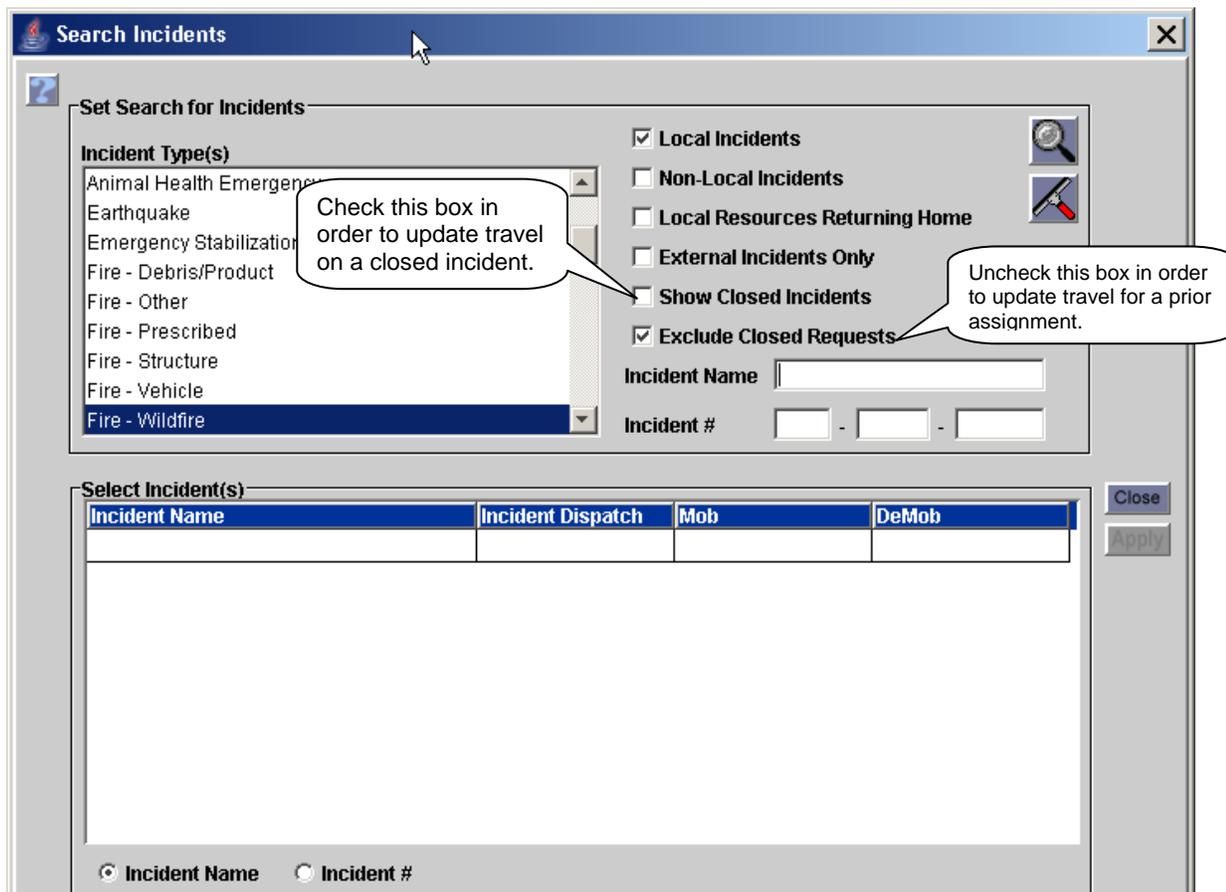


Figure 1 – Changes to the Search Incidents dialog for Travel screen.

Two new checkboxes have been added to the Set Filter for Incident Resources panel on the main Travel screen (Fig. 2). When the Mobilization radio button is selected the new Show Released Requests checkbox is displayed. This allows users to display and update mob travel for requests where the resource is released or tentatively released. Checking the box displays both filled and released requests. When the Demobilization radio button is selected the new Include Closed Requests checkbox is displayed. This allows users to display requests and update demob travel for prior assignments. Checking the box displays released requests whether or not the resource's demob ETA has been met. The default setting for both checkboxes is unchecked.

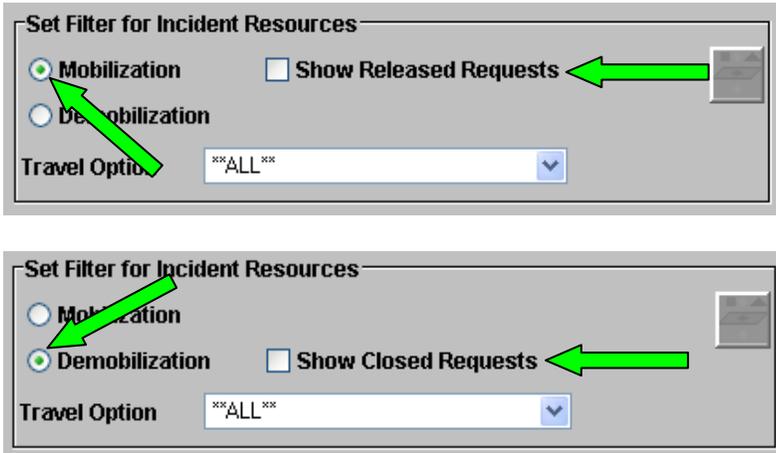


Figure 2 – New checkboxes for displaying resources on Travel screen.

A new Resource Needs Transportation checkbox has been added to the dialogs for filling, reassigning and releasing overhead and crew resources (Fig. 3). This allows the dispatcher to indicate that once the resource(s) reach the arrival location, additional transportation will be needed to the incident or to home. The checkbox is disabled when the No Travel option is selected.

For subordinate requests, the check box is enabled based on the catalog of the filling resource rather than that of the parent request. For example, the checkbox is enabled for helicopter crewmembers but not for the helicopter. The setting may be updated for multiple resources on the Travel screen via a new Set / Unset Needs Transportation option on the Action menu. This option will toggle the current setting of all selected overhead and crew resources. The setting can be updated at any time.

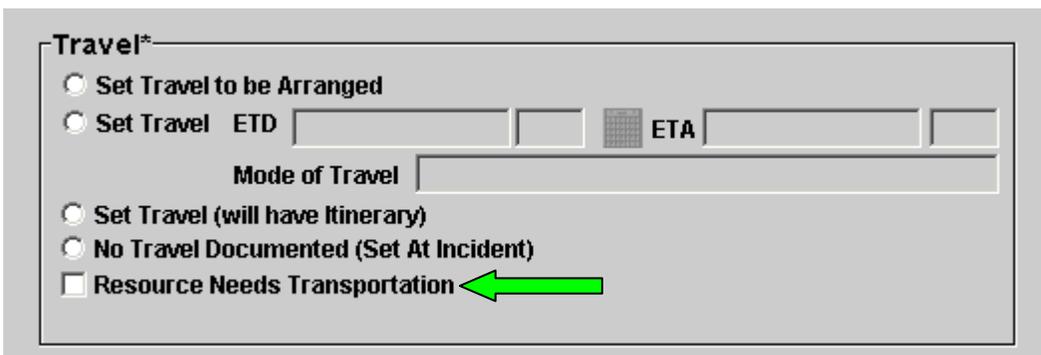


Figure 3 – New Resource Need Transportation checkbox

**Known Issue:** Under certain circumstances the checkbox is displayed for requests that are not overhead or crew. For example, query and display at least one available resource for an overhead request on the Pending Request screen. Then change to the aircraft catalog, select a request and Fill with Agreement. The checkbox is incorrectly displayed on the Fill dialog. This will be fixed in a future version.

**Workaround:** None needed. If the box is checked for a request that is not overhead or crew, the information is not saved.

**Known Issue:** The Resource Needs Transportation checkbox is cleared on overhead subordinates when travel for their non-overhead parent is updated. This will be corrected in a future version.

**Workaround:** Reset the Needs Transportation indicator for subordinates as necessary.

The Assignment tab on the View Request screen now shows the current Resource Needs Transportation setting for both mob and demob travel. If the resource has not been released the setting for demob defaults to No. Resource Needs Transportation information has been added to the Mobilization and Demobilization Travel and Travel Itinerary standard reports. This item has also been added to the Assignment query subject of the Requests subject area in Query Studio.

### Selection Area Changes

Changes to the Selection Area screen now allow additional options for request placement. This is not commonly called for and most centers will not want to make changes to their subordinate's existing selection areas which will continue to function as before.

The New Selection Area dialog has been redesigned (Fig. 4). The search panel has been relabeled and moved to the top of the screen. The Ordering Authorized checkbox has been renamed Active and moved to a new Define Placing Authorizations panel.

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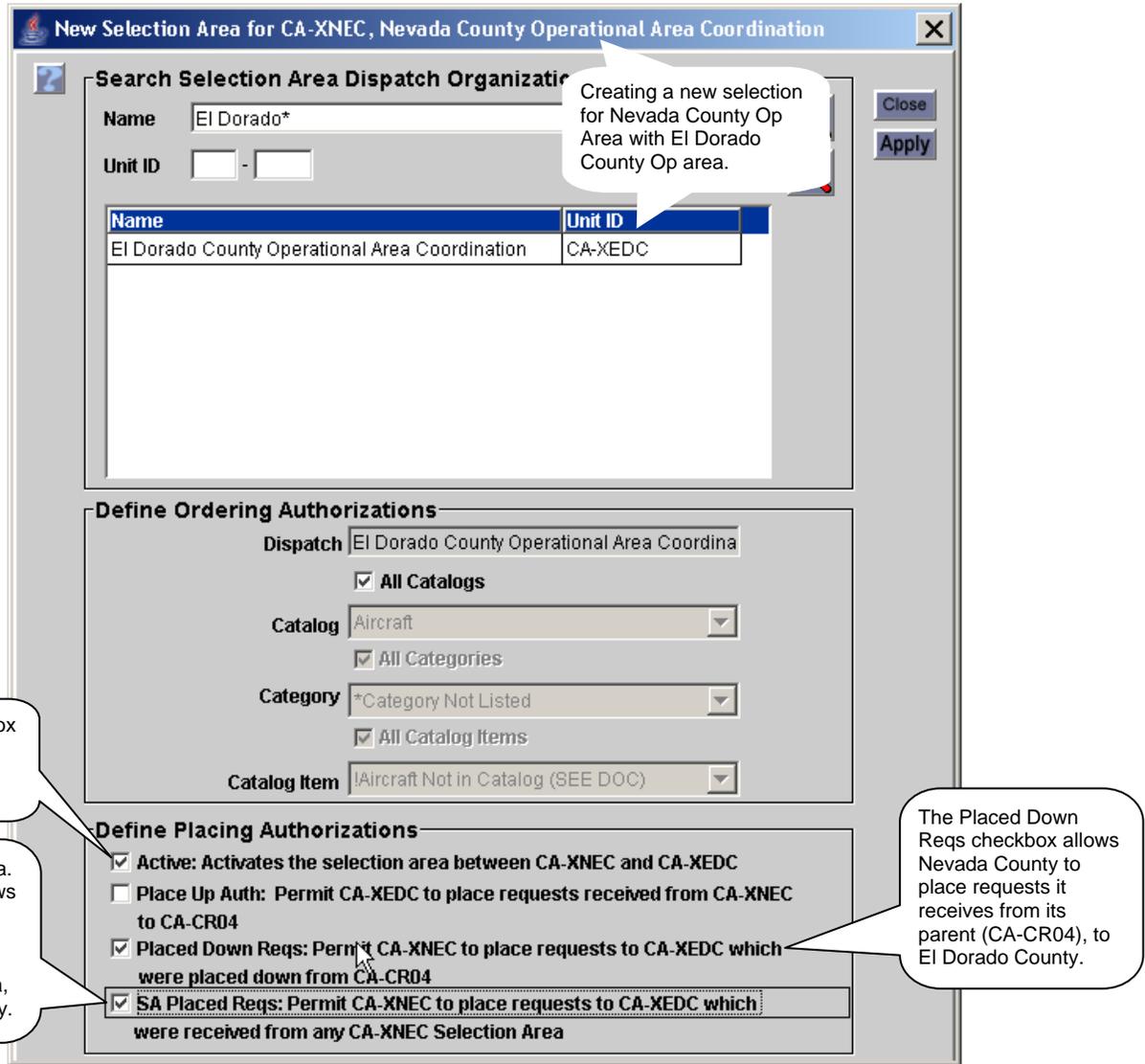


Figure 4 – Redesigned dialog for creating a selection area.

The Define Ordering Authorizations panel is now used strictly to specify what items may be ordered from the new selection area dispatch, i.e. the one selected in the search panel. The functionality of the Define Placing Authorizations checkboxes is described in Table 1. The descriptive text for each of these checkboxes is dynamic to show exactly what action is authorized by checking a box.

Checkbox Label <sup>2</sup>	Functionality
Active	Turns the selection area on or off. If checked, requests can be placed to the selection area dispatch. Previously labeled Ordering Authorized.
Place Up Authorized	If checked, allows requests placed to the selection area dispatch to then be placed up. This is not common.
Placed Down Requests	New functionality. If checked, allows requests that were placed down to the dispatch center to then be placed to the selection area dispatch. This is not common.
Selection Area Placed Requests	New functionality. If checked, allows requests received from any other selection area to then be placed to the selection area dispatch. This is not common.

Table 1 – Functionality of the Selection Area placing authorization options.

The column labels on the Selection Area main screen have been updated to display the current placing authorization settings (Fig. 5). Changes to placing authorizations may be made on the main screen or via the Edit button which opens the dialog where the descriptive text is displayed. Changes to the catalog items which are authorized are not permitted. Instead, the selection area must be deleted and recreated with the new ordering authorizations.

The Order From standard report has been updated to display the current placing authorizations in the Selection Area section.

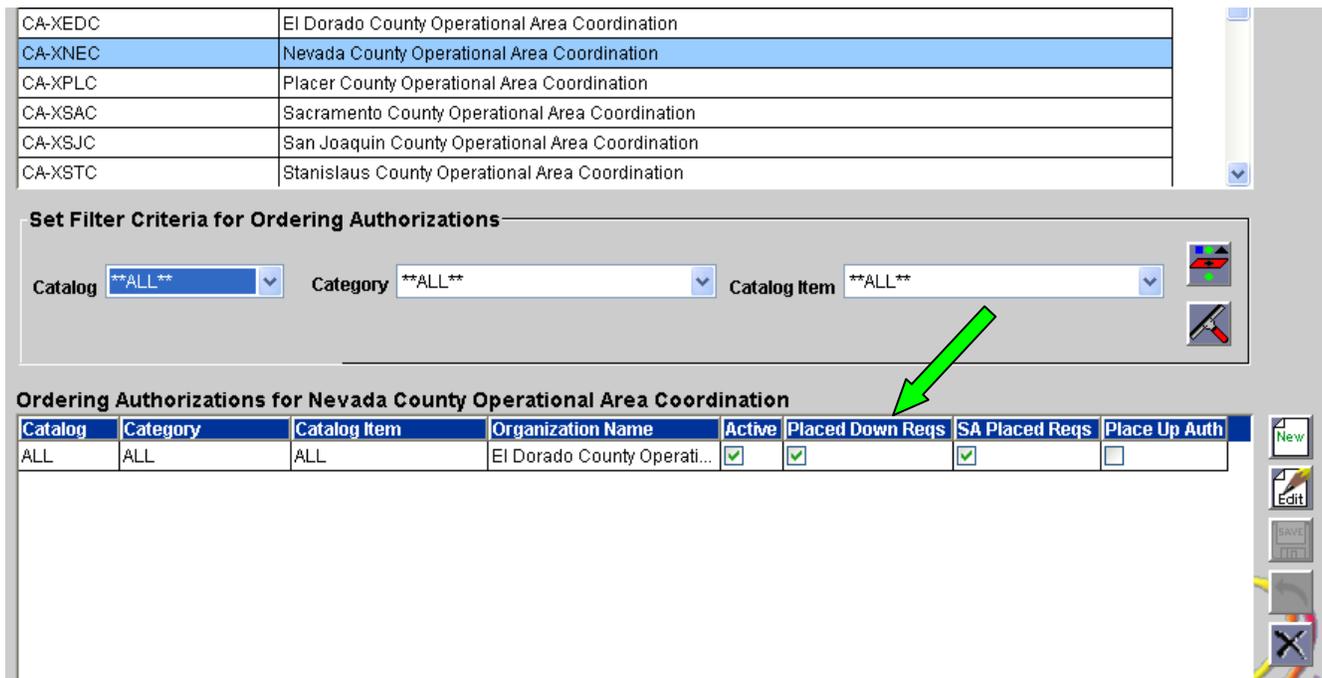


Figure 5 – New columns for placing authorizations on the Selection Area screen.

<sup>2</sup> The labels are spelled out here to clarify the abbreviations on the screen

## 2.10.1 Password Reset Service (PRS)

The PRS is a web-based utility accessed via a browser, which allows ROSS and Web Status users to request that a temporary password be emailed to an address they have provided. This service should reduce the number of password reset requests received by ROSS Account Managers. Users that have forgotten their user name may also use the PRS to request that it be emailed. **NOTE: ROSS and Web Status users must successfully register for the service before they may request a temporary password or a forgotten user name.** The user name and password needed to access the PRS are the same as for ROSS Production, Practice and Web Status.

To register for the PRS, users browse to the URL <https://rossweb.nwcg.gov/prs/app> and enter their ROSS or Web Status user name and password then click Login / Register (Fig. 6). If the user enters a temporary or expired password (and grace logins are not exceeded) they will be prompted to change their password before continuing. If their account becomes locked during login to the PRS they will be prompted to contact their ROSS Account Manager – **registration may not occur while the account is locked.**

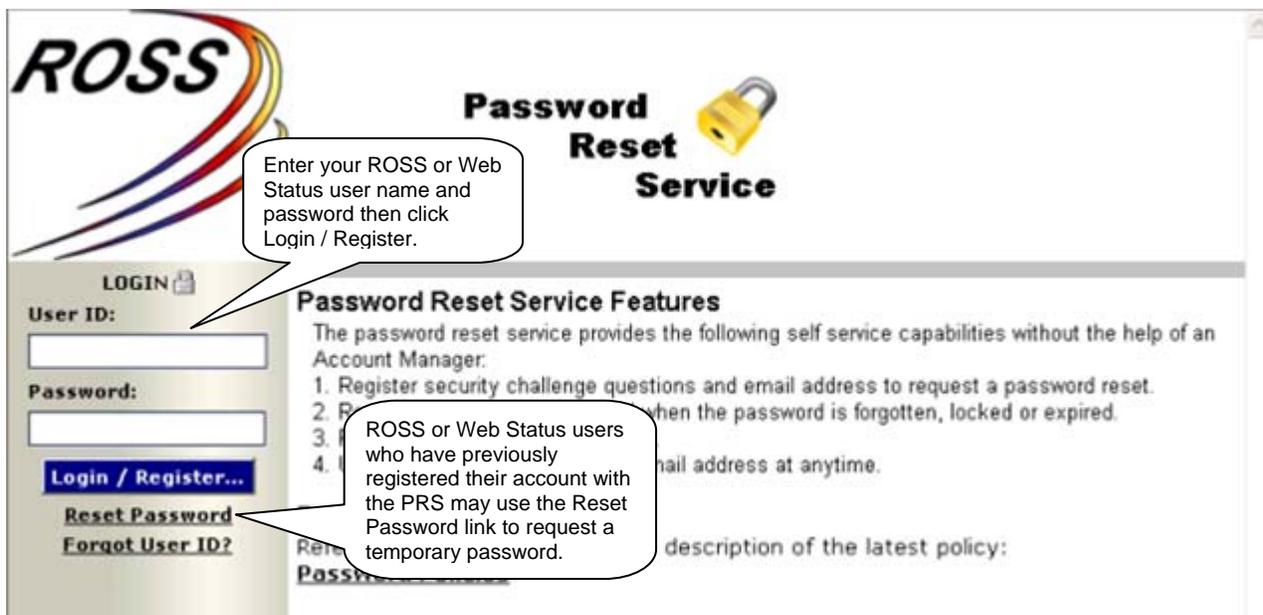


Figure 6 – Logging into the Password Reset Service.

After acknowledging a disclaimer, users are prompted to select three different security challenge questions from the provided lists and enter their answers (Fig. 7). The minimum length for answers is four characters and the three answers must be unique. Users must enter and confirm an email address. This is the address where temporary passwords requested via the PRS will be sent. The email address must be unique – two users may not register with the same email. Upon clicking Save, a message confirming the successful registration will be sent to the supplied email address.

Registered users may log in to the PRS at any time to update their challenge questions, answers and / or email address. A confirmation message will be sent any time the email address is updated. **NOTE:** Email addresses are not shared between ROSS and the PRS. Updates in ROSS are not copied to the PRS or vice versa.

**Please enter your required security challenge questions:**

Question 1  (1) Click the dropdowns to select three different challenge questions and provide answers.

Answer 1

Question 2

Answer 2

Question 3

Answer 3

**Confirm Email Address**

Please enter your email address again to confirm.

Email Address  (2) Enter and confirm an email address where temporary passwords should be sent.

OK

**Enter the email address to which all password resets or user id recovery email will be sent:**

Email Address

(3) Click Save when finished  Save  Cancel

Figure 7 – Registering for the Password Reset Service.

After registering for the PRS, users who forget their password or lock their account may use the PRS to request a temporary password without contacting their ROSS Account Manager. This is done by accessing the URL and clicking the Reset Password link (Fig. 6). On the following screen, users must enter their ROSS or Web Status user name and click Apply (Fig. 8). They will then be presented with one of their saved security challenge questions. Answers are case-insensitive but users must provide an answer that otherwise matches the saved answer. When the Submit button is clicked and the answer matches, a 12-character temporary password is emailed to the registered address. The temporary password applies to ROSS Production, Practice, Web Status and the PRS. The first login to any one of these applications with the temporary password will prompt the user to create a new password which is applied across the board.

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Figure 8 – Requesting a password reset.

Users who have forgotten their ROSS or Web Status user name may use the [Forgot User ID?](#) link on the PRS login screen (Fig. 6). They will be prompted to enter their email address. If the email address is found, the PRS will present one of the associated challenge questions. Upon submitting a matching answer, the user name will be emailed. If the password is also unknown or locked, the user may return to the PRS with their recovered user name and request a temporary password.

Services Access-only CAD users (that do not use ROSS) will not be prevented from using the PRS. However, this is not recommended because no notifications are sent to CAD for temporary passwords generated by the PRS.

PRS sessions are timed out after 30 minutes of inactivity and any unsaved changes are lost. The browser's Forward and Back buttons may not be used to navigate within the PRS. Using the browser Refresh button will end the current PRS session and display the disclaimer. An hourly cleanup script deletes PRS registrations for users that no longer have a ROSS or Web Status account.

**Known Issue:** Mail filters may automatically route messages from the PRS to user's junk mail or spam folders.

**Workaround:** Users that do not receive expected messages should check junk mail and spam folders. Users may wish to update email filters to accept messages from the PRS.

### PIN Removed

The approval for ROSS to store encrypted SSNs has been rescinded due to implementation of stricter guidelines regarding the storage of PII data. To comply, the SSN entry fields have been removed from the ROSS dialogs used to add or edit an overhead resource, fill a request with a new resource and convert an external overhead resource to inventory. Stored SSNs will be deleted from the database prior to deployment of version 2.10 with the exception of resources whose system of record is IQS. NOTE: The removal of PIN from ROSS will be complete with deployment of the IQS / ROSS interface which will occur prior to December 31, 2009.

All references to PIN, PIN Type and SSN have been removed from the request, response and notification messages used by the IQCS / ROSS interface to register and update resources. The IQS / ROSS interface (currently in development) will not contain these references either.

All PIN Type, PIN History and PIN entry or display fields have been removed from the ROSS Resource Clearinghouse (RC). An External ID column has been added to the RC, pending duplicates grid and displays the resource's unique ID assigned by the qualification system. The external ID is non-PII, system-generated data and is referenced by the Data Steward when resolving duplicates. When a possible duplicate is subsequently added to the RC a Clearinghouse ID is generated and the external ID is discarded.

### CAD Interface Enhancements

The following changes were made to the existing CAD / ROSS interface. When sending a replace master roster message to ROSS, the external CAD system may now send an empty roster with only the parent resource identified. Previously, ROSS only replaced the existing roster if the new one contained at least one subordinate position.

When a CAD system sends a request to replace incident radio frequencies, ROSS now populates the Contact Name column with the contact information contained in the message. This is displayed on the Incident screen, Radio Frequencies tab.

An Update Resource Request Details notification message is sent to external CAD systems when certain attributes of a request are updated in ROSS. The content of this message has been changed to remove the Special Needs Indicator element. The notification now contains a Special Needs element which contains the full text of the request Special Needs entered in ROSS.

A Resource Request Operation notification message is sent to external CAD systems when certain actions in ROSS are taken on a request or a resource assigned to a request. When a request is filled, a resource is released or tentatively released, or a reassignment is cancelled the notification contains a Resource Assignment Return Type element. This element now contains the call sign information when the assigned resource is an aircraft that has a call sign in ROSS (Fig. 9).

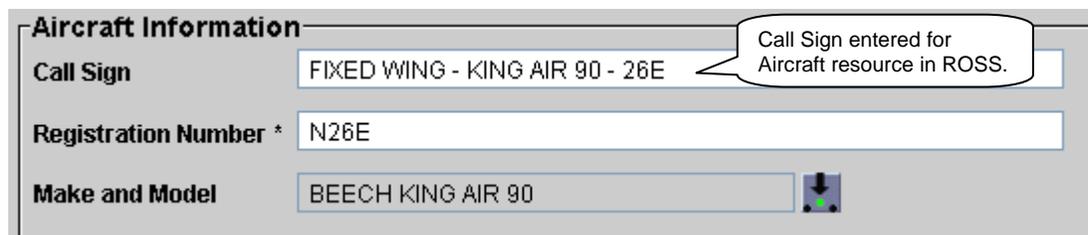


Figure 9 – Aircraft Call Sign entered on the Resource Item screen in ROSS.

The UTF Resource Request message operation allows an external CAD to UTF a request within ROSS. A User Documentation element has been added to this operation. If the CAD user provides documentation it will be added to the UTF'd request in ROSS as user-entered documentation.

External CAD systems may now send an Update Incident Status Request message in order to close an incident from CAD rather than logging into ROSS to perform the close. ROSS will close the incident if the sending CAD system is associated with the incident dispatch and is the system of record for the incident, the required elements are contained in the message, and all incident requests are completed. An autodoc is generated when an incident is closed by an external CAD system. In a related change, autodocs are now generated when a ROSS user closes or reopens an incident.

## Performance

Efforts were made to improve system performance by reducing the number of incident records accessed by ROSS at the same time. This was done by data partitioning, that is the process of logically and/or physically partitioning data into segments that are more easily maintained or accessed. Specifically, the INCIDENT table was partitioned on the status\_cd column to speed queries predicated by the status\_cd column.

## Data Delivery System Decommissioned

Transition to the Cognos Query Studio analytical reporting environment was undertaken because DDS proved costly to maintain. More than 80 users, across all GACCs, have now been trained and given access to Query Studio. When version 2.10 is deployed, the DDS loaders will be shut down and the daily DDS files will be deleted. The DDS FTP site (<https://rossdatadraw.nwcg.gov/>) will house only archived ROSS data and will continue to be accessed with a valid DMS user name and password.

Most reporting needs can be met by the ROSS standard reports or user community reports posted in Cognos. Users that draw on the DDS files should review the standard and user community reports to ensure that their needs are being met. If not, specific needs should be reported through the GACC.

Cognos may be accessed from the ROSS Reports menu item or by navigating to the following URL: <http://rossreports.nwcg.gov/cognos/c8/cgi-bin/cognos.cgi>. A ROSS user name and password is required to log on to Cognos. Quick Reference cards for Cognos and user community reports are available on the ROSS web site.

## Access to Removed Autodoc

To prevent performance degradation, system-generated autodoc has been removed from ROSS on a rolling 14-day schedule since version 2.4.1. Incident and Request autodoc has been accessible in the DDS. However, the [DDS is being decommissioned](#) with the 2.10 release. To address this issue, autodoc has been made available for the Resource Order form, various usage reports and via Query Studio, as follows:

- The Resource Order form now includes all autodocs for fill request and release resource, regardless of age.
- In Query Studio, all autodoc and user-entered documentation created since the last annual archive is displayed in the Documentation query subject for the following subject areas: Incidents, Requests, Resources, Organizations, Locations, Airports, Hazards and Catalogs.
- The Resource, Location, Airport and Catalog Item Usage reports now include all autodocs generated since the last annual archive.

## Reports & Query Studio Changes

An Inc Host Org Flag (Yes/No), indicating whether or not a government non-dispatch organization is an incident host, has been added to the Organizations query subject in the Organizations subject area.

An Organization Address query subject has been added to the Organizations subject area. The following items are included: Address Line 1, Address Line 2, City, Country, State, Type, and Zip.

A Deliver To item has been added to the Requests query subject in the Requests subject area. With this addition, all of the data elements that make up the Resource Order form are now available in Query Studio and may be drawn upon to create user community reports.

The Request List standard report has been updated. When no dispatch center is specified, the report displays for the selected incident (1) all regular requests; (2) all support requests; and (3) any subordinate requests where the parent request is overhead. If a dispatch center is selected, the report limits the above results to only the requests created by the specified dispatch center.

The Request List with Subordinates standard report has been updated as well. It returns all requests for the selected incident if no dispatch center is specified. If a dispatch center is selected, the report limits the results to the requests created by the specified dispatch center.

**2.10.1** The resource’s agency political unit name and abbreviation (e.g., Montana and MT) as well as the political unit level (e.g., State) were added to the Requests Subject Area (Assignment Query Subject) and the Resources Subject Area (Resources Query Subject).

**2.10.1** A field was also added to the Requests Subject Area (Assignment Query Subject) for the resource’s provider State at the time of the assignment (e.g., UT).

**Additional Change Requests and Defects Fixed in this Version:**

<b>Screen or Functionality</b>	<b>Description of Change</b>
Assignment History	Corrected a problem that prevented assignment history for multiple years from sorting correctly by mob or demob date.
CAD Interface	Corrected a problem that skipped assignment roster place operations of subordinates where the parent history had been copied to the subordinate.
Catalog	Corrected a problem that caused some ICBS DeleteCatalogItemReq messages to fail with a “maximum open cursors exceeded” error.
Contracts	After canceling out of the New Contract dialog, the Search Contract button was incorrectly disabled. This has been fixed.
Contracts	Corrected inconsistent error messages for entering a duplicate contract number.
Edit Assignment	Edit assignment resource name for a non-inventory resource (e.g., Fill with Local Purchase) did not update the resource name displayed on Request Status screen. This has been fixed.
Edit Request	When a named request is edited to another name, the new contact information is now saved.
Incident	Corrected a performance issue for adding navigation instructions to a reload base.
Incident	Autodoc is now generated when a ROSS user closes or reopens an incident.
Incident Resources	User documentation is now required when overriding qualifications while reassigning to an existing request or doing a QuickFill reassign.
Incident Resources	A valid travel option (other than No Travel) must now be selected when QuickFill reassigning a single resource to an authorized non-local incident.
Incident Resources	Corrected a GMT computation for DST change that infrequently prevented a resource from being released.
Incident Resources	A SQL error resulted when two or more resources with support requests were QuickFill Reassigned at the same time. This has been corrected and the Disposition of Support Requests screen is now displayed.

<b>Screen or Functionality</b>	<b>Description of Change</b>
IQCS Interface	Corrected a problem that returned errors to IQCS when Versata encountered optimistic locking failures while processing batches of CHGQual messages.
Master Roster	The View and Action buttons are no longer displayed if there are no menu options.
Multi Place	N/A is now displayed in the Reserved columns when the CWN / Agreements radio button is selected.
New Request	When reusing a Deliver To location that had navigation instructions, users were prevented from editing those instructions for the new request. This has been corrected.
Notification	Corrected an error in the building of filling chains that caused NICC to receive errant notifications.
Organization	Corrected a problem that caused duplicates to be displayed in the State drop-down list on the Address tab.
Organization	Corrected an issue that prevented creation of a Tanker Base organization.
Organization	Government non-dispatch organizations that have one or more airports can now be deleted. The association with the airport is automatically removed and no longer prevents the delete.
Pending Request	CWN resources that are assigned (either Reserved or Available on a preposition) are now counted under the Government Controlled radio button on the Other Resources tab. When the CWN / Agreements radio button is selected, the Reserved column is no longer displayed.
Pending Request	Users were able to fill a group request in two different sessions (with different parent resources) which resulted in a hung assignment roster that could not be cancelled or continued. This has been prevented.
Preposition	When a prepositioned group assigned to a non-local incident with the “release to preposition” option was subsequently reassigned, the filling unit was incorrectly prompted to select a release option. This has been fixed so that the initial “release to preposition” setting is retained no matter how many times the group is reassigned.
Query Studio	The following flags (Yes / No) have been added to the Assignment query subject of the Requests subject area: Add Roster Later, Release Authorization Required and Preposition.
Query Studio	The Add Roster Later flag (Yes / No) has been removed from the Requests query subject of the Requests subject area.
Query Studio	Fixed a problem that prevented the ITIN Complete flag (Yes / No ) from being correctly populated.
Query Studio	The Government flag (Yes/No) now displays No for external dispatch centers.
QuickFill	When a reserved resource was QuickFilled the unfilled request was set to Reassigned. This has been corrected to set the status to Pending.
Reports	The standard report for Mobilization and Demobilization Travel now displays Assignment Name (if specified) rather than Resource Name.

<b>Screen or Functionality</b>	<b>Description of Change</b>
Reports	Corrected sorting for financial codes and aircraft information sections of the Incident Header Information report.
Reports	The Resource Assignment Name (if specified) now displays in Resource Assigned for the NFES Resource Order Form.
Reports	The closest three nav aids are now printing correctly on the non-NFES versions of the Resource Order form
Request Status	Removed a warning message encountered when a reserved resource was added to an assignment roster for a filled request. The warning indicated the resource would be reassigned. However, in this case ROSS only copies the history to the reserved resource whose status is unchanged.
Resource Clearinghouse	Corrected an issue that allowed ROSS and the RC to get out of synch when ROSS does not receive a successful response message for a deregister resource request.
Resource Clearinghouse	Manually sorting the User Names column on the Users screen returned incorrect results. This has been addressed.
Resource Clearinghouse	When IQCS sent an ADD_RSRC message that contained a middle name and then followed with an ADD_QUAL message without the middle name, the RC did not clear the middle name. Any further CHG_RSRC message for that resource would fail because the names in IQCS and the RC were out of synch. This has been corrected.
Resource Clearinghouse	Corrected a problem where middle name was not being updated when a ROSS record and a RC record were merged by the Data Steward. Any further updates to name in ROSS were prevented because the record was out of synch with the RC. This has been fixed.
Resource Item	Duplicate autodocs were being generated when a new overhead resource item was added by a ROSS user or an external qualifications system. This has been corrected.
Resource Item	Qualifications for a resource deleted by an external qualifications system and subsequently restored by a ROSS user could not be updated in ROSS. This has been corrected.
Resource Item	Corrected a problem that resulted in an “optimistic failure” when updating the Fitness Rating Expiration for a resource whose system of record was ROSS.
Resource Status	The Save button was enabled (before any edits had been made) when the Set Unavailability Periods dialog was opened for a resource with one or more existing unavailability periods. This has been corrected.
Resource Status	The Last Stated column did not sort correctly if it contained dates from two or more years. This has been corrected.
Resource Status	Users were sometimes unable to status a resource that had been assigned to more than one subordinate request on the same group (i.e., two assignments as crewmember on the same Engine request). If the user chose to copy the parent’s travel to subordinates it was copied to both subordinate requests which hung the resource’s status upon return. This has been corrected by only copying travel to the resource’s latest assignment for the request.

Screen or Functionality	Description of Change
Resource Status	The Saving Data popup did not clear when users were prevented from creating an unavailability period that was outside the resource's activation / deactivation dates. This has been corrected.
Security	When a change password action failed because the password had been previously used, the Cancel button was disabled. This has been fixed.
Travel	Deleting a completed mob or demob itinerary now correctly sets the resource's status to Reserved or At Incident, respectively.
Travel	Corrected alpha sort for Incident Types drop-down as well as tab order on the Search Incidents dialog.
User Accounts	Default sorting for the Name column in the Users grid has been fixed.
View Request	When the demob ETA for a Fill with Agreement (non-inventory) resource was met, the Current and Home Dispatch on View Request displayed ERR. This has been fixed so both the Current and Home Dispatch are blank per the original requirements.
Web Status	Corrected a problem that allowed Incident documentation to be displayed in Web Status Remarks when the internal Incident ID matched the internal Resource ID.

## Other Known Issues and Workarounds

- Administrative rights may be necessary to install ROSS. If ROSS has not previously been installed, agency security and configuration settings (e.g., FDCC) may prevent non-admin users from writing to the C://Program Files folder. This does not occur if the ROSS folder already exists in Program Files.  
**Workaround:** Install is successful when the user has administrative rights.
- The “Uninstall ROSS PROD 210” option may be missing from the Start menu and the Control Panel (Add / Remove Programs). If version 2.10 is installed by a non-admin user, agency security and configuration settings (e.g., FDCC) may prevent display of the Uninstall option. This does not occur if 2.10 is installed by a user with admin privileges.  
**Workaround:** If it is necessary to uninstall version 2.10, users should navigation to C://Program Files/ROSS/ROSSPROD210 and double-click the Uninstall.exe file.
- For external incidents, users are not warned when setting itinerary complete for a tactical aviation resource that has no itinerary legs. This will be corrected in a future version.  
**Workaround:** The user will be reminded to create travel for the resource after two hours elapse.
- The Requests summary for the Catalog Item Usage report incorrectly includes requests for associated alias catalog items. This will be addressed in a future version.  
**Workaround:** None.
- A null pointer error occurs when restoring a resource during an IQS import. The import finishes but with errors.  
**Workaround:** None. This is an unlikely scenario.

- Scenario: Dispatch A fills a tactical aircraft request with intent to add roster later. Dispatch A then adds the roster while reassigning the aircraft to Dispatch B's request and assigns one of Dispatch B's resources to a subordinate position. When the reassign is completed the request action message is incomplete. This will be corrected in a future version.

**Workaround:** None.

## Acronyms

ATD	—	Actual time of departure
BLM	—	Bureau of Land Management
CAD	—	Computer-Aided Dispatch
CWN	—	Call-When-Needed
DDS	—	Data Delivery System
DMS	—	Dispatch Messaging System
DST	—	Daylight Saving Time
ETA	—	Estimated time of arrival
ETD	—	Estimated time of departure
ETE	—	Estimated time en route
FDCC	—	Federal Desktop Core Configuration
GACC	—	Geographic Area Coordination Center
GMT	—	Greenwich Mean Time
ICBS	—	Interagency Cache Business System
IQCS	—	Interagency Qualification & Certification System
IQS	—	Incident Qualification System
ITIN	—	Itinerary
N/A	—	Not Applicable
NFES	—	National Fire Equipment System
NICC	—	National Interagency Coordination Center
NT	—	No Travel
PII	—	Personally Identifiable Information
PIN	—	Personal Identification Number
PRS	—	Password Reset Service
RC	—	ROSS Resource Clearinghouse
ROSS	—	Resource Ordering and Status System
SA	—	Selection Area
SSN	—	Social Security Number
TBA	—	To be arranged (as in Travel)
URL	—	Uniform Resource Locator
UTF	—	Unable to fill