



**CRITICAL COMMUNICATION
AND COLLABORATION**

Critical Communication



RAVE
MOBILE SAFETY

Rave Alert Release

Release: July 2024

***Disclaimer:** This document does not constitute a commitment to deliver the features and capabilities listed on the date listed. Best efforts will be made to meet the timeline; however, events may occur that cause release dates or content to slip. It also does not imply that the recipient is automatically eligible to receive all the features listed. Please contact your sales representative or client manager with questions.*

Comments or suggestions? Send them to product@ravemobilesafety.com

Release Summary

Two improvements for Rave Alert are available now in the July 2024 release:

- Manage admins easier with support for role loading in Rave's SmartLoader bulk upload
 - Add any existing role to a user or admin via the SmartLoader file
 - Provision new admins programmatically without any manual actions
 - Quickly assign specific roles to teams, such as Rave Collaborate response team members
- See easily when your IPAWS cert expires right in Rave Alert
 - Expiration date displays on profile and details pages
 - New warning icon shows on the send alert screen when your cert expires

What You Need to Do

To Manage Current Admins Via SmartLoader, Run a First Load with Their Current Roles

Existing admins were created manually, so Rave Alert by default protects their settings from impacts from load files.

To change this, retrieve the existing roles of admins you want to manage via SmartLoader from your Enrollment Report. Put these roles in a SmartLoader file so it exactly matches the admins' existing roles and upload it. This will switch these admins to management via load file, so any future role changes will affect their accounts.

If You Use IPAWS – Inform Alert Authors of the New Status Indicators

This change makes it easier to tell when an IPAWS certificate expires and will prevent alert sending. Inform alert authors of these new warnings so they can recognize them during an incident and take any necessary alternative actions.

If you have any questions, please reach out to rave.support@motorolasolutions.com.

Bulk Load Roles Along With Other User Information

Now, in addition to user information, SmartLoader allows you to bulk load admin roles. You can change or provision admin roles without any manual action in Rave Alert, right in the same load file.

To assign a role, add a **Role** column to your load file and enter the exact name of the role you want to assign.

Quickly Provision New Admins

This change allows you to quickly provision new admins in your defined roles, such as Rave Collaborate users or alert authors with specific permissions.

Roles Must Already Exist and Must Match Exactly

This load option only supports existing roles. You cannot create new roles using it. Entries are case sensitive and must exactly match the role name.

If an entry in the role column does not exactly match an existing role name, Rave Alert automatically assigns the the basic user role, with no admin permission.

Manage or Change Existing Roles

Existing admins were created manually, so Rave Alert by default protects their settings from impacts from load files. You can change this and manage their roles right through SmartLoader if desired.

To switch admins so their roles are managed via load file, retrieve a list of their existing roles from your domain's Enrollment Report. Put these roles in a SmartLoader file so it exactly matches these admins' existing roles and upload it. This switches these admins to management via load file, so any future role changes you put in SmartLoader will affect their accounts.

Changing Roles via SmartLoader Will Remove Any Individual Permission

Rave Alert supports flexible permission assignment to admins. In addition to permissions from their role, some admins may have individual permissions adjusting their access to their specific uses.

SmartLoader role assignment will assign only role permissions, and will remove any individual permissions an existing admin has.

Important Considerations When Loading Roles

Automating role management has pros and cons. You know your organization best and which options work best for your alerting needs. Here are important limitations to consider for loading:

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A File Error Could Accidentally Change All Managed Admins' Roles and Permissions

It is an easy mistake to enter data one row off in a spreadsheet. With roles, though, this mistake could impact every admin you manage via SmartLoader. You may want to keep some crucial admins out of load control to avoid this risk.

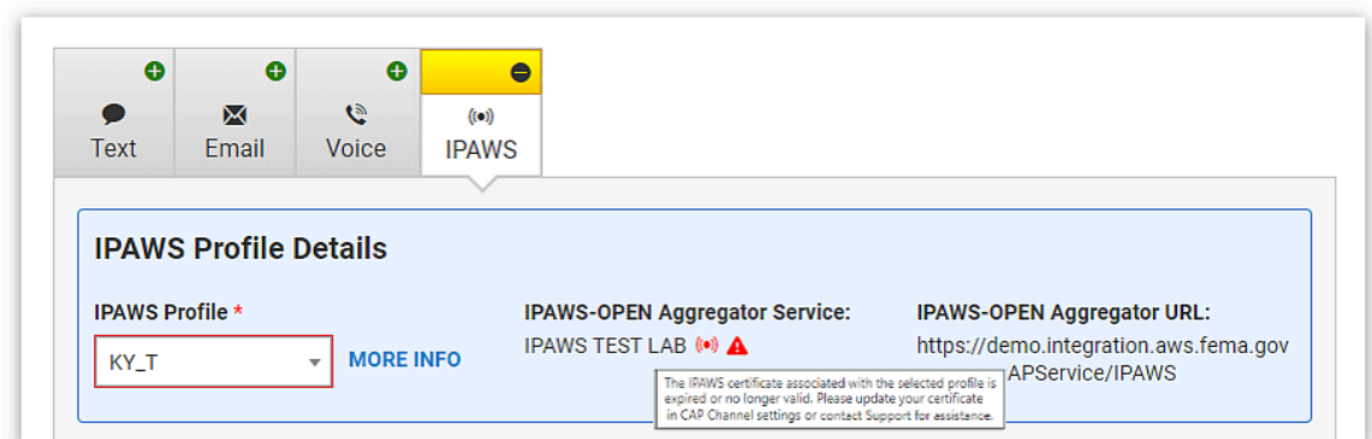
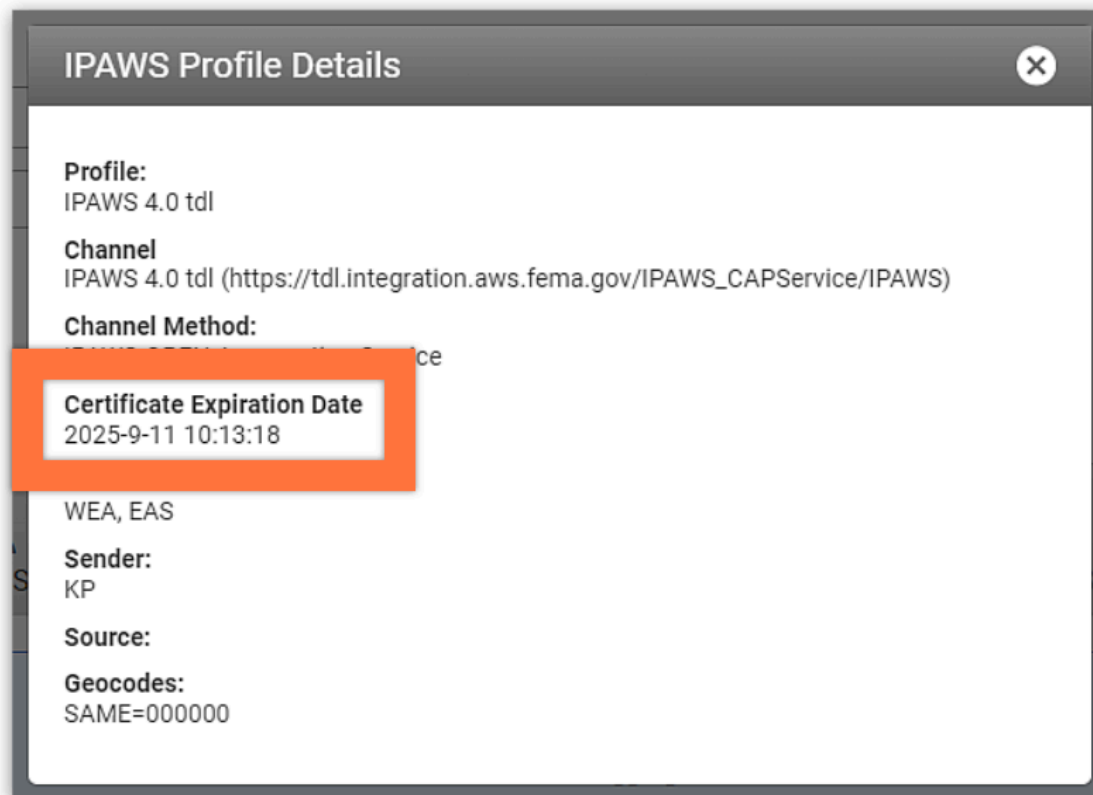
An Admin With Loading Permissions Could Potentially Increase Their Access

An admin with permission to access SmartLoader files could potentially alter their role using the file, increasing access. When considering automating roles, you may want to update security plans to safeguard against unauthorized access.

Know When Your IPAWS Certificate Is Expired

IPAWS configurations require a valid certificate from FEMA. When your certificate is expired, Rave Alert cannot send messages to IPAWS systems.

Now you can ensure your configuration is ready for alerts more easily. Rave Alert displays the certificate expiration status and expiration date in multiple places, including the Send Alert page and the IPAWS profile page.



This way you can quickly tell if your configuration is ready to send messages or if you need to obtain a new certificate.

The expiration date displays in the More Info section of the IPAWS send alert page and also on the IPAWS CAP Channel page as show below:

IPAWS-OPEN Aggregator URL

COG ID:

COG Common Name:

Digital Certificate (.jks):

Keystore:

Key:

Certificate Expiration Date: