



Investigations Case Management - Release Notes

VERSION 2023 Service Pack 1

jade™

RELEASE NOTES – 2023 Service Pack 1

CONTENTS

- CONTENTS**..... 2
- IMPORTANT NOTE**..... 3
- UPGRADING YOUR SYSTEM** 4
- CASES** 5
 - a) Case Note Word Report improvements..... 5
 - b) Create Word (or Excel) document entities directly from templates 5
 - c) Goto case 6
 - d) Permanent update access for a case type 6
 - e) Case access - user centric view 6
 - f) Case access – simplified case note capabilities..... 6
 - g) Brief of Evidence exhibits now handles large audio/video files 6
 - h) Landing Page case listing..... 6
- SEARCH** 8
 - a) The Active Search list can now be refreshed 8
 - b) Case and Information/Incident Report search criteria improvement 8
- BACKUPS**..... 9
 - a) System backup settings following an environment refresh 9
- GENERAL**..... 10
 - a) New Classification criteria for data searches and access control 10
 - b) Option to hide noticeboards 12
- ADMINISTRATION** 13
 - a) Bulk load and export of attribute conditions..... 13
 - b) Code Table maintenance 15
 - c) Teams and Designations permissions summary 16
 - d) Property Configuration 16
- Resolved Issues**..... 17

IMPORTANT NOTE

This note applies only if your current system is ICM version 2022 or earlier.

ICM no longer supports SSL 1.0.2, and we've moved onto SSL version 3.0.8.

This unfortunately means that the server.pem file that we've previously included in our releases is no longer valid and cannot be replaced.

Important: You should not actually be using the server.pem file as it's an unsecure publicly available file that we included in our previous releases only as an example. You should instead be using your own digital certificate.

For this release you will need to do either of the following:

1. Obtain your own digital certificate and .pem file.
Make the following changes to the jade.ini file on the server:
[JadeAppServer]
SSLCertificateFile=*Server location of your .pem file*
SSLCipherNames= <default>
2. Turn off SSL, which we recommend is only a temporary measure.
Changes to the jade.ini file on the server:
[JadeAppServer]
RPCEncryptionEnabled=false
[JadeThinClient]
RPCEncryptionEnabled=false

Changes to the jade.ini file on each client workstation:

[JadeThinClient]
RPCEncryptionEnabled= false

Once your system is upgraded to ICM 2023, thin-client connections from user workstations will fail until one of the above options is implemented.

Before applying this upgrade you need to install **Microsoft C++ 2015-2022 Redistributable libraries** on the server, both 64-bit and 32-bit(x86):

[Download Microsoft Visual C++ 2015-2022 Redistributable Package \(x64\) 14.32.31332](#) (24 MB)

[Download Microsoft Visual C++ 2015-2022 Redistributable Package \(x86\) 14.32.31332](#) (13 MB)

Each client workstation requires the 32-bit (x86) redistributable library installed once the server upgrade has completed successfully.

UPGRADING YOUR SYSTEM

You can upgrade to ICM 2023 SP1 from any of the following prior versions:

- ICM 2023 (all builds)
- ICM 2022 (all builds)
 - ICM 2022
 - ICM 2022 SP1
 - ICM 2022 SP2
 - ICM 2022 SP3
 - ICM_2022_0_0_1
 - ICM_2022_0_0_2
 - ICM_2022_0_0_3
 - ICM_2022_0_0_4
 - ICM_2022_0_0_5
 - ICM_2022_0_0_6
- ICM 6.3.3 (all builds)
- ICM 6.3.2 (all builds)
- ICM 6.3.1 (all builds)
 - ICM 6.3.1
 - ICM 6.3.1.1
 - ICM 6.3.1.2
 - ICM 6.3.1.3
 - ICM 6.3.1.4
 - ICM 6.3.1.5
- ICM 6.3.0 (all builds)
 - ICM 6.3.0
 - ICM 6.3.0.1

CASES

a) Case Note Word Report improvements

A new **OriginatingCase** bookmark field has been added to the case note Word report. Sites who require this field on their case note reports can add the field to an appropriate place on their case note report template(s).

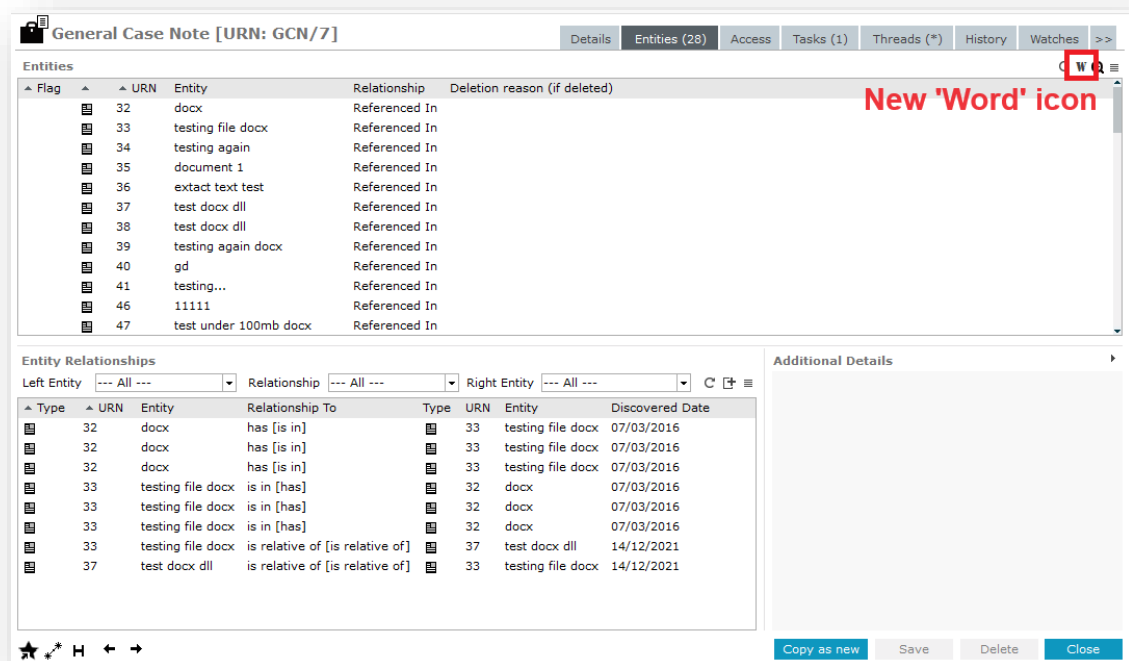
Side Note:

If, for your report, you don't require data associated with one of the existing bookmarks, you can remove the bookmark from the case note report template. When bookmarks are missing, these are simply skipped during the report generation, i.e. there are no runtime issues when bookmarks are removed/missing from a report template.

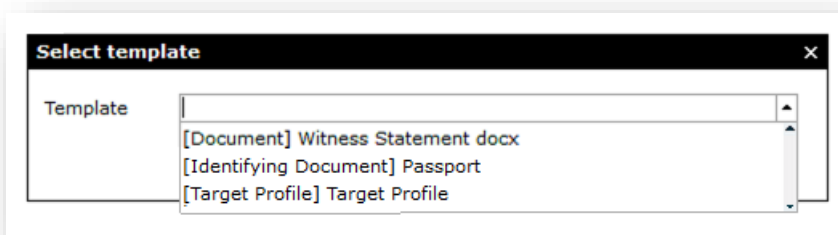
b) Create Word (or Excel) document entities directly from templates

You may now directly access *Attachment Templates* that are configured for each document entity type. This provides a shorter workflow:

- i. Open a case note, and go to the Entities tab
- ii. Click on the new 'Word' icon



- iii. Select a template. Note that the document entity type is shown in [].



- iv. This will simultaneously open a new document entity and launch the selected template (Word or Excel). From this point the workflow is as normal.

A short video demonstrating this feature is [here](#)

c) [Goto case](#)

If you remove the relationship between a Case and Information Report (or an Incident Report), you will no longer have a **Goto Case** menu option available from the Information Report screen. However, this option will be reinstated if the relationship itself is reinstated.

d) [Permanent update access for a case type](#)

When permanent update access is granted for a case type this will grant the same level of access as the *Case Officer* for a case of that type.

e) [Case access - user centric view](#)

On the *Edit Case* screen, the *User Centric View* of the case access will now include any permanent access to that case type, including all teams/designations through which they have permanent access

f) [Case access – simplified case note capabilities](#)

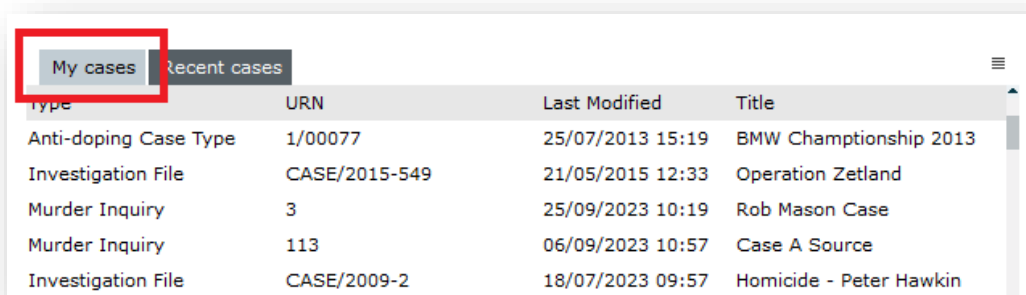
On the *Edit Case* screen, the case note capabilities have been significantly simplified to improve usability. When you have update access, you can do all updates including adding entities and entity-to-entity relationships. The only additional capability now is the ‘*Can delete*’ permission, as ICM Administrators may still want to restrict which users are allowed to delete case notes.

g) [Brief of Evidence exhibits now handles large audio/video files](#)

Large BoE exhibit files are now handled in a similar fashion to Media entity attachments in that they are now stored outside the database in the ‘Media attachment directory’ as configured by your system administrator on *System Settings*. So, there is no longer a size limit placed on BoE exhibit AV files (previously these files would exceed the ICM application cache size causing an unhandled error message).

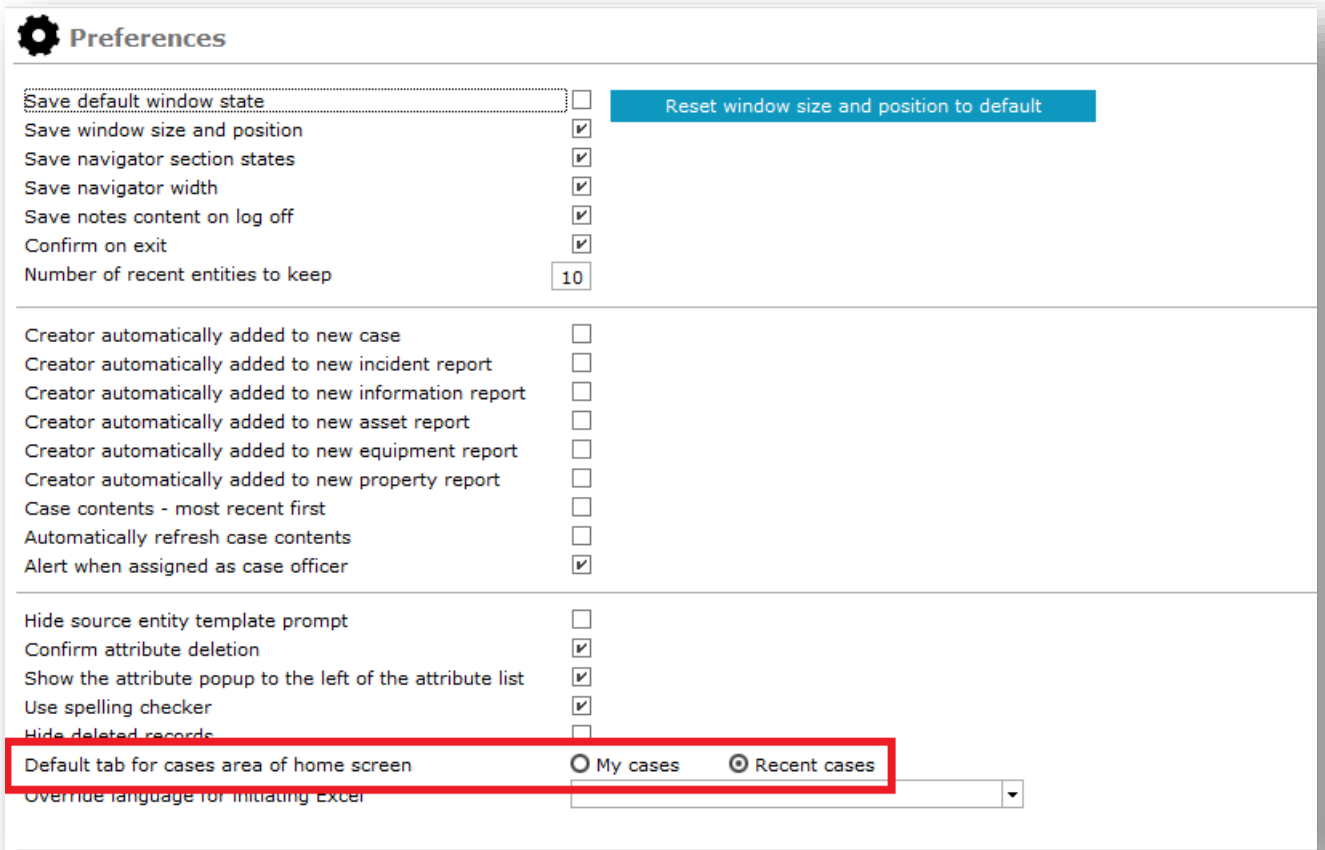
h) [Landing Page case listing](#)

The cases listing on the Landing Page has been extended to include a new tab showing cases for which you are the Case Officer.



Type	URN	Last Modified	Title
Anti-doping Case Type	1/00077	25/07/2013 15:19	BMW Champtionship 2013
Investigation File	CASE/2015-549	21/05/2015 12:33	Operation Zetland
Murder Inquiry	3	25/09/2023 10:19	Rob Mason Case
Murder Inquiry	113	06/09/2023 10:57	Case A Source
Investigation File	CASE/2009-2	18/07/2023 09:57	Homicide - Peter Hawkin

You can set which tab is open by default from your Preferences screen:



The 'Preferences' screen is displayed. It features a gear icon and the title 'Preferences'. A blue button labeled 'Reset window size and position to default' is visible. The settings are organized into sections separated by horizontal lines. The 'Default tab for cases area of home screen' setting is highlighted with a red box. It has two radio button options: 'My cases' and 'Recent cases', with 'Recent cases' selected. Other settings include window state, navigator states, and various report creation options.

Setting	Value
Save default window state	<input type="checkbox"/>
Save window size and position	<input checked="" type="checkbox"/>
Save navigator section states	<input checked="" type="checkbox"/>
Save navigator width	<input checked="" type="checkbox"/>
Save notes content on log off	<input checked="" type="checkbox"/>
Confirm on exit	<input checked="" type="checkbox"/>
Number of recent entities to keep	10
Creator automatically added to new case	<input type="checkbox"/>
Creator automatically added to new incident report	<input type="checkbox"/>
Creator automatically added to new information report	<input type="checkbox"/>
Creator automatically added to new asset report	<input type="checkbox"/>
Creator automatically added to new equipment report	<input type="checkbox"/>
Creator automatically added to new property report	<input type="checkbox"/>
Case contents - most recent first	<input type="checkbox"/>
Automatically refresh case contents	<input type="checkbox"/>
Alert when assigned as case officer	<input checked="" type="checkbox"/>
Hide source entity template prompt	<input type="checkbox"/>
Confirm attribute deletion	<input checked="" type="checkbox"/>
Show the attribute popup to the left of the attribute list	<input checked="" type="checkbox"/>
Use spelling checker	<input checked="" type="checkbox"/>
Hide deleted records	<input type="checkbox"/>
Default tab for cases area of home screen	<input type="radio"/> My cases <input checked="" type="radio"/> Recent cases
Override language for initiating Excel	[Dropdown menu]

SEARCH

a) The Active Search list can now be refreshed

Use *Ctrl-F5*, or click on the **refresh** icon to reload your list of Active Searches (**System** → **Active Searches**)

The screenshot shows the 'Active Searches' interface. It features a table with columns: Entity type, Creator, Created, Expiry date, Title, # Alerts, and Description. The table contains several rows of search entries. A red box highlights a refresh icon (a circular arrow) in the top right corner of the table area. To the right of the table, there is a 'Criteria' panel with text: '(Show deleted=false) Search words=fred (Any words (Fictitious - Include) Include if deceased=false

Entity type	Creator	Created	Expiry date	Title	# Alerts	Description
CHIS - Expense Claim (Source)	SJA	21/12/2017	Never expires	CHIS Expense Claim	0	CHIS Expense Claim
CHIS - Proposed Contact	SJA	03/05/2023	Never expires	CHIS Proposed Contact 01	0	CHIS Proposed Contact 01
CHIS - Proposed Contact	SJA	03/05/2023	Never expires	CHIS Proposed Contact 02	0	CHIS Proposed Contact 02
CHIS Application	SJA	27/12/2017	Never expires	CHIS Application	0	New CHIS Application Cr
Christina's Person	DEMO6	27/12/2017	Never expires	Test Search Admin permission	0	Test Search Admin perm
Investigation File	BJ	04/08/2020	Never expires	Testing active search on cases	0	Testing active search on
Person	SJA	03/05/2023	Never expires	search for FRED	0	search for FRED
Person	SJA	05/12/2017	Never expires	persons with blue eyes	6	persons with blue eyes

b) Case and Information/Incident Report search criteria improvement

In the *Additional criteria* panel, you may now optionally select and show deactivated users for:

- Case Officers (Cases)

The screenshot shows the 'Investigation File Search' interface. It has a 'Standard' tab selected. Under 'Standard criteria', there are fields for 'Search words', 'Entity URN', and 'Classification'. The 'Additional criteria' section is expanded, showing a dropdown for 'Case officer' and a checkbox labeled 'Show deactivated users' which is highlighted with a red box. Below the criteria is a 'Results' table with columns: URN, Title, Status, Contents, Created, Case officer, Last Modified By, and Last Modified.

- Action Officers (Incident and Information Reports)

The screenshot shows the 'Crime Stoppers Report Search' interface. It has a 'Standard' tab selected. Under 'Standard criteria', there are fields for 'Search words', 'Entity URN', and 'Classification'. The 'Additional criteria' section is expanded, showing a dropdown for 'Action Officer' and a checkbox labeled 'Show deactivated users' which is highlighted with a red box. Below the criteria is a 'Results' table with columns: URN, Title, Actioned Date, Actioned Time, and Action Officer.

BACKUPS

a) System backup settings following an environment refresh

Some agencies commonly refresh their TEST environment from PRODUCTION, and then find that their TEST backups no longer work. This is because it now contains PRODUCTION settings that need to be changed to match the TEST environment. ICM has always had checks in place to prevent accidental backups to the wrong location, but we now display a warning of mismatched system folders. To resolve the issue, select an appropriate backup directory. In the example below **d:\ICM_PROD\backup** might be changed to **d:\ICM_TEST\backup**.

The screenshot shows the 'System Settings' application with the 'Backup & Housekeeping' tab selected. The 'Backup directory' is set to 'd:\ICM_PROD\backup'. A red warning banner is displayed, stating: 'Warning: The system folder when the backup location was set doesn't match the current system folder. Current system folder: d:\TEST\c_system. System folder when backup set: d:\PROD\c_system. No backups will run until you select a new backup location to ensure this system doesn't overwrite backups of another system on the same server.' Below the warning, the 'Backup processes' are set to 3, and 'Disable backup' is checked. The 'Housekeeping options' include 'Disable housekeeping' checked, and 'Delete logs older than', 'Delete recovery journals older than', and 'Delete archived journals older than' are all set to 2 days. The 'Last backup' is dated 22/05/2013 10:17 and the 'Last housekeeping' is dated 20/05/2021 12:39.

Setting	Value
Start Time	03:00
Email addresses	icmsupport@jadeworld.com
Backup directory	d:\ICM_PROD\backup
Current system folder	d:\TEST\c_system
System folder when backup set	d:\PROD\c_system
Backup processes	3
Disable backup	<input checked="" type="checkbox"/>
Quiesced backup	<input type="checkbox"/>
Don't back up media folder	<input checked="" type="checkbox"/>
Disable housekeeping	<input checked="" type="checkbox"/>
Delete logs older than	2 Days
Delete recovery journals older than	2 Days
Delete archived journals older than	2 Days
Last backup:	22/05/2013 10:17
Last housekeeping:	20/05/2021 12:39

GENERAL

a) **New Classification criteria for data searches and access control**

Classification is now a searchable data field on all entity types. For example, the screens below show *Case Note* and *Person* searches:

In addition, *Classification* is now a security component for data access control. To achieve this we have made changes to:

- Classification definition
You can now associate a level for each classification, and sequence them

Description	Level
Confidential	40
Restricted	30
Top Secret	50
Unclassified	0

- User security clearance
Each user may be assigned a security clearance (Classification)

The screenshot shows the 'Users' management interface. At the top, there are tabs for 'User View' and 'Role View', a 'Quick filter' input field, and a 'Refresh' button. Below this is a table listing users with columns for Name and User Id. The user 'ANDERSON, Steve (SJA) +64 3 367 8412' is selected. Below the table is a form for user details, including fields for Title, Rank, First name, Middle name, Surname, Gender, D.O.B., Contact Number, and Email. The 'Logon details' tab is active, showing fields for User ID, New password, and Confirm password. The 'Business Units' tab is also active, showing a 'Classification' dropdown menu set to 'Unclassified', which is highlighted with a red box. At the bottom, there are tabs for 'Roles', 'Designations', and 'Teams', and a list of available users with values 123 and 345.

Summary of business rules:

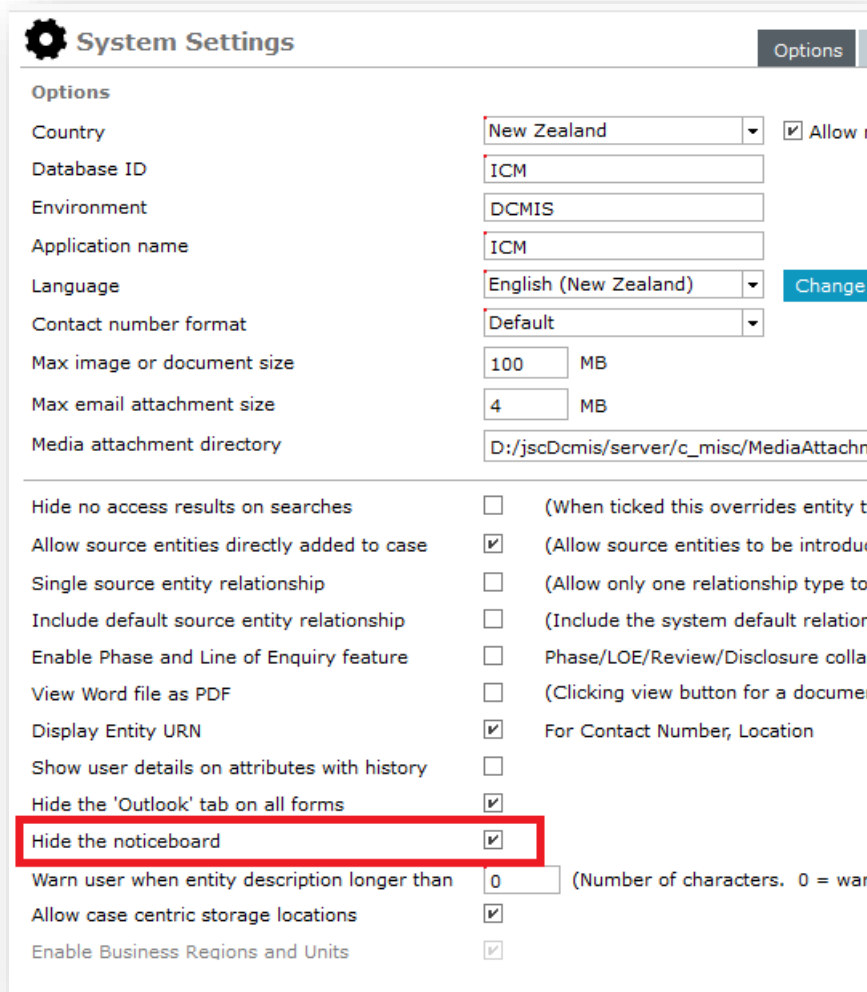
- All existing data access rules are first applied.
Entities with no specific classification are subject to business rule (a) only.

The following rules are in addition to (a)

- Entities with a nominated classification are not accessible to users without specific clearance
- Entities with a nominated classification are accessible to users with matching security clearance or with a higher security clearance

b) Option to hide noticeboards

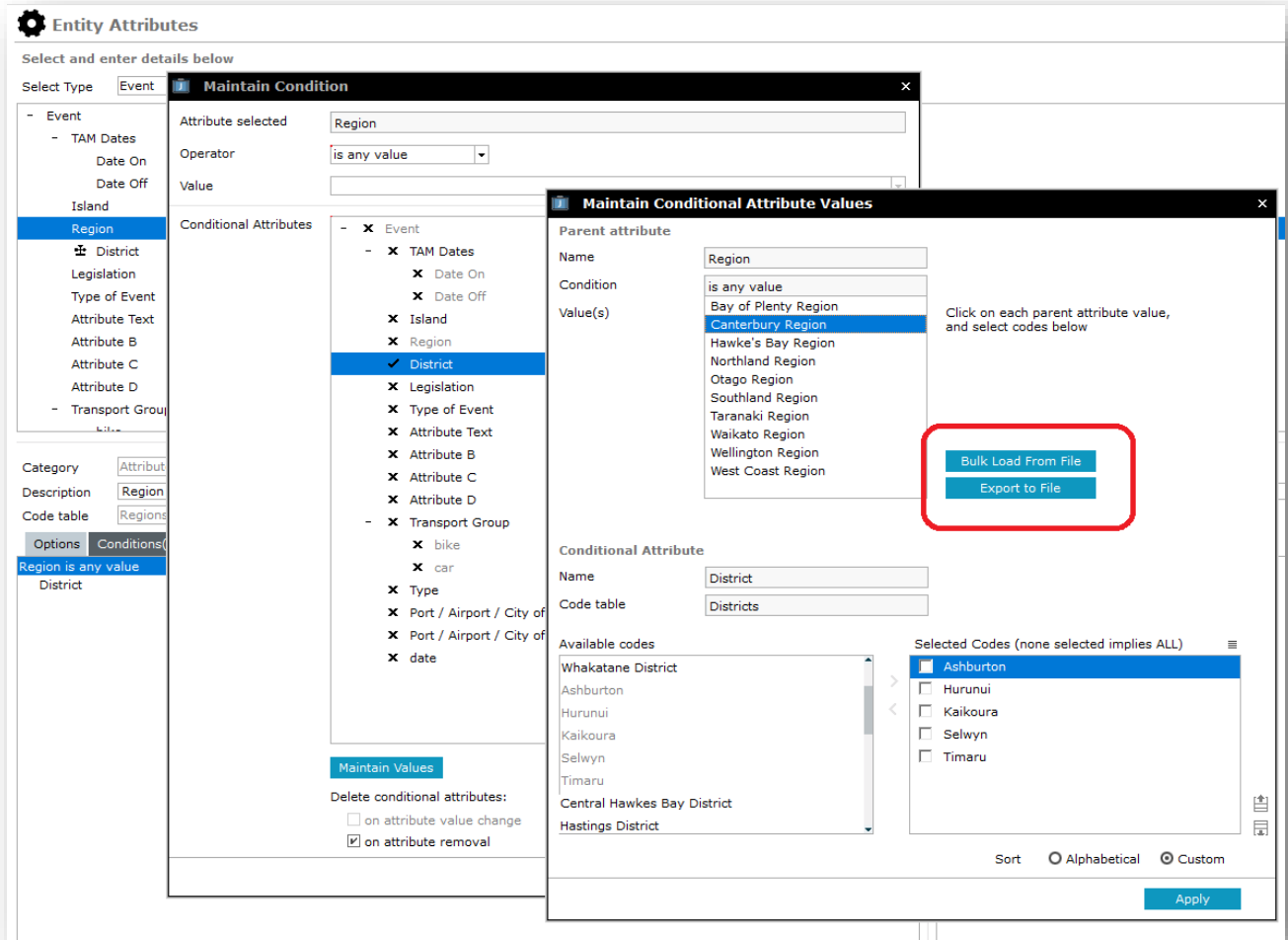
If you have no requirement to use noticeboards, either global or case-centric, you can turn this option off:



ADMINISTRATION

a) Bulk load and export of attribute conditions

When code table values for a conditional attribute are different for each code table value of the parent attribute, these dependencies are now easier to load in bulk from a CSV file. To check that the parent/conditional values are correct you can export these to a CSV file:



In the example above, **Region** is the parent attribute, and **District** is the conditional attribute. We want different districts listed for each region e.g. for the Canterbury Region we need districts Ashburton, Hurunui, Kaikoura, Selwyn and Timaru. These can be loaded from a CSV file:

Canterbury Region,Ashburton
 Canterbury Region,Hurunui
 Canterbury Region,Kaikoura
 Canterbury Region,Selwyn
 Canterbury Region,Timaru

Notes:

- i. The CSV file is first validated to confirm that values provided for parent and conditional attributes actually exist. The file will not load until the validation is fully successful.
- ii. You can load all districts for all regions at the same time from one CSV file.

A similar CSV file is created when exporting the Regions/Districts, for example:

Northland Region,"Far North, District"
Northland Region,Kaipara District
Northland Region,Whangarei District
Waikato Region,District ABC
Canterbury Region,Ashburton
Canterbury Region,Hurunui
Canterbury Region,Kaikoura
Canterbury Region,Selwyn
Canterbury Region,Timaru
Wellington Region,District XYZ
Southland Region,District 123
Hawke's Bay Region,Central Hawkes Bay District
Hawke's Bay Region,Hastings District
Hawke's Bay Region,Wairoa District
Bay of Plenty Region,Kawerau District
Bay of Plenty Region,Opotiki District
Bay of Plenty Region,Western Bay District
Bay of Plenty Region,Whakatane District
Otago Region,Central Otago
Otago Region,Clutha
Otago Region,"Queenstown, City"
Otago Region,"Queenstown, Lakes"
West Coast Region,Hokitika
Taranaki Region,District PQR

b) Code Table maintenance

In previous versions of ICM, deactivated code table entries were depicted by in the screen list. This caused confusion because it implied that a code table entry could be reactivated from within the column.

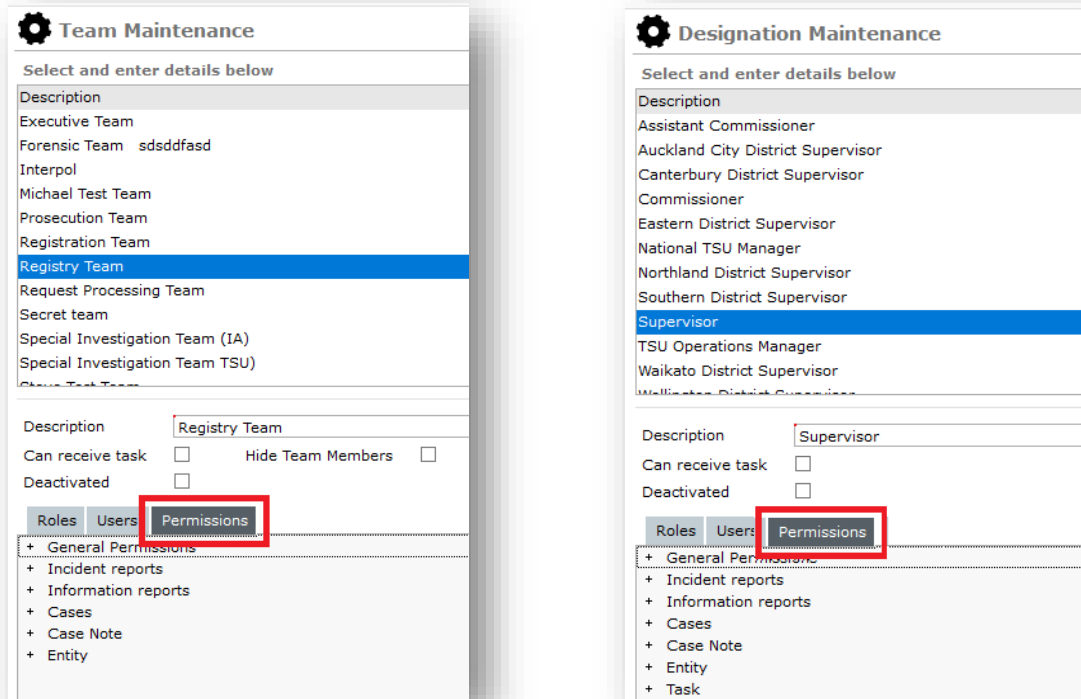
has now been replaced with **Yes** in the Deactivated column.

Code Table Type	Code Table Entry	Deactivated
Activity Type	Against Justice	
Activity Type	Against National Interest	
Activity Type	Burglary	
Activity Type	Car Conversion	
Activity Type	Child Abuse	
Activity Type	Child Exploitation	
Activity Type	Computer Crime	Yes
Activity Type	Destruction of Property (Arson)	
Activity Type	Destruction of Property (Not Arson)	
Activity Type	Disorder	
Activity Type	Domestic / Family Violence	
Activity Type	Drug Offending	Yes
Activity Type	Endangering	
Activity Type	Fraud (Less Than \$250,000)	
Activity Type	Fraud (More Than \$250,000)	
Activity Type	Grievous Assaults	
Activity Type	Homicide	Yes
Activity Type	Intimidation and Threats	
Activity Type	Kidnapping	
Activity Type	Minor Assaults	
Activity Type	Missing Persons	

c) Teams and Designations permissions summary

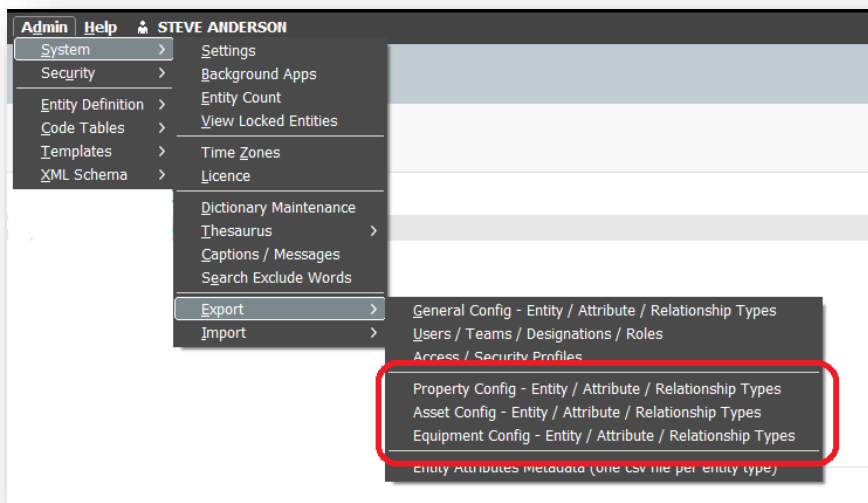
On the User Maintenance screen, previous versions of ICM displayed a summary of permissions that a user inherits from assigned roles, teams and designation. This concept has been extended to Team and Designations maintenance:

The Permissions tab displays all permissions that a Team or Designation inherits from all assigned roles.



d) Property Configuration

Menu options to export/import Property configuration are no longer visible if Property has not been licensed for your instance of ICM.



Resolved Issues

We've resolved the following issues in the ICM 2023 SP1 release:

- ICM-1324
Corrected an issue whereby undeleting a case note would not re-establish entities contained in that case note.
- ICM-1397
Corrected an issue whereby exporting a date/time in JSON format occasionally caused a system error (which caused the overall export to fail).
- ICM-1416
Resolved a spelling check issue: A word replaced with a shorter word sometimes caused incorrect subsequent replacements of the same word.
- ICM-1424
Corrected an issue that resulted in a 1301 system error when trying to select the task(s) for which you want to change the task creator (from the Task List)
- ICM-1430
When an identifying image is loaded directly onto an entity, there were some places where this image was not displaying. This has been corrected.
- ICM-1463
Corrected an issue whereby a user with view access to a case, but with update capabilities for a case note type, could create a new case note of that type but was unable to edit the case note or add entities to the case note.
- ICM-1471
Previously, when exporting search results, performance would degrade noticeably as the number of search results, and the number of attributes included in the export, were increased. This issue has been alleviated, you should now see a reduction in the time taken to export large numbers of search results.