



# Investigations Case Management Release Notes

VERSION 2026 Service Pack 1

**jade**<sup>™</sup>

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# ICM 2026 Service Pack 1 (SP1) Release Notes

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These release notes explain the changes and new features available in the 2026 SP1 version of Jade Investigations Case Management (ICM).

You can upgrade to ICM 2026 SP1 only from the following release.

- ICM 2025 (all builds)
- ICM 2025 SP1 (all builds)
- ICM 2026 (all builds)

This upgrade applies to the application server only; there are no thin client files upgraded in this release.

This document covers the following changes.

- [General Changes](#)
- [Case Changes](#)
- [Preferences Change](#)
- [Administration Changes](#)
- [Background Applications Change](#)

## General Changes

The ICM 2026 SP1 release includes over 100 improvements that address anomalies and inconsistencies; for example:

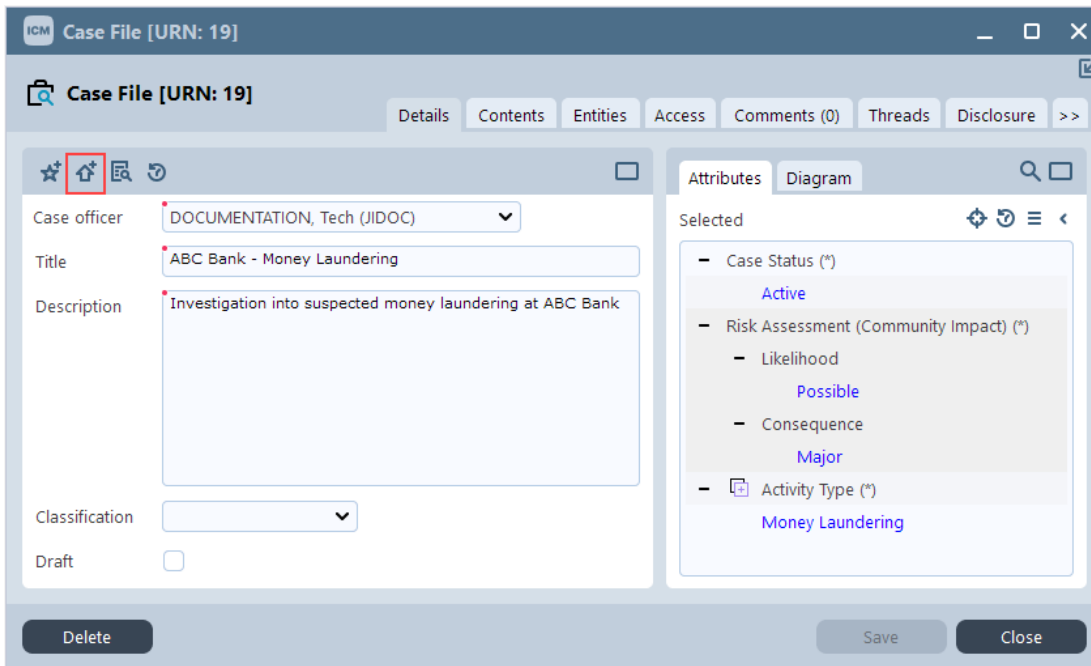
- Clarification of confusing screen text and instructions
- Addition of colour legends where they were missing

## Case Changes

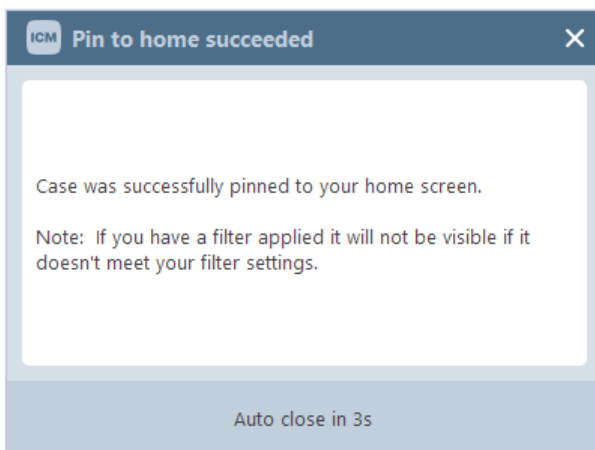
The ICM 2026 SP1 release includes the following changes to cases.

### Pin a Case to the Home Screen

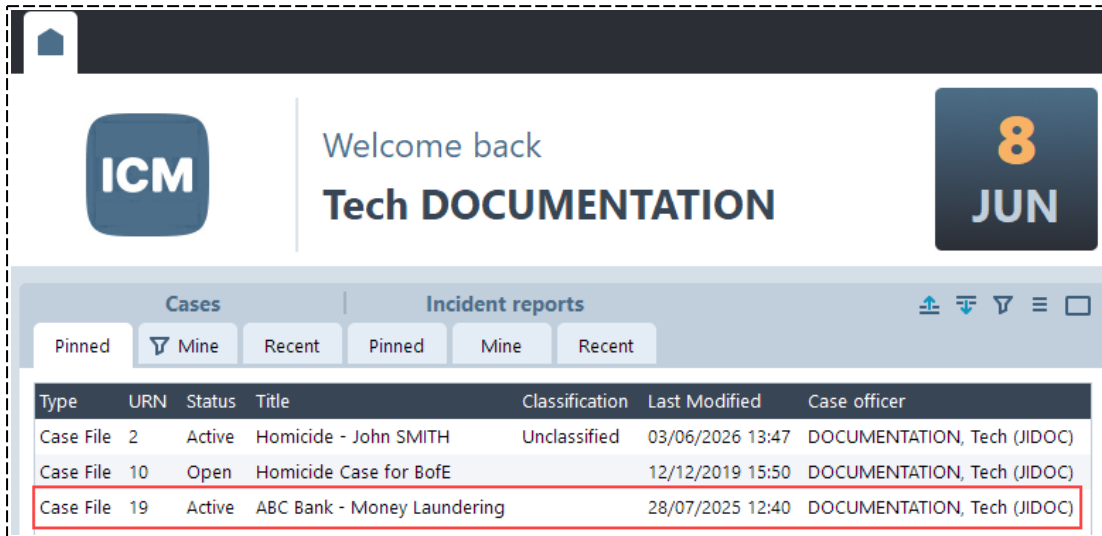
You can now pin a case to your Home screen from the **Details** sheet of a case that you are currently viewing, by clicking the new **Pin to home screen** button, highlighted in the following image.



The screen shown in the following image is then displayed, indicating the case has been successfully pinned. (The screen automatically closes after five seconds.)



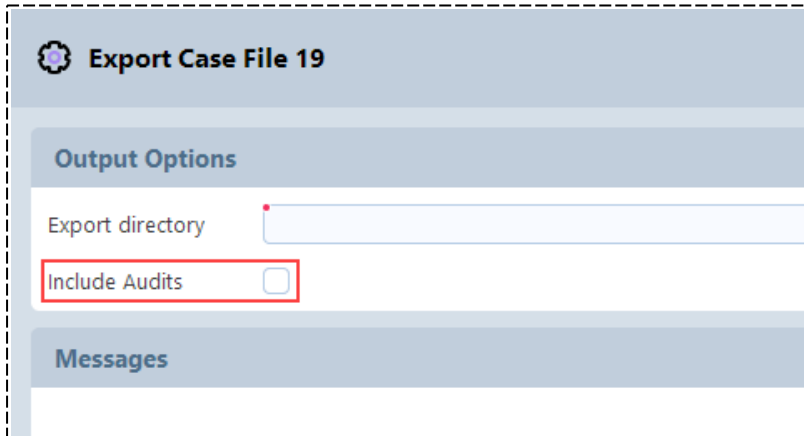
View pinned cases on the **Pinned** sheet of your Home screen, as shown in the following image.



**Note** You can pin an Incident Report to your Home screen in the same way.

## JSON Case Export Option to Include Audit Logs

You can now optionally include audit logs when exporting a case in JSON format, by checking the **Include Audits** check box on the Export screen (highlighted in the following image).



**Note** Including audit logs significantly increases the JSON file sizes and the disk space requirements to wherever the files are output.

## Bulk Upload of Documents and Images

The Create Entities from Files screen, shown in the following image, has been enhanced to provide more flexibility when defining allowed file types and to improve usability.

**Create Entities from Files**

Details Doc Attributes Image Attributes

**Details**

Document file types [Browse] ...

Document type [Document] v

Document relationship [ ] v

Image file types [Browse] ...

Safeguarded

Image type [Image] v

Image relationship [ ] v

**Folder**

<Drag and drop a folder to this screen, or browse> [Browse] Clear

Include sub-directories

**Files** Select all [ ]

Sel	Entity File	Bytes	Date
-----	-------------	-------	------

**Additional Details**

[Image with red diagonal line]

Create Close

**Note** This screen is displayed when you select the **Bulk load documents and images** option from the list that is displayed when you click the **Overflow >>** tab of a source entity.

The **File Type** and **Image types** check boxes have been replaced by a browse button that enables you to specify the allowed file types for documents and images, respectively.

Click the browse button (indicated by the ... points of ellipsis) at the right of the **Document file types** or **Image file types** field. The Select Types screen is then displayed. An example of the Select Types screen for the **Document file types** field is shown in the following image.

Select	Description
<input type="checkbox"/>	.anb
<input checked="" type="checkbox"/>	.csv
<input checked="" type="checkbox"/>	.doc
<input checked="" type="checkbox"/>	.docx
<input type="checkbox"/>	.eml
<input type="checkbox"/>	.htm
<input type="checkbox"/>	.mht
<input type="checkbox"/>	.msg
<input type="checkbox"/>	.pdf
<input checked="" type="checkbox"/>	.txt
<input type="checkbox"/>	.xls
<input type="checkbox"/>	.xlsx
<input type="checkbox"/>	.xml
<input type="checkbox"/>	.xps

Buttons: Select All, OK

Check the check box of each file type that you want to allow for the document or image files. Alternatively, click the **Select All** button, to select all of the available document file types.

After you click the **OK** button, the selected file types are displayed in the appropriate field on the Create Entities from Files screen, as shown in the following image.

**Create Entities from Files**

Details | Doc Attributes | Image Attributes

**Details**

Document file types: .csv .doc .docx .txt

Document type: Document

Document relationship: Referenced By

Image file types:

Safeguarded:

Image type: Image

Image relationship: Referenced By

The following new code tables enable you to maintain a list of the allowed file types for documents and images.

- **Allowed Document File Extensions** code table, which is accessed by selecting **Admin > Code Tables > System > Allowed Document File Extensions**.

- **Allowed Image File Extensions** code table, which is accessed by selecting **Admin > Code Tables > System > Allowed Image File Extensions**.

After you save a new file type to one of the previous code tables, it is then available in the Select Types screen.

The following other changes have been made when specifying file types for documents and images.

- The ability to select file types is now disabled if the case note type (or information report type, and so on) does not allow Document or Image (or both) entities to be assigned.
- Error messages have been reviewed and improved.

## Preferences Change

The ICM 2026 SP1 release includes the following preferences change.

## New Home Screen Options

The Home screen, which is displayed when you first log on to ICM or when you click the **Home** button, displays the calendar, reminders, and your previous logon details by default (highlighted in the following image).

The screenshot shows the ICM Home screen. At the top left is the ICM logo. To its right, it says "Welcome back Tech DOCUMENTATION". Further right is a calendar widget showing "8 JUN". To the right of the calendar are two reminder widgets: "51 New Reminders" and "1 Reviewed Reminders". To the right of these is a logon details box showing "Last logon: 05/06/2026 12:41", "Last logon workstation: HB40725", and "Password last changed: 28/08/2017". Below the logon details is a red "Security Alert" banner with "See Details" and a close button. The main content area is divided into several sections: "Cases" and "Incident reports" with filters for "Pinned", "Mine", and "Recent"; a table of cases with columns for Type, URN, Status, Title, Classification, Last Modified, and Case officer; "Tasks" with buttons for "New", "In Progress", "Overdue", "Rejected", "For Review", and "For Auth"; "Results" with buttons for "For Review", "No Review", "Accepted", and "Rejected"; "Case notes" with buttons for "For Review" and "Rejected"; and a "Noticeboard" with a table of notices including Type, Date/Time, Noticeboard, and Details.

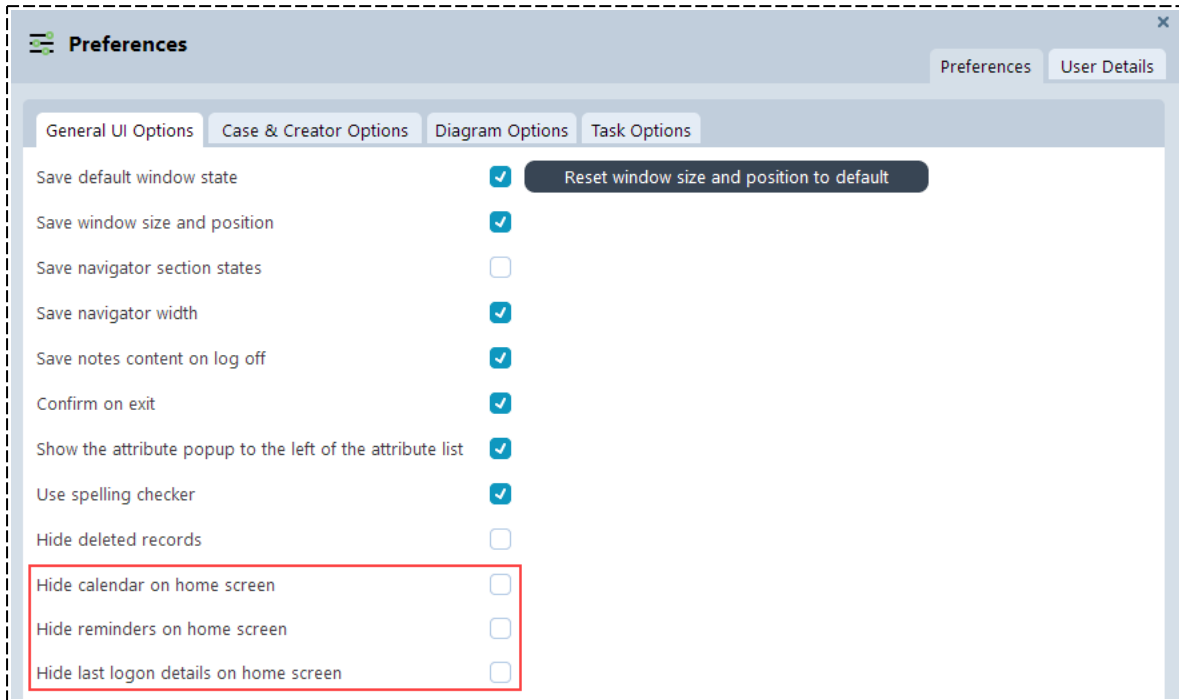
The **General UI Options** sheet of the Preferences screen has the following new check boxes to enable you to configure whether to display the calendar, reminders, or previous logon details on your Home screen.

- **Hide calendar on home screen**, which hides the calendar on the Home screen.
- **Hide reminders on home screen**, which hides the reminders on the Home screen.

**Note** If you hide the reminders, the reminders area is redisplayed if a new reminder is activated.

- **Hide last logon details on home screen**, which hides your last logon details on the Home screen.

The new check boxes on the **General UI Options** sheet of the Preferences screen are highlighted in the following image.

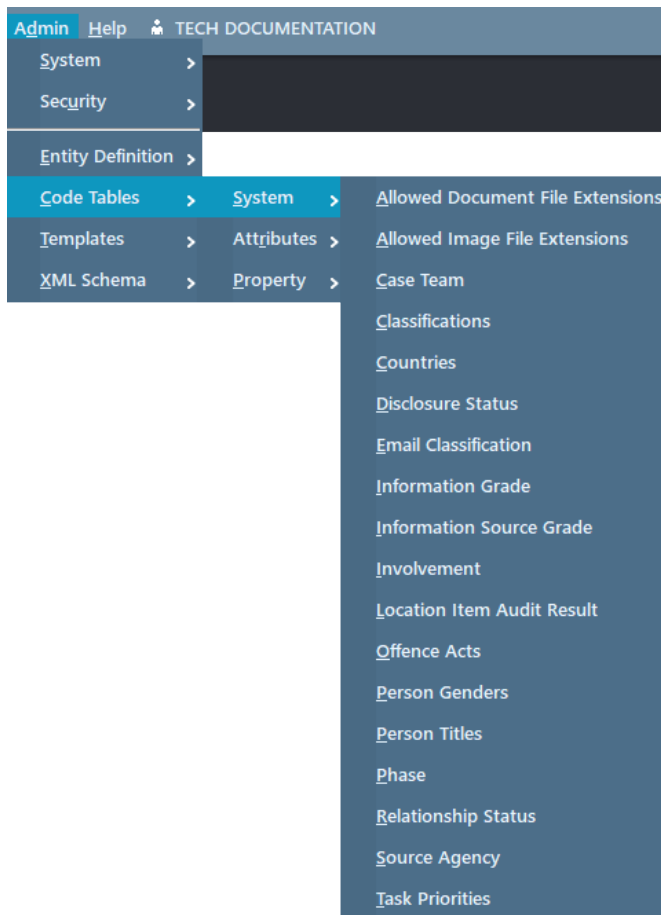


## Administration Changes

The ICM 2026 SP1 release includes the following administration changes.

### Code Table Menu

The System code tables menu has been reorganised. The **Other** submenu branch has been deprecated and all code tables are now displayed in one list, as shown in the following image.



### Maintaining Attributes

This section covers changes to entity attributes and conditions.

#### Attribute Notations

To assist with identifying attribute behaviours, each attribute type in the **Attributes** table on the Entity Attributes screen could be appended with one more of the notations listed in the following table.

Notation	Meaning
(*)	Attribute is mandatory
(**)	Attribute is mandatory only when creating a new entity
(+)	Attribute allows multiple values
(++)	Multiple values disallowed for conditional attribute

The notations are listed in the Legend screen, shown in the following image, which is displayed when you right-click in the **Attributes** table and then select the **Legend** command.

The screenshot shows the 'Entity Attributes' interface. At the top, there is a 'Criteria' section with a dropdown for 'Select entity type' set to 'Person' and a search box for 'Search for attribute type'. Below this is the 'Attributes' section, which lists various attributes under a 'Person' category. A 'Legend' popup window is overlaid on the 'Action (++)' attribute, listing the following notations:

- \* Attribute is mandatory
- \*\* Attribute is mandatory only when creating a new entity
- + Attribute allows multiple values
- ++ Multiple values disallowed for conditional attribute

At the bottom of the interface, there are tabs for 'Details', 'Conditions', 'Security Add/Change', 'Security Delete', and 'Usage (1)'. Below the tabs, there are input fields for 'Category' (set to 'Attribute Name') and 'Description' (set to 'Scars'), along with 'Move' and 'Sequence' buttons.

**Note** The prefixed icons (indicating whether the attribute is conditional or it has optional or mandatory comments) remain unchanged.

## Maintaining Attribute Conditions

The following changes have been made to the Maintain Condition screen.

- For easier and quicker identification, conditional attributes that are selected (checked) are now highlighted with a light-blue background, as shown in the following image.

ICM Maintain Condition

Attribute selected

Nationality

Criteria

Operator is any value

Value

Conditional Attributes

- x Person
  - x Offence (+)
  - x Nationality
  - x Action (++)
  - ✓ Citizenship Details (++)
  - x Alternative Names (\*)
  - x Country of Birth (\*) (++)
  - ✓ National ID (++)
  - ✓ Marital Status (++)

Maintain Values

Delete conditional attributes:

on attribute value change

on attribute removal

Apply Cancel

- Previously, when maintaining a condition, a child attribute that does not have the allow multiple selections option set could be selected. This meant that the edit had to be abandoned so that the child attribute could be edited to allow multiple selections on the Entity Attributes screen before the condition edit could then be restarted. Sometimes this process had to be repeated for several child attributes.

From this release, conditional child attributes can be configured to allow multiple selections directly from the Maintain Condition screen, as shown in the following example.

In this example:

- **Corporate Broker Licence Holder** is the parent attribute.
- **Depot / Warehouse Establishment (Y/N)** is the selected conditional child attribute that is not currently configured to allow multiple selections. When you select this attribute, a screen is then displayed prompting you to confirm whether you want to allow multiple selections for the **Depot / Warehouse Establishment (Y/N)** attribute.
  - Click the **Yes** button, to automatically configure **Depot / Warehouse Establishment (Y/N)** to allow multiple selections.

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**Note** The **Disallow add another for conditional attributes** option is also set to **true**.

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- Click the **No** or **Cancel** button, to leave **Depot / Warehouse Establishment (Y/N)** unchanged.

## Maintaining Relationship Types

The following changes have been made to the Entity Relationship Type Maintenance screen.

- The **Entries** table now displays a **Usage** column, which indicates the number of times each relationship has been used within ICM.
- The new **Show Deactivated/Deleted** slider enables you to toggle the display of relationships that are deactivated or deleted in the **Entries** table.

The new controls are highlighted in the following image.

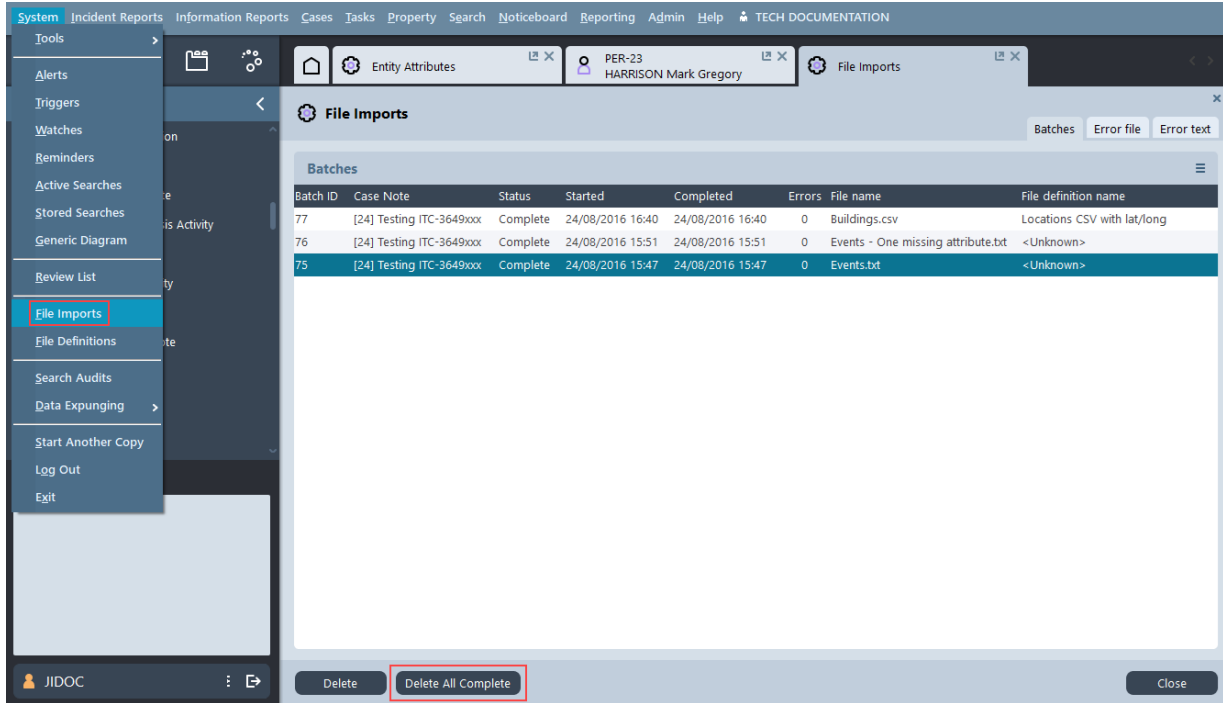
The screenshot shows the 'Entity Relationship Type Maintenance' interface. At the top, there is a 'Filter' section with two dropdown menus for 'Filter entity' and 'Filter inverse', both set to 'All Entities'. Below this is the 'Entries' section, which features a toggle switch labeled 'Show Deactivated/Deleted' (highlighted with a red box). The 'Entries' table has the following data:

Entity	Relationship	With entity	Inverse	Usage
Bomb	is referenced in	Fraud Report	references	0
Case	has Case Notes	Source entity	belongs to Case	102
Case	has Task	Task	belongs to Case	61
Case	has Task Result	Task Result	belongs to Case	40
Case	has Cont Rept		belongs to Case	16
Case	is associated with	Case	is associated with	5
Case	is Referenced (default) in	Default Case Note	References (default)	0

The 'Usage' column values are highlighted with a red box. Below the table is the 'Details' section, which contains form fields for 'Entity' (set to 'Bomb'), 'Relationship' (set to 'is referenced in'), 'Usage hint', 'With entity' (set to 'Fraud Report'), 'Inverse' (set to 'references'), 'Usage hint', 'Start date', 'Finish date', 'Start time', 'Finish time', and 'Deactivated' (checkbox). At the bottom, there are buttons for 'Delete', 'Bulk Import', 'New', 'Save', and 'Close'.

## Deleting File Import Batches

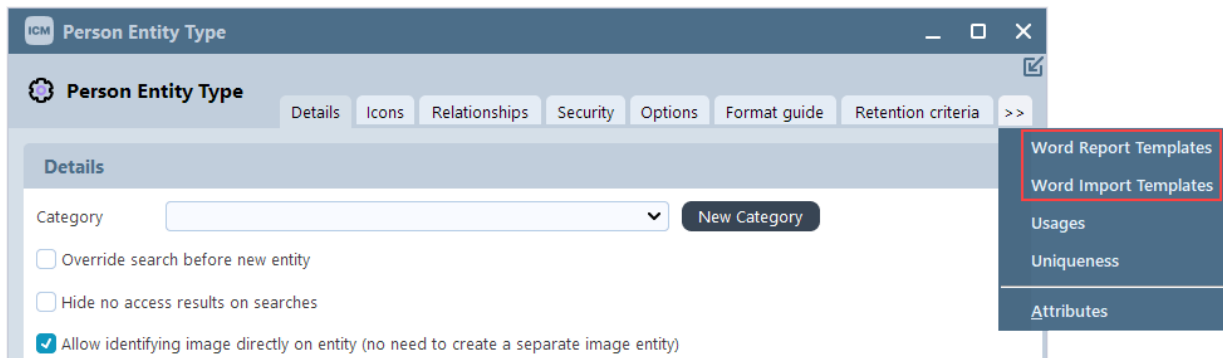
A user with administration permissions can now delete file import batches in bulk (that is, completed batches) by clicking the new **Delete All Complete** button on the File Imports screen, as shown in the following image.



Previously, you could delete file import batches individually only.

## Entity Type Word Reports and Word Import Templates

Previously, the maintenance of Word Report Templates and Word Import Templates shared a single sheet on the Entity Type Maintenance screen. For improved clarity, the Word Report Templates and Word Import Templates are now maintained on separate sheets, which you can access from the **Overflow >>** tab of an entity, as shown in the following image.



If you select the:

- Word Report Templates option, the following sheet is displayed.

Default	Name	Description
Yes	System Default Word Template	System Default Word Template for Person
No	PHB Empty	Empty
No	PHB Blank	Blank
No	PHB 3	3ab
No	PHB5	5
No	steve	steve2
No	PHB44	44
No	PHB66	66
No	s test	s test
No	PHB 2000	PHB Word 2000
No	PHB2007	PHB2007
No	Testing .dotx template	Testing .dotx template
No	Testing dot template	Testing dot template

**Additional Details**

**Expected bookmarks found in template**

- AttributesTable
- Classification
- CommentsTable
- CreatedBy
- DetailsTable
- EntityIdentification
- EntityImage
- ImagesTable
- RelationshipsTable
- ReportTitle
- SourceDocumentsTable
- WarningsTable

**Expected bookmarks missing from template**

- Disclaimer
- Disclaimer
- PrimaryHeader
- ReportLogo

- Word Import Templates option, the following sheet is displayed.

Name	Description
Import Template	Import Template
TK Import	TK Import
s test	s test
Person Import	Person Import

**Additional Details**

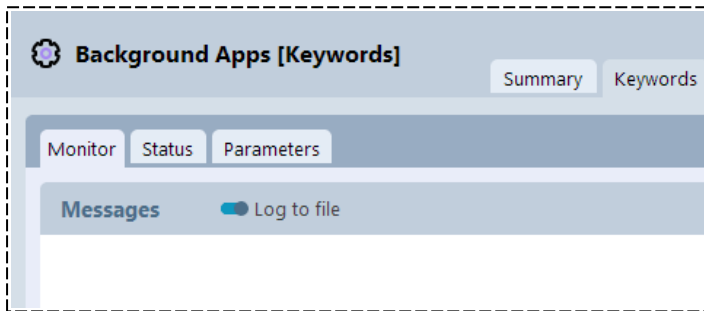
Bookmark	Mapping
Person [Person]	
EyeColour	Physical Description\Eye Colour
FirstName	Person - Given Name 1
Gender	Person - Gender
surname	Person - Surname

## Background Applications Changes

The ICM 2026 SP1 release includes the following changes.

### Application Logging

You can now turn on logging to file for each background application, by sliding the **Log to file** toggle to the **On** position, as shown in the following image.



When logging to file is enabled, all messages that are displayed in the Monitor and Messages areas are logged to a file on the server (an individual file is generated for each background application).

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**Note** Logging would usually be turned off to conserve server disk space.

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### Background Apps [Summary] Screen

The **Summary** sheet of the Background Apps screen has the following changes.

- The **Description** column detail of each background application is now more meaningful.
- The **Status** and **Heartbeat** columns now display more accurate data.

The following image shows an example of the **Summary** sheet of the Background Apps screen.

The screenshot displays a window titled "Background Apps [Summary]" with a close button (X) in the top right corner. Below the title bar, there are several tabs: "Summary" (selected), "Keywords", "Email", "ERP Search", "Active Search", "Alerts", "Audit", and ">>".

The main content area is titled "Background Application Status" and contains a table with the following data:

Application	Description	Status	Heartbeat
Active Search	Evaluates if user activity matches the criteria for any active searches	Started 04/06/2026 14:08	09/06/2026 09:16
Alerts	Sends any alerts which have been generated by user activity	Started 04/06/2026 14:08	09/06/2026 09:16
Audit	Creates audit records for all user activity within the system	Started 04/06/2026 14:08	09/06/2026 09:16
Backup & Housekeeping	Performs the daily backup and housekeeping tasks	Started 04/06/2026 14:08	09/06/2026 09:16
Duplicate Entities	Looks for any duplicate entities which may have been created in the system	Started 04/06/2026 14:08	09/06/2026 09:16
File Importer	Processes any queued file load requests to create or update relevant entities	Started 04/06/2026 14:08	09/06/2026 09:16
Lazy Updater	Performs any deferred upgrade tasks in new releases of ICM	Started 04/06/2026 14:08	09/06/2026 09:16
Keywords	Performs the keyword indexing for all entities in the system	Started 04/06/2026 14:08	09/06/2026 09:16
ERP Search	Performs any non-immediate ERP searches currently queued for processing	Started 04/06/2026 14:08	09/06/2026 09:16
Triggers	Generates alerts if user activity matches any trigger conditions	Started 04/06/2026 14:08	09/06/2026 09:16
Email	Processes all emails which have been queued for sending	Not Running	
ODBC Server	Processes all ODBC queries received by the system	Not Running	

At the bottom right of the window, there are two buttons: "Save" and "Close".