Release Notes

Product: RiskMan

Version: 2309

Overview: This document describes all fixes made to RiskMan version 2309 (release date September 28, 2023)

Last updated: September 28, 2023

Contents

Introduction

This document supplies an overview of new features, and enhancements to existing features, included in RiskMan version **2309**. The earlier released version of RiskMan was 2306.
All new features introduced in a new version of RiskMan are turned OFF by default, unless stated otherwise. This allows for decision to adopt new features, decide who will use the new features and complete change management tasks.

Should you have further questions about the content of this document, please contact RiskMan Support on **+61 3 9686 5456**, or via Support Portal
If you would like to enquire about formal training for any of the features listed in this document, please contact the training team on **+61 3 9686 0009**, or via email: training@rldatix.com.

Application Management

Security Testing

Each release is subjected to automated testing against the 10 known Open Web Application Security Project (OWASP) security vulnerabilities. The top 10 known OWASP security vulnerabilities can be viewed here https://owasp.org/www-project-top-ten/

In the event of a High rated outcome, RLDatix undertakes a risk assessment to ensure any resolution implemented will not result in a negative impact on the application. The vulnerability will either be resolved prior to release, or if unable to be resolved, the vulnerability will be internally managed on the RLDatix APAC Risk Register.

If the event of a medium outcome, then RLDatix will work to resolve the vulnerability, where possible prior to release or if unable, then the vulnerability will be placed on the development pathway.
If the event of a Low or Information Only outcome, RLDatix consider the applicability and if to be resolved included on the product roadmap for future development.

Regression Testing

Regression testing occurs prior to every release and focuses on the likelihood that Bugs may have been reintroduced into the latest version.

Any reintroduced Bugs are resolved, or the feature disabled to enable release, and the Bug managed as part of the development pathway.

Functionality Testing

Functionality testing is completed by RLDatix employees to ensure that all features are working as expected. The results are reviewed, and any issues are resolved prior to release.

New Features and Changes Explained

Enhancements and changes are rated on a scale of 1 to 3 by their significance and need for training. Some enhancements and modifications made to existing system features might be invisible

Significance Scale Explanation

● ○ ○	A small change that would scarcely be noticed, or something has been made much easier than before
● ● ○	A significant change: expansion of existing functionality that may change the way you use the system
● ● ●	A major enhancement or modification that would require proper planning to be rolled out

Need for Training Scale Explanation

● ○ ○	Users may only need to be told about the change; intuitive and simple, so usually no training required
● ● ○	A change that will likely require internal training to ensure proper use; you may pick it up yourself
● ● ●	A change which is highly involved and is likely to require RiskMan training in its proper use

New Features and Changes

Upgraded the Crystal Reports runtime to version 13.0.34

There are no visible changes within RiskMan and reports for users in relation to this upgrade of the component, it has been undertaken to ensure the latest version is used within the background

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Analysis | Reports

Key: RMI-4143

Added a new **Risk Heat Map Version 2** to the risk register which can be enabled via the Can View Heat Map Version 2 permission in the Risk Register User Templates/Profiles.

Improved the display of the Risk Heat Map to provide a better user experience, including the following changes:

- Page width constraint to be added so the page is fixed at 1200px with the outer edges having a light grey background (like the look of the incident form)
- Grid lines on the heat map image are to be changed from white to black
- The mouseover and click events on the **Likelihood** and **Consequence** headings are to be removed
- The mouseover event on the **Risk Rating** values in the information underneath the image is to be removed
- The red text noting the number of recorded risks with no rating is to be centered
- Section headers are to be left-aligned
- The text descriptors for the **Risk Rating** and **Control Effectiveness** section are to have the font size increased so it is easier to read - font to be updated to Arial 12pt as the default
- Updated text in the bottom section around mouseover of a Risk ID
- Clicking on an individual **Consequence** should display a pop-up with the relevant text as per attached mock-up
- Clicking on an individual Likelihood should display a pop-up with the relevant text as per attached mock-up

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Analysis | Heat Map

Key: RMI-8862

Enhanced the Risk Heat Map filter selection. It is now possible to specify which fields are to be displayed as filter conditions via the list **(Risk Register) Heat Map Filter Fields**. An option has also been added to show the scores on the matrix

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Analysis | Heat Map

Key: RMI-8855

Enhanced the Risk Heat Map to display basic information about the risk in the pop-up "Summary Window" which displays when a Risk ID is clicked on.
The fields displayed in this window can be configured by a RiskMan administrator with access to List and Code Maintenance via the new list called **(Risk Register) Heat Map Summary Fields**

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Analysis | Heat Map

Key: RMI-8863

Enhanced the Reports Version 2 Report Library permission window to display the folders in alphabetical order (as per the main library) window instead of the order in which they were created

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Analysis | Report Library

Key: RMI-10041

Enhanced the Data Dictionary to ensure it displays the standard Classifications, Contributing Factors and Journals if they are part of the register

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Administration | Record Management Tools

Key: RMI-10046

Enhanced the audit logging to record the queries which are run via the data tool page

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Administration | Tools and Logs

Key: RMI-9847

Added Audit Log options for logging the use of the Data Import and the ID range of the records which are imported. By default, this option is enabled, however a RiskMan Administrator can disable this via the **Audit Log Settings** list and setting **Data Imported** to **No**

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Administration | Tools and Logs

Key: RMI-9876

Added a new page under the **Administration** > **Tools** > **Migration Tools** menu called **Subform Field Size Migration** which will allow administrators to "reset" the size of the fields in the subform tables to match those defined in the subform configuration. Please note, that this tool will only allow the field sizes to be migrated IF the below conditions are met:

- Subform configuration specifies a maximum size for the field
- Existing data within the fields is below the maximum size for the field
- Changing the sizes of the field will not cause the table to exceed the maximum number of recommended (8060) characters specified across all fields to be exceeded

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Performance | Code-related

Key: RMI-8617

To improve performance when querying specific tables, added additional indexes to the below tables:

- Claims
- IncidentsForReview
- IncidentsForReviewq
- tblUpload

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Performance | Code-related

Key: RMI-9831

Enhanced the AutoSave feature so that it is possible to specify fields within configuration which should NOT be allowed to be auto saved.

The below system fields which users cannot see on the form and are used by the Review History when the Global Setting for **Item Entry Defaults > 85) Display UTC date values in Review History** is enabled, are automatically included in the list of fields which are not allowed to auto-save.

- BrowsrDate
- BrowsrDateTime
- BrowsrDateOffset
- DateBaseDate
- DateBaseDateTime
- DateBaseDateOffset

Please note that this enhancement requires a configuration change. Therefore, you may need to reach out to Support or your Account Manager to request your site's configuration to be modified

The current **AutoSave Loading Ignored Fields** can also still be used

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Record Management Tools | Auto-save

Key: RMI-9522

Enhanced Change History to enable the 'friendly' values to display for drop-down or multi-select fields in the system which store a code in the database. This means that the Change History will now show the same value that the users see when they are looking at the drop-down / multi-select field on the form

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Record Management Tools | Change History

Key: RMI-9711

It is now possible, via a configuration change, to have numeric fields within a subform to store null values if a user has not entered in a value - current behaviour is to store a 0 in the databases if no value is entered by a user. This does NOT impact existing numeric fields in the subforms, as they will continue to store 0 as the default unless the individual configuration for the field is changed.

This requires configuration changes. You may need to reach out to Support or your Account Manager to request your site's configuration to be modified

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Record Management Tools | Configuration

Key: RMI-3004

Enhanced the **Recreate Procedures** page to include an option for users to specify a register they wish to be able to customise the **Distribution List** email for.

This follows on from the enhancement in RMI-9038 available in version 23.03 to customise the distribution list email.

After users have selected the register and clicked on **Generate Register Distribution List**, when they go to the Administration > Tools > Editors > Text Editor Tool and search for GroupKey contains **DistributionList** and locating the register specific version of the Distribution List email to modify. The available [Key] values available, to replace that item are:

- Subject
- Body
- HTMBody
- SubjectNewActive (likely to remain unused)
- BodyNewActive (likely to remain unused)
- HTMBodyNewActive (likely to remain unused)

The below fields are the only replacements fields which are supported in the Distribution List emails and they MUST be added to the Subject / Body / HTMBody in Upper Case text exactly as below:

The below replacement fields can be used in the Subject, Body or HTMBody

[DISPLAYID] - the Display ID of the record

[SINGLENAME] - the name of the Register

The below replacement fields can be used in the Body or HTMBody

[ASSIGNEDBYNAME] - The name of the user who sent the distribution

[DATEASSIGNED] - The date the distribution was sent

[TIMEASSIGNED] - The time the distribution was sent

[TARGETUSERNAME] - The RiskMan username of the user who was sent the distribution

[TARGETDISPLAYNAME] - The display name of the user who was sent the distribution

[TEXTFORDISTLIST] - The "Additional Information" text which has been entered on the Distribution List page when creating the distribution

[GOTOURL] - This will provide a URL link for users to access the distributed record and will take the user to the highest version of the record they have permission to. It is recommended to use this URL option in the emails

[URL] - This will provide a URL link for users to access the distributed record and will always take users to the unposted version of a record as opposed to the highest version of the record they have permission to

The below replacement field can only be used in the Email Subject and is a historical option to display the risk rating

[RISKLEVEL] - the risk rating

In addition, the following replacement field pair can be used to optionally display sections of information only if the items which are placed within this pair contains data:

[STARTMESSAGE] and [ENDMESSAGE] - This is used in conjunction with the "[TEXTFORDISTLIST]" to only display this section if there is additional text which has been entered. For example, if the below is added to the email body, then the hyphens and information about an additional message would only show IF additional text was added to the distribution email

[STARTMESSAGE]--------------------------------

Additional Message from [ASSIGNEDBYNAME]:

[TEXTFORDISTLIST]

--------------------------------[ENDMESSAGE]

The below replacement field can only be used in the Email Subject and is a historical option to display the risk rating

[RISKLEVEL] - the risk rating

The above can be used in conjunction with the following replacement field pair:

[STARTRISK] and [ENDRISK] - This is used in conjunction with RISKLEVEL in the email Subject to only display the Risk Rating information if the record has a risk rating

The below replacement fields can only be used in the "New Active" emails when 'sequential' distribution is enabled:
[DATEACTIVE] - The date which the distribution became active for the user
[TIMEACTIVE] - The time which the distribution became active for the user
[DATEVIEWED] - The date which the distributed user first viewed the record
[TIMEVIEWED] - The time which the distributed user first viewed the record
The above can be used in conjunction with the following replacement field pair:
[STARTDATEVIEWED] and [ENDDATEVIEWED] - This is used for when a user has already viewed an item becoming active
[STARTDATEACTIVE] and [ENDDATEACTIVE] - This is used for when a user became the active user of an item
Significance: ● ○ ○ Need for training: ● ○ ○
Module(s): Record Management Tools | Distribution List
Key: RMI-9139

It is now possible, via a configuration change, to have individual fields within a subform to be exempt from mandatory field checking on submit of a parent record. This does NOT impact the mandatory field checking when creating / editing a subform as this will still occur when you save the subform record. It is only on submit of the parent record that the checking will not occur.
For example, in a Pressure Injury subform you may want users to be forced to complete the **Stage of Pressure Injury** field before they can submit the incident after they have selected the body part from the body part selector, but you may also have a field for **Other care setting** which should only be mandatory if users have selected **Care setting where developed** is selected as **Other**. In this example, when you are saving the incident you want the mandatory checking to ensure the subform fields are completed, but only want the **Stage of Pressure Injury** field to be checked, therefore would add this configuration option to the **Other care setting** field so that it will only be checked if the field is set to "Mandatory" and is visible when the subform itself is saved, and not when the incident is saved

This requires a configuration change; therefore, you may need to reach out to Support or your Account Manager to request your site's configuration to be modified
Significance: ● ○ ○ Need for training: ● ○ ○
Module(s): Record Management Tools | Entry Form
Key: RMI-9260

Enhanced the **Active Settings** option in grid listing pages to also display on the Entered record pages if a user selects **Show archived**

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): Record Management Tools | Listing Pages

Key: RMI-9934

Enhanced background code to have a standardised project for authentication to ensure it is consistent between RiskMan and Roam

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): User Authentication

Key: RMI-8685

Enhanced the SAML logins so that it is now possible to display the "Create New User" page for new users so that they can select additional information such as their Site/Location.

This page will only show in a SAML enabled site if the following global settings have been set as below:

- Users | Authentication | User Control | 5) Auto Create User from Login Prompt = No
- Users | Authentication | User Control | 10) Allow users to create their own Login = Yes
- Users | Authentication | User Control | 40) When users create their own Login, allow them to specify Site Restrictions

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): User Authentication | SAML

Key: RMI-9948

Enhanced the SAML code to eliminate the requirement to manually add connection strings to the web.config in SAML enabled sites

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): User Authentication | SAML

Key: RMI-10128

Modified the page styling on the **My Workspace** > **My Details** page to be consistent with the styling used on other pages within RiskMan

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): User Management

Key: RMI-9795

Roam

Added the Roam Web Services version to be displayed within the settings within the Roam App

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): ROAM | Client Web-services

Key: RMI-9727

Added a message which will allow users to cancel and return to the passkey screen if they try to download a passkey for a register/s which they don't have permission to create records for within RiskMan

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): ROAM | Mobile App

Key: RMI-8504

Added a reset button to the authentication screen which sits beside the **Login** button to be able to go back to the passkey entry screen

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): ROAM | Mobile App

Key: RMI-8508

Added a new Global Settings under the System Values group which will only show if Roam Client Web Services are detected which contain a version number, in order to show the Roam Web Services version

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): ROAM | Mobile App

Key: RMI-9993

Enhanced the Roam Script Builder so that when the **Generate Script** option is used, it now forces users to enter in a new passkey and the URL for the site that the script is to be copied to to ensure that these remain unique across sites. A new Script ID will automatically be assigned upon opening the **Generate Script** page

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): ROAM | Script Builder

Key: RMI-8960

Enhanced background code to have a standardised project for authentication to ensure it is consistent between RiskMan and Roam

Significance: ● ○ ○ Need for training: ● ○ ○

Module(s): ROAM | User Authentication

Key: RMI-8685

Fixes

Resolved an issue in Administration > Document Library which prevented documents from being deleted from the library page
Module(s): Administration | Document Library
Key: RMI-10121

Resolved an issue on the Email Log page which could prevent pagination from working when the grid was grouped by a column
Module(s): Administration | Tools & Logs
Key: RMI-9751

Resolved an issue on the Email Log page which could cause the last column in the grid to hide when any of the other columns were resized
Module(s): Administration | Tools & Logs
Key: RMI-9815

Resolved an issue in the Email Log page which could potentially arise when using Change Columns and selecting / de-selecting multiple columns, where the sort order was not being obeyed
Module(s): Administration | Tools & Logs
Key: RMI-9817

Resolved an error in the Error Log page which was only visible if the developer console was open - this error was not impacting any functionality on the page
Module(s): Administration | Tools & Logs
Key: RMI-9855

Resolved an issue in the Email Log Change Columns page which prevented the changes users made when using the **Edit** option to relabel their columns from being reflected in the grid
Module(s): Administration | Tools & Logs
Key: RMI-9990

Resolved an in the Alerts Management Version 2 page with the formatting of the tooltips visible when you hover over the icons in the toolbar
Module(s): Alerts | Alert Management Grid
Key: RMI-10022

Resolved an issue in the Alerts Management Version 2 page where the background and page and toolbar were not disabled when the following windows are opened:

- Alert Status
- Change Columns
- Import Alerts
- Views

Module(s): Alerts | Alert Management Grid

Key: RMI-9729

Improved the code for showing any VAHI technical error messages for records which failed transmission

Module(s): VHIMS2 | API

Key: RMI-9984

Resolved an issue with the Homepage when working on a smaller screen and there are a large number of shortcut / draft records where users were unable to click on the **X** to delete the shortcut/draft due to the description tooltip appearing over the **X**

Module(s): Homepage | Shortcuts

Key: RMI-9880

Resolved an issue with autosave which only occurred if on a new record, when NONE of the fields were filled in but a journal was added, where upon opening a new record the autosave message was not displayed even though a journal had been added to a blank record

Module(s): Record Management Tools | Auto-save

Key: RMI-9328

Improved the performance of autosave for performing the check if a user has an autosave record which needs to be opened or not

Module(s): Record Management Tools | Auto-save

Key: RMI-9982

Resolved an issue in the Change History functionality to ensure it correctly caters for fields in sections which do not have a **Hide Section** field, and the section above is set to hidden

Module(s): Record Management Tools | Change History

Key: RMI-10076

Resolved the display of Time fields within the Change History to ensure the time is displayed in 24-hour format as per the display on the form

Module(s): Record Management Tools | Change History

Key: RMI-10108

Modified the **Recreate Procedures** functionality so that when it is run it will now set all varchar fields in subforms to an empty string, replacing any NULL values
Module(s): Record Management Tools | Configuration
Key: RMI-10020

Enhanced the subform code for drop-down fields so that it is now possible to disable / delete old values within list and code maintenance, and for these values to be retained in any records which have already used them. Users can edit their subforms and the old disable / deleted value will be retained unless they click on the specific drop-down field and change the value
Module(s): Record Management Tools | Configuration
Key: RMI-9230

Resolved an issue in Distribution Lists which prevented users with an apostrophe in their name from sending a distribution
Module(s): Record Management Tools | Distribution List
Key: RMI-10107

Resolved an issue with the Incident inbox which could occur when users tried to filter on the Sentinel Event field using the **Like** or **Begins with** operators
Module(s): Record Management Tools | Listing Pages
Key: RMI-6366

Resolved an issue with the "Active Settings" option on the grid listing pages where it was incorrectly showing when the only option selected was **Allow rows to expand vertically**. This setting is now excluded from determining if "Active settings" should be shown, as it is not limiting / filtering the records in the grid which is the intention of the setting - to let users know they have filtering on the grid
Module(s): Record Management Tools | Listing Pages
Key: RMI-9877

Resolved an issue in the grid listing pages when the **Custom Functions** has options set up to ensure that after clicking on an option which opens another window the list disappears
Module(s): Record Management Tools | Listing Pages
Key: RMI-9944

Resolved an issue with **Feedback Version 1** and the **Go To** whereby it was always trying to open a record from the **Entered Feedback** page irrespective of the user's permissions and therefore caused some users to receive a "denied access" message even though they were able to locate and open the record in the Feedback Inbox
Module(s): Record Management Tools | Old Feedback
Key: RMI-9921

Resolved an issue when reviewing records with the **Printer Friendly** button not resizing dynamically to display the label correctly which has been specified by an administrator in **Global Settings**
Module(s): Record Management Tools | Review Form
Key: RMI-9890

Resolved an issue in Old Feedback where the message displayed when a user was denied access to a record was not encoding the html tags for line breaks and instead printing them on the page
Module(s): Record Management Tools | Review Form
Key: RMI-9987

Resolved an issue which prevented journals from being deleted from draft / shortcut records. A user can now mark a journal for deletion, and it will be assigned a status of **Deleted** and only deleted from the record when it is submitted to RiskMan as an 'active' record - i.e. is no longer draft / shortcut
Module(s): Record Management Tools | Shortcuts
Key: RMI-9874

Resolved an issue in Reports with the XLSX Grid Format for date fields to ensure that when the field is populated it displays in the format of DD MMM YYYY
Module(s): Analysis | Customise Layout
Key: RMI-10088

Resolved a display issue in Reports version 2 in the **Run Report** window which caused the File Format drop-down values to be mis-aligned with the field
Module(s): Analysis | My Reports
Key: RMI-9724

Resolved an issue in Reports version 2 when saving a report to My Reports or the Library where it wasn't displaying the warning message when trying to save to the root folder that another folder needs to be selected
Module(s): Analysis | My Reports
Key: RMI-9953

Resolved an issue in the Report Library where users with access to the top-level **Report Library** folder were unable to see all of the sub-folders in the Library
Module(s): Analysis | Report Library
Key: RMI-10033

Resolved an issue in Reports version 2 where the page and toolbar were not being disabled whilst users had the Report Library Permissions window open which meant you could accidentally click on the page behind or the Create Report option
Module(s): Analysis | Report Library
Key: RMI-9728

Resolved an issue in Reports version 2 which meant that sub-folder names in the My Reports or Report Library weren't wrapping based on the column width resulting in the names not being fully visible
Module(s): Analysis | Report Library
Key: RMI-9770

In Reports version 2 within the Scheduled Reports window, renamed the column **Most Recent Run Time** to **Last Scheduled Run Time** to more accurately reflect the data presented in this field which is purely around the scheduled running of the report, and not when users click on the **Generate Now** option
Module(s): Analysis | Scheduled Reports
Key: RMI-9547

Resolved a display issue in Reports version 1 in the **Manage Report Schedules** window which caused the File Format drop-down values to be mis-aligned with the field
Module(s): Analysis | Scheduled Reports
Key: RMI-9763

Resolved an issue in Reports version 2 when creating / editing the schedule reports on a smaller screen (e.g. laptop) by adding a scroll bar to ensure it is possible to view all of the information if it doesn't fit on the screen
Module(s): Analysis | Scheduled Reports
Key: RMI-9765

Disabled the debugger on the **Generate Workbook Reports** page, which was accidentally enabled, and only visible if users had the developer console open. This has no impact on functionality, just forced users to press **continue** if they had the console open whilst using the page
Module(s): Analysis | Workbook Reports
Key: RMI-10123

Disabled the debugger on the **Linked Network Account** page, which was accidentally enabled, and only visible if users had the developer console open. This has no impact on functionality, just forced users to press **continue** if they had the console open whilst using the page
Module(s): User Authentication | LDAP
Key: RMI-10021

Disabled the debugger on the **Manage Delegates** page, which was accidentally enabled, and only visible if users had the developer console open. This has no impact on functionality, just forced users to press **continue** if they had the console open whilst using the page
Module(s): User Management | Delegation
Key: RMI-9939

Resolved a dev console error in the User Profile Subform permissions which was only visible if the browser dev console was open. This error was not impacting setting up and saving subform permissions
Module(s): User Management | User Profiles
Key: RMI-10058

Known Issues

The current component used to take the heat map image may cause issues whereby it does not always work which can result in a blank image instead of the heat map image. For example, it is known that the image can only be produced if IIS is set up to use Anonymous Authentication and does not work with Basic Authentication
Module(s): Analysis | Heat Map
Key: RMI-10122

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