# eCASE Platform

# Release Notes

**v11.3.9**

February 2025

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## Notice of Rights

## Notice of Liability

## Notice of Trademarks

## Non-Disclosure Statement

## Additional Notice

# Product Enhancements

## 1.1 Customer Community Access from Help Menu

*ID# 99065*

You can now access the Customer Community from the Help Menu in eCASE, providing direct access to knowledge base articles, help desk assistance, and other resources.



## 1.2 Hide Journal Entry Comments

*ID# 96951*

We've added the option to hide journal entry comments from the print Action History log.

Navigate to **eCASE Administration > Applications**, then select the app you'd like to configure and click **App Designer**. Next, select the case type you want to update from left hand navigation bar. Open **Case Features,** then navigate to the *Tabs and Toolbar* section. Here, you'll find options for the Journal Entry tab. Select the *Hide Journal Entry comments in print Action History log* to disable journal entry comments.

## 1.3 Global Events: Merge Contact

*ID# 97230*

A Merge Contact option has been added to Global Events to support Audit and Investigations workflows.

## 1.4 Attachment Recycling

*ID# 96294*

We've enhanced the attachment recycling process. Previously, when an attachment was deleted, any workflow processes associated with the attachment would be deleted. This caused issues when an attachment was restored. Now, workflow processes are preserved until an attachment is purged or the recycle bin is disabled.

## 1.5 Character Limit

*ID# 97159*

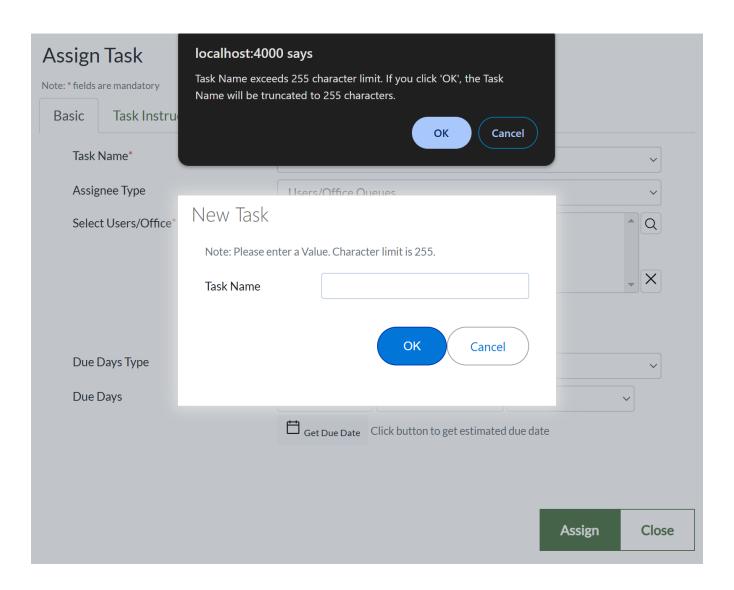A new note appears on the Assign Task page to indicate the 255 character limit. If a new task name exceeds the limit, a confirmation message asking if you want to proceed with a truncated task name.

## Assign Task

Note: * fields are mandatory

| Basic | Task Instru... |
|-------|----------------|

Task Name*

Assignee Type                    Users/Office Queues

Select Users/Office*

Due Days Type

Due Days

### New Task

Note: Please enter a Value. Character limit is 255.

Task Name        [                    ]

OK        Cancel

**localhost:4000 says**

Task Name exceeds 255 character limit. If you click 'OK', the Task Name will be truncated to 255 characters.

OK        Cancel

Get Due Date    Click button to get estimated due date

Assign    Close

# Bug Fixes

We've addressed the following issues in eCASE v11.3.9:

| ID | Description |
|---|---|
| **99449** | Improvements for JAWS screen reader related to sorted repeating tables. |
| **99941** | Resolved an issue causing a redirect error in eCASE Admin. |