

Release Notes

Product: DatixCloudIQ

Version: DCIQ.2025.R4.5

Overview: This document describes all major enhancements and fixes made to DatixCloudIQ.

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New Features And Changes

Ability to copy a single record in all modules

In "Configuration parameters" under "User configuration" and "Profiles", in the "Allow user to copy records for this module?" dropdown list for all modules, we added a new option called "Allow single copy" that allows administrators to enable users to create a single copy of one or more records. When this option is enabled, creating more than one copy of a record or set of records is automatically unavailable. If creating multiple copies is enabled, DCIQ displays the first 20 copied records due to pagination limits, but users can search for additional copies as required.

Reference Number: 192084

Release: DCIQ.2025.R4

COVID-19 resource button removed from all navigation in DCIQ

We removed the COVID-19 resource button from all navigation in DCIQ. We also removed all related environment variables.

Reference Number: 299195

Release: DCIQ.2025.R4

Ability to email Max Harm fields for LFPSE

DCIQ now allows the new "Max Harm" fields to be included as variables in "Capture" email notifications for LFPSE. This enhancement ensures notifications can display the maximum harm recorded on an incident when multiple people are affected.

Reference Number: 299567

Release: DCIQ.2025.R4

Customisable contributory factors framework values in "Investigation" and "Enterprise Risk Manager"

We introduced the ability to fully configure the "Contributory Factors Framework" used in both "Investigation" and "Enterprise Risk Manager" modules. Organisations can now tailor "Contributory Factors Framework" values to meet their specific needs, including defining parent-child relationships between factors for more structured categorisation. Once configured, these values are available for selection within "Investigation" to align with local requirements. The "Contributory Factors Framework" is shared between the "Investigations" and "Enterprise Risk Manager" modules. This enhancement replaces the legacy Datix-based framework, which is no longer supported.

Reference Number: 306459

Release: DCIQ.2025.R4

Customisable "Investigation" workflow statuses

DCIQ allows users to customise workflow statuses in "Investigation" to match their organisation's needs. Administrators can relabel existing statuses, add up to eight new ones, disable or reinstate statuses, and reorder them for better workflow control. Disabled statuses will make related records inaccessible, but reinstating them restores access. The "Rejected" status remains available and can be reordered. Users are able to customise the statuses in field maintenance.

Reference Number: 306460

Release: DCIQ.2025.R4

Customisable "Investigation" timescales

Previously, due dates in "Investigation" were hard-coded to a fixed time period. To accommodate varying organisational needs across different regions, DCIQ now allows configuration of "Investigation" timescales. Administrators can set a custom value, which will be added to the investigation's created date. Please note that changes apply only to new "Investigation" records. Existing records will retain their original timescales. This feature takes working days and public holidays into account.

Reference Number: 306466

Release: DCIQ.2025.R4

Customisable terminology in "Investigation"

Administrators can now change the default labels in the "Investigation" module to match their organisation's terminology. Once updated, the new labels replace the original text throughout the module, including menus, banners, and record details. This helps ensure the system aligns with local processes and language preferences.

Reference Number: 306492

Release: DCIQ.2025.R4

View source record ID and link on event cards

Previously, only the originating record's reference was visible on an event in the "Investigations" module, which made it harder for customers who use IDs as their primary key. Users had to copy the reference and search manually in "Capture" to find the source record. As of this release, the event card now displays the originating record ID alongside the reference. DCIQ also displays a clickable link to the source record at the bottom of the card. The link opens the record in a new tab. If users do not have permission to view the record, DCIQ displays the standard permission error message.

Reference Number: 306532

Release: DCIQ.2025.R4

Link multiple incidents to a single investigation

The NHS Patient Safety Incident Response Framework (PSIRF) encourages organisations to broaden the scope of investigations by reviewing groups of similar incidents together, rather than performing detailed investigations into individual incidents. To support this approach, DCIQ now allows users to link multiple incidents or events to a single investigation record via the linked events panel by using either ID or query. It also allows them to link new events to an existing investigation, reassign events from one investigation to another, or unlink events from investigations when needed. When searching for investigations to link, users can use either the investigation ID or title. DCIQ controls access by the user's security group permissions. If they do not have permission to view a record, DCIQ displays the standard permission error message.

Reference Number: 306533

Release: DCIQ.2025.R4

DCIQ synchronises "Investigations" record data to new "Incidents" fields

DCIQ now synchronises "Investigations" record data directly to "Incidents" records through new read-only fields that show the "Investigation status", "Investigation ID", and "Investigation reference". DCIQ populates these fields automatically and does not allow users to edit them from the "Incidents" form. It allows users to link them to more than one investigation, and displays them in a table where selecting an investigation opens it in a new tab. If multiple incidents are linked to the same investigation, when users make updates on the investigation record, DCIQ syncs them back to all related incidents. Access to linked investigations follows existing permission rules, and DCIQ displays an error message to users without permissions.

Reference Number: 306534

Release: DCIQ.2025.R4

Updated navigation bar and header colours

We have refreshed the colour palette for the main navigation bar and header across the DCIQ space. This is the first step towards creating a more unified look and feel across RLDatix solutions, following our brand guidelines.

Reference Number: 310386

Release: DCIQ.2025.R4

Login screen design update

The following screens now reflect the updated branding, including logo, colour scheme, and font: main login screen, local user login screen, inactivity/logged out screen, and the delegations screen.

Reference Number: 310387

Release: DCIQ.2025.R4

Link multiple incidents to an investigation

Users can now link more than one incident or event to a single investigation. A new table on the investigation record displays all linked incidents with full location and service details. Each row includes a link to the source record, which remains active even after the Investigation is closed. DCIQ allows users to sort linked events by column, view a summary card by clicking a row, and see truncated descriptions up to 500 characters. When linking by query, the system warns users if multiple records will be added and prevents linking more than 50 records at once. Only queries owned by the user or available to all users can be selected.

Note: DCIQ only allows linking of capture records to which the user has access.

Reference Number: 310657

Release: DCIQ.2025.R4

Configurable overdue and reminder risk review notifications

DCIQ now allows admins to configure how many days after the review date the system sends an overdue risk review notification. By default, the system sends this notification 1 day after the review date, and admins can change this in "Notification Centre > Configure Overdue Notifications > Overdue Days". We've also added the ability to customise how many days in advance the risk reminder emails are sent. By default, the system sends this notification 2 days before the review date, and admins can change this in "Notification Centre > Configure Overdue Notifications > Overdue Days" using the new "Notification Centre > Configure Overdue Notifications > Reminder Days" setting.

Reference Number: 311475

Release: DCIQ.2025.R4

Control ERM email notifications

DCIQ now allows users to manage email notifications from the ERM module at both user and group level. When disabled, the selected user(s) will not receive any emails from ERM. Otherwise DCIQ sends the emails by default.

Reference Number: 316630

Release: DCIQ.2025.R4

"Contributory Factors Framework" customisation feature only available to system admins

DCIQ now limits access to the "Contributory Factors Framework" customisation feature to system administrators. This functionality was originally intended to be available to system administrators only, but was visible to local administrators. Now, only system administrators can view and manage these configuration settings.

Reference Number: 362995

Release: DCIQ.2025.R4.3

Fixes

Unable to add images to "Field Help"

We resolved a regression issue that prevented users from adding images to the "Field Help" in form design.

Reference Number: 87012

Zendesk: 432732

Release: DCIQ.2025.R4

DCIQ displayed an error message when a user searched for a contact internally on a DIF1 form

Prior to this release, when a user was searching for a contact internally on a DIF1 form, DCIQ displayed an error message. The issue occurred for users allowed to search by "Date of Birth" by setting only the "Choose which fields to search on" to con_dob in "Capture Configuration", which is affecting the CON_PAS_CHK and CON_PAS_CHK_FIELDS=con_dob globals, or by setting both this and the global CON_MATCH_CRITERIA_1=con_dob. We resolved this issue.

Reference Number: 105169

Release: DCIQ.2025.R4

DCIQ did not open links in a new tab

Prior to this release, when a user clicked a link in a DIF1 form, DCIQ took them out of the system instead of opening the link in a new tab, so they had to use the back arrow on the browser to return to DCIQ. We resolved this issue.

Reference Number: 116208

Zendesk: 529592

Release: DCIQ.2025.R4

DCIQ allowed users access to all actions on the "Actions" dashboard

Prior to this release, users who had the ACL rule "Access to Actions Linked to other records" could access all the actions on the "Actions" dashboard. We resolved this issue.

Reference Number: 177864

Zendesk: 834261

Release: DCIQ.2025.R4

DCIQ did not include all data in an exported crosstab report

Prior to this release, when an admin exported a crosstab report from the "Incidents" module using the report designer, in the Excel file, DCIQ did not include all data shown in the designed report. This discrepancy confused and prevented users from accessing complete data outside the system. We resolved this issue.

Reference Number: 213528

Zendesk: 907622

Release: DCIQ.2025.R4

DCIQ was sending risk overdue emails when the risk was already reviewed

Prior to this release, DCIQ was sending emails that a risk was overdue even though it was already reviewed. We resolved this issue.

Reference Number: 213912

Zendesk: 908179

Release: DCIQ.2025.R4

DCIQ kept sending overdue emails after the user closed an active risk in the ERM module

Prior to this release, when a user closed an active risk in the ERM module, the system continued to send overdue emails for the same risk record. We resolved this issue.

Reference Number: 255749

Zendesk: 965153

Release: DCIQ.2025.R4

Error when downloading the CSV pre-merge report using the "Contact Merge" criteria

Prior to this release, when a user completed a search for duplicate contacts using the "Contact Merging" criteria that returned a larger number of duplicates, DCIQ failed to download the CSV pre-merge report and displayed an "Unknown" error message. We resolved this issue. This item also relates to items no.168245 and 196626.

Reference Number: 271056

Zendesk: 983262

Release: DCIQ.2025.R4

DCIQ displayed errors after changing a recommendation's status

Prior to this release, when a user changed a recommendation's status and clicked "Save", DCIQ displayed three error messages before saving the change. We resolved this issue.

Reference Number: 310441

ALM: PRB0033154

Release: DCIQ.2025.R4

DCIQ displayed an unexpected section on a DIF2 form

Prior to this release, DCIQ incorrectly displayed a custom section on the DIF2 form when a location was selected, even though no action triggered it. This section contained mandatory fields, which prevented users from saving the record and progressing it through the review process. In addition, the section did not appear immediately after the form action was triggered. Instead, it only appeared once the record was saved. We resolved these issues.

Reference Number: 319770

Release: DCIQ.2025.R4

DCIQ continued sending risk reminder emails for closed risks

We resolved an issue where DCIQ continued sending risk review reminder emails even after a risk was closed.

Reference Number: 325692

Zendesk: 965153

Release: DCIQ.2025.R4

Merge template failed when roles were missing

Prior to this release, when running a merge template that included roles not present in the record, DCIQ displayed an error instead of leaving those merge fields blank. If the record contained only 2 out of 3 roles, the merge failed with an error. The moment all required roles were added, the merge worked as expected. We resolved this issue. The merge template now runs successfully even if some roles are missing, and any fields linked to unavailable roles remain empty.

Reference Number: 319821

Zendesk: 1051319

Release: DCIQ.2025.R4.1

Error when merging templates in the "Safeguarding" module

Prior to this release, when users attempted to merge a template with an attached document in the "Safeguarding" module, DCIQ generated an error instead of completing the merge. This occurred even when the correct template was selected and the merge process was initiated. We resolved this issue.

Reference Number: 334520

Zendesk: 1072491

Release: DCIQ.2025.R4.1

DCIQ incorrectly stored the value in the "Treatment" field in the "Person Affected" form

Prior to this release, in the "Person Affected" form, when users selected a value in the "Treatment" field, DCIQ stored the value as "0" instead of the selected option. We resolved this issue.

Reference Number: 351092

Zendesk: 1094876

Release: DCIQ.2025.R4.2

Following record links in notifications emails caused an error

Prior to this release, when users followed a record link in a notification email while logged out, instead of opening the intended record, DCIQ displayed an error after they logged in via domain. We resolved this issue.

Reference Number: 356109

Zendesk: 1105225

Release: DCIQ.2025.R4.2

Error message when local administrators accessed the "Main Audit"

We resolved an issue in "+ > System Admin > Audit Log" where DCIQ displayed an error message when Local Administrator users tried to access the "Main Audit".

Reference Number: 317488

ALM: DFCT0066722, PRB0039872

Release: DCIQ.2025.R4.3

Unable to close a "Feedback" record

Prior to this release, in "Feedback", when a user tried to close a feedback record after they filled in all mandated fields, DCIQ displayed an error message. The error occurred even when the user changed the status to "Approved" and selected "Save". We resolved this issue.

Reference Number: 336664

Zendesk: 1075271

Release: DCIQ.2025.R4.3

DCIQ did not apply local time configuration in DES extracts

We resolved an issue where DCIQ used Coordinated Universal Time (UTC) instead of the configured local time when running Data Extraction Service (DES) extract jobs, which caused extract files to be generated 11–14 hours later than expected instead of appearing in the next scheduled local cycle.

Reference Number: 348051

Release: DCIQ.2025.R4.3

DCIQ did not display sections on DIF2 forms after saving

We resolved an issue where DCIQ failed to display sections triggered by section actions on DIF2 forms when users reopened saved records, even though the trigger values were previously saved. This item also relates to item no. 361213.

Reference Number: 351442

Release: DCIQ.2025.R4.3

Error when a user tried to save an investigation for an event

Prior to this release, when users tried to update an investigation created from an event, DCIQ displayed an error and did not save the investigation. We resolved this issue.

Reference Number: 354138

Zendesk: 1101721

Release: DCIQ.2025.R4.3

ERM-14 error for Level 4 users and Local Admins in the "Actions" module

Prior to this release, some users and admins in the "Actions" module were unable to view incidents with actions, even though they had the correct access rights. DCIQ displayed an ERM-14 error. We resolved this issue.

Reference Number: 354781

Zendesk: 1102964

Release: DCIQ.2025.R4.3

Error when users tried to publish a draft in "Locations"

Prior to this release, in "Locations", when users edited a draft that contained a large location tree and tried to publish it, DCIQ displayed an error. We resolved this issue.

Reference Number: 359157

Zendesk: 1110490

Release: DCIQ.2025.R4.3

Users were unable to add "Contributory Factors" to an "Investigations" record

We resolved an issue where DCIQ displayed an error and prevented users assigned to an "Investigations" record from adding "Contributory Factors" to the record.

Reference Number: 373487

ALM: DFCT0068944

Release: DCIQ.2025.R4.4

DCIQ displayed "No codes available" in some dropdown fields in "Redress"

Prior to this release, in the "Redress" module, the "Reason for Rejection", "Type of Advice", and "Reimbursable" dropdown fields displayed the message "No codes available" even though valid codes were configured in "Code Setups". This prevented users from selecting a reason for rejection. The fields worked as expected in other modules. We resolved this issue.

Reference Number: 382389

Zendesk: 1139227

Release: DCIQ.2025.R4.5

Previous values restored in multi-coded UDFs after save

Prior to this release, in multi-coded user-defined fields (UDFs), DCIQ did not allow users to remove all values from a field. When users cleared the field and saved the record, DCIQ restored the previously saved value, even when the field was not mandatory and had no default value. We resolved this issue.

Reference Number: 384347

Zendesk: 1142183

Release: DCIQ.2025.R4.5

NOTE: We no longer include Known Issues in the release notes. Please find the Known Issues on the Customer Portal.

ADDITIONAL INFORMATION: The RLDatix Academy contains video demonstrations that illustrate some of the new features in this release. [Visit the Academy](#) to browse all available video demonstrations.



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