

Cúram V8.2.0.0 Enhancements

Cúram 8.2 Enablement Material
July 2025

© 2025 Merative



Hello and welcome to this deep dive presentation that introduces the enhancements to Cúram that are available in 8.2.0.0

Agenda

Overview of Cúram V8.2 Enhancements

Accessibility Improvements and Updates

Technical Security Enhancements

Rich Text Editor Upgrades and Benefits

Improvements in Installer and Modern Java Support

Review of Deferred Tasks Functionality



There is new legislation both in the US and Canada designed to ensure that users with accessibility needs receive equal access to the systems available to them.

In the US, a new rule was finalized revising Title II of the Americans with Disabilities Act. The rule requires that US state and local governments make their websites and mobile applications accessible for people with disabilities and comes into effect in April 2026.

In Canada, there's the Accessible Canada Act (ACA) which came into force in 2019. The overarching goal of the ACA is to realize a barrier-free Canada by 2040. The legislation benefits all Canadians, especially persons with disabilities, through the proactive identification, removal and prevention of barriers to accessibility.

This section details the Accessibility Improvements now available in 8.2.0.0 in the Caseworker Application

Accessibility Improvements

Recent updates improve accessibility throughout the Cúram application. Enhancements include increased font size and weight for better readability, along with improved support for screen readers and keyboard navigation.

© 2025 Merative

These changes will benefit many different types of users of the system.

The following sections detail before and after screens and descriptions (where applicable).

Note: If a client has customized any of the pages mentioned, these changes made by Merative will need to be taken into consideration in that client's code.

Refer to the External Release Notes for additional details for any of the items listed below.

4

The following sections of this enablement material details before and after screens and descriptions, where applicable.

In addition, you will also find some technical details regarding the improvement made and if any specific upgrade steps are required to take advantage of the improvements.

If a client has customized any of the pages mentioned in the technical details' sections, these changes will need to be taken into consideration in the client's code.

To read additional information about any of the improvements, refer to the External Release Notes.

List of Accessibility Improvements

1. The font size in the Cúram Caseworker application has been increased to improve readability.
2. Evidence Dashboard accessibility enhancements:
 - a. The button to add new evidence is now visible by default and no longer requires any user interaction to display.
 - b. Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads.
 - c. The colour contrast between text and background in the Display Evidence Group dropdown menu have been enhanced to meet contrast standards when items receive focus.
 - d. Evidence Dashboard screen reader improvements have been made.
3. Aria labels used to clear a selected field or open a drop-down menu now provide clearer, more descriptive context to assist users.
4. The Appeals Case column header now meets minimum color contrast requirements.
5. Focus outlines are now clearly visible when the error message receives focus.
6. Focus outlines are now clearly visible when navigating to the email address in the Employer context panel using a keyboard.
7. Focus is clearly visible when navigating filtered combo box values at 200% zoom.
8. Focus is clearly visible when user navigates to selected checkboxes and radio buttons in IEG.
9. Focus is shown when navigating through the options in the Month drop-down in the Calendar widget.
10. List tables with action menus now include a visible "Actions" column header for clarity.
11. Additional improvements for screen reader users.

© 2025 Merative

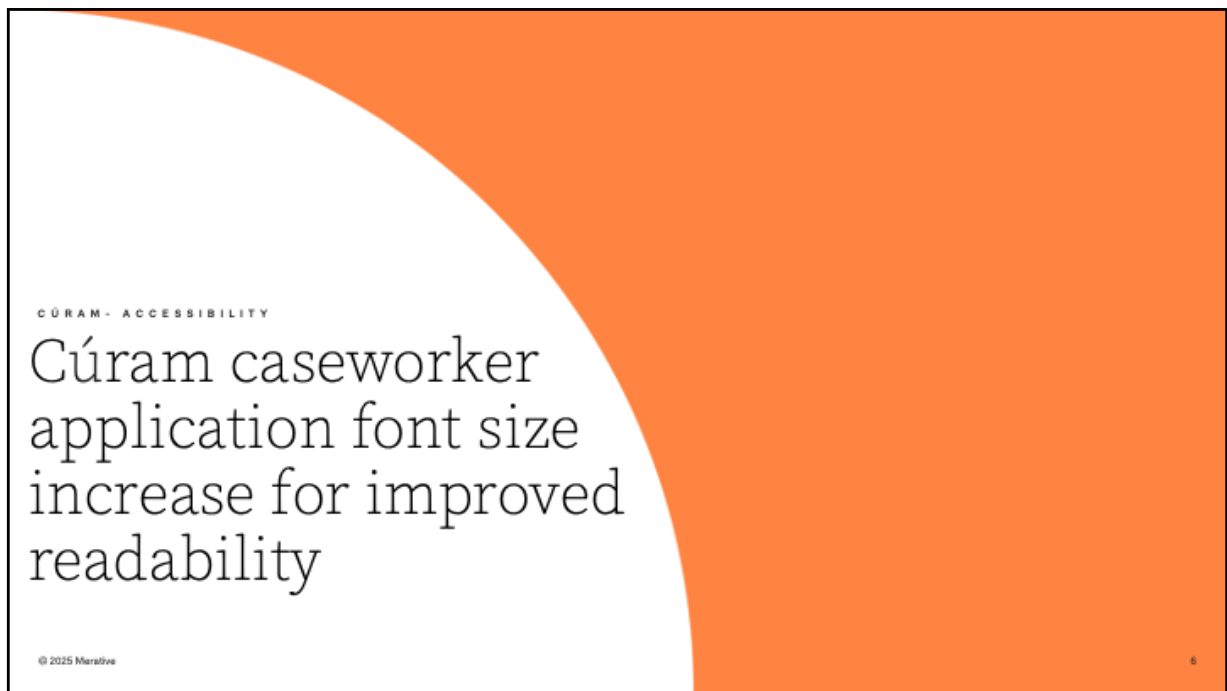
5

List of Accessibility Improvements

1. The font size in the Cúram Caseworker application has been increased to improve readability.
2. Evidence Dashboard accessibility enhancements:
 - a. The button to add new evidence is now visible by default and no longer requires any user interaction to display.
 - b. Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads.
 - c. The colour contrast between text and background in the Display Evidence Group dropdown menu have been enhanced to meet contrast standards when items receive focus.
 - d. Evidence Dashboard screen reader improvements have been made.
3. Aria labels used to clear a selected field or open a drop-down menu now

provide clearer, more descriptive context to assist users..

4. The Appeals Case column header now meets minimum color contrast requirements.
5. Focus outlines are now clearly visible when the error message list receives focus.
6. Focus outlines are now clearly visible when navigating to the email address in the Employer context panel using a keyboard.
7. Focus is clearly visible when navigating filtered combo box values at 200% zoom.
8. Focus is clearly visible when user navigates to selected checkboxes and radio buttons in IEG.
9. Focus is shown when navigating through the options in the Month drop-down in the Calendar widget.
10. List tables with action menus now include a visible "Actions" column header for clarity.
11. Additional improvements for screen reader users .



The font size in the Cúram Caseworker application has been increased to improve readability

Based on customer feedback, the font size in key areas of the caseworker application has been increased from 12px to 14px to improve readability. This update supports accessibility and aligns with design best practices.

Caseworker
application font
size increased to
improve legibility

Summary of Changes

1. Increased the font size on read-only labels and input fields from 12 to 14 pixels.
2. Letter Spacing changed from 0.32 pixels to 0.16 pixels.
3. Increased the font size on the Shortcuts menu for sub-categories from 12 to 14 pixels.
4. Increased the font weight on the Shortcuts menu for categories to semi-bold (font-weight:600px).

These changes aim to improve legibility while minimizing the risk of text wrapping or truncation.

Note the increase in font size may affect the way content is displayed across the application.

© 2025 Merative

7

Caseworker application font size increase to improve legibility.

Summary of Changes

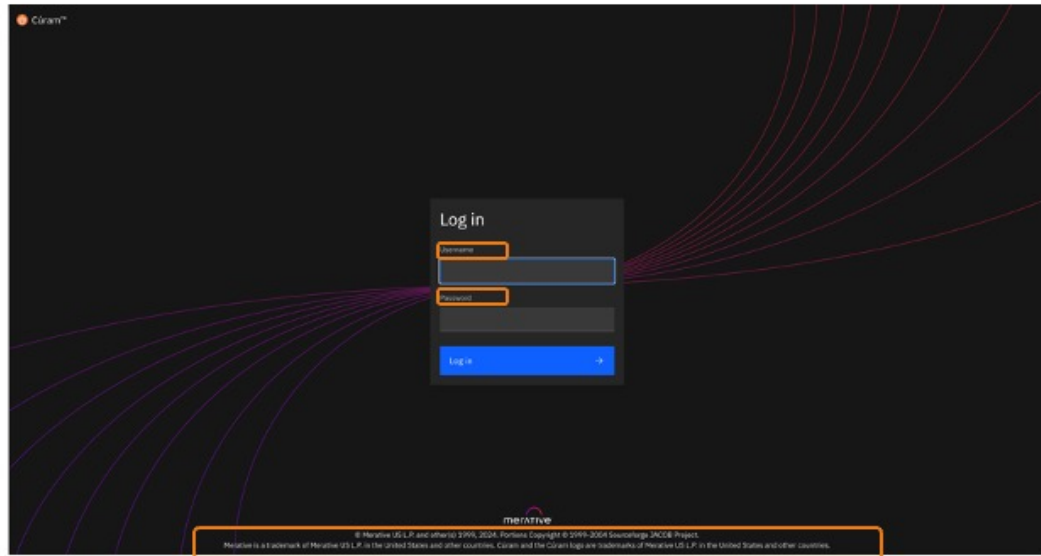
1. Increase the Font size on read-only labels and input field from 12 to 14 pixels
2. Increase the Font size on the Shortcuts menu for sub-categories from 12 to 14 pixels.
3. Increase the Font weight on the Shortcuts menu for categories to semi-bold (font-weight:600px).

These changes aim to improve legibility while minimizing the risk of text wrapping or truncation.

Note the increase in font size may affect the way content is displayed across the application.

Log in Page – before 8.2

Font size
for read-
only and
input label
font size is
12 pixels.



© 2025 Iterative

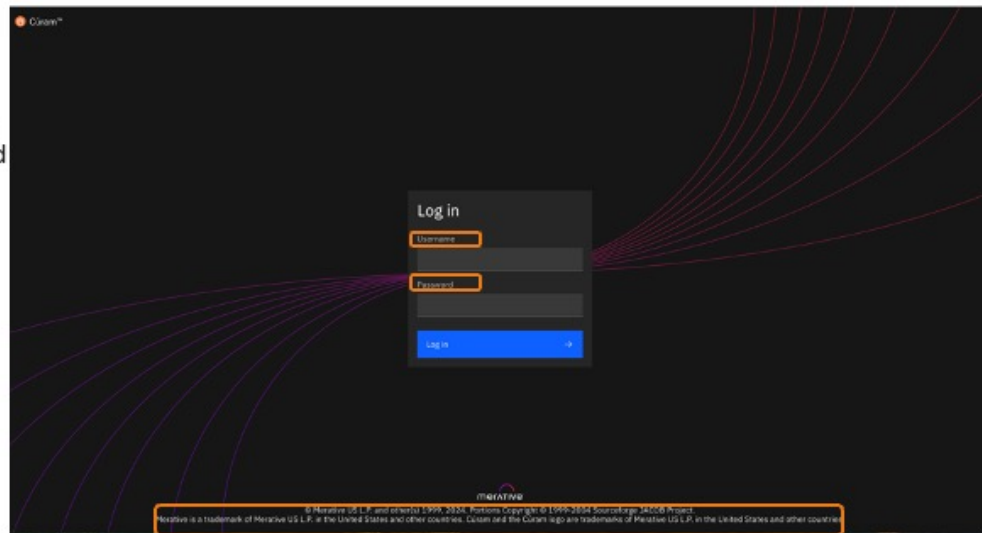
8

Log in page

Before 8.2, *Font size for read-only and input label font size 12 pixels.*

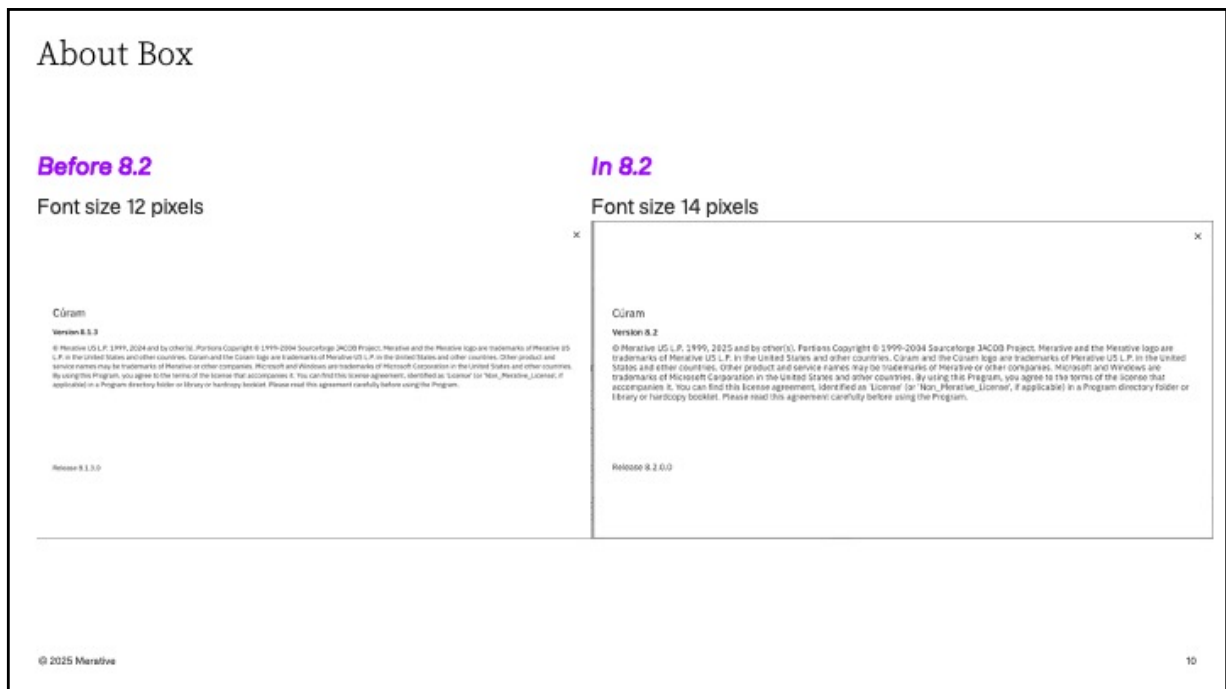
Log in Page – in 8.2

Font size for read-only and input label font size is increased to 14 pixels.



Log in page

In 8.2 *Font size for read-only and input label font size increased to 14 pixels.*



About Box

The font size on the About Box has been increased from 12 pixels to 14 pixels.

Register Person Page

Before 8.2

Font size 12 pixels

Register Person

1 Registered Person Check 2 Registration

Step 2: Registration

Reference Number

First Name *

Last Name *

Initials

Mother's Birth Last Name

Date of Birth *
M/d/yyyy

Registration Date *
03/31/2025

Preferred Language

© 2025 Merative

In 8.2

Font size 14 pixels

Register Person

1 Registered Person Check 2 Registration

Step 2: Registration

Reference Number

First Name *

Last Name *

Initials

Mother's Birth Last Name

Date of Birth *
M/d/yyyy

Registration Date *
03/31/2025

Preferred Language

11

Register Person Page

The font size on read-only labels and input fields has been increased from 12 to 14 pixels.

Case Details

Before 8.2

Font size 12 pixels

In 8.2

Font size 14 pixels

© 2025 Merative

Social Assistance - Jess Alexander

Open

- (0) Items to Verify
- (0) Evidence In Edit

CASE WORKER

Home Overview Evidence Participants Assessments Services Referrals Outcome Plans Contact Events Tasks Issues and Proceedings Administration

Home

Case Details

Created	3/31/2025	Date Received	3/31/2025
Priority	High	Classification	Medium Risk
Objective	Financial Support	Outcome	Adoption Support
Expected End Date			

257 - man man x man2 test2 x Employment Benefit 515 - man2 test2 x Social Assistance 513 - man2 test2 x Decision - Employment Benefit 515 x Info x Jess Alexander x Social Ass...

Social Assistance - Jess Alexander

Open

- (0) Items to Verify
- (0) Evidence In Edit

CASE WORKER

Home Overview Evidence Participants Assessments Services Referrals Outcome Plans Contact Events Tasks Issues and Proceedings Administration

Home

Case Details

Created	3/31/2025	Date Received	3/31/2025
Priority	High	Classification	Medium Risk
Objective	Financial Support	Outcome	Adoption Support
Expected End Date			

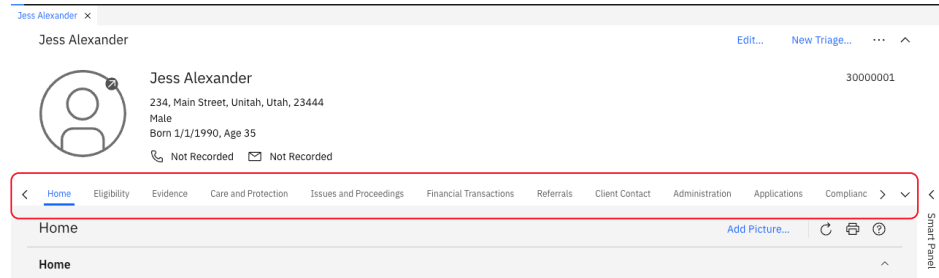
Case Details

The font size on read-only labels and input fields has been increased from 12 to 14 pixels.

Person Homepage Navigation

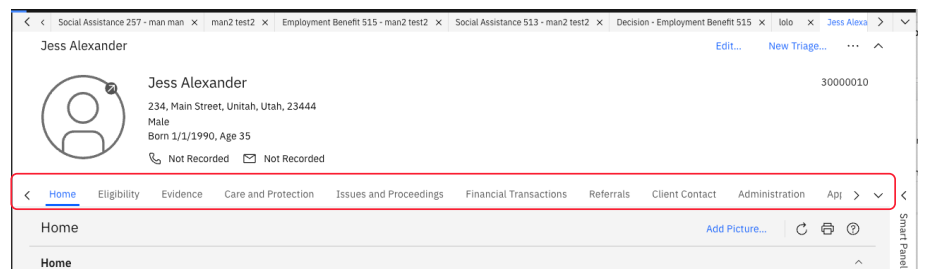
Before 8.2

Font size 12
pixels



In 8.2

Font size 14
pixels



© 2025 Merative

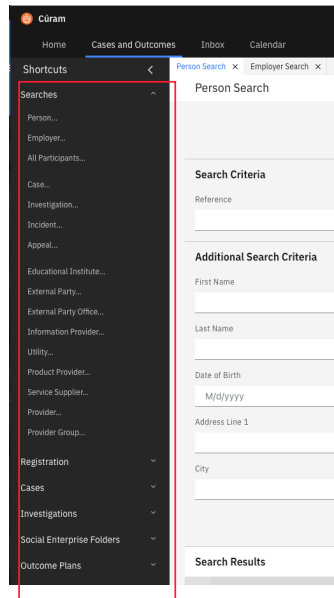
Person Home Page Navigation

The font size on read-only labels and input fields has been increased from 12 to 14 pixels.

Shortcuts Panel

Before 8.2

Shortcuts menu categories and subcategories was 12 pixels.

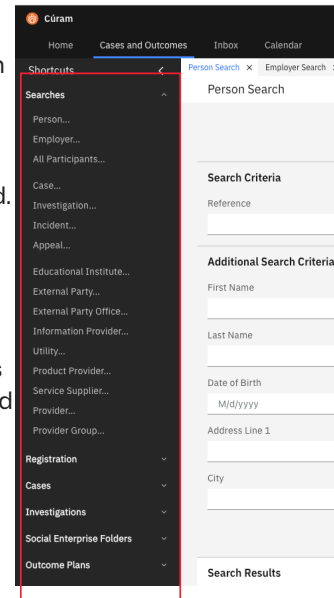


© 2025 Merative

In 8.2

Font weight on the Shortcuts menu for categories is now semi-bold.

The font size on the Shortcuts menu for sub-categories has been increased from 12 to 14 pixels.



14

Shortcuts Panel

Before 8.2, the font size for Shortcuts menu categories and subcategories was 12 pixels

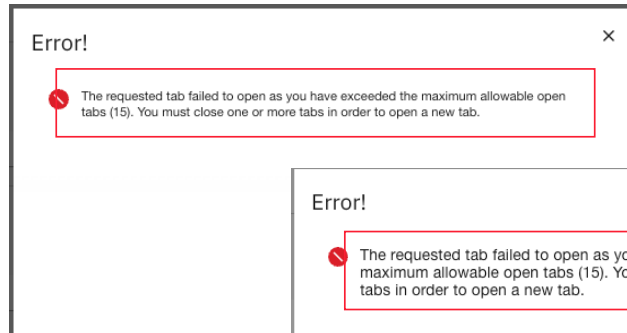
In 8.2 Font weight on the Shortcuts menu for categories is now semi-bold..

The Font size on the Shortcuts menu for sub-categories has been increased from 12 to 14 pixels.

Error messages

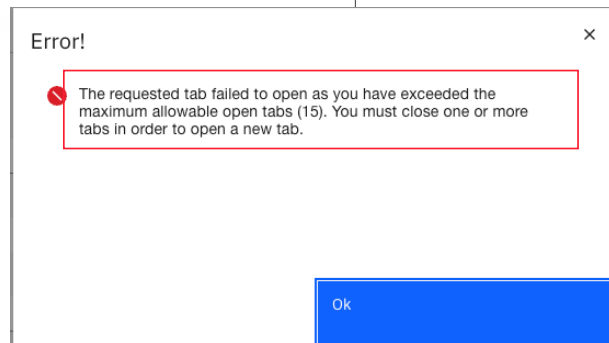
Before 8.2

Font size 12 pixels



In 8.2

Font size 14 pixels



© 2025 Merative

15

Error messages

The font size has been increased from 12 to 14 pixels.

Exclusions

1. Custom Widgets - UIM Custom Fields (Evidence Dashboards, Meeting Calendar, Eligibility Viewer, etc)
2. Context Panels, Tab Panels - Around 80 Context Panels across Cúram
3. Smart Panels - customised ones are excluded
4. Smart Navigator (including search results, input, error messages)
5. Case Overview
6. Navigation, except for Content Area Navigation
7. Application Banner
8. Home Page Pods
9. IEG Player
10. Paragraph Text, for example, on Register Person text: Please enter either Apt/Suite or Street 1.
11. Outcome Plan Workspace
12. Service Plans
13. BIRT Charts & Graphs on UIM pages
14. Rich Text Editor
15. Online Help Content
16. External Portals, e.g. Provider Portal
17. Admin: Organisation Tree View
18. CEFWidgets uses the small font size in three places (Overpayment, ProductDelivery and BiWeeklyCalendar)
19. CEF uses the small font size in two places ("dashboard", EvidenceBroker)
20. SPMEntMods uses the small font size in three places (ProviderGroup, ProviderIncident, ProviderMember)

Note: HCR, CWC and CFSS do not use the small font size directly.

© 2025 Merative

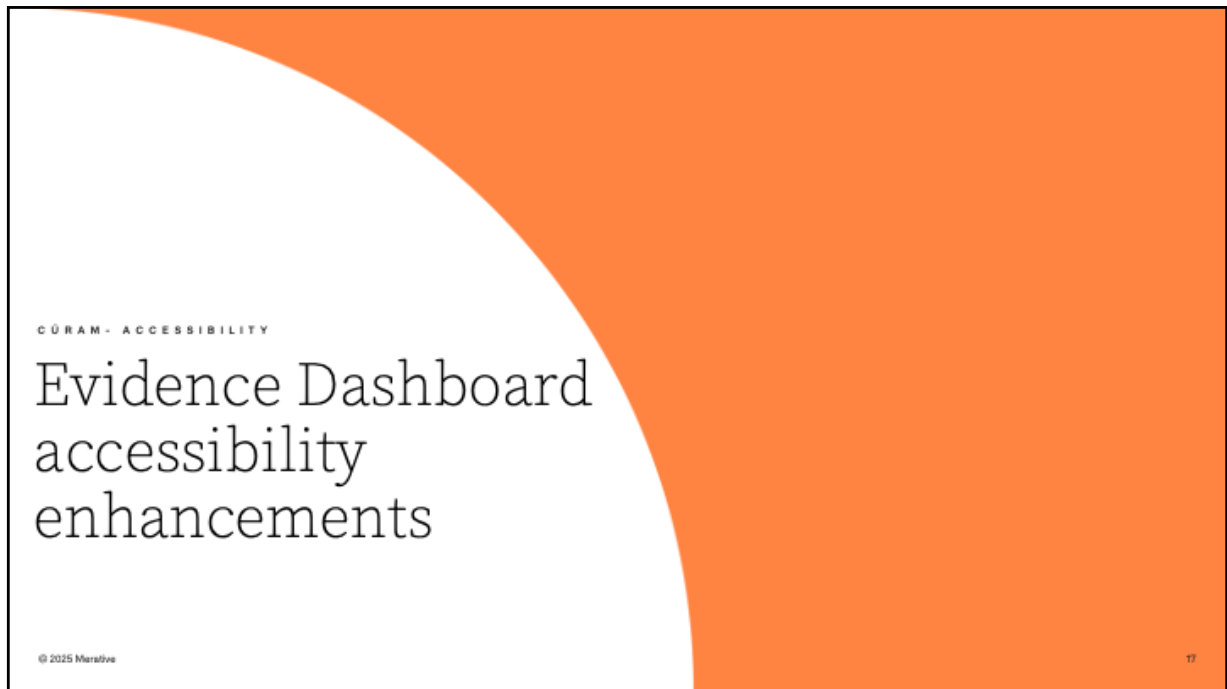
16

Exclusions

1. Custom Widgets - UIM Custom Fields (Evidence Dashboards, Meeting Calendar, Eligibility Viewer, etc)
2. Context Panels - Tab Panels - Around 80 Context Panels across SPM
3. Smart Panels – customised are excluded
4. Smart Navigator (Including search results, input, error messages)
5. Case Overview
6. Navigation: Except Content Area Navigation
7. Application Banner
8. Home Page Pods
9. IEG Player
10. Paragraph Text, for example, on Register Person text: Please enter either Apt/Suite or Street 1.'
11. Outcome Plan Workspace
12. Service Plans
13. BIRT Charts & Graphs on UIM pages
14. Rich Text Editor
15. Online Help Content
16. External Portals eg. Provider Portal

- 17. Admin: Organisation > Tree View
- 18. CEFWidgets uses the small font size in three places (Overpayment, ProductDelivery and BiWeeklyCalendar)
- 19. CEF uses the small font size in two places ("dashboard", EvidenceBroker)
- 20. SPMEntMods uses the small font size in three places (ProviderGroup, ProviderIncident, ProviderMember)

Note: HCR, CWC and CFSS do not use the small font size directly.



Evidence Dashboard accessibility enhancements:

Accessibility Improvements to the Evidence Dashboard

Cúram 8.2 introduces several key accessibility improvements to the Evidence Dashboard:

- The button to add new evidence is now visible by default and no longer requires any user interaction to display.
- Evidence types marked as required in a Dashboard Group are now displayed with a mandatory indicator and are announced as required by screen readers.
- Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads.
- The colour contrast between text and background in the Display Evidence Group dropdown menu has been improved to ensure sufficient contrast when menu items receive focus.
- The touch target size for all interactive elements has increased to benefit users with dexterity limitations and those who have difficulty with fine motor movement.

© 2025 Merative

18

This release introduces several key accessibility improvements to the Evidence Dashboard:

- The button to add new evidence is now visible by default and no longer requires any user interaction to display.
- Evidence types marked as required in a Dashboard Group are now displayed with a mandatory indicator and are announced as required by screen readers
- Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads.
- The color contrast between text and background in the Display Evidence Group dropdown menu has been improved to ensure sufficient contrast when menu items receive focus.
- The touch target size for all interactive elements has increased to benefit users with dexterity limitations and those who have difficulty with fine motor movement.

Accessibility Improvements to the Evidence Dashboard

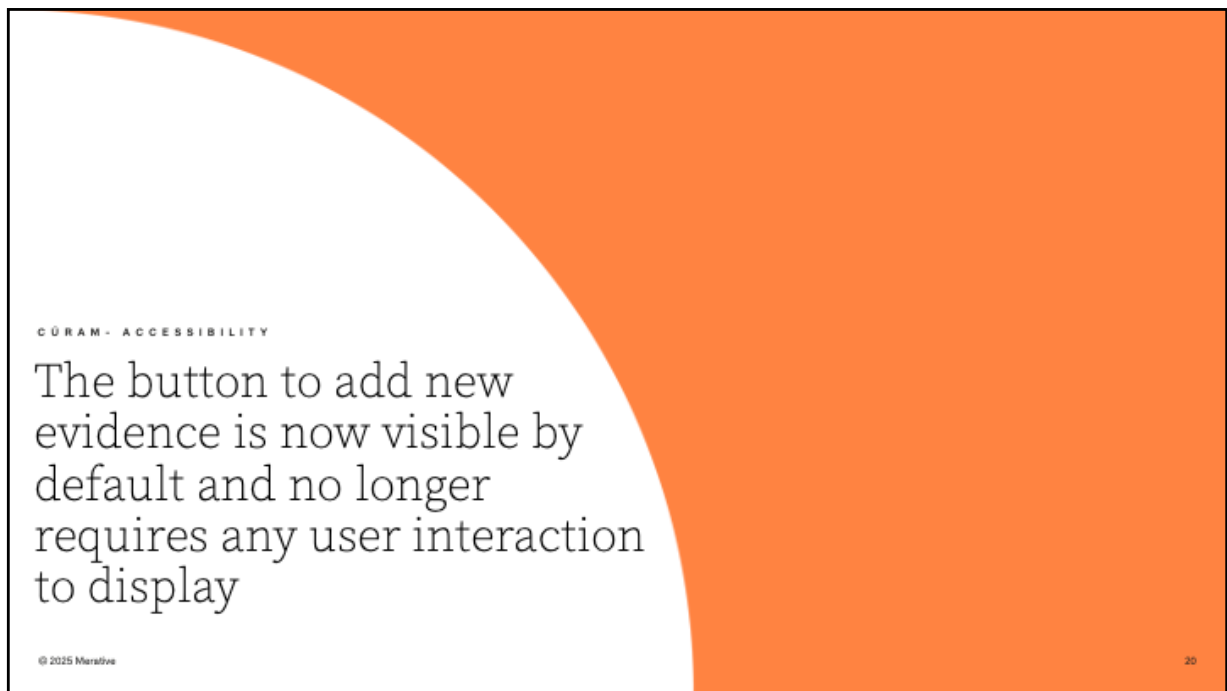
- Clear and concise text is now announced to screen reader users when navigating the dashboard.
- The evidence status (such as its required status, whether the evidence is in edit, if there are items to verify, or if there are issues with the evidence) is now conveyed to screen reader users when they navigate to an evidence link.
- An evidence's parent-child relationship is now conveyed through the HTML structure for screen reader users, rather than just being visually indented.
- Interactive elements, such as the expand/collapse and filter buttons, now function correctly for screen reader users.
- Unique labels have been provided to all interactive elements, and their programmatic status is updated accurately, providing full context for screen reader users.

© 2025 Merative

19

Accessibility Improvements to the Evidence Dashboard

- Clear and concise text is now announced to screen reader users when navigating the dashboard.
- The evidence status (such as its required status, whether the evidence is in edit, if there are items to verify, or if there are issues with the evidence) is now conveyed to screen reader users when they navigate to an evidence link.
- An evidence's parent-child relationship is now conveyed through the HTML structure for screen reader users, rather than just being visually indented.
- Interactive elements, such as the expand/collapse and filter buttons, now function correctly for screen reader users.
- Unique labels have been provided to all interactive elements, and their programmatic status is updated accurately, providing full context for screen reader users.

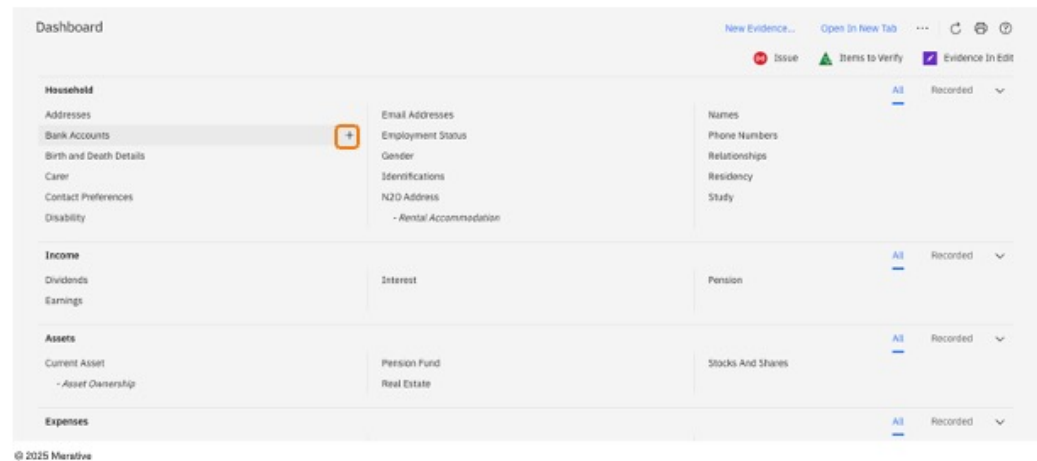


The button to add new evidence is now visible by default and no longer requires any user interaction to display

The button to add new evidence is now visible by default and no longer requires any user interaction to display

Before 8.2

Users needed to hover over the evidence in order to see the Plus button to add new evidence.



© 2025 Merative

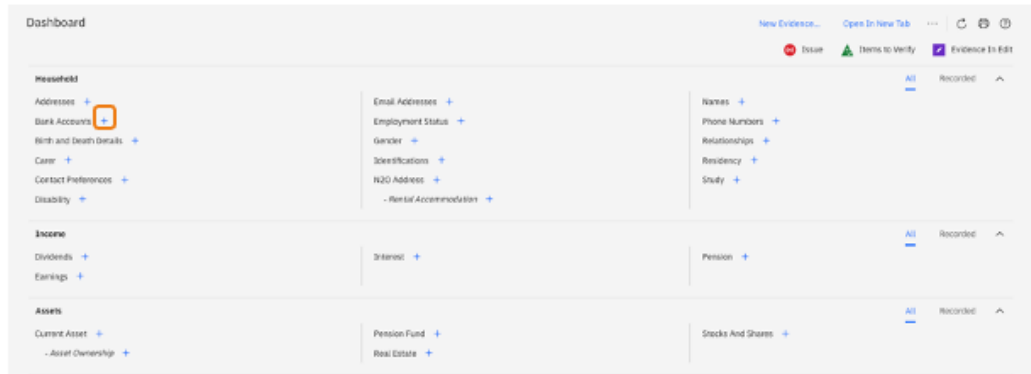
21

Prior to 8.2.0 Users needed to hover over the evidence they wished to add in order to see the Plus button to add new evidence.

The button to add new evidence is now visible by default and no longer requires any user interaction to display

In 8.2

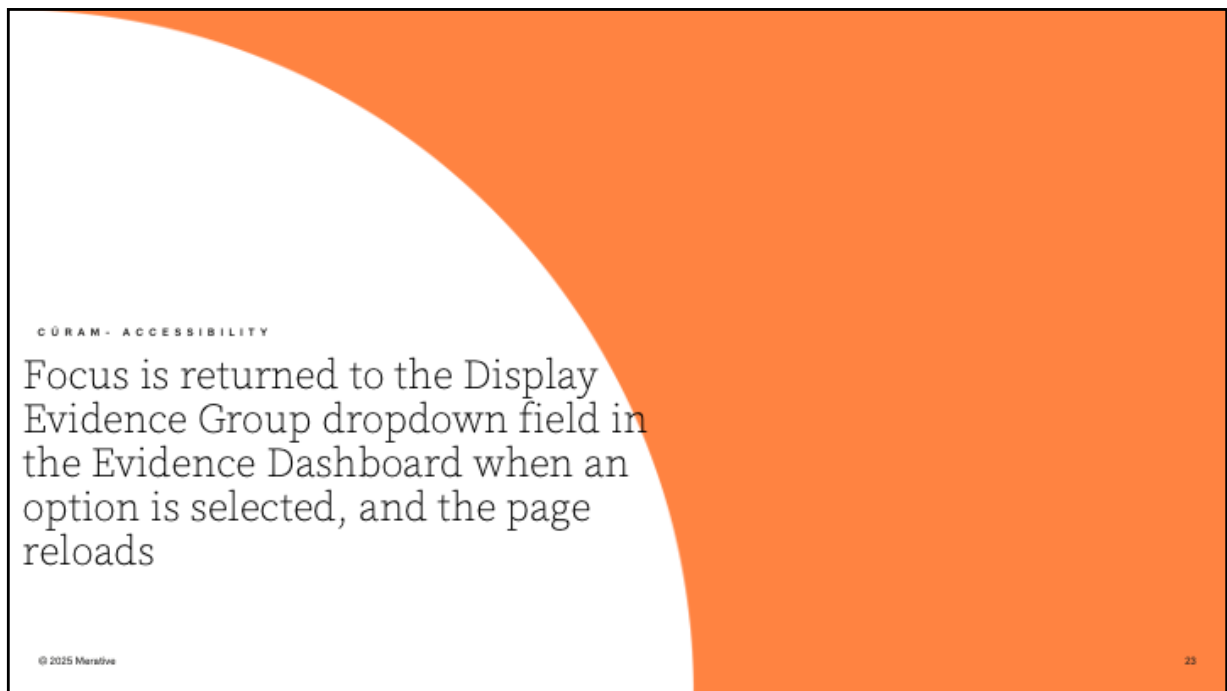
The button to add new evidence is now visible by default and no longer requires any user interaction to display.



© 2025 Merative

22

In 8.2.0 The button to add new evidence is now visible by default and no longer requires any user interaction to display.

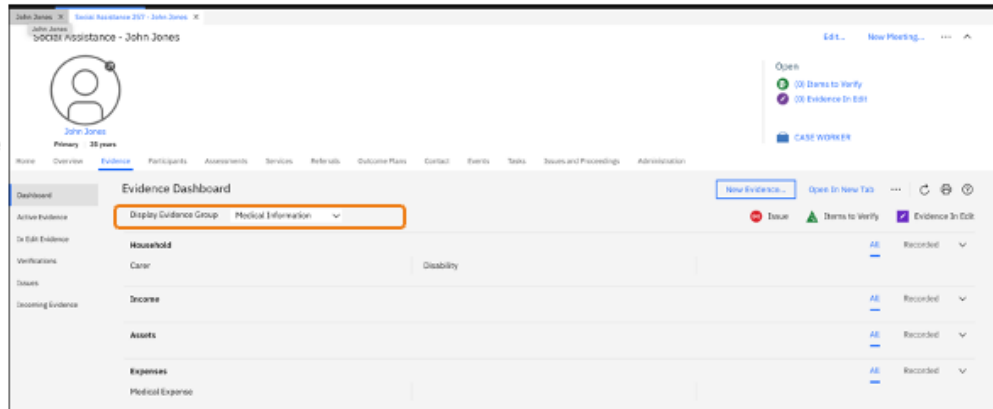


Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads

Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads

Before 8.2

When an option in the Evidence Dashboard's Display Evidence Group drop-down menu is selected and the page reloads, the focus does not return to the drop-down field.

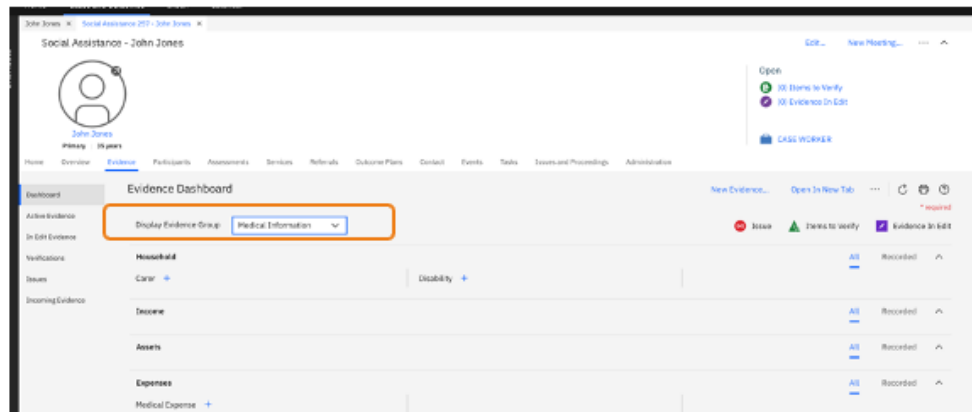


Prior to 8.2.0 When an option in the Evidence Dashboard's Display Evidence Group drop-down menu was selected and the page reloaded, the focus does not return to the drop-down field.

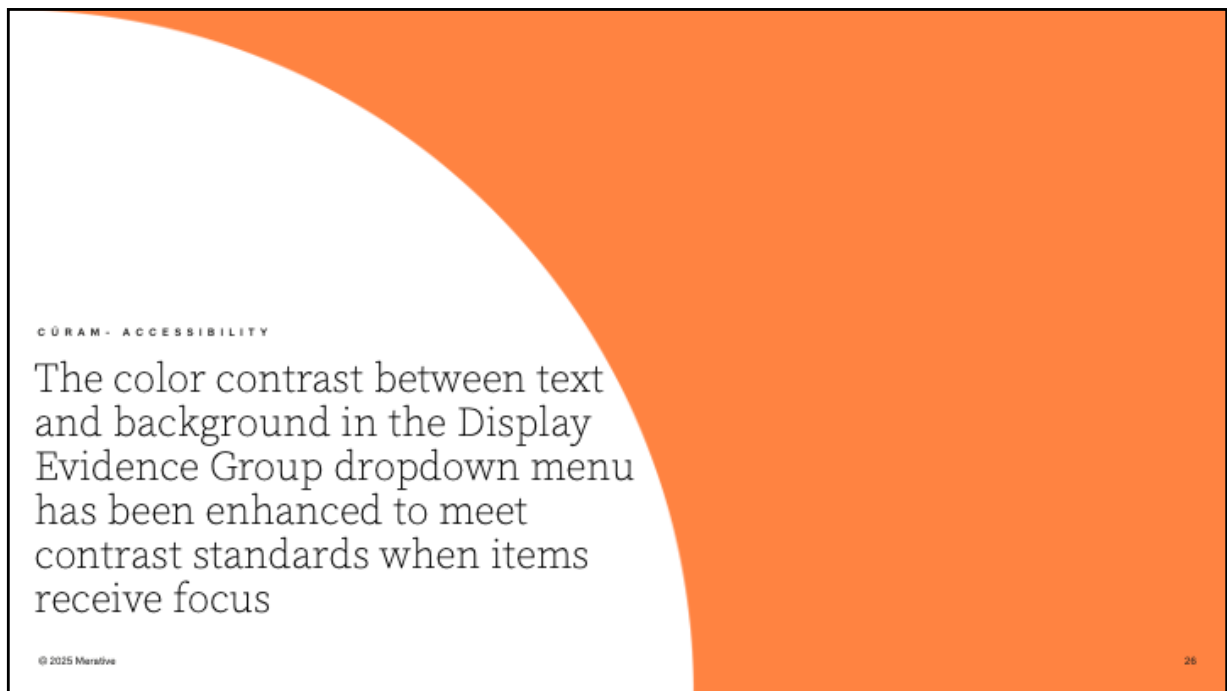
Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads

In 8.2

Focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads.



In 8.2.0 focus is returned to the Display Evidence Group dropdown field in the Evidence Dashboard when an option is selected, and the page reloads

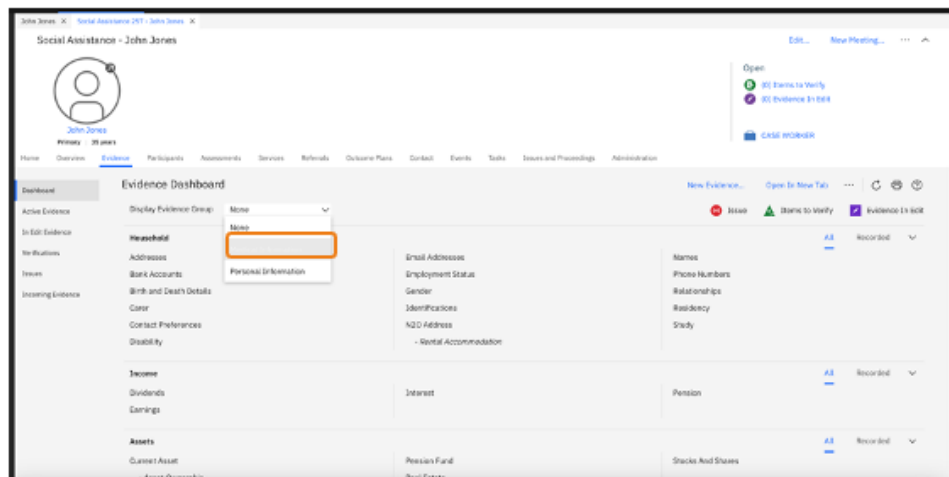


The colour contrast between text and background in the Display Evidence Group dropdown menu have been enhanced to meet contrast standards when items receive focus.

The color contrast between text and background in the Display Evidence Group dropdown menu has been improved to ensure sufficient contrast when menu items receive focus

Before 8.2

When a menu item in the Evidence Dashboard's Display Evidence Group drop-down menu receives focus, the text and the background do not have sufficient colour contrast ratios.



© 2025 Merative

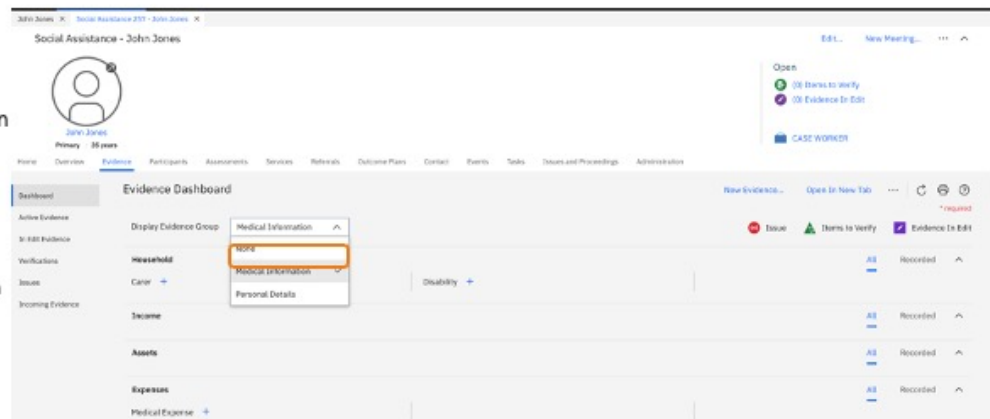
27

Prior to 8.2.0, when a menu item in the Evidence Dashboard's Display Evidence Group drop-down menu receives focus, the text and the background do not have sufficient color contrast ratios

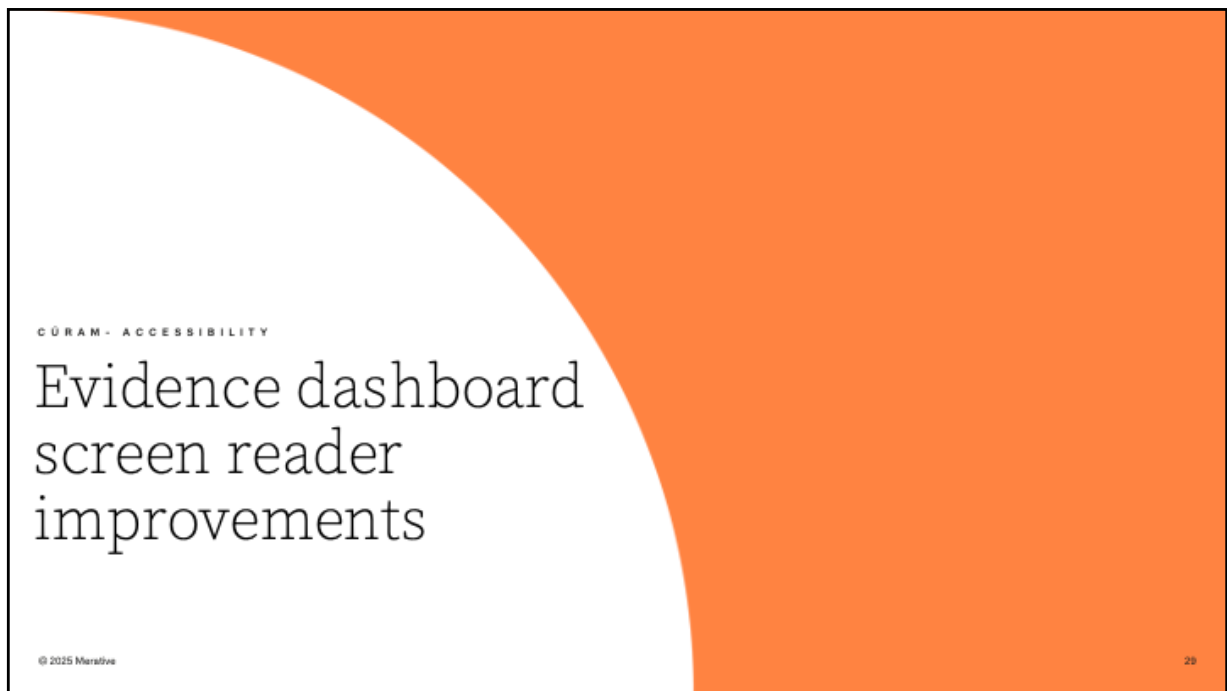
The colour contrast between text and background in the Display Evidence Group dropdown menu has been improved to ensure sufficient contrast when menu items receive focus

In 8.2

The text and background colours used when menu items receive focus in the Evidence Dashboard's Display Evidence Group drop-down now have sufficient colour contrast ratios.



uln 8.2.0, the text and background colors used when menu items receive focus in the Evidence Dashboard's Display Evidence Group drop-down now have sufficient color contrast ratios.



Evidence dashboard screen reader improvements

The following screen reader enhancements have been implemented on the evidence dashboard in 8.2.0.0.

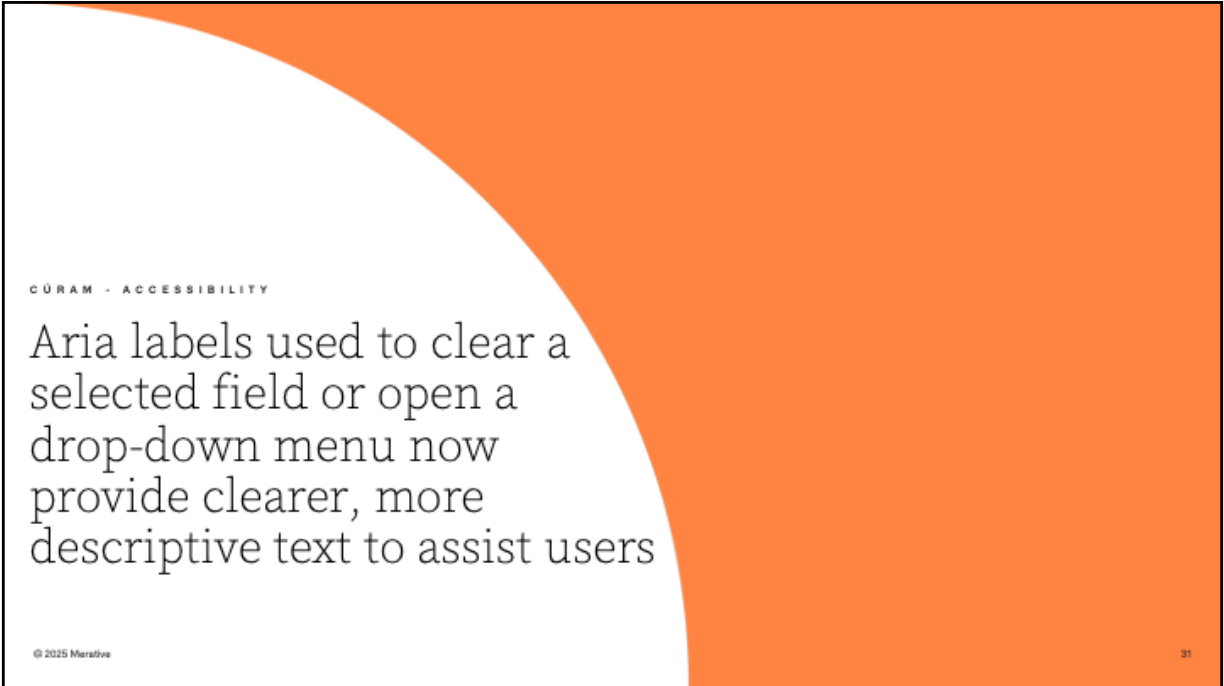
Problem	Resolution	WCAG
Incorrect use of HTML and accessibility attributes cause invalid announcement of headings, buttons and regions on the Evidence Dashboard for screen reader users	Clear and concise text is now announced to screen reader users when navigating the dashboard.	1.3.1
Incorrect use of HTML and accessibility attributes cause invalid announcement of headings, buttons and regions on the Evidence Dashboard for screen reader users	The Evidence Dashboard has been updated to ensure that clear and concise text is announced to screen reader users when navigating through the dashboard. Interactive elements, such as the expand/collapse and filter buttons, now function correctly. The button to create a new piece of evidence is now revealed by default and no longer requires user interaction to display. Additionally, unique labels have been provided for all interactive elements, and their programmatic status is accurately updated. This ensures that screen reader users receive full context for the current element. To support this, four message entries in the related curam.message.EVIDENCEDASHBOARD message file have been deprecated. New message file entries have been added, allowing arguments to be inserted into the messages to provide context to screen reader users regarding the current element.	1.3.1

© 2025 Merative

30

The evidence dashboard screen reader improvements are described by detailing the Problem and the resolution applied. The associated WCAG Checkpoint reference is also supplied for each item.

To view full details of each problem and resolution, consult the release notes.



CURAM - ACCESSIBILITY

Aria labels used to clear a selected field or open a drop-down menu now provide clearer, more descriptive text to assist users

© 2025 Merative

31

Aria labels used to clear a selected field or open a drop-down menu now provide clearer, more descriptive text to assist users

Generic aria labels used to clear a selected field or open a drop-down menu

Before 8.2

Previously, labels used to clear a selected field or open a drop-down menu had the same generic text specified, which lacked context for the associated field.

This made it difficult for screen reader users to distinguish which field the label related to.

Register Person

Registered Person Check Registration

Step 1: Registered Person Check - Perform this search to check if the client is already recorded.

Search Criteria

Reference Number

Additional Search Criteria

First Name

Last Name

Date of Birth

Address Line 1

City

Gender

Show Nicknames

Show Sounds Like Names

Female x

Clear selected item

Address Line 2

Birth Last Name

Search Reset

Search Results

Cancel

Next

© 2025 Merative

32

Before 8.2, previously labels used to clear a selected field or open a drop-down menu had the same generic text specified, which lacked context for the associated field.

This made it difficult for screen reader users to distinguish which field the label related to.

Generic aria labels used to clear a selected field or open a drop-down menu

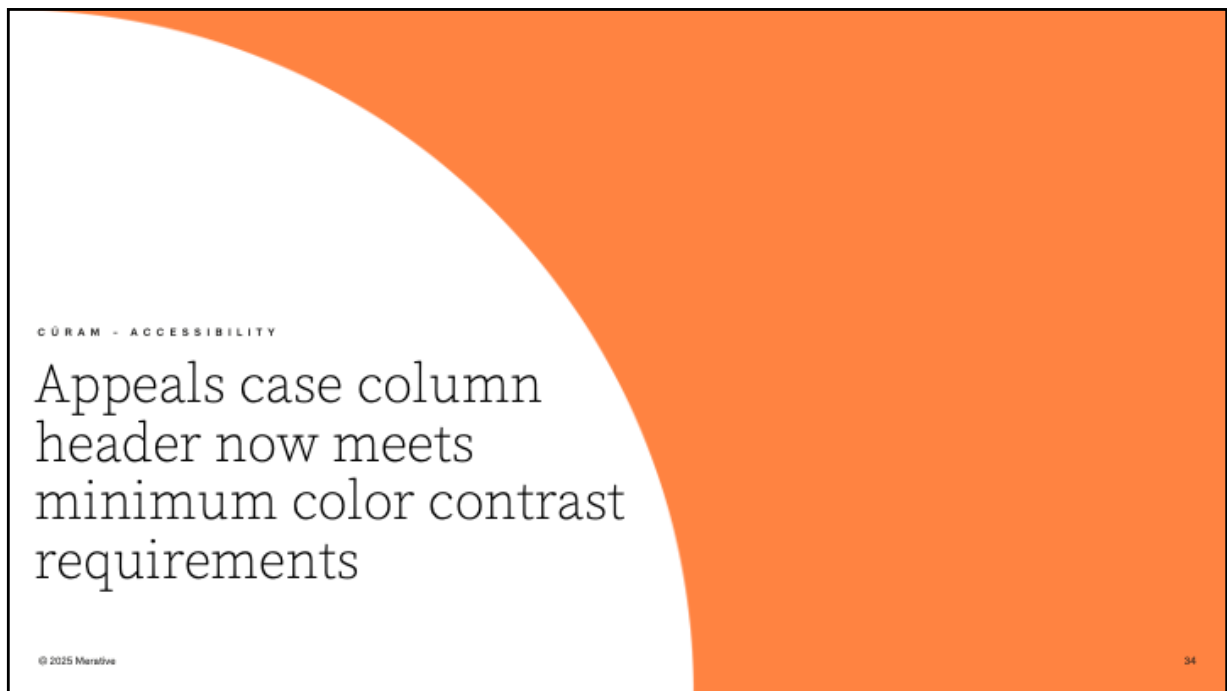
In 8.2

The field label has been added to the hover message, for example, 'Open Gender list', making it easier for screen reader users to distinguish between the labels and the associated fields.

The screenshot displays a 'Register Person' form with the following sections:

- Search Criteria:** Includes a 'Reference Number' input field.
- Additional Search Criteria:** Includes input fields for 'First Name', 'Last Name', 'Date of Birth' (with a date picker), 'Address Line 1', 'City', 'Address Line 2', and 'Birth Last Name'. There are checkboxes for 'Show Nicknames' and 'Show Sounds Like Names'. A 'Gender' dropdown menu is set to 'Female', with a red box highlighting the 'Clear Gender selection' text in its hover message.
- Buttons:** 'Search' and 'Reset' buttons are located below the search criteria.
- Search Results:** A table with columns 'Person', 'Address', and 'Date of Birth'.
- Footer:** 'Cancel' and 'Next' buttons.

After 8.2, the field label has been added to the hover message, for example, 'Open Gender list', making it easier for screen reader users to distinguish between the labels and the associated fields.

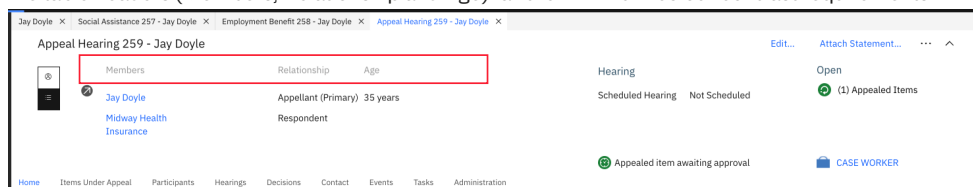


Appeals case column header now meets minimum color contrast requirements

Appeals case column header now meets the minimum color contrast requirements

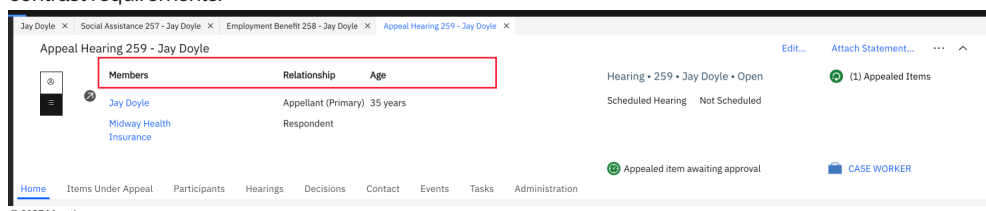
Before 8.2

The table headers (Members, Relationship and Age) fail the minimum colour contrast requirements.



In 8.2

The font and weight of the table headers (Members, Relationship and Age) have been updated to meet the colour contrast requirements.



© 2025 Merative

35

Prior to 8.2.0.0 the column header on Appeals case was difficult to see as it had insufficient contrast with the background color, and failed the minimum color contrast requirements.

In 8.2.0.0 the font and weight of the column header on Appeals cases has been updated to meet the color contrast requirements.

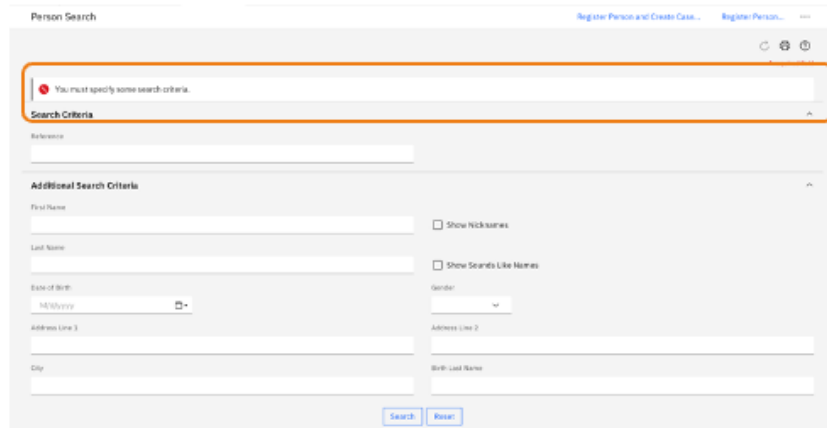


Focus outlines are now clearly visible when an error message receives focus

Focus outline is visible when an error message receives focus

Before 8.2

The focus outline was not visible when an error message received focus



The screenshot shows a web form titled "Person Search". At the top, there are links: "Register Person and Create Case..." and "Register Person...". Below the title bar, there is a search bar with a red error message: "You must specify some search criteria." This error message is highlighted with an orange rectangular focus outline. Below the search bar, there is a section titled "Additional Search Criteria" with several input fields: "First Name", "Last Name", "Date of Birth" (with a calendar icon), "Address Line 1", "City", "Show Nicknames" (checkbox), "Show Sounds Like Names" (checkbox), "Gender" (dropdown), "Address Line 2", and "Birth Last Name". At the bottom right of the form are "Search" and "Reset" buttons.

Before 8.2.0.0 The focus outline was not visible when an error message received focus

Focus outline is visible when error message receives focus

In 8.2.0.0

The focus indicator is now visible when an error message receives focus.

The screenshot displays a web form titled "Person Search". At the top, there are navigation links: "Register Person and Create Case...", "Register Person...", and a menu icon. Below the header, a red error message "You must specify some search criteria." is shown, accompanied by a red circle icon. This error message is highlighted with a blue focus outline and a red rectangular box. Below the error message, the form is organized into sections: "Search Criteria" with a "Reference" field, and "Additional Search Criteria" which includes fields for "First Name", "Last Name", "Date of Birth" (with a calendar icon), "Address Line 1", "City", "Show Nicknames" checkbox, "Show Sounds Like Names" checkbox, "Gender" dropdown, "Address Line 2", and "Birth Last Name". At the bottom of the form are "Search" and "Reset" buttons. A small red asterisk and the text "* required field" are visible in the top right corner of the form area.

In 8.2.0.0 The focus indicator is now visible when an error message receives focus.

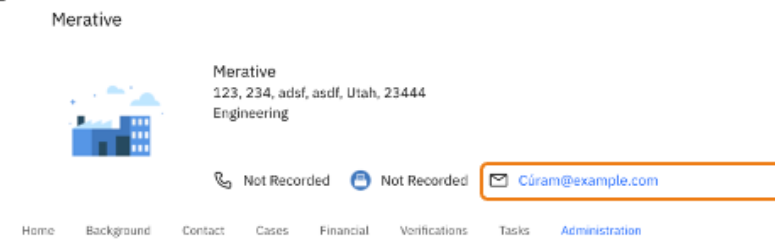


The focus outlines are now clearly visible when navigating to the email address in the employer context panel using a keyboard.

The focus outline is visible when a user navigates to the email address on the Employer context panel using a keyboard.

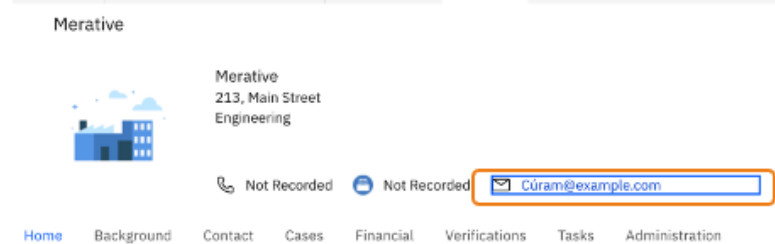
Before 8.2

The focus outline was not visible when a user navigates to the email address on the employer context panel using a keyboard.



In 8.2

The focus now moves to the email link on the context panel, and it is fully visible.

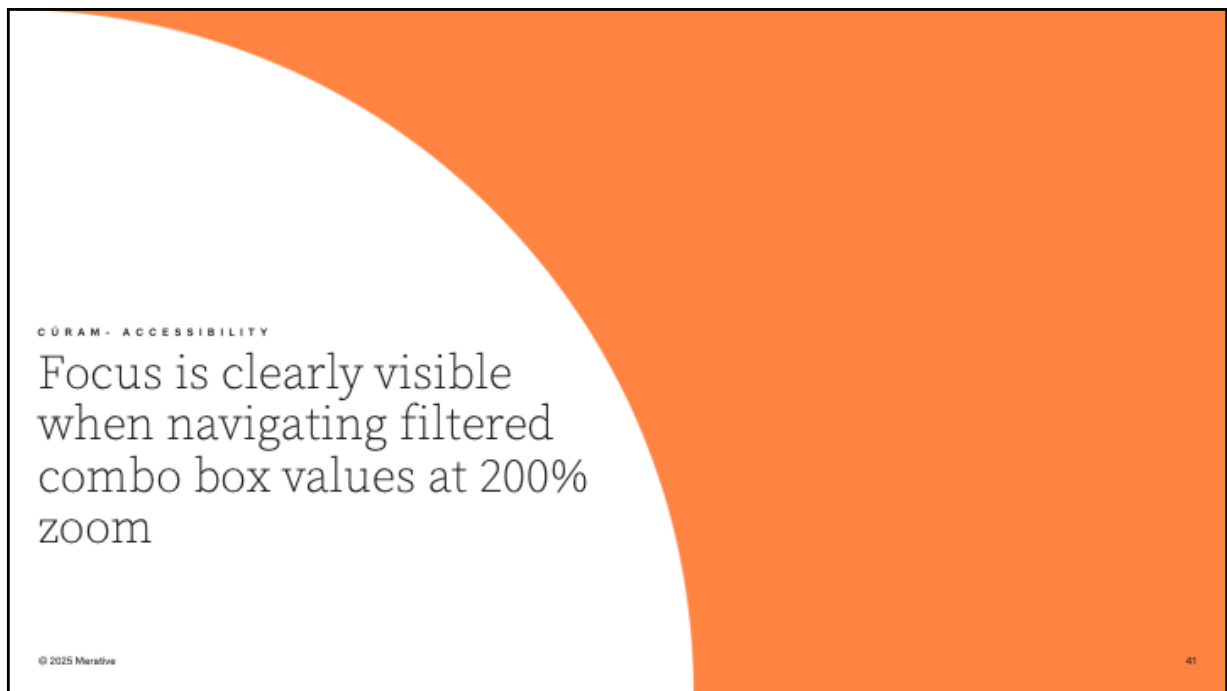


© 2024 Merative

49

Before 8.2.0.0, the focus outline was not visible when an error message received focus

In 8.2.0.0, the focus now moves to the email link on the context panel, and it is fully visible.



Focus is clearly visible when navigating filtered combo box values at 200% zoom

Focus is clearly visible when navigating filtered values in a combo box at 200% zoom

Before 8.2

When navigating filtered lists with a zoom level of 200%, the keyboard focus is not visible if the focused item is outside the current view. The list does not automatically scroll to bring the focused value into view.

The screenshot shows a web form titled "Register Person and Create Case" with a sub-header "Case Details". On the left, there is a "Type" dropdown menu with a list of options: "Adoption Case", "Adoption Subsidy", "Social Assistance", "Insurance Affordability", "Youth Service Case", and "Ongoing Case". The "Adoption Case" item is highlighted with a blue background, but it is not visible in the current view. The dropdown menu is open, and the list is scrollable. On the right, there are other form fields: "Priority" (set to "High"), "Title", and "Middle Name". At the bottom, there are "Cancel" and "Save" buttons.

Before When navigating filtered lists with a zoom level of 200%, the keyboard focus is not visible if the focused item is outside the current view. The list does not automatically scroll to bring the focused value into view making it difficult for users to track their position within the list.

Focus is clearly visible when navigating filtered values in a combo box at 200% zoom

In 8.2

As users navigate through the filtered list, the component now ensures that the focused value is automatically scrolled into view if it is not currently visible.

The screenshot shows a web form titled "Register Person and Create Case". On the left, there is a dropdown menu labeled "Type" with a list of options: "Adoption Case", "Adoption Subsidy", "Social Assistance", "Insurance Affordability", "Youth Service Case", and "Ongoing Case". The "Adoption Case" option is highlighted with a blue background, and an orange rectangular box is drawn around it to indicate it is the focused value. To the right of the dropdown, there are other form fields: "Priority" (set to "High"), "Title" (with a dropdown arrow), and "Middle Name" (an empty text input). At the bottom of the form, there are two buttons: "Cancel" and "Save".

In 8.2.0.0, As users navigate through the filtered list, the component now ensures that the focused value is automatically scrolled into view if it is not currently visible.



Focus is clearly visible when user navigates to selected checkboxes and radio buttons in IEG.

Focus clearly visible when user navigates to selected checkboxes and radio buttons in IEG

Before 8.2

The focus is not visible when a selected checkbox or radio button receives focus.

Assistant for Jay Smith 258

3. Was the child threatened with any of the following types of physical abuse? (Please check all that apply.)

Threats of physical harm	<input checked="" type="checkbox"/>	Dangerous behavior toward the child or in immediate proximity of the child	<input type="checkbox"/>
Prior death of a child due to abuse or neglect, and new child in the home	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>

4. Has the caregiver's actions led to severe anxiety, depression, withdrawal, or aggressive behavior by the child toward themselves or others? *

☒ No ☐ Yes

In 8.2

The selected checkbox or radio button now receives focus.

Assistant for Jay Smith 258

SDM* Screening Assessment

1. Have any of the following non-accidental injuries sustained by the child? (Please check all that apply.)

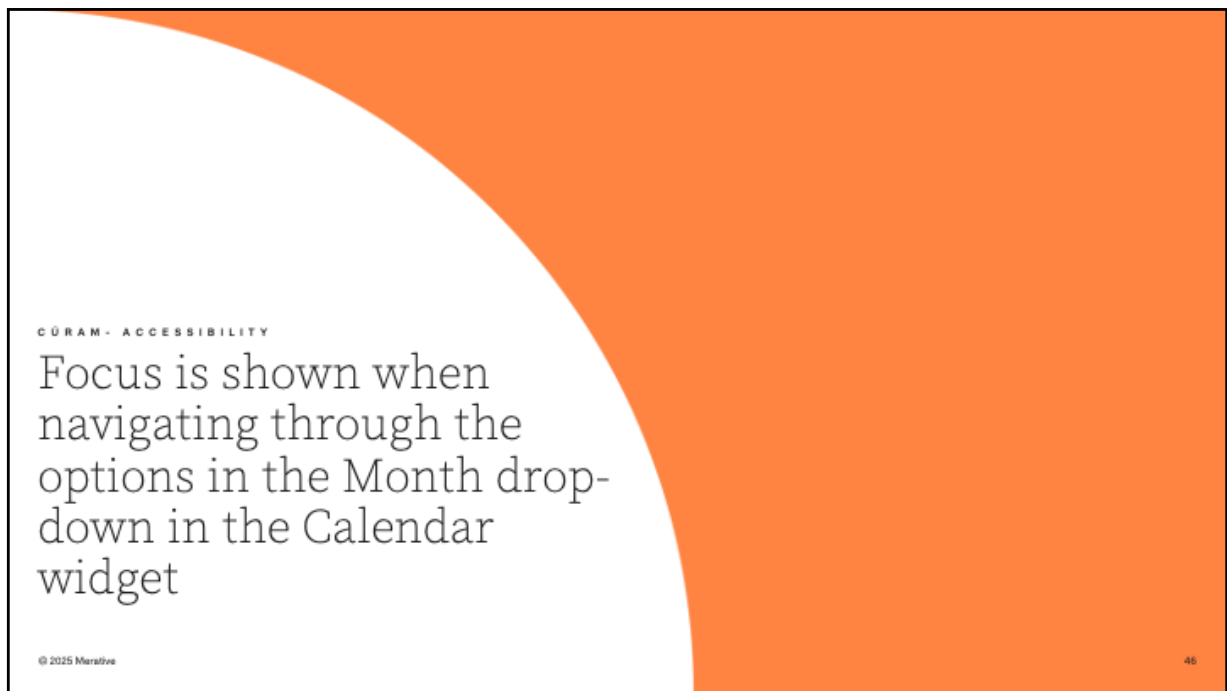
Death of the child or another child in home	<input checked="" type="checkbox"/>	Severe	<input type="checkbox"/>
Other injury	<input type="checkbox"/>	None	<input checked="" type="checkbox"/>

2. Was the child a victim of cruel or excessive corporal punishment? *

☒ No ☐ Yes

Before 8.2.0.0, The focus is not visible when a selected checkbox or radio button receives focus.

In 8.2.0.0, The selected checkbox or radio button now receives focus.

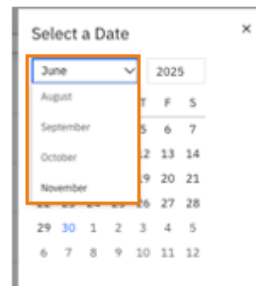


Focus is shown when navigating through the options in the Month drop-down in the Calendar widget

Focus is shown when navigating through the options in the Month drop-down in the Calendar widget

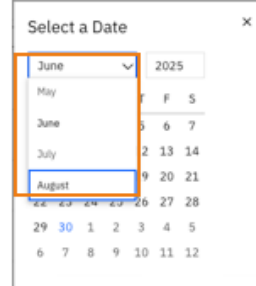
Before 8.2

The focus is not visible when a selected checkbox or radio button receives focus.



In 8.2

The focus is now visible when navigating through the options in the month drop-down of the Calendar widget.



© 2024 Mirative

47

Before 8.2.0.0., The focus is not shown when navigating through the options in the month drop-down in the Calendar widget.

In 8.2.0.0, The focus is now visible when navigating through the options in the month drop-down of the Calendar widget.



CURAM - ACCESSIBILITY

List tables with action menus
now include a visible
"Actions" column header for
clarity.

© 2025 Merative

48

List tables with action menus now include a visible "Actions" column header for clarity.

List tables with action menus contain a visible column header (actions) for the column that shows action menus

Before 8.2

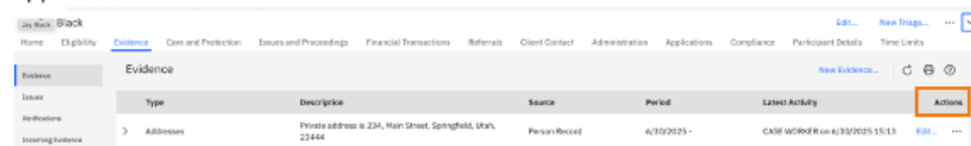
List tables with action menus are missing a visible column header labelled 'Actions' for the column that shows the action menus. The column header text is present but visually hidden using CSS.



Type	Description	Source	Period	Latest Activity	
Addresses	Private address is 234, Main Street, Springfield, Utah, 23444	Person Record	6/30/2025 -	CASE WORKER on 6/30/2025 15:12	EDIT...

In 8.2

The hidden CSS class has been removed from the 'Actions' column header, making it visible in the application.

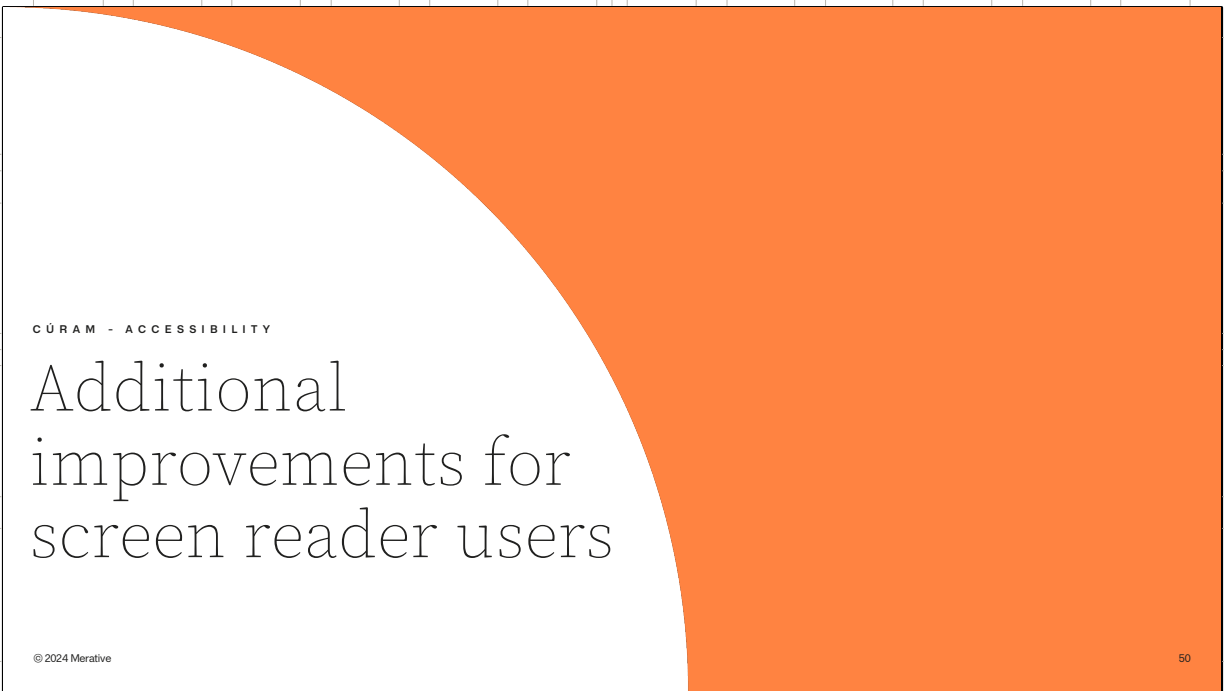


Type	Description	Source	Period	Latest Activity	Actions
Addresses	Private address is 234, Main Street, Springfield, Utah, 23444	Person Record	6/30/2025 -	CASE WORKER on 6/30/2025 15:13	EDIT...

© 2025 Merative

49

Before 8.2.0.0., list tables with action menus are missing a visible column header labelled 'Actions' for the column that shows the action menus. The column header text is present but visually hidden using CSS. In 8.2.0.0, The hidden CSS class has been removed from the 'Actions' column header, making it visible in the Cúram application.



CÚRAM - ACCESSIBILITY

Additional improvements for screen reader users

© 2024 Merative

50

This section groups the list of additional screen reader improvements to aid the visually impaired users in navigating through the Cúram Case worker application

The following screen reader improvements are available in 8.2.0.0

Problem	Resolution	WCAG
The iFrame title text is concatenated with the previous iFrame title text when navigating between in-page navigation tabs in an expanded list row	iFrame titles are no longer concatenated	1.3.1
Accessibility issues on application menu: <ul style="list-style-type: none"> Only one item is enclosed in a list. The application menu button is labelled as 'Application Menu'. Title attributes are present in the element of the application menu button, but they are unnecessary. The aria-expanded attribute is not applied to the application menu button when it is expanded or collapsed. The aria-controls attribute is missing from the application menu button. 	The accessibility issues on the application menu in the application banner are now resolved.	1.3.1
Sortable column table headers have excessive wording due to incorrect use of aria	The screen reader now announces the column header button, and if sorted, it states the sorting order (ascending/descending). For example: 'Person button ascending'.	1.3.1
Case status in the context panel lacks context for screen reader users	The case name, reference number, and status are now grouped in the context panel. A hidden label for screen readers is announced before the case status. As a result, when users navigate to this section, the screen reader now announces the case name, reference number, status label, and status value together, providing clear, contextual information.	1.3.1

© 2025 Merative

51

The screen reader improvements are described by detailing the Problem and the resolution applied. The associated WCAG Checkpoint reference is also supplied for each item.

To view full details of each problem and resolution, consult the release notes.

The following screen reader improvements are available in 8.2.0.0

Problem	Resolution	WCAG
No structural markup to logically link the relationship between labels & their values for read-only fields in a cluster	The issue was resolved by implementing a descriptive list structure that associates each label with its corresponding value. This allows screen reader users to understand the relationship between labels and values accurately, improving overall accessibility.	1.3.1
Labels for Organization checkboxes on New Case Appeal modal are identical and not distinguishable by a screen reader	The issue is fixed by placing the checkboxes inside a container, allowing the screen reader to distinguish the labels correctly.	2.4.6
Pages with sortable table headers are incorrectly structured and contain invalid HTML. Specifically, a <p> (paragraph) element cannot be a direct child of a element. Invalid or improperly structured HTML can negatively impact the user experience, particularly for individuals relying on assistive technologies. For example, screen readers may get stuck, read content inaccurately, or skip over important information.	The page has been updated to use valid and correctly structured HTML. The invalid <p> structure has been replaced with a more appropriate <button> structure, ensuring proper accessibility and compliance with standards.	4.1.1
Empty options in combo boxes have no names/labels	A screen reader now reads the empty value as 'Blank value current 1 of x' with a label.	4.1.2

The screen reader improvements are described by detailing the Problem and the resolution applied. The associated WCAG Checkpoint reference is also supplied for each item.

To view full details of each problem and resolution, consult the release notes.



To manage security vulnerabilities in a consistent way wrappers were introduced so that developers needed to add only one line of code to secure it.

Consistent XXE vulnerabilities resolution

Business Problem

A consistent and standardised approach to resolving XML External Entity (XXE) across Cúram.

Solution

The recommended approach is to use the secure API wrappers provided in Cúram, which enforce these restrictions by default and ensure consistent protection across the codebase.

Secure XML Parser Wrappers

To provide protection against XXE, Cúram provides secure API wrappers for all the supported XML parsers. It is strongly recommended to use the relevant XML parser wrapper whenever XML parsing is required in the Cúram codebase.

XML parsers supported by Cúram. Each secure API wrapper provides at least two methods:

- **Strict:** Full XXE protection (blocks all DTDs/entities)
- **Allow Doctype:** Allows internal DTDs (for scenarios such as nbsp), but still blocks all external DTDs/entities

Below is a list of support Parser Types and their secure API Wrappers

Parser Type	Secure Wrapper Class
DocumentBuilderFactory	curam.security.parsers.SecureDocumentBuilderFactory
XMLReader	curam.security.parsers.SecureXMLReader
SAXReader (dom4j)	curam.security.parsers.SecureSAXBuilder
TransformerFactory	curam.security.parsers.SecureTransformerFactory
SchemaFactory	curam.security.parsers.SecureSchemaFactory
SAXParserFactory	curam.security.parsers.SecureSAXParserFactory
DOMParser (Xerces)	curam.security.parsers.SecureDOMParser

For further technical details please consult the Cúram Security Handbook 8.2.

Examples of the XML parsers supported by Cúram

```
import curam.security.parsers.SecureDocumentBuilderFactory;
import javax.xml.parsers.DocumentBuilderFactory;
import javax.xml.parsers.DocumentBuilder;
// Strict XXE protection
DocumentBuilderFactory factory =
SecureDocumentBuilderFactory.getSecureDocumentBuilderFactory();
DocumentBuilder builder = factory.newDocumentBuilder();
// Allow internal DTDs (e.g., for nbsp)
```


How to Use the DocumentBuilderFactory & XMLReader Secure Wrappers

DocumentBuilderFactory:

```
import curam.security.parsers.SecureDocumentBuilderFactory;
import javax.xml.parsers.DocumentBuilderFactory;
import javax.xml.parsers.DocumentBuilder;

// Strict XXE protection
DocumentBuilderFactory factory =
SecureDocumentBuilderFactory.getSecureDocumentBuilderFactory();

DocumentBuilder builder = factory.newDocumentBuilder();

// Allow internal DTDs
DocumentBuilderFactory factory =
SecureDocumentBuilderFactory.getSecureDocumentBuilderFactoryAllowDocType();
DocumentBuilder builder
= factory.newDocumentBuilder();
```

XMLReader:

```
import org.xml.sax.XMLReader;
import
curam.security.parsers.SecureXMLReader;

// Strict XXE protection
final XMLReader reader =
SecureXMLReader.getSecureXMLReader();

// Allow internal DTDs
XMLReader reader =
SecureXMLReader.getXMLReaderAllowingDoctype()
;
```

The first two wrapper classes are the Document Builder Factory examples and the XML Reader class examples.

Both methods of the wrappers are shown above for Strict XXE protection and Internal Document Type Definition (DTDs) allowing for (allowing non-breaking space) in documents where certain words or numbers should be on the same line. Eg. 100 Euros which would ensure that 100 Euros wouldn't span two lines.

How to Use the SAXReader & TransformerFactory Secure Wrappers

SAXReader (dom4j):

```
import
curam.common.util.xml.dom.input.SAXBuilder;
import org.dom4j.io.SAXReader;

// Strict XXE protection
SAXBuilder reader =
SecureSAXBuilder.getSecureSAXBuilder();

// Allow internal DTDs
SAXBuilder reader =
SecureSAXBuilder.getSAXBuilderAllowingDoctype()
;
```

TransformerFactory:

```
import
curam.security.parsers.SecureTransformerFactory;
import
javax.xml.transform.TransformerFactory;

// Strict XXE protection
TransformerFactory transformerFactory =
SecureTransformerFactory.getSecureTransformerFactory();

// Allow internal DTDs
TransformerFactory transformerFactory =
SecureTransformerFactory.getSecureTransformerFactoryAllowDocType();
```

The Third wrapper class SAXReader examples and the fourth wrapper class TransformerFactoryclass examples are shown above. As before both Strict XXE protection and Allow internal Document Type Definitions is shown in the examples

How to Use the SchemaFactory & SaxParserFactory Secure API Wrappers

SchemaFactory:

```
import curam.security.parsers.SecureSchemaFactory;
import javax.xml.validation.SchemaFactory;

// Strict XXE protection
SchemaFactory factory =
SecureSchemaFactory.getSecureSchemaFactory();

// Allow internal DTDs
SchemaFactory factory =
SecureSchemaFactory.getSecureSchemaFactoryAllowDocType();
```

SAXParserFactory:

```
import
curam.security.parsers.SecureSAXParserFactory;
import javax.xml.parsers.SAXParserFactory;

// Strict XXE protection
SAXParserFactory factory =
SecureSAXParserFactory.getSecureSAXParserFactory();

// Allow internal DTDs
SAXParserFactory factory =
SecureSAXParserFactory.getSAXParserFactoryAllowDocType();
```

The fifth wrapper class SchemaFactory examples and the sixth wrapper class SAXParserFactory examples are shown above. As before both Strict XXE protection and Allow internal Document Type Definitions is shown in the examples

How to Use the DOMParser (Xerces) Secure API Wrappers

DOMParser (Xerces) :

```
import curam.security.parsers.SecureDOMParser;  
import org.apache.xerces.parsers.DOMParser;  
  
// Strict XXE protection  
DOMParser parser =  
SecureDOMParser.getSecureDOMParser();  
  
// Allow internal DTDs  
DOMParser parser =  
SecureDOMParser.getDOMParserAllowingDoctype();
```

Finally the seventh wrapper class DOMParser examples are shown above. As before both Strict XXE protection and Allow internal Document Type Definitions is shown in the examples

Key Points

- Default to strict XXE protection. Only use the "allow doctype" methods if there is a proven requirement for internal DTDs (for example, for nbsp in XSL).
- It is recommended to use the secure XML parser wrapper classes provided in Cúram rather than the equivalent JDK or third-party parser classes
- The Javadoc for the secure Cúram XML parser wrapper classes provides more detailed information and may be found at the following location - "CuramSDE\doc\api.

Location of all wrappers: These wrappers are in the **security-inf** package.

* Table of Secure wrappers located in the Security Handbook 8.2, [XML External Entity \(XXE\) Security Controls in Cúram Application =>Secure XML Parser Wrappers](#)

** Further examples of the secure wrapper implementations are located under the [How to Use the Secure Wrappers heading](#)



To manage security vulnerabilities in a consistent way wrappers were introduced so that developers needed to add only one line of code to secure it.

Improve Swagger Specification within REST API

Business Problem

Developers and customers interacting with the REST API face challenges due to limited or unclear API documentation and error messages. This leads to inefficiencies in understanding, integrating, and troubleshooting the API.

Solution

Version 8.2 introduces updates to the Swagger infrastructure, enhancing the REST architecture. These improvements provide:

- More comprehensive and clearer API documentation
- Improved error messaging
- Better handling of customer REST requests

These changes aim to streamline the developer experience and reduce time spent on integration and debugging.

One example:

REST API's within Swagger were displaying without a Referer header description as this field was not mandatory. This change now ensures that the Referer header has a description on all Referer headers for API requests.

```
{
  "name": "Referer",
  "in": "header",
  "description": "The Referer header is mandatory for all API requests.",
  "type": "string",
  "required": true
}
```



To manage security vulnerabilities in a consistent way wrappers were introduced so that developers needed to add only one line of code to secure it.

CKEditor – Rich Text Editor

Business problem

The Cúram rich text editor is built on CKEditor, a widely adopted and actively maintained content editing framework.

Solution

By aligning with the latest **Long-Term Support (LTS)** version, Cúram ensure a stable foundation that benefits from sustained security updates, performance enhancements, and compatibility with future web standards.

© 2025 Merative

Before:

Security Enhancements Needed: The current version has not received the latest security updates, which may increase exposure to potential vulnerabilities.

End of Support: The version in use is no longer actively maintained, which can make ongoing support and compliance more challenging.

Slower Performance: Less responsive in content-heavy use cases.

Limited Flexibility: Difficult to extend or adapt to modern standards.

After:

Hardened Security: The upgrade delivers the latest security fixes, reducing exposure to known vulnerabilities and aligning with best practices.

Long-Term Support: With 4.25.1 being a Long-Term Support version, the editor now benefits from ongoing maintenance and stability guarantees.

Improved Performance: Users experience faster load times and smoother interactions, thanks to under-the-hood optimizations.

Future-Ready Foundation: The platform is now better positioned for future enhancements, integrations, and compliance requirements.

63

Some improvements/changes from the rich text editor upgrade

1. Paste , Paste as plain text buttons & Right Click Paste mouse click now show informational message.
2. Font Formatting being retained after pasting on text editor, that was not working on older version across many areas in application.
3. Control + Shift + V is now working as is Pasting texts as plain texts
4. Shortcut Key Tooltips in Toolbar:
Buttons in the toolbar now display shortcut keys in their tooltips, which helps users to know about available keyboard shortcuts. Only buttons that support keyboard actions have in tooltip.
5. Keyboard Shortcut for Link Dialog:
The new version introduces a shortcut (Ctrl+K) to open the link dialog, making it easier for users to insert or edit links using the keyboard.

Cúram rich text editor old behaviour

New Note

Participant_createNote1, conceptId=101

Subject *

Priority *

Medium

Text *

New Note using Cúram
New Note using Cúram
New Note using Cúram

10 Arial 12

Cancel Save

Before the Upgrade

When users pressed **Ctrl/Cmd + V** or used the **Paste** function, a **modal dialog** appeared.

Users had to paste content into a separate pop-up window. This extra step interrupted the editing flow, requiring them to switch context and wait for the content to be appended to the note in the background.

Cúram rich text editor new Paste experience

New Note

Subject *

Priority * Medium

Sensitivity * 1

Text *

Press ⌘+V to paste. Your browser doesn't support pasting with the toolbar button or context menu option.

Cancel Save

© 2025 Iterative

Improved Paste Experience

When users paste content, a **blue informational message** now appears, replacing the previous modal window.

This allows users to **interact directly with the note**, streamlining the editing process and improving workflow efficiency. Pasting is instant and intuitive—content appears directly where the user is working, with no extra windows or steps.

This smoother experience keeps users focused, reduces clicks, and speeds up note-taking and content creation.

65

Some other Curam Rich Text Editor Improvements

Additional Paste & Formatting Improvements

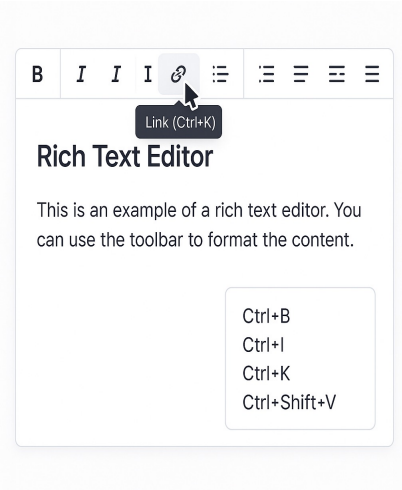
Font Formatting Retention:
Pasted content now preserves original formatting across the application—resolving inconsistencies seen in the previous version.

Improved Plain Text Pasting:
Ctrl + Shift + V now reliably pastes content as plain text, ensuring a consistent experience across browsers.

Keyboard Accessibility

Shortcut Key Tooltips:
Toolbar buttons now display relevant keyboard shortcuts in their tooltips, helping users discover and use them more efficiently.

Link Dialog Shortcut:
A new shortcut (**Ctrl + K**) opens the link dialog, making it faster to insert or edit links using the keyboard.



Cúram Rich Text Editor underlying software is CKEditor

Cúram 8.2 Upgrade comparison : 4.5.10 → 4.25.1 LTS

Category	CKEditor 4.5.10	CKEditor 4.25.1 LTS
Security	Limited security updates	Latest patches; LTS support
Support Lifecycle	Past end-of-support period	Supported until Dec 2028
Paste Handling	Modal dialog; formatting often lost	Direct paste; formatting retained; Ctrl+Shift+V for plain text
Performance	Slower load and interaction	Optimized performance and responsiveness
Keyboard Shortcuts	Limited support; no tooltips	Tooltips show shortcuts; Ctrl+K for link dialog
Browser Compatibility	Optimized for legacy browser support (e.g., Internet Explorer)	Modern browser support
Plugin Ecosystem	Limited plugin compatibility	Improved plugin support and documentation
Accessibility	Basic accessibility features	Enhanced keyboard navigation and tooltips

Curam's underlying editor Ckeditor was updated to Long term support version 4.25.1.

The above table shows the improvements gained from the upgrade.



To manage security vulnerabilities in a consistent way wrappers were introduced so that developers needed to add only one line of code to secure it.

8.2 Install Update



© 2025 Merative

Installer updates in 8.2

Business problem:

Manual Security Configuration Post-Installation

The current process for generating a new secret key and keystore to enhance security and encrypt Cúram passwords during the post-installation phase is entirely manual.

Solution:

Automated Keystore and Password Initialization via Ant Targets

To eliminate the manual steps and enhance security consistency, two new Ant targets have been introduced:

- **createkeystore**
Automates the creation of a new keystore or allows reuse of an existing one, ensuring secure and standardized key management.
- **init_passwords**
Initializes essential credentials required for use in Cúram, automating password encryption and reducing the risk of human error.

Benefits

1. Streamlined post-installation process
2. Reduced setup time and operational overhead
3. Improved security through consistent automation
4. Scalable and repeatable deployments

69

More details can be found in the *Cúram Development Environment Installation Guide 8.2* in the 8.2 pdf library

8.2 Install Update



© 2025 Merative

Installer updates in 8.2 cont..

To ensure secure and automated credential setup during the installation of the new version, customers must:

1. Run the `createkeystore` Ant Target

This target creates a new keystore or allows the reuse of an existing one to ensure standard key management.

2. Run the `init_passwords` Ant Target

This target initializes required credentials for Cúram and supports two modes:

Interactive Mode

- Prompts the user to manually enter the username and/or password for each required credential.
- Ideal for one-off setups or environments where manual input is acceptable.

Automated Mode

- Requires all credentials to be specified in advance (e.g., via properties or environment variables).
- Suitable for CI/CD pipelines or scripted deployments.

3. Ensure Proper Configuration

The encryption and digesting of credentials are governed by the settings in the `CryptoConfig.properties` file. Customers must verify that this file is correctly configured before running `init_passwords`.

4. Verify Output

The encrypted or digested credentials will be written to the appropriate source files. Customers should confirm that the output files reflect the expected secure values.

70

More details can be found in the Curam Development Installation guide and the Curam Security Handbook in the 8.2 pdf library



CÚRAM - TECHNICAL INFRASTRUCTURE

Modern Java Support

© 2025 Merative

71

Cúram, Liberty and Modern Java

Introduces support for Java 21 in WebSphere Liberty application server, for in-container deployments of Cúram.

Liberty in container:

- The Cúram application within Liberty can now leverage Java 21's advancements to enhance application server performance, scalability, security and development.

Future-Proofing:

By adopting Java 21, the Cúram application:

- Ensures long-term support and alignment with the latest Java ecosystem standards.
- Facilitates development of a roadmap from traditional WebSphere Application Server (tWAS) where support ends in 2030.

Cúram, Liberty and Modern Java

Enablement Documentation

Documentation

The following documentation details journey maps and migration from Java 8 to Modern Java for Cúram.

Customer White Paper

- [Modern Java White Paper](#)

Modern Java Migration Documentation

- [Modern Java Migration Document](#)

Links to these documents will require customers to login with their account details to access.

<https://merative.my.site.com/mysupport/s/article/ModernJavaMigrationGuide>

<https://merative.my.site.com/mysupport/s/article/ModernJavaWhitepaper>



CURAM

Application case status in the context panel is visually adjacent to the case name and reference number but lacks context for screen reader users

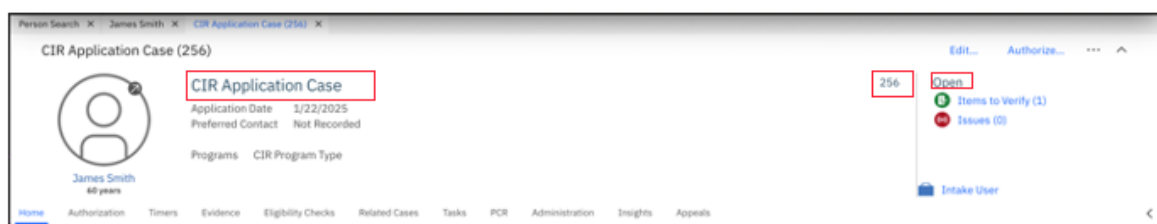
© 2025 Merative

74

Application case status in the context panel is visually adjacent to the case name and reference number but lacks context for screen reader users

Before 8.2

- The application case status in the context panel was displayed visually next to the case reference number. While this allowed sighted users to perceive both elements at once, screen reader users had to navigate further down the page to locate the status.
- Additionally, the status was announced without contextual information, potentially causing confusion—for example, terms like “Open” or “Disposed” were presented without clarifying what they referred to.



Before 8.2.0.0

- The application case status in the context panel was displayed visually next to the case reference number. While this allowed sighted users to perceive both elements at once, screen reader users had to navigate further down the page to locate the status.
- Additionally, the status was announced without contextual information, potentially causing confusion—for example, terms like “Open” or “Disposed” were presented without clarifying what they referred to.

Application case status in the context panel is visually adjacent to the case name and reference number but lacks context for screen reader users

In 8.2

To improve accessibility for screen reader users:

- The application name, reference number, and case status are now grouped together within the context panel.
- A hidden screen reader label has been added before the case status.
- When navigating to this section, the screen reader will now announce the application name, reference number, status label, and status value as a single, cohesive announcement—offering clearer and more complete context.



In 8.2.0.0

To improve accessibility for screen reader users:

- The application name, reference number, and case status are now grouped together within the context panel.
- A hidden screen reader label has been added before the case status.
- When navigating to this section, the screen reader will now announce the application name, reference number, status label, and status value as a single, cohesive announcement—offering clearer and more complete context.

Application case status in the context panel is visually adjacent to the case name and reference number but lacks context for screen reader user

Upgrade Considerations:

- Clients upgrading to version 8.2.0.0 will observe updates to the layout of the application context panels, specifically in the placement of the reference number and status fields. The application name, reference number, and status are now grouped providing clear and comprehensive information.
- If any of these files have been customized, corresponding updates must be applied to the custom code.



C Ū R A M

Deferred tasks
functionality not working
as expected

© 2025 Merative

78

Deferred tasks functionality not working as expected

Before 8.2

- When a user makes a deferred task available, using 'Make Available' action, the task status is updated to 'Open'.
- However, when the caseworker who is working on the task (Worked on by = caseworker) forwards or reallocates a deferred task, the task status remains in 'Deferred' status.

The image contains two screenshots of a task management interface. Both screenshots show a task card at the top and a 'History and Comments' table below it. In both cases, the task status is 'Deferred' (highlighted with a red box). The 'History and Comments' table shows a 'Reallocated' action performed by 'CASE WORKER' on the task, with the 'To' field set to 'SUPER USER'. The status remains 'Deferred' after the reallocation.

User	Date	Change Type	From	To	Comment
CASE WORKER	6/15/2025 11:37	Reallocated	CASE WORKER	SUPER USER	
CASE WORKER	6/15/2025 11:35	Deferred		6/15/2025	
CASE WORKER	6/15/2025 11:35	Created			

© 2025 Iterative

79

Before 8.2.0.0

- When a user makes a deferred task available, using 'Make Available' action, the task status is updated to 'Open'.
- However, when the caseworker who is working on the task (Worked on by = caseworker) forwards or reallocates a deferred task, the task status remains in 'Deferred' status.

Deferred tasks functionality not working as expected

In 8.2

When a caseworker who is working on the task (Worked on by = caseworker) reallocates a deferred task, the task status is reset to **Open**.

The screenshot shows the 'Task 256' interface. At the top, the task name 'Task 256' is displayed. Below it, the status is 'Open' (highlighted with a red box), priority is 'Medium', and it is 'Worked on by' 'CASE WORKER'. The deadline is '6/30/2025 01:30' and the last assigned date is '6/17/2025 06:57'. The task description is 'Client Follow-Up/ Home Visit'. Below the task details, there are tabs for 'History and Comments', 'Assignments', and 'Graphical View'. The 'History and Comments' tab is active, showing a table of task history.

User	Date	Change Type	From	To	Comment
CASE WORKER	6/17/2025 06:57	Relocated	CASE WORKER		
CASE WORKER	6/17/2025 06:57	Deferred		6/18/2025	
CASE WORKER	6/17/2025 06:56	Created			

© 2025 Merative

80

In 8.2.0.0

- When a caseworker who is working on the task (Worked on by = caseworker) reallocates a deferred task, the task status is reset to **Open**.

Deferred tasks functionality not working as expected

In 8.2

When a caseworker who is working on the task (Worked on by = caseworker) forwards a deferred task, the task status is reset to **Open**.

My TasksTask 257

Task 257

StatusOpen

PriorityMedium

Worked on by

Time Worked00:00

Deadline6/30/2025 01:30

Last Assigned6/17/2025 07:04

Intake Interview

HomeHistory and CommentsAssignmentsGraphical View

History and Comments

User	Date	Change Type	From	To	Comment
CASE WORKER	6/17/2025 07:04	Forwarded	CASE WORKER	Supervisor User	
CASE WORKER	6/17/2025 07:03	Deferred		6/18/2025	
CASE WORKER	6/17/2025 07:01	Created			

When a caseworker who is working on the task (Worked on by = caseworker) forwards a deferred task, the task status is reset to **Open**.

Deferred tasks functionality not working as expected

Upgrade Considerations

Clients upgrading to version 8.1.3.0 iFix1 should note the following behavior change:

- Task Status Behaviour: From 8.1.3.0 iFix1 onwards, when a deferred task is reallocated or forwarded, its status will automatically be reset to Open.
- Impact on Existing Deferred Tasks: Existing deferred tasks that were forwarded or reallocated prior to the upgrade will remain in Deferred status.
- Customer Action Required: Clients are advised to manually restart any existing tasks that are in Deferred status after the upgrade.