



ON PREMISE RELEASE HIGHLIGHTS

Version 8.9 (Spring 2020)

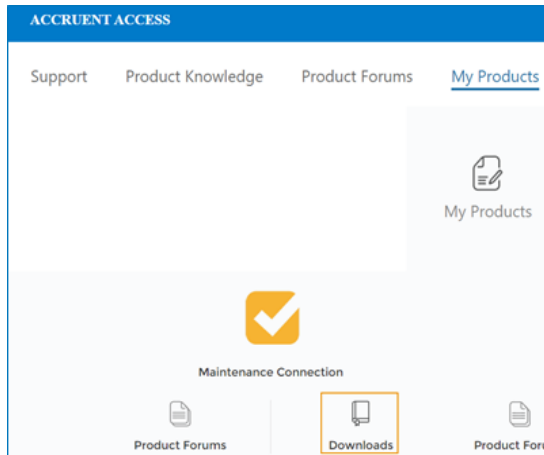
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INTRODUCTION

We are excited to introduce MC v8.9 as the latest evolution of Maintenance Connection to our On Premise customers. You can download and install MC v8.9 by navigating to the **My Products** page in Accruent Access and clicking the **Downloads** button.



HERE'S WHAT'S CHANGED IN MC V8.9:

- PM generation performance boost
- More customer control over audit history
- Ability to require meter or specification readings before completing a work order task
- 70+ minor enhancements and bug fixes

Should you encounter any performance issues after the upgrade, please clear your browser cache prior to contacting MC Support (mcsupport@accruent.com). Instructions for clearing your browser cache in Chrome and Internet Explorer can be found in our [Performance Troubleshooting Guide – Browser Issues article](#).

Note: Please be aware that Microsoft has announced the end of support for SQL Server 2008 and SQL Server 2008 R2 as of January 14, 2020. [Click here for more details.](#)



PM GENERATION PERFORMANCE BOOST

We are enhancing the automated generation of preventive maintenance work orders to speed up generation time. Though results will vary, PM generation will be anywhere from 2 to 10 times faster than it was previously, depending on configuration, business rules, number of work orders being generated, and so on.

MORE CUSTOMER CONTROL OVER AUDIT HISTORY

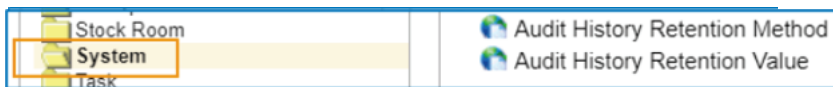
Two new preferences have been added that give customers more control over how many record changes are kept in audit history. Previously, audit history was capped at 500,000 record changes. This remains the default setting, but now customers can raise that ceiling to meet their own audit history needs.

Keep in mind that this control determines which audit records are kept. Setting this value too low could result in loss of audit data. You should also be aware that expanding audit retention to a much higher value will result in a much larger database file size. Please validate that you have plenty of disk space available before increasing the **Audit History Retention Value** significantly.

If your audit table exceeds the previous default of 500,000 records, our upgrade process will automatically count the number of records in the audit table and set the new limit above that number, rounded to the nearest 100,000.

To set the new audit history preferences, follow the steps below:

1. Click the **Tools > Preferences** option.
2. In the **Module/Category** pane on the left side of the **Preferences** dialog box, select the **System** option.



3. Select the **Audit History Retention Method** preference.
4. You can choose one of two retention methods:
 - o **Time Base (in months)** - this option retains record change history for a specified period of time; the maximum amount of time allowed is 120 months (10 years)

- o **Record Based** - this option retains history on a specified number of record changes; the maximum number of record changes allowed is 100 million

5. Click the **Apply** button.

6. Select the **Audit History Retention Value** preference.

7. Based on the retention method chosen in the **Audit History Retention Method** preference, you can do one of the following:

- o For a time-based retention method, specify the number of months to retain record change history
- o For a record-based retention method, specify the number of record changes to retain.

8. Click the **Apply** button.

REQUIRE READING BEFORE COMPLETING A TASK

You can now require users to record readings for meters or specifications before marking a work order task as complete. To do this, select the **Reading Value Required for WO Task** checkbox on the **Asset Meter**, the **Specification Details**, or the **Task Details** pages.

The screenshot shows a web interface for an HVAC unit. The 'Meter' tab is active. A checkbox labeled 'Require Meter Reading Value in WO Task' is checked and highlighted with a red border. Below it, there are input fields for 'Current Reading' (19000), 'Life-To-Date Reading' (19000), and 'Units'.

Note: This checkbox is hidden by default on all three pages. If you would like to make use of this feature, access the Forms Manager to un-hide the checkbox for each page as desired.

When this requirement is enabled for a meter reading or specification reading, the option to complete the work order task is hidden until a final reading is given. Entering a final reading allows you to complete the reading task or use the **Complete All** functionality.

This functionality also extends to MC Express.



The screenshot shows a work order task form for '90 (Meter) Meter 1 Reading'. The 'Reading' field is empty and has a blue border. A modal dialog box is displayed with the text 'Required Field' and 'Fields marked with a blue border are required to continue.' There is an 'Ok' button at the bottom of the dialog. Other fields like 'Initials', 'Failed?', 'Not Applicable?', and 'Complete?' are visible but not the focus.

IMPROVEMENTS AND ISSUES FIXED

Component	Summary
API	Running GET AssetDocuments in the API now reflects an accurate total record count of retrieved asset documents.
Assets	You can now use double quotes followed by the greater than sign (">) to a work order Labor Report without issue. Previously, this resulted in cryptic messages appearing on the asset History tab for the associated work order. The work order could also not be opened from the History tab as expected.
Assets	Searching by specification in the Assets module now properly returns search results without a timeout error.
Assets	Cloning an asset no longer populates the new asset with Last Maintained Date and Last Maintained WO values.
Assets	Changing the asset Parent ID value now requires move asset rights.
Assets, History	Asset history now properly records the user who sets an asset to out of service. Previously, the system recorded Maintenance Connection as the user performing the action.
Assets, Work Orders	When bringing an asset back into service via the Complete/Close dialog, accurate asset downtime history now shows in the work order record. Previously, downtime showed as 0 in the work order, though the asset record displayed the correct value.
Attachments	You can now view .msg attachment types without receiving a 404 error.
Classifications	Previously, the system would lock up if you tried to edit and save a cloned classification record immediately after cloning. This issue has been resolved.
Classifications, Inventory	We fixed the column length on the Manufacturer Name field in the Classifications and Inventory modules so that update scripts do not return string truncate errors.
Contracts	We have resolved the issue that was causing the Contracts module to display international date formats incorrectly.
Contracts	We have fixed the issue that was restricting you from deleting contract records. You can now delete these records without issue.

Component	Summary
Delete Records	Attempting to delete a classification that is associated with other records in the system now results in the Delete Record window appearing as intended. This window displays all records tied to the record you are attempting to delete.
Failures	When batch updating records in the failures module, the Repair Center ID and Shop ID did not have lookup tables like other ID fields. This was causing validation, data, and routing detail issues. This issue has been resolved.
Forms Manager	Previously, the Forms Manager tool was not honoring configurations for the Asset field in the projects module. This issue has been corrected.
Holiday Manager	Using the Holiday Manager to add a holiday in the month of December now reflects properly on all MC calendars. Previously, the added holiday would appear on the calendar for the previous year and following year, but not for the current year.
Import Tool, Inventory	The MC Import Tool now properly populates the vendor for an imported part. Previously, the vendor would not populate if it existed in another stock room.
Import Tool, Inventory	The vendor for a part now properly imports into the system. Previously, if the vendor were associated with a stock room other than the one associated with the part, the vendor value would not be inserted for the part.
Import Tool, Repair Centers	We fixed a script issue that was causing Repair Center imports to fail.
Inventory	You can now use the Select All Pages feature for batch updates in the inventory module as intended without receiving an error message.
Inventory	You can now save a Bin # value of more than 25 characters (but less than 100 characters) without a truncating issue.
Inventory, Work Orders	With the Require Part Actual(s) preference enabled for work orders, in some cases the system was treating a quantity of 0 actual parts as being able to satisfy the requirement of having an actual part quantity, therefore allowing work orders with no actual parts to be closed. We have enhanced the module so that 0 actual parts can no longer satisfy the Require Part Actual(s) preference, but positive and negative values do.
Labor Calendar	Systems using international date formats can now use the drag-and-drop feature on the Labor Calendar as intended when using Google Chrome.
Log In	We have fixed the issue that was causing login attempts to receive a 500 error message. This was occurring for users who had been locked out of their account. Locked out users are now redirected to the proper dialog box upon their login attempt, informing them to reach out to their administrator for assistance.

Component	Summary
MC Express	The international date format (DD/MM/YY) now works properly in MC Express. Giving a value greater than 12 in for the day (DD) no longer causes data errors.
MC Express, Global Search	Previously, a search for an inventory part using the global search feature in MC Express retrieved only parts with a value in the Internal ID field. This issue has been resolved so that a global search for an inventory part retrieves all appropriate results.
MC Express, Global Search	Global search in MC Express no longer returns results from modules for which the user does not have access.
MC Express, Inventory	Adding a part to a work order via a lookup in MC Express was causing multiple issues when trying to direct issue parts. These issues have been resolved.
MC Express, Inventory	Adding a part to a work order via a lookup in MC Express was causing multiple issues when trying to direct issue parts. These issues have been resolved.
MC Express, Labor Stopwatch	Previously, slow wireless connections could result in the MC Express labor stopwatch not calculating properly due to technicians saving the work order record before the labor stopwatch could calculate total labor time. The Save button is now deactivated until the labor stopwatch has accurately calculated labor time and populated the work order record with the correct information.
MC Express, Language Settings	Changing the language in MC Express no longer causes some labels in the application to disappear.
MC Express, Time Zone Preferences	When the Client Time Zone is set behind the Server Time Zone, the system no longer changes a work order assignment date to the day previous to the actual assignment.
MC Express, Work Orders	Uploading images via MC Express to a work order task with custom style formatting no longer results in the Tasks tab breaking for that work order (either not showing the task with the uploaded image or not showing any tasks at all).
MC Express, Work Orders	When saving a work order record in MC Express, the system no longer truncates the Asset Name or Asset ID fields when those fields have values of more than 25 characters.
MC Express, Work Orders	Enabling the MC Express preference to show additional work order data on the record did not result in additional date fields and/or numeric fields displaying on the record. This issue has been resolved so that all desired additional information displays.
MC Express, Work Orders	You can now use double-byte characters in the Labor Report in MC Express without causing errors.
Part Checkout	The Close New WO field in the Part Checkout tool was defaulting to No instead of Yes as intended. This issue has been resolved to enforce the proper default.

Component	Summary
Part Checkout	You could previously apply changes in the Part Checkout tool without populating required fields. This issue has been resolved so that all required fields must be populated before applying changes.
Part Checkout	Work order history now properly records the Requested Date for part checkout work orders. Previously, the Requested Date would not be recorded if the Close New Work Order? option was not used in the Part Checkout tool.
Password Management	The Password Management tool has been updated to require a password reset when unlocking a locked-out user account. Previously, you could unlock a user without resetting their password, leaving the user still unable to access the system with their lost password, and likely resulting in another lock-out after several failed attempts. The Password fields in the tool are now blank, requiring system administrators to set up a temporary password for the user they are unlocking. Once unlocked, the user can access the system with the temporary password and then reset their password as desired from their security profile.
Password Management	Previously, attempting to change an existing password of more than 16 characters on the Home page > My Password tab resulted in an error message. You can now update an existing password of up to 20 characters in this tab as intended.
Password Management	Setting an expiration for passwords was not functioning as intended, allowing users to log in after their password should have expired. We have resolved this issue so that a pop-up prompts you to update your password once it has expired.
Password Management	The Password Management feature now rightly shows the Last Activity as the last time a user logged in. Previously, there would be a value of No Login if the user had not yet logged in on the current day. Now, the No Login value will only show if the user's last login was before the Password Management feature was introduced into the program.
Preventive Maintenance	The batch update tool now supports marking multiple PM schedules as active or inactive at one time.
Procedures	Cloned procedures now honor the 100 character limit on the Procedure Name as intended.
Purchase Orders	A typo in the code was restricting you from searching by Purchase Date from the Search tab in the asset list pane. The typo has been fixed and you can now search by Purchase Date in the asset list pane.
Purchase Orders	Previously, international date formats prevented invoices from being added to a purchase order. This issue has been corrected.
Reporter	Scheduled reports now display the correct From Name in the email and in the MCEmailLog. Previously, the From Name was blank in both.
Reporter	The use of the percent (%) character resulted in extra characters being displayed on some reports. We have resolved this issue so that you are no longer restricted from using the percent character.

Component	Summary
Reporter	On the report list page in the Reporter application, typing the backspace key in the Search Value field prompted you to save or cancel your edits even though there are no editable fields on the page. We have resolved this issue.
Reporter	Previously, in the Report Criteria window, using Is Not with Value Exists only retrieved results for null values. This query now retrieves results for null values and blank values as intended.
Reporter	Clicking the Open Smart Report button in an emailed report now properly logs you into the MC Reporter and navigates you to the smart report. Previously, the button logged you into the MC Reporter but did not navigate you to the smart report.
Reports, Exports	Previously, exporting a report to PDF with the Display Charts Only option checked in the report setup broke the exported PDF with a server error. This issue has been resolved.
Reports, Scheduled Reports	Setting up a scheduled report to send anywhere from 12:00am to 2:30am has been rolling back the send date to the previous day. We have resolved this issue so that the scheduled report sends on the specified date.
Requesters	Attachments added to a requester record now upload as intended.
Required Fields	If you attempt to save a record when a required field is blank, you receive an error message. Previously, you could close the error message, attempt to save the record again, and the system would save the record despite the blank required field. We have resolved this issue to ensure records can only be saved when required fields are populated.
Rules Manager	Previously, rule-generated emails could have some display issues when they arrived in third party inboxes. The relative links causing validation issues upon receipts have been fixed.
Security, Forgot Password	We have made some security updates to block brute force attacks in the Forgot Password feature.
Security, KPIs	Access Groups that do not have access rights to a particular repair center can no longer view the KPI Dashboard for that repair center.
Service Requester	Translatable areas in the Service Requester application now translate properly from English into the specified language.
Service Requester	The Service Requester now enforces the character limit on user-defined fields (UDFs) as intended.
Service Requester	The Service Requester no longer displays very small text when viewed on a mobile device.

Component	Summary
Service Requester	When creating a service request, selecting an asset sometimes causes the application to refresh and jump to the top of the page. We have addressed the major causes of this issue to reduce the number of times it occurs.
Service Requester, Labor Report	Any test equipment associated with a work order initiated from the Service Requester now appends to the Labor Report for the work order as intended.
Specifications	The Specifications module was not honoring international date formats due to the use of decimal separators. This has been corrected so that international dates display properly in the Specifications module.
Specifications	The specification Description field and the asset Lookup Table field showed inaccurate information in their field help dialog boxes. The field helps have been updated to show proper information.
System	We have fixed the link https://www.maintenanceconnection.com/schema_help , which provides help documentation on the database schema.
Work Orders	In the IE11 browser, clicking the Cancel button when prompted to enter downtime for an asset in the Complete / Close dialog resulted in saving the downtime value(s) rather than canceling. We have resolved this issue.
Work Orders	Previously, when users whose access group rights restricted them from editing the sub-status of a work order would navigate to the Complete / Close dialog, the Sub-Status field would receive a null value. We have resolved this issue so that these users can complete a work order without the sub-status being set to null.
Work Orders	You can now use multiple quotation marks (") in the work order Reason field without causing an error.
Work Order Report	Previously, the Printed/Emailed flag was not checked on a work order record when the work order report was sent as a PDF. This issue has been resolved.
Work Orders, History	The Shift ID field is now recorded in the audit history table for work orders.
Work Orders, Labor	Setting a Charge Rate for a customer now populates that charge onto work orders as intended. Previously, the Charge Rate only populated accurately on the first applicable work order after the rate was set. The system now honors the set rate beyond the first work order.
Work Orders, Labor Report	The issue that was causing the Labor Report to display extraneous carriage returns upon applying the Complete / Close dialog has been resolved.

Component	Summary
Work Orders, Labor Report	Previously, typing "document." into the Labor Report for a work order would cause the system to restrict you from closing the work order. This has been resolved.
Work Orders, Expanded List View	We have modified the bulk update functionality in the expanded list view by disabling the Complete / Close button when the Select All Pages option is used.
Work Orders, Tasks	You can now enter "document." in a task description without causing an error.

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