

What's New in MC v9

Steve Martin (Accruent Access)

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MC v9.6 Release Notes - December 16, 2020

ISSUE DESCRIPTION

The following article is an accumulation of all MC v9 release notes.

MC v9.6 is being delivered as an automatic upgrade to cloud hosted customers on December 16, 2020

Here's what's changed:

- Updated new member sign-up process
- Set part photo in MC Express
- A strong collection of bug fixes and minor enhancements

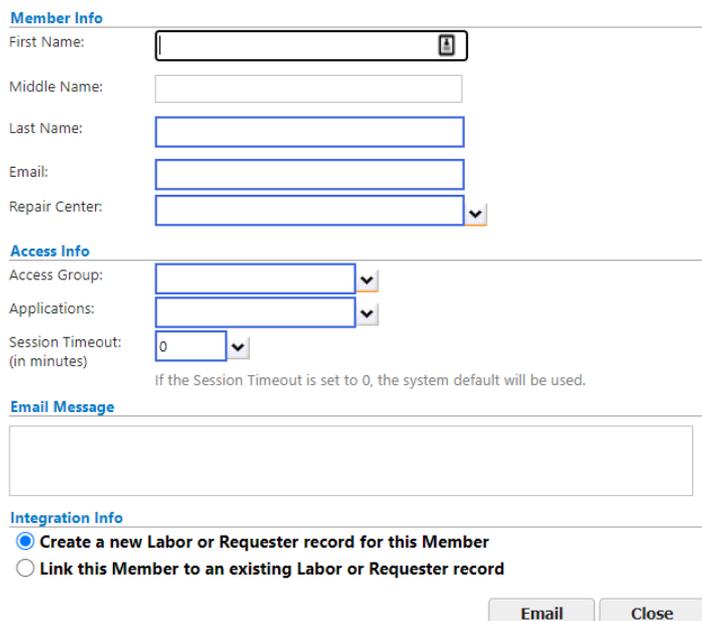
Should you encounter performance issues after the upgrade, clear your browser cache prior to contacting MC Support (mcsupport@accruent.com (<mailto:mcsupport@accruent.com>)). Instructions for clearing your browser cache in Chrome and Internet Explorer can be found in our [Performance Troubleshooting Guide - Browser Issues](https://access.accruent.com/s/article/202458524-Performance-Troubleshooting-Guide---Browser-Issues) (<https://access.accruent.com/s/article/202458524-Performance-Troubleshooting-Guide---Browser-Issues>) article.

Updated new member sign-up process

We completely updated the new member sign-up process. System administrators now create new members in the Membership module which then invites the new member via email to sign up. This simplifies the process for administrators by eliminating the need for post-sign-up approvals and sharing connection keys. For the user, the updated sign-up page provides a cleaner, more intuitive experience.

To create a new member:

1. Sign into Maintenance Connection, access the Membership module, click the New button. A dialog box appears.



The screenshot shows a web form for creating a new member. It is divided into several sections:

- Member Info:** Includes input fields for First Name, Middle Name, Last Name, and Email. There is also a dropdown menu for Repair Center.
- Access Info:** Includes dropdown menus for Access Group and Applications, and a dropdown for Session Timeout (in minutes) set to 0. A note below states: "If the Session Timeout is set to 0, the system default will be used."
- Email Message:** A large text area for entering a message.
- Integration Info:** Two radio buttons: "Create a new Labor or Requester record for this Member" (which is selected) and "Link this Member to an existing Labor or Requester record".

At the bottom right, there are two buttons: "Email" and "Close".

Maintenance Connection Sign Up

2. Enter **Member Info** and **Access Info** and click **Email**.

The new member is created and an invite email sent to the address entered. The invite email includes generic messaging about accessing Maintenance Connection along with a link to complete the sign-up process. You can add your own message to the invite email in the **Email Message** field.

To complete the sign-up process, new members select a link in the invite email to access the Maintenance Connection Sign Up page with the **New Member** option selected.

Company / Organization Name

MAINTENANCE 1

Confirm Access

New Member Existing Member

First Name

Susan

Last Name

Lawrence

Email

slawrence@maintenance.com

Choose Member Id

SLawrence

Choose Password

.....

Confirm Password

Create Member

Users who are signing up for Maintenance Connection for the first time enter their information and click **Create Member**. The user is then signed into Maintenance Connection.

Users who are already members of another maintenance connection database select the **Existing Member** option, enter their **Member ID** and **Password**, and click **Link Existing Member**. They are then signed into the new database in Maintenance Connection.

Maintenance Connection Sign Up

Company / Organization Name

MAINTENANCE 1

Confirm Access

New Member Existing Member

Member ID

Password

Link Existing Member

Set part photo in MC Express

You can now set a part photo in the Inventory module in MC Express like you can set an asset photo in the Asset module. This is an easy way to identify an inventory part by sight and can be set in a physical stockroom or warehouse using your mobile device.

To set a part photo in MC Express:

1. Access the part record you want to set a photo for.
2. Tap the header menu button and select **Set Part Photo**.
3. Use your device to snap a photo or select one from your image library.

The photo appears on the Summary page for the part as well as in the Inventory List.

Improvements and Issues Fixed

Note: Items marked with an asterisk (*) have been added since the initial publication of these release notes.

Component: **Summary:**

Asset Classification Hierarchy	In the asset classification hierarchy, child classifications now appear correctly in the hierarchy after the 4th level.
Asset Specifications	The specification history reports on the Assets > Related Info > Specification sub-tab now function without issue. Previously, a lot of data on the page would result in an error.
Emailed Reports	Message text added when e-mailing a report in PDF format is no longer encoded in the email.
Flash Deprecation	We removed all the Take Snapshot tabs from Attach Image dialog boxes in the Main Application (MRO) as the tab utilizes Flash functionality that will be deprecated at the end of 2020.
*Images	Files with a period in the filename (such as Asset.123.jpg) now upload properly.
*KPI	Create new KPI will now save a new KPI without error.
MC Express, Languages	Using a default language besides English in MC Express no longer hampers overall speed and performance of the application.
*MRO	Lookup fields now validate and prevent saving if the information is invalid.
*Preferences	The non-functional Enable History preference has been removed from the Preferences menu. <i>To enable or disable history, go to any record and click the History button. The Enable History Tracking check box appears at the</i>
Reporter	Images with the JPEG file extension now append successfully to reports.
*Reporter	Added a Printer Friendly button to the reporter toolbar. This button toggles dynamic column sizing on and off so that printed content displays better. This button will not appear on custom reports, such as WO Printouts. 

*Reporter	The Criteria box in reports now displays the value of the ZoneID field rather than the value of the ZonePK field.
*REST API	The Purchase Order endpoint now correctly displays the quantities backordered, quantity received, and quantity cancelled on PUT requests.
*Technician Work Center	Required fields are now respected in the TWC when the user adds an asset to a work order.
*Work Manager	Selecting Estimated Labor from the Display Tabs As field in the Work Manager no longer produces an error.

MC v9.5 Release Notes - November 18, 2020

MC v9.5 is being delivered as an automatic upgrade to cloud hosted customers on November 18, 2020. In addition to completing work for future releases, we completed the six bug fixes listed below.

Improvements and Issues Fixed

Component: **Summary:**

Reporter	Reports with approximately 6,000 records or more run successfully as they did before the MC v9.3 release. Post v9.3 attempting to run reports of this size resulted in the status bar spinning indefinitely.
Login	Cloud SSO (single sign-on) customers are now returned to the SSO sign in screen after timing out.
MC Express, Complete/Close	Inadvertently tapping the Save button multiple times in the Complete/Close dialog after entering asset downtime information no longer creates multiple downtime records. We disabled the Save button between the initial tap/click and completed action to prevent multiple clicks.
MC Express, Part Transaction	The user that removes a part from a work order in MC Express is now recorded in the part transaction. Previously, if a different user added the part to the work order, that user's initials were recorded for the part removal.
Reporter, Emailed reports	Emailed or scheduled email reports with multiple pages now include all report pages in the email. Previously, only the first page of the report was included in the email.
Reporter, Charts	The Report Setup no longer contains the Flash option for chart format. Consequently, the menu to select a chart format has been removed as there were previously only two options available.

MC v9.4 Release Notes - October 21, 2020

MC v9.4 is being delivered as an automatic upgrade to cloud hosted customers on October 21, 2020.

Here's what's changed:

- Save adjusted column widths in Reporter
- Reporter Excel export enhancements
- A strong collection of bug fixes and minor enhancements

Should you encounter performance issues after the upgrade, clear your browser cache prior to contacting MC Support (mcsupport@accruent.com (mailto:mcsupport@accruent.com)). Instructions for clearing your browser cache in Chrome and Internet Explorer can be found in our Performance Troubleshooting Guide – Browser Issues (<https://access.accruent.com/s/article/202458524-Performance-Troubleshooting-Guide---Browser-Issues>) article.

Save adjusted column widths in Reporter

In MC v9.3 we gave you the ability to dynamically change column widths in a report. You can now save reports with their updated column width. To facilitate this, we added two buttons to the toolbar of the Report Preview window: **Save As Default View** and **Reset to Default View**.

To save adjusted column widths, click **Save As Default View**. If after adjusting columns you want to return to the saved view, click **Reset to Default View**:



Reporter Excel export enhancements

We enhanced the Excel export functionality in the Reporter for a cleaner and more useful experience. Check box field values now appear in Excel as **Yes** or **No** instead of using the check mark symbol. This allows you to filter by and count these values in a spreadsheet, which was not possible with the check mark symbol.

Additionally, the Excel export now handles date and number values more effectively, appearing in Excel in their proper formats and without trailing spaces.

To you, our users who supported this enhancement through our Ideas portal, we say thank you for making this feature better for everyone!

Improvements and Issues Fixed

Component	Summary
API, Assets, Meter Readings	Updating asset data using the API no longer zeros out cost values. Similarly, the API now allows negative meter reading values as in the user interface.
API, Inventory	You can now update the PartLocations.Stock check box value via the API.
Complete/Close, Work Order History	The Work Orders History tab now shows the correct initials of the user who changes the work order sub-status via the Complete/Close dialog. The history notification now shows the correct user as well.
KPIs	We polished the highchart functionality released in MC v8.14 so that KPI gauges display fully and are centered with one another.
Labor Timesheet	You can now enter overtime hours using the Labor Timesheet without issue. Previously, overtime hours entered were reflecting as regular hours in the Charge column.
MC Express, Tasks	Using the Fail All Tasks , Complete All Tasks , or Mark All Tasks N/A buttons in MC Express no longer applies the action to a header task.
Purchase Orders	We sped up the approval action for purchase orders so that, after clicking Approve , the action completes in a couple of seconds.
Reports, Documents	You can now add or remove Documents module field criteria to a report and save smart report changes on Document type reports without issue.
Update Profile	The Update Profile dialog box now works properly in Internet Explorer.
User Interface	The outdated Close button no longer appears in the application when opening a record in a new window.
User Interface	Resizing the List pane or the browser window no longer results in text being cut off the right edge of the page.

MC v9.3 Release Notes - September 23, 2020

MC v9.3 is being delivered as an automatic upgrade to cloud hosted customers on September 23, 2020.

Here's what's changed:

- Freeze column headers and dynamically adjust columns in the Reporter
- Professionally translated UI text
- A strong collection of bug fixes and minor enhancements

Should you encounter performance issues after the upgrade, clear your browser cache prior to contacting MC Support (mcsupport@accruent.com (mailto:mcsupport@accruent.com)). Instructions for clearing your browser cache in Chrome and Internet Explorer can be found in our [Performance Troubleshooting Guide – Browser Issues](https://access.accruent.com/s/article/202458524-Performance-Troubleshooting-Guide---Browser-Issues) (<https://access.accruent.com/s/article/202458524-Performance-Troubleshooting-Guide---Browser-Issues>) article.

User experience boost for Reporter

We made the following updates to the report preview window to improve your experience working with the Reporter.

User experience boost for reporter

We made the following updates to the report preview window to improve your experience working with the Reporter.

Freeze column headers

The column headers on a report now remain at the top of the screen when you scroll down the page. As customers have suggested, this allows you to more easily understand the data you're viewing, especially on lengthy reports.

it Hours	Status	Labor Report	UDF Field 16?	UDF Field 17?
1	ISSUED		<input type="checkbox"/>	<input type="checkbox"/>
1	ISSUED		<input type="checkbox"/>	<input type="checkbox"/>
1	ISSUED		<input type="checkbox"/>	<input type="checkbox"/>
5	ISSUED		<input type="checkbox"/>	<input type="checkbox"/>
1	ISSUED		<input type="checkbox"/>	<input type="checkbox"/>

Dynamically adjust column width

You can now dynamically adjust column width in reports by dragging a column edge to expand or lessen the column's width. Consider adding column lines to your reports (Report Setup > General > Settings) to make this new feature easier to use.

Work Order #	Reason	Asset ID	P
M-27552	Northwest Campus	NW_Campus	C
M-27550	Omaha	Omaha	C
M-26554	Monitor 13 (MONITOR-13)	MONITOR-13	P

General | Style / Format | Charts / KPIs | Settings

Sort / Group | Layout | Settings

- Display Report Description
- Display Report Header
- Display Report Criteria
- Display Format Criteria
- Display Photos in Report Criteria
- Display Chart(s) Only
- Display Column Lines
- Repeat header on pagebreak

Professionally translated user interface

The Main Application (MRO) and MC Express have been professionally translated into French, German, and Spanish. This replaces the machine-translated user interface text with a more accurate translation of the applications. This enhancement does not override changes made through the Smart Label Manager.

Improvements and Issues Fixed

Components:	Summary:
API, Inventory	We modified the API to allow you to add manual entry parts via the API.
Assets, Classifications	The asset and classification lists appear as intended rather than the bottom of the list being cut off by the application footer.
Asset Hierarchy Display Order	The Asset Hierarchy Display Order tool now functions as intended and no longer returns a 500 error upon access.
Complete/Close	Unicode characters (for example, accent marks or Chinese characters) now appear in the Initials field of the Complete/Close dialog as intended rather than as question marks (??).
Global Search	Users with limited access can now use Global Search as intended. Previously, limited access rights prevented the feature from working properly.

Labor Change Manager	You can now use the Labor Change Manager without receiving an error message. Previously, this error caused errors to have to make the labor changes manually rather than in the tool.
Login, Service Requester	Member IDs that contain ".js" no longer cause errors in the system. Impacted users can now log in as intended. Similarly, the Service Requester no longer fails when the Reason field contains ".js".
MC Agent	Emails generated by MC Agent no longer display HTML code. Previously, line breaks in application fields could result in HTML displaying in email notifications containing values from those fields.
Password Management	Users whose passwords have to be reset per password policy are no longer forced to change their password every time they log in.
Reporter, Asset Specifications	Asset specification charts in the Reporter no longer fail to populate when max values are present for the specification.
System Admin, Sessions	We changed the maximum timeout for a session to 99,999 minutes, roughly equivalent to 2 months. If you previously configured a maximum value higher than this, it will automatically be reduced to 99,999 minutes.
Text to Work Order	The Text to Work Order feature now functions as intended. It no longer returns a "Service Request Failed" error.

MC v9.2 Release Notes - August 26, 2020

MC v9.2 is being delivered as an automatic upgrade to cloud hosted customers on August 26, 2020. In this release we made security enhancements and aligned with security best practices. We also fixed an issue with the Asset Hierarchy Display Order tool so that it no longer returns a 500 error.

MC v9.1 Release Notes - July 29, 2020

MC v9.1 is being delivered as an automatic upgrade to all of our cloud customers on July 29, 2020. We made more updates to the look and feel of the Main Application (MRO) and fixed a handful of bugs.

More look and feel updates

Building on the new look and feel released in MC v9.0, we made the following updates:

- We updated the alert and magnifying glass icons on the Home page to align with the new look and feel.

Membership Info

🔍 Approvals Needed: None

Work Order Info

⚠️ My Open Assignments: 2 Work Order(s)

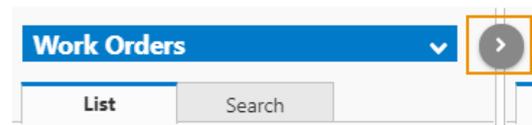
⚠️ Requests: 448 Work Order(s)

🔍 Approvals Needed: None

🔍 All Open: 841 Work Order(s)

🔍 Issued: 390 Work Order(s)

We moved the **Expand List** button from the middle to the top of splitter bar and changed the button into a simple, encircled arrow.



- Text in all module pages have a new font to provide consistency throughout the Main Application (MRO).

Reason

Equipment Broken

Problem: BROKEN Equipment Broken

Details

Procedure: ▼

Target Date: 19/01/2020 ▼

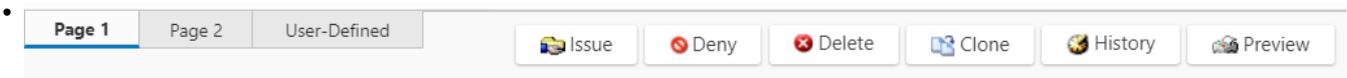
Target Hours: 1 ▼

Type: RO ▼

Routine

- A new preference lets you determine whether icons display in the Asset List . You can set the **Display Icons in Asset Tree?** option in the **System>User Interface** preferences. The default settings is to display the icons.

We updated the tabs and buttons at the bottom of WorkCenter for every module.



- Our online help platforms (User Guide, Reporter Guide, and MC Express Help) have an updated look and feel.



Online Help

- ▶ Overview
- ▶ User Interface
- ▶ The Work Order Module
- ▶ The Asset Module
- ▶ The Inventory and Stock Room Modules
- ▶ The Labor Module
- ▶ The Preventive Maintenance Module
- ▶ The Procedures Module
- ▶ The Purchase Order Module

You are here: Online Help

Online Help

Online Help provides easy access to help content on the left side of the window or in the toolbar.

- **Table of Contents (TOC)** – Click a selected topic to show any sub-topics.
- **Search** – Click **Search** to perform a search. The search results are displayed. To search for a phrase, enter the phrase in the search box.
- **Toolbar** – Click the icons in the online help home page, or click the icon in the toolbar. The help content it performs is displayed.

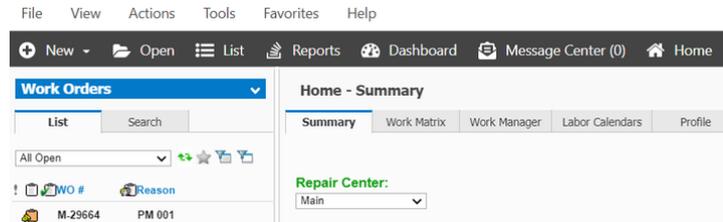
Improvements and Issues Fixed

Component	Summary
Labor Calendar	On the Home > Labor Calendars page, selecting the Labor Calendars tab to refresh the calendar no longer loads Work Manager data instead.
Part Checkout	The Inventory Transactions page now captures the initials of the user who added parts to a work order with the Part Checkout tool in MC Express. Previously, an A (for Admin) appeared on the page even when a different user checked out a part.
Reporter	Reports charts now display properly rather than showing an error when certain report criteria is used.
Session Manager	When you view the Session Manager, your own current session no longer appears. We also gave the Session Manager a tune up to speed up performance.
Specifications	The Specifications module now honors international date formats. This item was previously fixed in MC v8.6, but in the following release code changes that fixed the issue were reverted. The fix is once again in place and functioning properly.
Work Orders, Complete/Close	You can now add multiple labor entries to a work order via the Complete/Close dialog, regardless of the date/time format. Previously, the English, non-US date/time format (DD/MM/YYYY) kept you from adding multiple labor entries.
Work Orders, Labor Timesheet	When a user whose labor record has a blank charge rate enters work hours on the Labor Timesheet, the charge on the work order now equals the cost instead of pulling a \$0 value.

MC v9.0 Release Notes - July 1, 2020

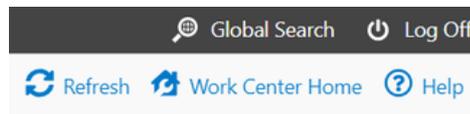
Welcome to MC v9.0, boasting a brand new look and feel for the Main Application (MRO) as well as a handful of other enhancements and bug fixes. This is being delivered as an automatic upgrade to all of our cloud customers on July 1, 2020.

We have given the Main Application (MRO) a major face lift, modernizing the look and feel and making Maintenance Connection more consistent with other Accruent products. With the updated look and feel, very little has changed with the behavior of the application or in the location of items within the interface.

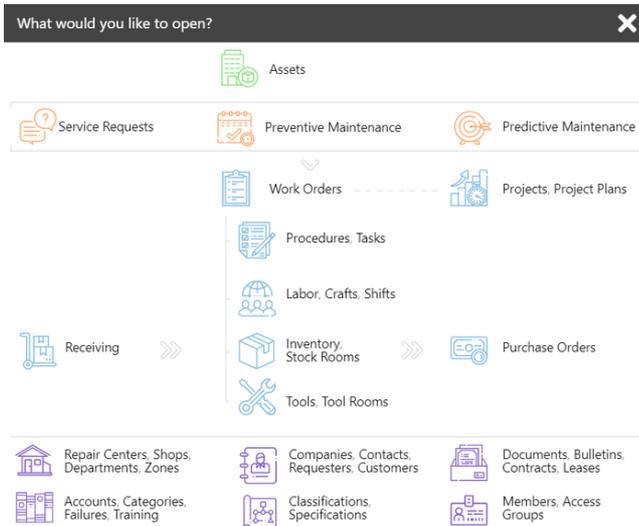


Here are few things that have changed:

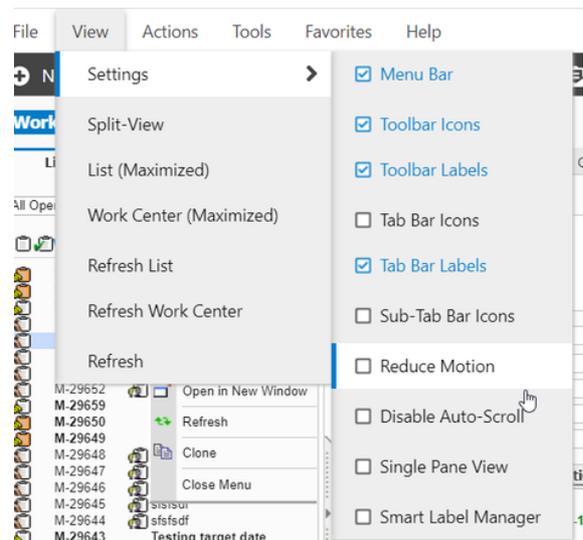
- We removed the green gear button in the upper right hand corner of the application and now display the options that were contained in the gear menu at the root level of the page (Refresh, Print, and so on). As before, the options shown depend on the page you have accessed.



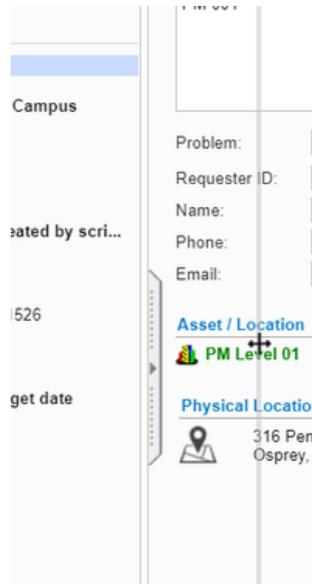
- The split screen/full screen buttons that were located in the upper right hand corner of the application have been removed.
- The Module Menu has been updated with a fresh, new look, but the position of each module link/selection remains the same.



- The menus at the top of the screen have also been given a face lift.



- Logos and icons in the Main Application (MRO) and in the MC Express now reflect updated Accruent branding (but the orange and white check-mark logo will always be in our hearts!)
- The splitter bar (which separates the List from the Work Center) now functions as intended, fully adjusting to any point on the page with a single click and drag.



We hope you enjoy the new look and feel of MC v9.0!

Improvements and Issues Fixed

Component	Summary
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KPIs	You can now set the Managed By field back to All Repair Centers without issue. Previously, you could not set the field back to All Repair Centers after setting it to a particular repair center.
KPIs	For a small sub-set of customers, we changed the Flash format setting to High Chart to allow the new KPI gauges to display as intended.
Labor Change Manager	All work orders assigned to an outgoing labor record now appear as intended in the Labor Change Manager. Previously, a space in the Labor ID for the outgoing labor record caused assigned work orders not to appear.
MC Agent	Rule call outs now appear in Email subject lines with the data meant to be called out. For example, the actual work order ID appears in the subject rather than the call out @@WOID@.
Part Checkout	You can no longer accidentally duplicate work orders from the Part Checkout tool by double-clicking the Apply button.
Preventive Maintenance	PM schedules now honor the Use Procedure to set the number of days prior to this PM being due check box on the Automation tab.
SMS to Work Order	When using the SMS to Work Order feature in the cloud, text messages that contain images now create work orders with the images attached as intended.
Specifications	The Specifications module now honors international date formats as intended. This items was previously fixed in MC v8.6, but in the following release code changes that fixed the issue were reverted. The fix is once again in place and functioning properly.