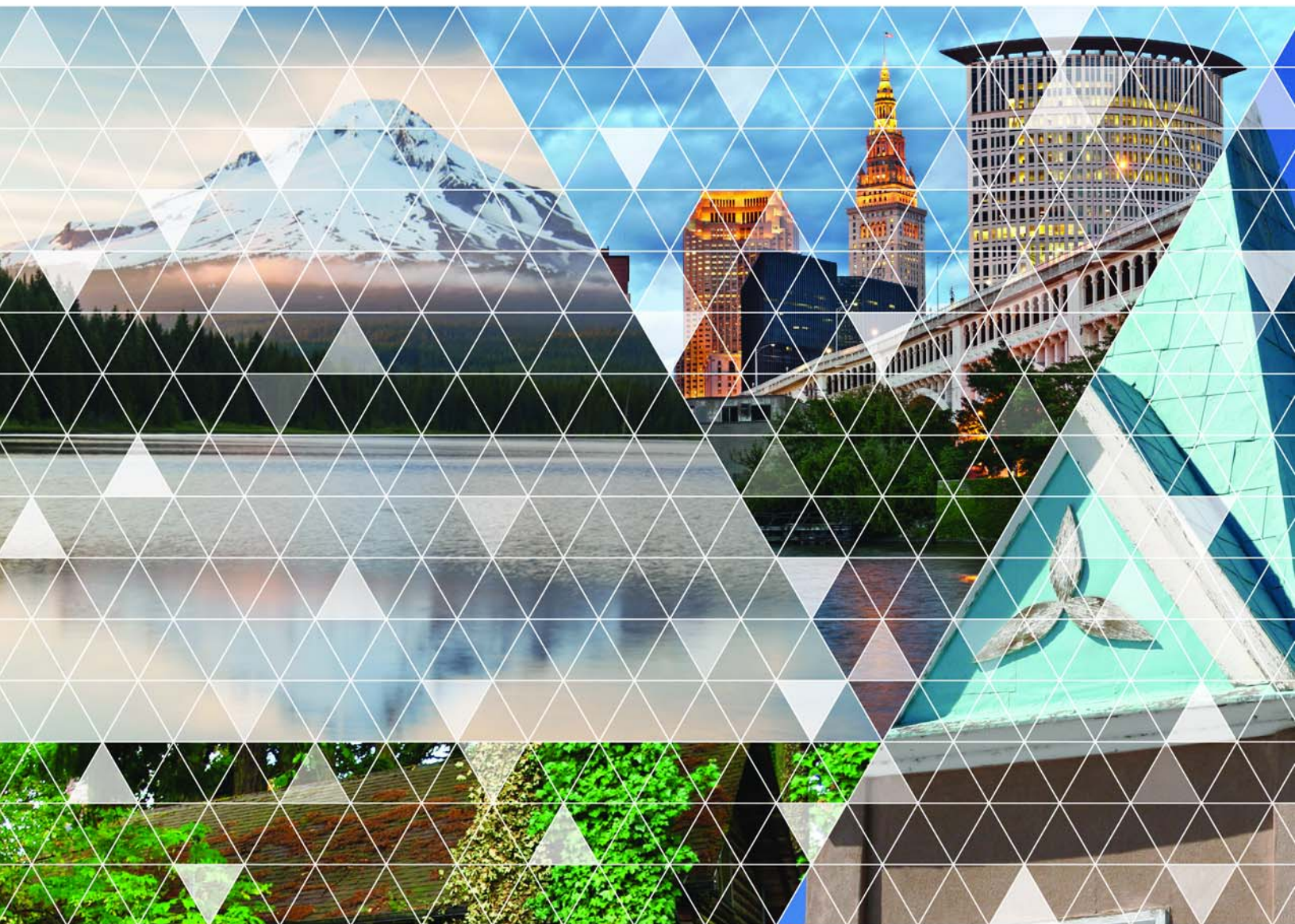


# Accela Civic Platform®

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## Hotfix Release Notes



## **Accela Civic Platform - Hotfix Release Notes**

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**Version 9.3.x**  
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## Hotfix 1 - March 12, 2018

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### Fixed Bugs

The 9.3.1 hotfix release includes the following customer-reported bug fixes:

Product	Salesforce ID	Release Note
Citizen Access	18ACC-278986	<p>When using Accela's ePayment adapter for Official Payments, a payment failure resulted when the billing country code of the credit card differed from the country code defined for the current Accela ePayment adapter. This hotfix resolves the issue with the following caveats/configuration requirements:</p> <ul style="list-style-type: none"> <li>For Citizen Access, if a country is not entered by the user, the country code defaults to the value used in the Standard Choice ACA_ONLINE_PAYMENT_WEBSERVICE. The Standard Choice Value is configured with Value = CountryCode and Value Desc = &lt;CountryCode&gt;, where &lt;CountryCode &gt; is the country you choose for the default, for example, US or CA.</li> <li>For Civic Platform, if a country code is not entered by the user, the country code defaults to the value used in the XPOLICY.DATA4 column of the database. This is typically modified by the ePayments Adapter SDK script which is available on the Documentation Library page on Community.</li> </ul>
Citizen Access	18ACC-286050	<p>In Citizen Access, fee items were not being calculated correctly under the following scenarios.</p> <ul style="list-style-type: none"> <li>When trying to pay the fee in Citizen Access for a re-inspection, the 'Amount to be charged' field was populated with a negative amount and the fee could not be paid.</li> <li>Once added to the Shopping Cart, the remaining balance on a record displayed the difference between the correct remaining balance and the first invoiced fee item.</li> </ul>
Civic Platform	18ACC-286415	
	18ACC-287976	
Civic Platform	18ACC-285011	Credit card data remained on the Payment Processing page after a payment was successfully made.
Civic Platform	18ACC-297111	In the new UI, record type filters did not honor user group permissions.
	18ACC-297317	

# Hotfix Installation

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## Topics:

- [Installation Notes](#)
- [Running the Database Clean-up Scripts](#)
- [Upgrading the Civic Platform Database](#)
- [Installing the Latest Civic Platform Hotfix](#)

## Installation Notes

- The 9.3.x hotfix releases are cumulative, so you only need to install the latest hotfix. This document contains the release notes for all the 9.3.x hotfix releases.
- This hotfix release provides a collection of one or more installers for Civic Platform and its add-on products.
- The installer for Civic Platform is an application installer. You must run the application installer on an existing Civic Platform instance which has the same main version number.
- If a hotfix release includes a database change and provides a DBUpdate installer, you must run the database update to upgrade the Civic Platform database before running the application installer. The specific release note will indicate if the hotfix includes a database change.
- The installers for the add-on products (for example, Citizen Access, Mobile Office, and Accela GIS) are all regular installers. You can perform a complete new installation with the installer provided in the hotfix release.

## Related Information

- For knowledge base and frequently asked questions about Civic Platform products and best practices, go to Accela Success Community at <https://accela.force.com/success>.
- For information on Civic Platform base and add-on product installations, refer to the installation guides on the [Civic Platform Documentation Library](#).

## Running the Database Clean-up Scripts

If you are an on-premise customer upgrading from version 9.2.1 or 9.2.2, execute the following two commands in your database to back up and correct any corrupted data. Please contact Accela Support for assistance.

### For MS SQL Server Databases

To back up all corrupted records:

```
select * into blpermit_backup1 from blpermit where B1_CREATED_BY like 'PUBLICUSER%' and B1_INITIATED_BY_PRODUCT='AV360';
```



To correct any corrupted data:

```
update blpermit set B1_CREATED_BY='ADMIN' where B1_CREATED_BY like
'PUBLICUSER%' and B1_INITIATED_BY_PRODUCT='AV360';
```

### For Oracle Databases

To back up all corrupted records:

```
create table blpermit_backup1 as select * from blpermit where B1_CREATED_BY
like 'PUBLICUSER%' and B1_INITIATED_BY_PRODUCT='AV360';
```

To correct any corrupted data:

```
update blpermit set B1_CREATED_BY='ADMIN' where B1_CREATED_BY like
'PUBLICUSER%' and B1_INITIATED_BY_PRODUCT='AV360';
```

## Upgrading the Civic Platform Database

Follow the instructions in this section to upgrade the Civic Platform database.



**Note:** Skip this procedure if the hotfix release does not include a database update installer.

### To update the database:

1. Download the installer to the host from which you want to run the installation. The installer file name is AA\_DbUpdate\_<release version>\_<build\_number>.exe. For example, AA\_Db\_Update\_9.2.1\_161215.exe.
2. Run the installer.
3. Click **Next** on the Welcome screen.
4. Read and accept the license agreement by clicking **Next**.
5. Select the directory to copy the database update files to. (The default is C:\Accela\90xDBUpdate.)
6. Select the database type you are using (Oracle or MS SQL Server).
7. Click **Yes** or **No** when asked if you are "upgrading a multilingual database?"
8. Follow the appropriate steps for your environment:
  - If you select Oracle, enter the following information:
    1. User is the Oracle user with privileges to do database updates.
    2. Password is the password for the previous user.
    3. TNSname is the TNS name for the database that you want to upgrade.
    4. Click **Next** after you enter all the information.
  - If you select MS SQL Server, enter the following information:
    1. DB Server is the server that the database is running on. Enter the DB Server information in any of the following formats:

```
IP,Port
ServerName,Port
IP\DBInstanceName
ServerName\DBInstanceName
ServerIP\DBInstanceName, Port
```

```
ServerName\DBInstanceName, Port
```

2. Click **Next** after you enter the information.
  3. User is the MS SQL user with privileges to do database updates.
  4. Password is the password for the previous user.
  5. DB name is the name for the database that you want to upgrade.
  6. Click **Next** after you enter all the information.
9. Click **Install** to copy the files to your host or **Back** to review your previous settings.
10. Run the scripts automatically or manually.
- Run the scripts automatically by selecting the check boxes to run the database health check scripts and the database upgrade scripts. or,
  - Run the scripts manually by de-selecting the check boxes to run the database health check scripts and the database upgrade scripts.

The scripts are located in the following directories:

- Oracle: <installdir>\installSQLUtility\sql\<version#>\oracle\v360
- MS Sql: <installdir>\installSQLUtility\sql\<version#>\mssql\v360

Each script contains a release number and sequence number in its name. For example, 9.0.1\_03\_xxx.sql. The sequence number, 03 in this example, determines the order in which to run the scripts. After the script successfully runs, do not run it again. If a script aborts, until you resolve the problem with the aborted script and run the script successfully, the next script does not run. You can execute this set of scripts by running a BAT file in the version folder, for example, <installdir>\installSQLUtility\sql\9.2.1\run\_aa900\_oracle.bat.

The scripts create log files in the following directories:

- Oracle: <installdir>\installSQLUtility\log
- MS SQL: <installdir>\installSQLUtility\log

The results of executing these scripts are in the UPGRADE\_SCRIPTS database table.

## Installing the Latest Civic Platform Hotfix

Follow the instructions in this section to install the latest Civic Platform application code to the application server.

The installer unzips code packages to the target directory on the application server, c:\accela\av.deploy for example, and invokes ANT scripts to deploy the application code files (\*.ear, \*.war, \*.jar, etc.) to the JBoss server folders (c:\accela\av.biz\deploy, c:\accela\av.web\deploy, etc.).

### To install the hotfix:

1. Download the installer file to the host machine where you want to run the installation.  
The set of installation files you downloaded from the FTP site includes the AA\_Application\_<release version>\_<build number>.exe file. For example, AA\_Application\_9.3.1\_180308.exe.
2. Run the installer file.

If you have ever run this hotfix on the current machine, the installer displays a maintenance screen listing all detected application instances. You can choose whether to install a new instance or maintain an existing instance.

3. If this is the first time you are running the installer on the current machine, the Welcome screen displays.
4. In the **Welcome** screen, click **Next**.
5. In the **Specify Instance** screen, complete one of these options:
  - Select an instance and click **Next**.
  - Select the **Enter instance path (next screen)** option and click the **Next** button. Then enter the instance directory manually and click Next.

The installer displays the **Select Components** screen.

6. Mark the check box next to the servers where you want to deploy the new software and then click **Next**. The installer displays the **Web Server** information screen for each of the web server you selected.
7. Complete these fields for each server that you selected in step 6 and click **Next** until you see the Start Copying Files screen.

<b>Server Name</b>	Enter the name of the physical server that is running the application.
<b>Server Path</b>	Enter the path where you installed the application. The folder contains the av.xxx sub folders.

8. In the **Start Copying Files** screen, verify your setup and click **Next**.  
The installer installs the hotfix files on the specified servers and then deploys the hotfix application on them.
9. When the deployment is complete, the installer checks the log file for errors.
10. If the log file records any failure, it automatically opens for you to review. Correct any problems in the log file. This log file locates in the <installdir>\av.deploy\log folder. After you resolved the problems, follow step 2 to step 8 to run the installer again.
11. Click the **Finish** button to complete the hotfix installation.  
Windows services automatically start upon completion of the installation.
12. If you want to encrypt passwords in configuration files manually, follow these steps:

- a. Locate `encrypt_passwords.bat` in the bin folder of every server that you deployed in this installation. For example,

```
installdir\av.biz\bin\encrypt_passwords.bat
installdir\av.web\bin\encrypt_passwords.bat
installdir\av.cfm\bin\encrypt_passwords.bat
installdir\av.ads\bin\encrypt_passwords.bat
installdir\av.arw\bin\encrypt_passwords.bat
installdir\av.indexer\bin\encrypt_passwords.bat
```

- b. Double-click the corresponding BAT file to encrypt passwords for the server you want.  
For example, if you want to encrypt passwords for the av.biz server, locate the `encrypt_passwords.bat` file in the <installdir>\av.biz\bin\ folder and run the BAT file. You can open the `ServerConfig.properties` file in the <installdir>\av.biz\conf\av



\ folder to verify that each property value related to a password is an encrypted text string, and the prefix “encrypted” appears at the beginning of the property name.



**Note:** If you run the installation in remove mode, the installation wizard only removes the av.deploy subfolder under the installation directory (c:\accelea\av.deploy for example).

## Appendix A: Global Search and APO Index Enhancement

### Topics

- [Overview](#)
- [Required Configuration](#)
- [Changes to the Index Folder Structure](#)
- [Configuring the AGENCY\\_GROUP Standard Choice](#)
- [Rebuilding the Global Search and APO Indexes](#)

### Overview

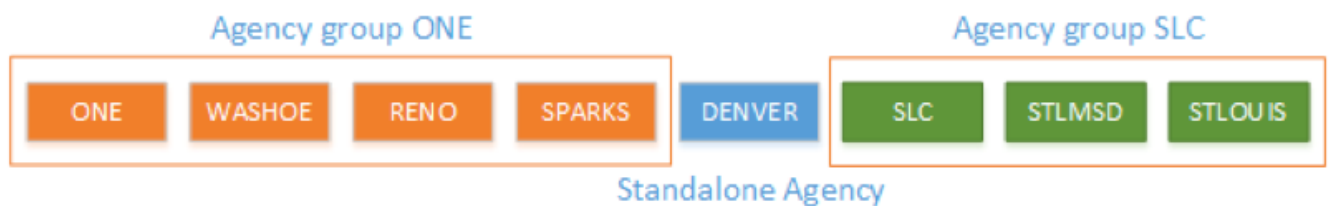
In previous releases, Civic Platform's global search and APO search features only supported two index modes:

1. An index built for individual agencies (one-to-one relationship)
2. An index built for all agencies (all-in-one relationship)

With the 8.0.3.0.2 hotfix, Civic Platform supports a 3rd mode – "mixed-mode" indexing. This enables standalone agencies to be indexed individually, while multi-tenant, "super agency" environments can be indexed in a group, to support cross-agency searches.

The following example illustrates a mixed-mode setup with eight agencies (two groups and one standalone agency) hosted in the same database.

#### Mixed Mode Indexing



### Required Configuration

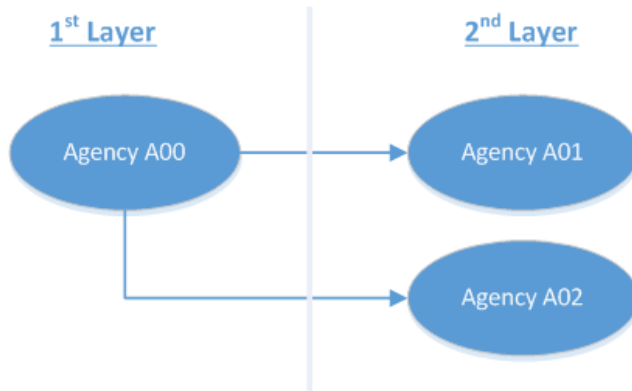
Refer to the table below to determine which procedures in this document need to be done for which agencies.

Agency Configuration	Configure the AGENCY_GROUP Standard Choice?	Rebuild these indexes:
Standalone agency with shared APO index – Colorado only	Yes	Global Search Index APO Indexes
Standalone agencies with separate APO indexes (all standalone agencies except Colorado)	No	APO Indexes only
All-in-one agencies	Yes	Global Search Index APO Indexes

Agency Configuration	Configure the AGENCY_GROUP Standard Choice?	Rebuild these indexes:
Super agencies	Yes	Global Search Index APO Indexes

### Supported Agency Relationships

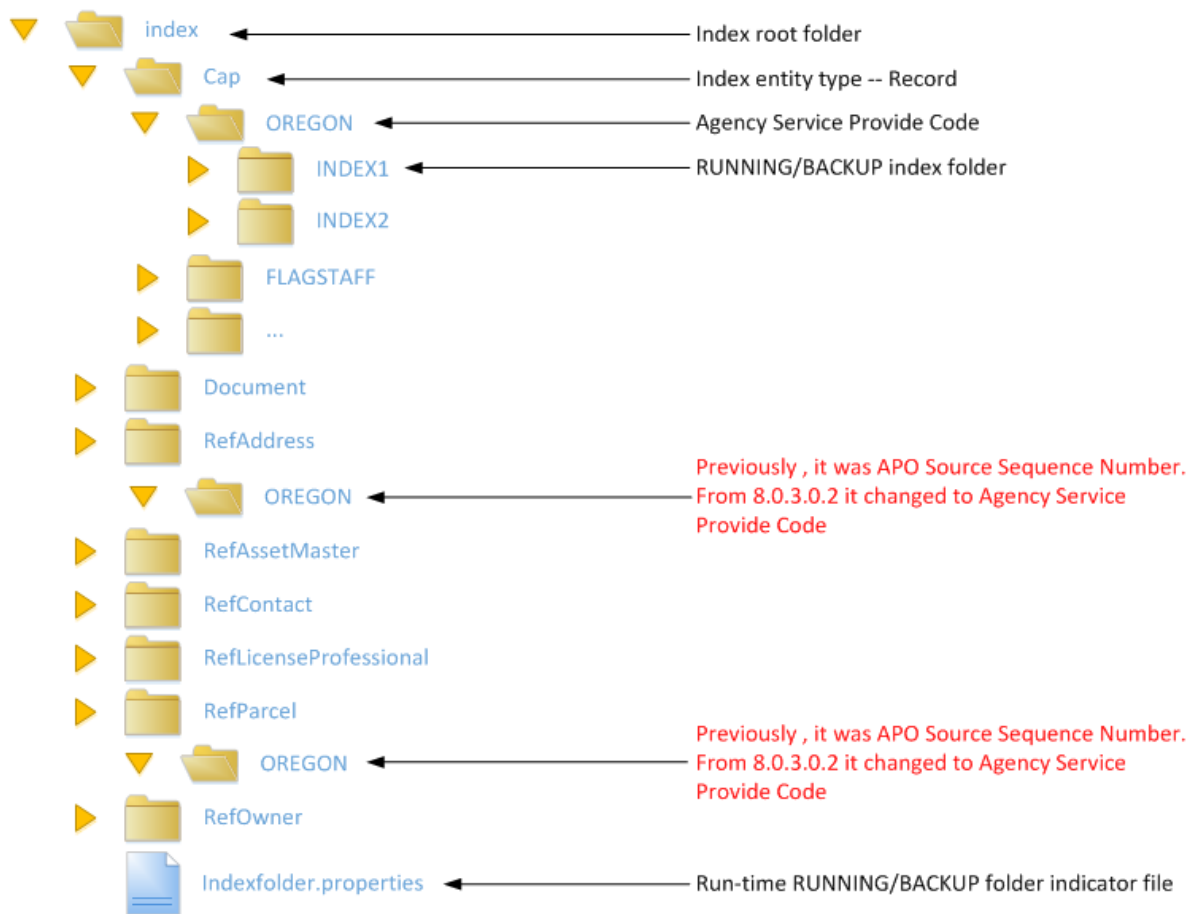
The global search index enhancements only support the simple parent/child relationship model shown below. The delegate user model is not effected by these enhancements.



**Note:** These enhancements do not affect existing delegate user functionality.

### Changes to the Index Folder Structure

In the past, the sub-folders named RefAddress and RefParcel were named according to the APO source sequence numbers. Effective in 8.0.3.0.2, they are renamed to match the agency SERV\_PROV\_CODE.



### Configuring the AGENCY\_GROUP Standard Choice

A new Standard Choice, AGENCY\_GROUP, is available in 8.0.3.0.2. Use this Standard Choice to:

- Define multi-agency and all-in-one agency environments
- Redefine the standalone agency that uses shared APO indexes (Colorado).

1. Log into Civic Platform **Super Agency**.

2. Create a new Standard Choice, AGENCY\_GROUP.

3. Add the agencies comprising the multi-agency environment as Standard Choice items.

- In the Value field, enter the SERV\_PROV\_CODE of the parent agency.
- In the Value Desc field, enter the child agency Service Provider Codes. Separate each child agency SERV\_PROV\_CODE with a comma, as shown in Example 1 below. If the agency has a large number of child agencies, refer to Example 2.

#### Example 1

**Standard Choices Item - Edit**

Use this form to set up a Standard Choices Item.

**Standard Choices Item Name:** AGENCY\_GROUP

**Description:**  
(250 char max)

**Status:** ☒ Enable ☐ Disable

**Type:** ☒ System Switch ☐ Shared drop-down ☐ EMSE ☐ Business Configuration

Standard Choices Value	Value Desc
ONE	WASHOE, RENO, SPARK
SLC	STLMSD, STLOUIS

**Update** **Add** **Cancel**

If the super agency has a large number of child agencies, you can use the reserved keyword ALL. The Index server will translate ALL into a list of all agencies under the SERV\_PROV\_CODE. Example 2 below uses the Oregon super agency, which is comprised of over 170 child agencies.

**Example 2****Standard Choices Item - Edit**

Use this form to set up a Standard Choices Item.

**Standard Choices Item Name:** AGENCY\_GROUP

**Description:**  
(250 char max)

**Status:** ☒ Enable ☐ Disable

**Type:** ☒ System Switch ☐ Shared drop-down ☐ EMSE ☐ Business Configuration

Standard Choices Value	Value Desc
OREGON	ALL

**Update** **Add** **Cancel**

c. Click **Update**.

d.



**IMPORTANT:** You must restart the av.indexer server after you update the agency group configuration defined in this Standard Choice, as it is cached in the av.indexer server, which refreshes automatically on an 8-hour interval.

## Rebuilding the Global Search and APO Indexes

### Planning for Index Server Down Time

Rebuilding the index takes hours for small agencies and days for large agencies. Agencies should create a plan for minimizing the impact of the index rebuild down-time.

One possible solution is to rebuild the index on a back-up server that connects to the PROD database first, then copy the rebuilt index to the PROD index server. This will eliminate "global search unavailable" errors, but the real-time update index will be unsynchronized. Agencies can then schedule a rebuild of their index during off-peak hours to synchronize their real-time update index.

### Rebuilding the Global Search and/or APO Indexes

Depending on your agency configuration, your global search and/or APO indexes will need to be rebuilt. Refer to [Required Configuration](#) for details. You can rebuild your agency's indexes by creating a batch job as described below.

#### To create a global search index batch job

1. In Civic Platform Administration, go to Setup > System Tools > Batch Engine.
2. Complete the Batch Job fields as described below.

Name	Rebuild Index
Description	Add the description for the batch job.
Email	Enter the email address where you want Civic Platform to send emails after job completion, no matter whether the job is successful or not.
Job Server	Select the server for running the batch job.
Job Type	Select job type " <b>System</b> " from this drop-down menu.
Service Category	Global Search Rebuild Index.

3. Click **Submit**. Civic Platform saves the batch job details.
4. Click the **Job Schedule** tab and define the batch job schedule, as described below.

End Date	If you select a value other than Once in the <b>Frequency</b> field, the <b>End Date</b> field activates. Enter the date on which the batch job stops running or select a date by clicking on the data picker beside the field.
Frequency	Select the frequency (Once or Monthly) the batch job will run
PM Generate	PM Generate is for preventive maintenance batch jobs. It is a required field that enables you to specify how far in advance the batch job generates work orders. Enter a number in the first field, then select Days, Weeks, Months, or Years from the drop-down menu in the second field.  For example, to generate work orders two weeks in advance of the PM Schedule batch job, enter 2 in the numeric field and select Weeks from the drop-down menu. Or, enter 15 in the numeric field and select Days from the drop-down menu.
Schedule Status	Use this drop-down menu to turn a batch job on and off. Select <b>Active</b> to activate the batch job. Select <b>On Hold</b> to deactivate the batch job and save its information.
Start Date	Enter the date on which the batch job starts or select a date by clicking on the data picker beside the field.  If you set a batch job Schedule Status to <b>Active</b> but do not specify a Start Date, an error message displays when you try to save the batch job.
Start Time	Determine the time of day at which the batch job begins running by selecting hour, minute, and a.m./p.m. from drop-down menus.  If you set a batch job Schedule Status to <b>Active</b> but do not specify a Start Time, an error message displays when you try to save the batch job.
Time Out (seconds)	Enter the number of seconds a batch job attempts to run before timing out.



5. Click **Save**.
6. If at any time you want to review the batch job history, click the **Log** tab. Civic Platform displays the list of completed Rebuild Index batch jobs.

## Appendix B: Configuring the Heartbeat Interval

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This release includes a configuration file update that enables a heartbeat between the av.web and av.biz servers to help ensure active connections between the servers. Customers who install the Civic Platform server components **av.cfm** and **av.web** on different servers must modify their configuration files to decrease the default **HEARTBEAT\_INTERVAL** value based on their firewall time-out settings. The value of the **HEARTBEAT\_INTERVAL** must be less than the firewall time-out setting to ensure that the server does not time out, by pinging it and keeping it active for users to access before the server times out.

For example, if your firewall time-out setting is 60 minutes (this is typically the default), you must change the **HEARTBEAT\_INTERVAL** value to 50 minutes, represented in the configuration file in *milliseconds*. Therefore, the calculation to determine a 50-minute heart-beat ping is as follows:  $50 \times 60 \times 1000 = 3000000$ . If your firewall is configured with a 30-minute time-out setting, configure the **HEARTBEAT\_INTERVAL** for 25 minutes, or 1500000 milliseconds, based on this calculation formula:  $25 \times 60 \times 1000$ .



**Note:** If you installed the Civic Platform server components **av.cfm** and **av.web** on the *same* server, you can skip this procedure.

To set the **HEARTBEAT\_INTERVAL** in your environment:

1. Navigate to your installation directory and open the following files in a text editor:

- av.cfm\conf\av\av-biz-client.xml
- av.web\conf\av\av-biz-client.xml

2. Locate the existing **HEARTBEAT\_INTERVAL** value which is currently set at 2147483640:

```
<prop key="remote.connection.biz.connect.options.org.jboss.remoting3.
RemotingOptions.HEARTBEAT_INTERVAL">2147483640</prop>
```

3. Change the **HEARTBEAT\_INTERVAL** value based on the above calculation. For example, change 2147483640 to 3000000 if your firewall time-out setting is 60 minutes; change it to 1500000 if your firewall time-out setting is 30 minutes.

4. After saving the change, restart the JBoss server.



**Note:** Subsequent hotfix releases include the configuration file with the default value. You must apply the **HEARTBEAT\_INTERVAL** setting when installing the next hotfix release.