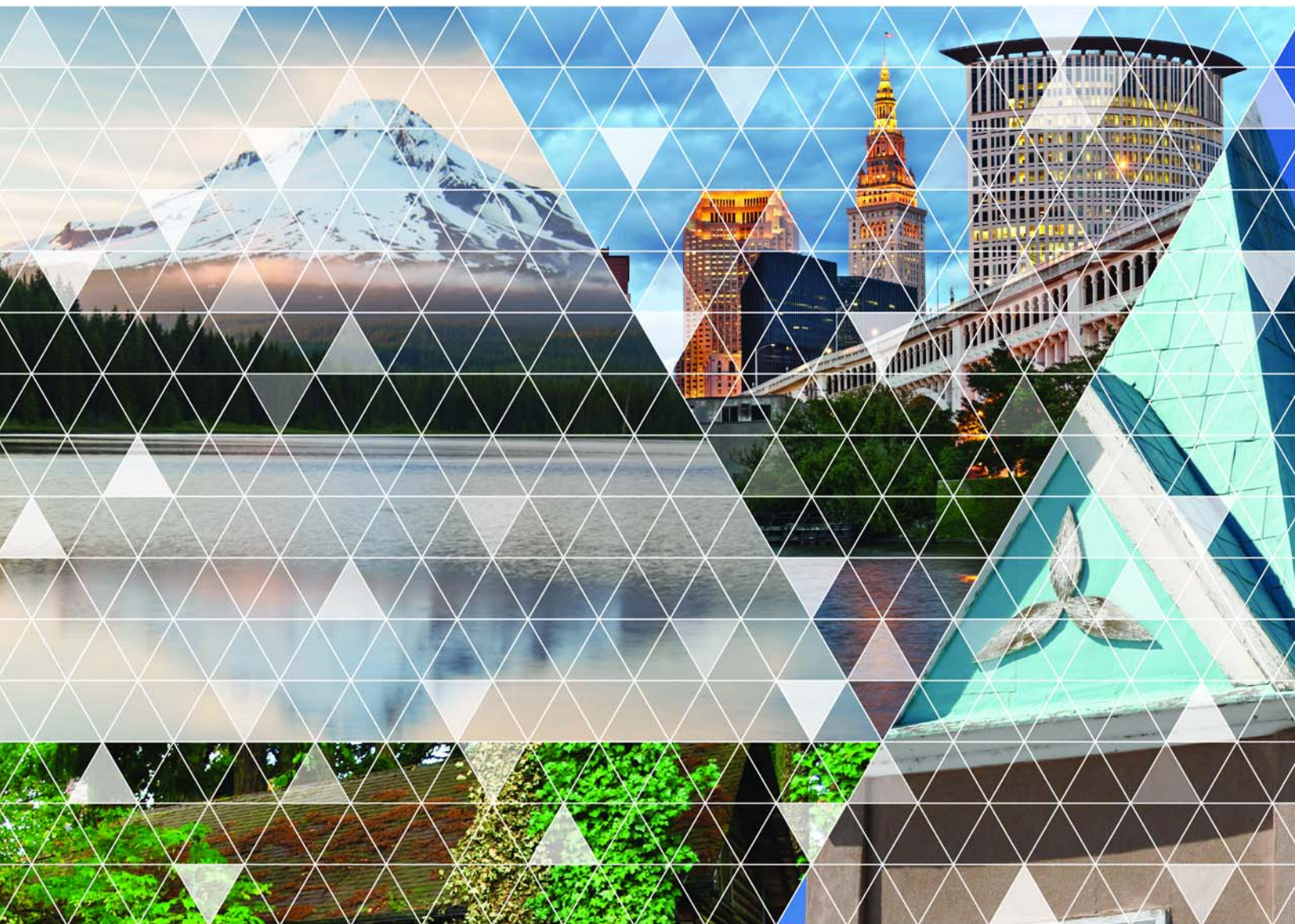


Accela Civic Platform®

Service Pack Release Notes



Accela Civic Platform - Service Pack Release Notes

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Service Pack 4 - June 18, 2018

Fixed Bugs and Enhancements

The 9.3.4 service pack includes the following customer-reported bug fixes and enhancements.

Product	Salesforce ID	Release Note
Civic Platform	Enhancement	<p>Task Dashboard Enhancement</p> <p>With this enhancement, Civic Platform implements a system-wide default filter that displays tasks assigned to the logged-in user on the Task Dashboard, instead of tasks for the entire agency. For example, if the user is assigned a workflow task, a document task, or an activity task, only those tasks appear on the dashboard.</p> <p> Configuration Required -- All Agencies</p> <p>This enhancement relies on the user profile being defined with a first and last name for each user. To configure first and last names for each user in your agency, go to Classic Administration > User > User Profile.</p>
Civic Platform	Enhancement	<p>TLS 1.2 Enhancement</p> <p>This Service Pack provides support for TLS 1.2 for agencies on the 9.3.X code line who are required to comply with TLS 1.2 protocols. If your agency is on Civic Platform version 9.3.X, and you are required to comply with TLS 1.2 protocols, you must upgrade to this release to get the required functionality to meet the compliance requirements.</p> <p>This enhancement applies to payment adapters, document (EDMS) adapters, and EMSE web services.</p> <p> Configuration Required -- On-premise Only</p> <p>On-premise agencies, refer to TLS 1.2 Configuration for important configuration steps you must follow to implement this enhancement.</p>
Civic Platform	Enhancement	<p>Upgrade to .NET 4.7.1</p> <p>To support the migration to TLS 1.2 for GIS functionality, the following Accela-hosted servers have been upgraded to .NET 4.7.1:</p> <ul style="list-style-type: none"> • Accela GIS Application Server - Silverlight • Accela GIS Application Server - JavaScript. <p> Configuration Required -- On-premise Only</p> <p>On-premise agencies must make this change in their environments.</p> <p>The Civic Platform 9.3.4 Supported Third-Party Products table has been updated to reflect this change.</p>
Civic Platform	17ACC-220973	<p>In the new UI, when navigating back to a record from the Alerts page to the Records list page, on the Records list page</p>

Product	Salesforce ID	Release Note
		a nonfunctional Back button displayed in the header area opposite the text "Record."
Civic Platform	17ACC-272259	<p>This fix resolves the following issues:</p> <ul style="list-style-type: none"> When the date was changed in the upper section of the inspection scheduling page, the lower section would update to the same date. The date did not refresh, and users were not able scroll to the chosen date. The list of inspectors did not display on the left side of the calendar.
Civic Platform	18ACC-282581	When in any checklist of any record, after clicking Save, no confirmation message displays indicating changes were saved.
Civic Platform	18ACC-282744	For some records, the license address did not display when accessing the record from the Record portlet. However, the address did display when accessing the record from the search portlet. The address disappeared if the user opened another portlet and returned to the Summary portlet.
Civic Platform	18ACC-289167	In the new UI, when attempting to validate a contact address, if the source address data had an apostrophe in any field, when the user clicked Select in the Contact Address Validate List page, the data was not passed back to the address form.
Civic Platform	18ACC-291872	When opening a record from the list view and navigating to the related records tab, the custom tab would display correctly. However, when clicking on a second record in the tree, the custom tab did not display.
Civic Platform	18ACC-296375	In Inspections, inactive reports were not greyed out in the Reports drop-down.
Civic Platform	18ACC-303754	In the new UI, when the Standard Choice ENABLE_80_UI = YES_HTML and FID 0375 is enabled, the user continued to have access to V360.
Civic Platform	18ACC-311838	Database connection issues resulted in greater than normal system response time and decreased system availability.
Civic Platform	18ACC-313665	For the Record portlet with custom fields, page loading time was longer than expected.
Citizen Access	17ACC-244817	When using the License Verification page configuration in the Citizen Access administration tool for a specific record type and un-checking Related Records, the record detail for the specific record type in Citizen Access, Related Records continued to display.
Citizen Access	18ACC-279093 18ACC-291037	Certain records were not displaying license expiration dates even though the expiration dates for the same records were displaying in Civic Platform.
Citizen Access	18ACC-286227	The Citizen Access Custom Component SaveBefore() API did not properly disable the "Continue Application" button when the ResultMessage > IsSuccess parameter returned a value of False. This release resolves the issue, enabling the user to successfully block the submission of an application when validation fails in an ACA Custom Component.

Product	Salesforce ID	Release Note
Citizen Access	18ACC-290248 17ACC-267152	Using Safari, when users logged in to Citizen Access and navigated to attached documents to download a receipt or issued license, the file returned an error.
Citizen Access	18ACC-291486	When using General Search, all license records returned in the result did not display an expiration date.
Citizen Access	18ACC-294660	When adding delegates and granting them all available rights, delegates were able to see that the records existed for the main user and they were able to create records under the main user, but they received an error when attempting to open the record.
Citizen Access	18ACC-301364	Although granted all needed permissions to pay for a permit, the delegate received an error message and could not make the payment.
Citizen Access	18ACC-314014	<p>When viewing the Citizen Access website with a small screen device, the following core functions were not working as expected:</p> <ul style="list-style-type: none"> • Adding and confirming a contact during a permit application • Resuming a previous saved application
Mobile Office	18ACC-293766	<p>Users who were not set up with the proper module-level access permissions were able to access records in the Inspector app for iOS. For example, users with access to the Building module were able to access Enforcement records.</p> <p>This fix resolves the issue, with the following caveats:</p> <ol style="list-style-type: none"> 1. Module-level access permissions to the appropriate modules need to be configured properly for each user. 2. The appropriate FIDs need to be configured properly, as follows: <ul style="list-style-type: none"> • FID-8035 requires Read or Full Access • FID-8411 requires Read or Full Access • FID-8395 requires Read or Full Access <p> Note: This issue only pertains to agencies using the V3 Construct API; the V4 Construct API is not affected.</p>

Service Pack 3 - May 10, 2018


Fixed Bugs and Enhancements

The 9.3.3 service pack includes the following customer-reported bug fixes and enhancements.

This service pack also includes a specific component that resolves a potential scenario of having certain data made available to anonymous users when they perform searches within the Code Enforcement module, such as complaint listings within Citizen Access. This outcome can only occur when a user manipulates the parameters of the search string URL and will not occur as a normal part of product functionality.

Product	Salesforce ID	Release Note
Civic Platform	18ACC-302954	When performing a record search, the header area of the Records page did not display the application name. The fix for this issue enables agencies to include apostrophes in their application names so that they display in the record header.
Civic Platform	18ACC-302203	This release resolves an issue in V360 where the Smart Charts viewing area was too small. This prevented Smart Charts from being resized. This issue was resolved by increasing the size of the Smart Charts viewing area.
Civic Platform	18ACC-291505	In the new UI, the My Tasks page did not properly display reports on the Reports menu and the Cancel button was missing.
Civic Platform	18ACC-284727	In the new UI, the search page refreshed and the search term was removed when selecting a value from the Record Type Group drop-down in the My Tasks search portlet.
Civic Platform	17ACC-276197	Agencies that leverage external APO data (XAPO) experienced issues with the search results for addresses associated with multiple address types. When searching for an address in this scenario, Civic Platform returned duplicated addresses in search results instead of a single reference address. This service pack resolves the issue. In this scenario, Civic Platform now returns a single reference address and specifies the address types to which that address is associated.
Civic Platform	18ACC-279071	In previous releases, when deploying the INCLUDES_CUSTOM file with the EMSE tool, the file was written into the REVT_MASTER_SCRIPT table with the SERV_PROV_CODE = STANDARDDATA. This caused the INLCUDES_CUSTOM update to impact all agencies in the instance. This release resolves the issue; the INCLUDES_CUSTOM file is now properly deployed with the appropriate SERV_PROV_CODE.
Civic Platform	17ACC-272392	In the Arabic version of the new UI, the Workflow task status label was not being localized.
Civic Platform	17ACC-272125	In the new UI, the Cancel button was missing on the Workflow task when accessing it from the My Tasks dashboard.
Civic Platform	17ACC-266123	When scripts were edited, changes were saved to the database, but were not visible in the UI.

Product	Salesforce ID	Release Note
Civic Platform	17ACC-265641	Workflow tasks were displaying out of sequence on the Summary page.
Civic Platform	17ACC-254778 16ACC-167375 16ACC-158855	When using a saved search on the dashboard all Workflow tasks across all modules did not display. When a Global Filter/ Quick Query was defined for the My Workflow Tasks portlet, only the tasks from that user's Default Module were displayed.
Civic Platform	17ACC-239037	During the initial creation of a record, the Custom Field tab and the Record Summary tab displayed customized field labels and record aliases properly. Upon executing the editAppSpecific or the editAppSingleSpecific methods, the custom field labels no longer displayed properly.
Civic Platform	17ACC-250251	In localized versions of Civic Platform (agencies that have implemented a language pack), when editing the text of a condition or notification template, upon Save the HTML editor displayed a blank screen and did not save the entered text.
Civic Platform	17ACC-249219	When using the My Task search page, after populating the search criteria and clicking Submit, the page was refreshed, the search criteria was not displayed, and the search was then performed. Additionally, if attempting search for a specific record type, upon selecting the Group portion of the record type, the search executed before the user was able to complete the other fields required for a full record type search (Type > Sub-type > Category).
Civic Platform	17ACC-200661	In the Arabic version of the new UI, drop-down menus displayed in the incorrect position.
Civic Platform	17ACC-197831	In the new UI, custom fields did not include the "Required" field text adjacent to the field label.
Civic Platform	17ACC-194627	In the Arabic version of the new UI, when scrolling down in a custom form the tabs scrolled down as well.
Civic Platform	17ACC-184118	In Arabic versions of Civic Platform and Citizen Access, some labels and UI elements had missing or incorrect translations. The issues are fixed in this release.
Civic Platform	17ACC-184119	The Arabic version of the new UI contained label elements, icons, and alignment issues that did not render properly.
Civic Platform	17ACC-181742	In Arabic versions of Civic Platform and Citizen Access, some labels and UI elements had missing or incorrect translations. The issues are fixed in this release.
Civic Platform	Enhancement	<p>The Master Scripts 9.3.3 release adds the following functionality:</p> <ul style="list-style-type: none"> doConfigurableScriptActions() - Added to master event scripts. Enables the use of Configurable Scripts for Civic Platform Packaged Solutions. These employ the use of JSON configuration files to manage the business rules around automation. contactObj() - Enhanced createRefLicProf to handle DOB, SSN, FEIN; added editName, editEmail, editPhone, editContactAddress methods for amendments.

Product	Salesforce ID	Release Note
		<ul style="list-style-type: none"> Added getContactName method that returns either First Name and Last Name, Business Name, or DBA Trade Name for use with Notification Templates. editAppSpecific() - Fixed bug when updating blank custom form via script. Was wiping out the field alias and replacing with the field name. getRefAddressId() - Look up a Reference Address ID. For use with addParcelAndOwnerFromRefAddress() copyOwner() - Fixed bug on logDebug where ownrObj was not yet declared so threw error. Added additional debugging. <p> To implement Master Scripts 9.3.3:</p> <ol style="list-style-type: none"> 1. Run the dbupdate.exe installer included with this release. 2. Update your event scripts to the 9.3.3 release by following the instructions in the Civic Platform 9.1.0 Scripting Guide, "Managing Events" section. 3. Set the MASTER_SCRIPT_DEFAULT_VERSION Standard Choice to use 9.3.3 as described in the <i>Civic Platform 9.3.0 Configuration Guide</i>. <p>IMPORTANT: We recommend implementing this enhancement first in your test environment prior to deploying in your production environment. These steps should be performed by an agency administrator trained in Civic Platform EMSE functionality or an Accela Delivery consultant.</p> <p>Related documentation:</p> <ul style="list-style-type: none"> Civic Platform 9.1.0 Scripting Guide Civic Platform 9.3.0 Configuration Guide
Citizen Access	17ACC-262062	The iFrame title for the Associate Existing Contact popup did not contain useful text that would aid the visually impaired using a screen reader.
Accela GIS	18ACC-302740	When attempting to perform a GIS Asset Sync, previous versions of Civic Platform returned an error: "An error has occurred while processing your request. Please contact agency administrator." This release resolves the issue.

Service Pack 2 - April 12, 2018

Fixed Bugs

The 9.3.2 service pack release includes the following customer-reported bug fixes:

Product	Salesforce ID	Release Note
Civic Platform	17ACC-270330	When users clicked on Record List for a Contact, an error message displayed and the request was not processed. This issue only occurred with SQL DB. The issue did not occur with Oracle DB.
Civic Platform	18ACC-291498	When adding a URL to a form text label in the layout editor, the resulting URL did not work.
Civic Platform	18ACC-296644	The indexer in Civic Platform was being overloaded with an excessive number of documents when a record was edited.
Citizen Access	18ACC-294488 18ACC-294579 18ACC-296716	When registering for a new Citizen Access account, logging in, or selecting delegates, CAPTCHA displayed a "V1 SHUTDOWN ON 2018-03-31" message. This service pack resolves the CAPTCHA issue for customers on 8.0.3.1.2 forward.




FURTHER ACTION REQUIRED:

All customers: For full details and required configuration steps, please refer to [Google CAPTCHA V1 functionality within Citizen Access](#) on Community.

On-premise customers: Please submit a support case to register your domain with Accela's CAPTCHA key. Please provide your domain name in the support case. If you do not register your domain, the following error will display:
"ERROR for site owner: Invalid domain for site key"

Civic Access	18ACC-300000	In previous releases, agencies that implemented the new MTOM file transfer methodology in the custom EDMS adapter experienced errors when downloading documents from Citizen Access. Installing this service pack resolves the issue, enabling agencies to successfully use MTOM methodology to get documents from ACA.
Accela GIS	18ACC-296886	When attempting the Sync Setup in the Asset Type screen, only Channels and Intersection layers received ID fields.
Mobile Office	n/a	<p>The Accela Mobile Office installer had the following issues, for which this service pack provides partial fixes and workarounds, as follows:</p> <ol style="list-style-type: none"> 1. The AMO installer failed to complete. This service pack release fixes the issue. 2. The AMO installer did not allow upgrades from previous releases. Previously, if an agency tried to push the AMO silent installer (MSI) or run the installer on a local machine, and a previous version existed on the machine, the AMO installation failed. The workaround for this issue was to

Product	Salesforce ID	Release Note
		<p>uninstall AMO and reinstall the latest version. This service pack release fixes the issue, and is recommended over the workaround, as using the uninstall/reinstall method removes user AMO preferences.</p> <p>3. The AMO installer fails to upgrade Crystal Reports Runtime. If a user previously installed AMO or Crystal Reports Runtime, the 9.3.0 AMO installer does not check the version and does not update Crystal Reports Runtime to the latest version.</p> <p> Please use one of the following workarounds to upgrade Crystal Reports Runtime.</p> <p>WORKAROUNDS:</p> <p>Install Crystal Reports Runtime (available on the AMO website) OR uninstall AMO 9.2.0 and reinstall AMO 9.3.0. Note that uninstalling/reinstalling AMO removes user AMO preferences and you must reapply them if you use this method.</p> <p>Related documentation:</p> <ul style="list-style-type: none"> • <i>Crystal Reports Runtime for Visual Studio .NET 2010</i> installation instructions in the Accela Mobile Office 9.2.0 Installation Guide available on Community. • Known Issues section of the Civic Platform 9.3.0 Playbook available on Community.

Service Pack 1 - March 12, 2018

Fixed Bugs

The 9.3.1 service pack 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 service pack resolves the issue with the following caveats/configuration requirements:</p> <ul style="list-style-type: none"> 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 = <CountryCode>, where <CountryCode > is the country you choose for the default, for example, US or CA. 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.
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"> 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. 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.
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	

Service Pack Installation

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 service pack releases are cumulative, so you only need to install the latest service pack. This document contains the release notes for all the 9.3.x service pack releases.
- This service pack 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 service pack 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 service pack 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 service pack 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 service pack 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 service pack:

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 service pack 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.

Server Name	Enter the name of the physical server that is running the application.
Server Path	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 service pack files on the specified servers and then deploys the service pack 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 service pack 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 service pack, 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.



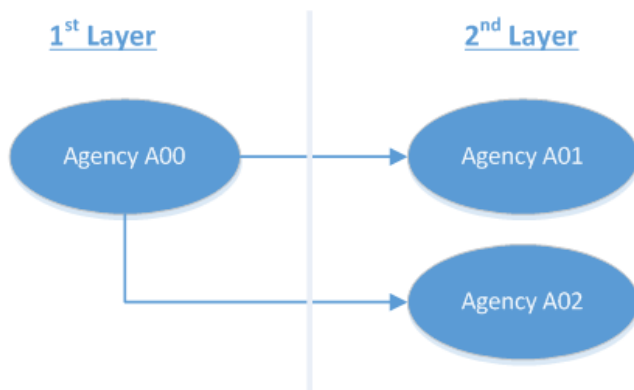
Required Configuration


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
Super agencies	Yes	Global Search Index APO Indexes

Supported Agency Relationships

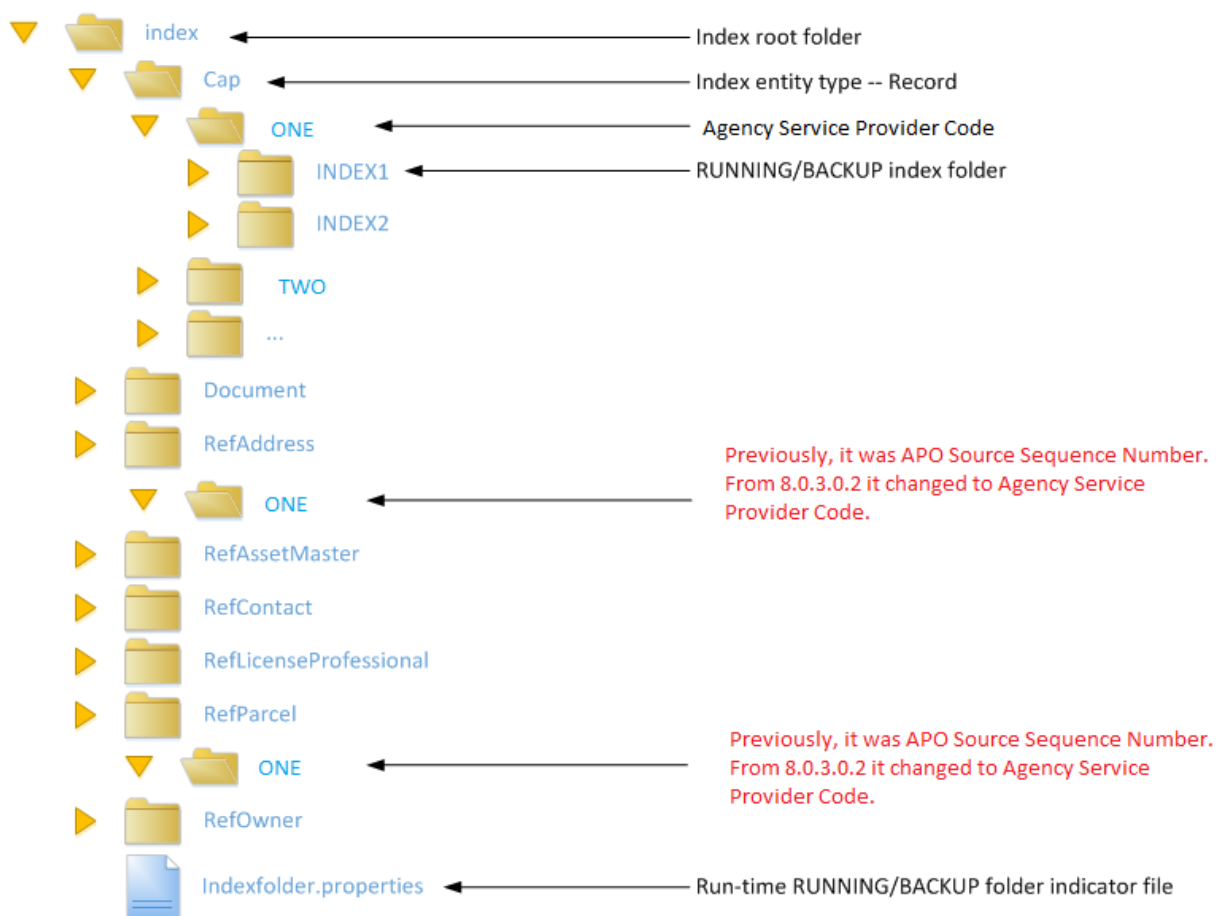
The global search index enhancements only support the simple parent/child relationship model shown below. The delegate user model is not effected by these enhancements.



 **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.
 - a. In the Value field, enter the SERV_PROV_CODE of the parent agency.
 - b. 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	AGENCY1, AGENCY2, AGENCY3
TWO	AGENCY4, AGENCY5

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 a super agency ONE, which is comprised of multiple 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


ONE	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.

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.

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 " System " 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 Frequency field, the End Date 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	<p>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.</p> <p>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.</p>
Schedule Status	Use this drop-down menu to turn a batch job on and off. Select Active to activate the batch job. Select On Hold to deactivate the batch job and save its information.
Start Date	<p>Enter the date on which the batch job starts or select a date by clicking on the data picker beside the field.</p> <p>If you set a batch job Schedule Status to Active but do not specify a Start Date, an error message displays when you try to save the batch job.</p>
Start Time	<p>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.</p> <p>If you set a batch job Schedule Status to Active but do not specify a Start Time, an error message displays when you try to save the batch job.</p>
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

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 affected Windows service (av.cfm, av.web).



Note: Subsequent service pack releases include the configuration file with the default value. You must apply the HEARTBEAT_INTERVAL setting when installing the next service pack release.

Appendix C: Supported Third-Party Products

[illegible]

Third-Party Products	Civic Platform Component										
	Civic Platform Client	Citizen Access ³	Accela Mobile Office Client	Civic Platform Web Server	Civic Platform App Server	Citizen Access Web Server	Accela IVR App Server	Accela GIS (SL) App Server ¹²	Accela GIS (JS) App Server ¹³	Accela Mobile Office Server	Data base Server
Microsoft Internet Explorer 11 (32 bit) ¹⁴	✓ ⁶	✓									
Microsoft Edge 38	✓	✓									
Firefox 47		✓									
Safari 10 in Mac OS X 10.10		✓									
Google Chrome 55	✓	✓									
Opera 29		✓									
Microsoft Exchange Server 2007 SP1, 2010, 2010 SP1, and 2013					✓						
Accela Report Writer ¹					✓						
Crystal Reports V11 (XI) r1, r2; V11 (XI) Enterprise; 2008 V1 (No Patch); 2008 V2, V3 (Embedded); Server 2011; Server 2013 with Enterprise 4.1					✓						
Crystal Reports Runtime Engine v13.0.22			✓ ¹⁷								
Oracle Reports 11g					✓						
MS SQL Reporting Server 2008, MS SQL Reporting Server 2012					✓						
Oracle 11gR2 (11.2.0.3+), 12cR1, 12cR2, Enterprise Edition, Standard Edition, and Standard Edition One	✓	✓			✓				✓	✓	✓

Third-Party Products	Civic Platform Component										
	Civic Platform Client	Citizen Access ³	Accela Mobile Office Client	Civic Platform Web Server	Civic Platform App Server	Citizen Access Web Server	Accela IVR App Server	Accela GIS (SL) App Server ¹²	Accela GIS (JS) App Server ¹³	Accela Mobile Office Server	Data base Server
Microsoft SQL Server 2012, 2014, and 2016 ²	✓	✓			✓	✓			✓		✓
Microsoft SQL Server 2012										✓	
MySQL 5.6									✓		
Microsoft Report Viewer 2008 and 2010			✓								
Esri ArcGIS Engine 10.5.x with network extension			✓ ¹								
Railo (open source CFMX engine recommended as an alternative to Adobe ColdFusion 7 Enterprise Edition)				✓							
Adobe ColdFusion 7 Enterprise Edition				✓							
Voxeo Prophecy Server 14, VoiceXML, Premium ASR/TTS or Nuance 9							✓				
Esri ArcGIS Network Analyst for Server 10.4.x, 10.5.x								✓ ¹⁰	✓ ¹⁰		
Esri ArcGIS Server Standard 10.4.x, 10.5.x; Esri ArcGIS Server Enterprise Advanced 10.4.x, 10.5.x Esri ArcGIS 10.4.x, 10.5.x for Server Standard; Esri ArcGIS 10.4.x, 10.5.x for								✓ ¹⁰	✓ ^{10, 15}		

Third-Party Products	Civic Platform Component										
	Civic Platform Client	Citizen Access ³	Accela Mobile Office Client	Civic Platform Web Server	Civic Platform App Server	Citizen Access Web Server	Accela IVR App Server	Accela GIS (SL) App Server ¹²	Accela GIS (JS) App Server ¹³	Accela Mobile Office Server	Data base Server
Server Enterprise Advanced											
JAWS 16 screen reader	✓	✓									
PayPal SHA-256 certificate for payment processing	✓	✓									

¹ Provided by installer.

² See vendor information about supported environments.

³ Accela Mobile Citizen Access client requirements are the same as Citizen Access client requirements.

⁴ Not used.

⁵ Accela IVR only supports Tomcat version 6.0.37 and JDK versions 1.6.0_15-windows.x32 or 1.6.0_15-windows.x64. Accela IVR does not require JBoss.

⁶ Civic Platform pages use Internet Explorer 5 Quirks Mode when loaded in Internet Explorer 10. Do not change the document mode.

⁷ A compatibility issue exists between Silverlight and JAWS screen-reading software. Because some Accela objects may use Silverlight technology, JAWS users may encounter accessibility issues.

⁸ Civic Platform Client requires .Net Framework to run Accela Electronic Document Review.

⁹ You must install the .NET Framework on both the Accela Mobile Office server and the Accela Mobile Office client machine before installing the Accela Mobile Office Server and Accela Mobile Office Client.

¹⁰ Accela GIS Silverlight and JavaScript application servers need the exact same version of Esri products including ArcSDE, Network Analyst for Server, and ArcGIS Server. Also use the same version of Esri products across the Accela GIS application server and the Accela Mobile Office client.

¹¹ Not used.

¹² Accela GIS server version based on Silverlight.

¹³ Accela GIS server version based on Javascript.

¹⁴ Discontinued support for Microsoft Windows Internet Explorer 10 and prior.

¹⁵ ArcGIS 10.4.x and later requires Oracle 12c or SQL Server 2012 to support pagination. Earlier versions of ArcGIS do not support pagination.

¹⁶ Depends on browser TLS 1.2 setting.

¹⁷ Users of Mobile Office 9.3.0 and later using Crystal Reports must install or upgrade to Crystal Reports v13.0.22. The Crystal Report Runtime installers can be downloaded from the Mobile Office server web page. If users attempt to run a Crystal Report without upgrading the runtime engine, they will get an error suggesting that they install Crystal Reports.