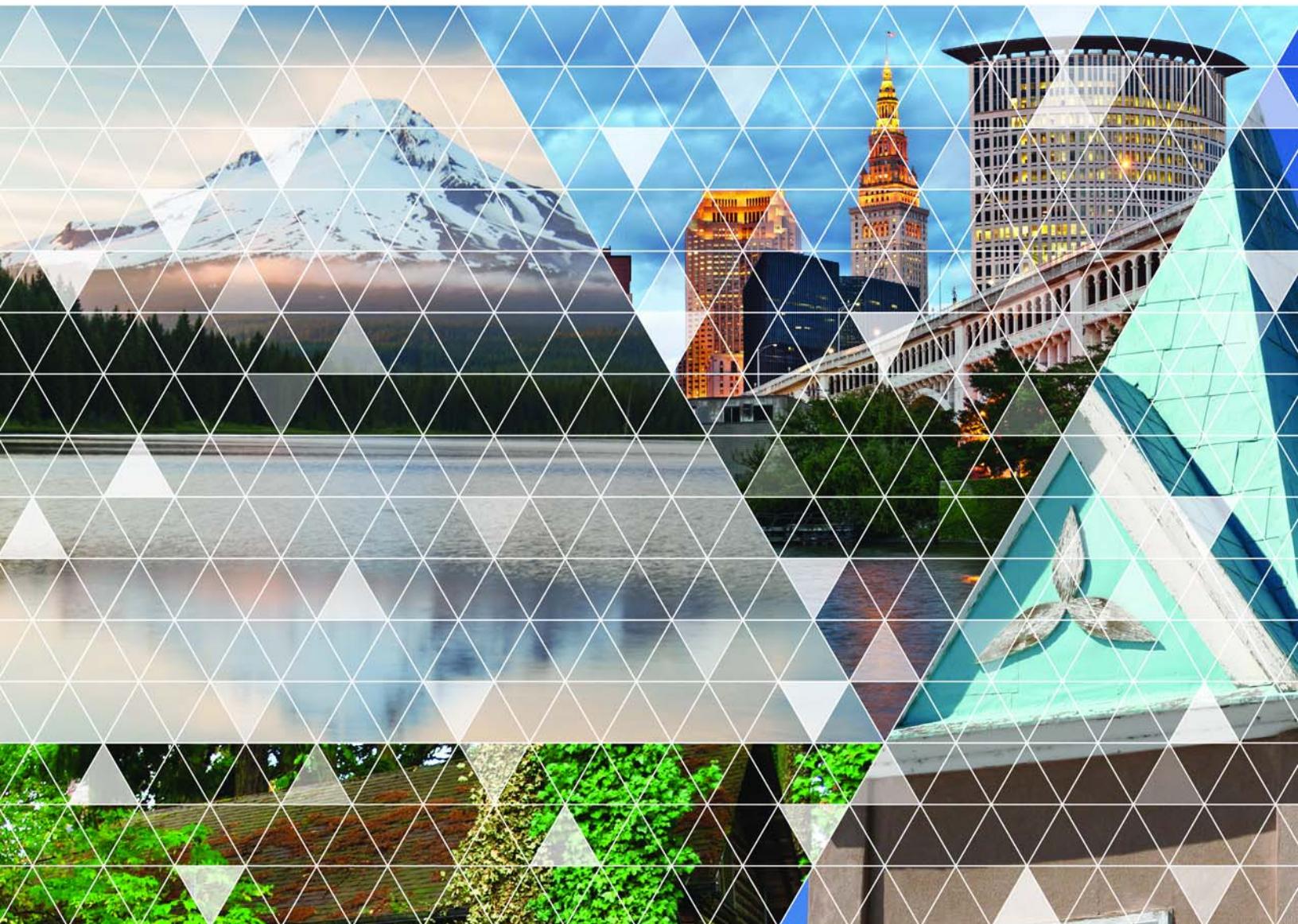


Version 9.2.0

Accela Civic Platform®

Release Notes



Accela Civic Platform Release Notes

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Accela Civic Platform 9.2.0 Release Notes

Revision History and General Notes

This section includes the revision history of this document along with general notes about the platform.

Revision History

Date	Description
October 5, 2017	Initial publication, 9.2.0 release to Accela Hosted.

Draft Status of Release Notes

These Release Notes are in a draft status; the content is subject to change until the Civic Platform 9.2.0 release to Accela Production environment.

Important note related to SHA-2 security enhancement



All users must log into their Civic Platform 9.2.0 applications before Accela disables SHA-1. If users do not log into their Civic Platform 9.2.0 applications before Accela disables SHA-1, their passwords will continue to use the SHA-1 password encryption and they will be permanently locked out of Civic Platform.

When Accela Customer Support officially announces the SHA-2 migration date, it is critical for all users on the Accela-hosted environment to login before Accela disables SHA-1.

Migrating to the New UI

Civic Platform's new user interface was designed to provide you with an intuitive user experience that helps you get your job done more efficiently. To ease the transition to the new user interface, we will fully maintain and support the V360 user interface for version 8 and version 9 giving you time to upgrade, train, and transition your users to the new experience. Users can easily toggle between the two interfaces to become familiar with the changes or you have the option to disable the new user interface until your entire organization is ready to move. This enables you to upgrade to the latest versions worry free.

For information on how to enable the user interface, and how to switch between the new UI and the V360 UI, refer to [Getting to Know the New User Interface](#). If you are not ready to move to the user interface due to a feature that is not available in the new user interface, and is critical to your business, you can stay on the V360 user interface until this feature is available. We are releasing new features every quarter to bring feature parity to V360 and the new UI. Refer to the [feature chart](#) for full details.

New Features

Citizen Access

- [Right of Way Management Integration in Citizen Access](#)

Accela's Citizen Access Right of Way Management provides the citizen a view into activities taking place in the public right of way, allowing residents to plan in advance for events such as street closures, construction or parades. Configuring and Using Right of Way Management is discussed in this section.

- [Customizing the Citizen Access Action Menu](#)

You can now configure a new action-based menu (Search, Schedule, Create) or remain with the existing department-based menu (Building, Planning, License). This feature allows agency administrators to configure the action-based menu prior to activating it. This gives agencies the flexibility to modify the menu names, the sub-menu selection labels, and the order in which they display.

Civic Platform

- [TLS 1.2 Compliance](#)

Civic Platform 9.2.0 allows agencies who are mandated with PCI security compliance to migrate to [TLS 1.2](#). The Civic Platform server has been certified to support TLS 1.2 with inbound and outbound https communications.

- [Right of Way Management Integration in Civic Platform](#)

This release integrates Accela's Right of Way Management (ROWM) solution with Civic Platform. The Right of Way Management solution enhances communication between agencies, utility companies, and citizens. Configuring and using Right of Way Management is discussed in this section.

- [Ability to Disable the V360 User Interface](#)

You now have the ability to choose which user interface your users see by default. This is controlled by module so that some departments can be moved to the new HTML user interface while disabling the choice to move back to the V360 user interface. The implementation of this feature uses the existing Standard Choice ENABLE_80_UI.

 **Note:** If you do not wish to control the access to the UI by module, do not use the new values described in this section.

- [Report Views for Ad-hoc Reports](#)

Civic Platform 9.2.0 includes new AdHoc Report views related to configuration and asset usage. In addition, the Inspection, and Condition Record views have been updated with new fields, and the Asset view has been enhanced for better performance.

- [Performance Improvements](#)

The 9.2.0 release includes performance enhancements that resolve timeout issues with the global search indexer and improve EMSE debug logging performance.

- [Disabling the Link to View Workflow Designs](#)

This release includes the new FID 8509, to control whether or not the View Workflow Design link displays on the Workflow page of Civic Platform. This FID is applicable at the user group level, so it applies to all users in the group for which the FID is configured.

Accela GIS

- Accela GIS 9.2.0 provides the following map-based enhancements:

- [Plotting Addresses on the Map](#)
- [#unique_12](#)
- [Importing Parcels from GIS to a Set](#)
- [Using the Map to Create Inspections](#)

This [Community article](#) shows the roadmap for parity between Silverlight GIS and JavaScript GIS.

- [Arabic Support with GIS Editing](#)

The editing feature of Accela GIS 9.2.0 has been enhanced to fully support Arabic regional settings.

Citizen Access

Right of Way Management Integration in Citizen Access

Accela's Citizen Access Right of Way Management provides the citizen a view into activities taking place in the public right of way, allowing residents to plan in advance for events such as street closures, construction or parades. Configuring and Using Right of Way Management is discussed in this section.



Note: The implementation of the Right of Way Management solution requires an Accela Delivery Consultant.

Topics:

- [Configuring Citizen Access for Right of Way Integration](#)
- [View the Right of Way Tab in Citizen Access](#)
- [Submitting a Record with Conflict Detection Enabled in Citizen Access](#)

Configuring Citizen Access for Right of Way Integration

Configure the Right of Way Management feature in the Citizen Access Administration Tool as described below.

1. In the Citizen Access Administration Tool, navigate to **General > Global Settings > Right of Way Management Settings**.
2. Scroll down to the **Right of Way Management Settings**.

Right Of Way Management Settings

Enable on Main Menu Navigation
 Enable on Record Detail Page

Right Of Way (ROWM) Base URL: Type the base URL of the Right Of Way website (e.g. for SF: <https://pap.accela.com/envista-public-web/index/SanFrancisco/>).

Right Of Way (ROWM) API Base URL: Type the base URL of the Right Of Way API (e.g. for SF: <https://test1.envista.com/envista-public-web/rest/data/SanFrancisco/>).

3. Configure the settings as described in the following table.

Enable on Main Menu Navigation	Select this option to display the Right of Way Management module tab on the home page.
Enable on record Detail page	Select this option to display Right of Way Management options on the record detail page.
Set the Right of Way management Base URL	<p>Enter the URL for the Right of Way Management public site.</p> <p>Important: Append this URL with the following parameter to display the page as a portal with no extraneous header details.</p> <p>?headerless&currentframe</p>

Set the Right of Way Management API URL	Enter the Right of Way Management API URL. This must match the URL specified in the [ROWM website URL] portion of the Standard Choice ROWM_API_URL. Important: This URL must end with a forward slash "/", which you may need to add manually.
--	--

4. Click **Save**.

5. Click **Clear Cache**.

Configuring Conflict Detection in Citizen Access

To enable conflict detection during the Citizen Access intake process, the values described in this section must be configured. The conflict notification will display if any conflicting activities for a specific area of the city, town, or county has an existing activity or event scheduled for the same date(s). For example, before the citizen delivers any communication for an event in a specific section of downtown, they may discover there are conflicting events such as a parade or government project planned for that same area of downtown.

Configure conflict detection as described below.

1. Log in to the Citizen Access Administration site.
2. Under **General**, select the **Building** module > **Building Information**.
3. Click the **Work Location Lookup** heading to highlight Work Location Lookup fields.
4. Under **Available Fields**, configure the following fields to be visible and/or required by selecting the appropriate checkboxes.
 - Full Address Start
 - Full Address End
 - Start Cross Street
 - End Cross Street
 - Location Type



Note: **Full Address Start**, **Full Address End**, **Start Cross Street**, **End Cross Street** and **Location Type** may be **Visible** and not **Required**. **Event Start Date** and **Event End Date** are dynamically available on the form.

The screenshot shows the 'Work Location Lookup' page within the Accela Civic Platform. The left sidebar includes links for Building, General Settings, Page Flow Configuration, and various People and Property related options. The main content area contains a form for entering location details, including street numbers, names, types, and suffixes, along with unit information and geographical coordinates. Below the form is a 'Conditions' section. To the right, there are two panels: 'Section Properties' and 'Available Fields', which list various configuration options and their current values.

5. To configure the list of values that display in the **Location Type** dropdown, highlight **Location Type**.
6. Under **Field Properties** and across from **Location Type Options**, select **Click to Configure**.

This screenshot shows the 'Field Properties' configuration dialog. It lists several properties with their current values: Default Label (Location Type:), Field Label(Default...) (Location Type:), Field Label (Location Type:), Instructions (Click to Edit...), and Location Type Options (Click to configure). A modal window titled 'Select All' is displayed, containing three checkboxes: 'Address' (checked), 'Intersection' (checked), and 'Street Segment' (checked).

 **Note:** The **Location Type** is configured at the Module and Pageflow level. The options may be per Pageflow configuration for each Record Type defined. In addition, the **Applicant** component must be a part of the Pageflow configuration so that the link discussed in [Viewing Right of Way Management Records in Civic Platform](#) displays in Civic Platform. For more information on Page Flow Configuration, see the [Accela Civic Platform - Citizen Access Administrator Guide](#).

When a citizen selects a specific **Location Type** from the dropdown options, the following specifications apply:

- **Location Type = Address** - The required fields in the primary Address section are Street Number, Prefix, Street Name, Street Type, Suffix, City, State, ZIP code in addition to Event Start Date and Event End Date.
- **Location Type = Intersection** - The required fields are Street Name (Cross Street Start) and Cross Street (Cross Street End) with other relevant fields being Prefix, Street Name, Street Type, Suffix, City, State, ZIP code in addition to Event Start Date and Event End Date.
- **Location Type = Street Segment** - The required fields are Address Start and Address End where the citizen will include the relevant data values of Street number, Prefix, Street Name, Street Type, Suffix, City, State, ZIP code in addition to the Event Start Date and Event End Date.

7. Select the appropriate values, then click **OK**.
8. Click **Save**.
9. Click **Clear Cache**.

View the Right of Way Tab in Citizen Access

1. Login to the Citizen Access citizen-facing website.

2. Click the **Right of Way** tab.



Note: The tab might be under the **More** menu, depending on how many tabs you have configured.

Citizen Access displays the Right of Way citizen view. You may drill into the map icons to view Record details, zoom into areas on the map, or select options in the left navigation pane. For more information on using the Right of Way site, refer to [Right of Way documentation on Accela Community](#).

Submitting a Record with Conflict Detection Enabled in Citizen Access

1. Log in to the Citizen access citizen-facing website.
2. Click on the Module tab, such as **Building**, then **Apply for Applications and Authorizations**.
3. Click the **I have read and accepted the above terms** checkbox.
4. Click **Continue Application**.

Home **Building** Service Request Right Of Way

[Apply for Applications and Authorizations](#) Obtain a Fee Estimate more ▾

Online Application

Please "Allow Pop-ups from This Site" before proceeding.

Before you can apply for and purchase permits through this site, you must review and accept the terms below.

ONLINE PURCHASING TERMS AND CONDITIONS

This ePermitting system can be used to apply for and purchase limited-scope over-the-counter electrical, mechanical, and plumbing permits

I understand the e-permitting system cannot be used if a plan review by the city or county is required. Plan reviews are required for complex projects. (For more information about complex structures, [click here](#).) I certify that the

I have read and accepted the above terms.

Continue Application »

5. Select a License type, then click **Continue Application**.

Home **Building** Service Request Right Of Way

[Apply for Applications and Authorizations](#) Obtain a Fee Estimate more ▾

Select a License

Select a CCB or BCD license for your Quick Permit registration from the list below. Your license type determines the type(s) of permits you may apply for online.

*Licenses:

--Select--

- Select--
- ARCHITECT 09-ARCH-00008
- ARCHITECT 09-ARCH-00010
- ARCHITECT 09-PEOP-00001
- ARCHITECT 101001010100**
- None Applicable

6. Select a Record Type and click **Continue Application**.

Home **Building** Service Request Right Of Way

Apply for Applications and Authorizations Obtain a Fee Estimate more ▾

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

 **Search**

- ▶ AIVR
- ▶ APO Test
- ▶ ATEST
- ▶ Amy Test
- ▶ BUILDING
- ▶ Building
- ▶ IGOR-TESTFILTER
- ▼ ROWM
 - Residential New
 - ROWM-BUILDING
- ▶ Shirly-Building
- ▶ Trancy test
- ▶ DEMO
- ▶ DEMO FILTER
- ▶ MEGANS TEST
- ▶ T14218A
- ▶ TEST02

Continue Application »

7. Select a **Location Type** and enter the information in the **Event Start Date**, **Event End Date**, **Address Start**, and **Address End** fields, then click **Continue Application**.

 **Note:** The Address field format may include: Street Number, Prefix, Street Name, Street Type, Suffix, City, State, and ZIP Code. The City, State, and ZIP Code fields available in the primary Address fields elements are all used in the notification process.

Location Type:

▼

Event Start Date: <input style="width: 150px; height: 20px; border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;" type="text" value="03/08/2017"/> 	Event End Date: <input style="width: 150px; height: 20px; border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;" type="text" value="06/30/2017"/> 
*Address Start <div style="background-color: #ffffcc; padding: 2px; border: 1px solid #ccc; width: 100%;">10 S Beaver St, Flagstaff AZ</div>	
*Address End <div style="background-color: #ffffcc; padding: 2px; border: 1px solid #ccc; width: 100%;">500 S Beaver St, Flagstaff AZ</div>	

Clean

Continue Application »

As shown below, if a conflict is detected a notice is displayed. Refer to **Step 9** this procedure to examine the number of and conditions attached to your application.

 A notice was added to this record on 07/07/2017.

Please note, a conflict has been detected in the public right of way for the location and date(s) you have indicated. You can either modify the details or proceed with the application.

-  **Note:**
Validation of the address and dates for this application are checked by Right of Way Management. A typical error notification is shown below.

Home Service Request **Building** Planning AMS Enforcement

Create an Application by Selecting Services Create an Application Obtain a Fee Estimate more ▾

 **Notice:**
The location or date(s) provided to detect a potential conflict are invalid. Please review the details and enter the information in the correct format or proceed with the application.

8. Click Continue Application.

Residential New

1 Step 1	2 Review	3 Pay Fees	4 Work Authorization
----------	----------	------------	----------------------

Step 4: Work Authorization

 Your application has been successfully submitted.
Please print your Authorization to Begin Work and retain a copy for your records.

Thank you for using our online services.
Your Record Number is 17-2017-4-0367.

 A notice was added to this record on 06/29/2017.
Condition: Building Permit Notice Severity: Notice
Total Conditions: 3 (Notice: 2, Required: 1)

[View additional details](#)

You may auto-fill the below fields with your account information by checking this box. The address used will be the one provided with your initial account setup.

[Print/View Summary](#) [Copy Record](#)

9. Click View additional details to examine the Conditions associated with this Record.

Conditions

Showing 1-3 of 3

MrBill - 1 Applied

Building

Another Notice for Demo

For demo, update comment for testing after cap created

Applied | Notice | 06/29/2017

This is a long comment that was added temp by DWB

Rowm Integration - 2 Applied

Building Permit

Building Permit Notice

Notice

Applied | Notice | 06/29/2017

Sanitary Sewer

Sanitary Sewer Required

Required

Applied | Required | 06/29/2017

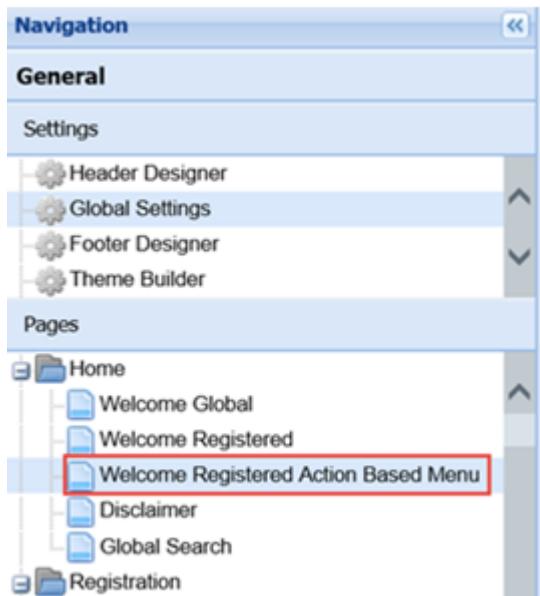
Customizing the Citizen Access Action Menu

You can now configure a new action-based menu (Search, Schedule, Create) or remain with the existing department-based menu (Building, Planning, License). This feature allows agency administrators to configure the action-based menu prior to activating it. This gives agencies the flexibility to modify the menu names, the sub-menu selection labels, and the order in which they display.

Configuring the action-based menu

To configure the action-based menu, use the following procedure.

1. Log in to Citizen Access as an administrator.
2. Under **General > Settings**, select **Global Settings**.
3. Under **Pages > Home**, select **Welcome Registered Action Based Menu**.



Note: The **Welcome Registered Action Based Menu** selection is the only page that provides editing capabilities to configure the action-based menu. Default selections are as follows:

- Home
- Search
- Create
- Schedule
- Estimate
- Solutions

Product solution(s) are grouped under the **Solutions** tab. The citizen may hover over the **Solutions** tab and find both Legislative Management and Right of Way Management or any other product solution that is visible in Citizen Access.

4. Edit the individual menu names and sub-menu selection names by highlighting them and then providing a label in the **Field Properties** area. Supplied default values for sub-menu selections will appear with the same values. The following graphic illustrates how the sub-menu values from the **Schedule** menu are distinguished from one another by the **Module** value.

Field Properties	
Name	Value
Default Label	Schedule an Inspection
Button Label	Building Inspection
Module	ServiceRequest

Field Properties	
Name	Value
Default Label	Schedule an Inspection
Button Label	Building Inspection
Module	Enforcement

 **Note:** In general, a best practice for the menu names and sub-menu labels is to make each text string as short as possible.

5. Reorder the menu items or sub-menu selections by clicking to highlight them and then dragging and dropping into the desired position.
6. Once the menu items and sub-menu selections configuration is complete, click **Save** and then click **Clear Cache**.
7. Under **General > Settings**, select **Global Settings**.
8. Select the **Action Based Menu** checkbox.

Site Navigation

Action Based Menu: Selecting the checkbox will enable the action based menu and display the action based menu on all pages with menu navigation, such as Welcome Registered and Global Search

Action Based Menu

9. Click **Save** and then **Clear Cache**.

The Citizen Access home page reflects a new action-based menu configuration.

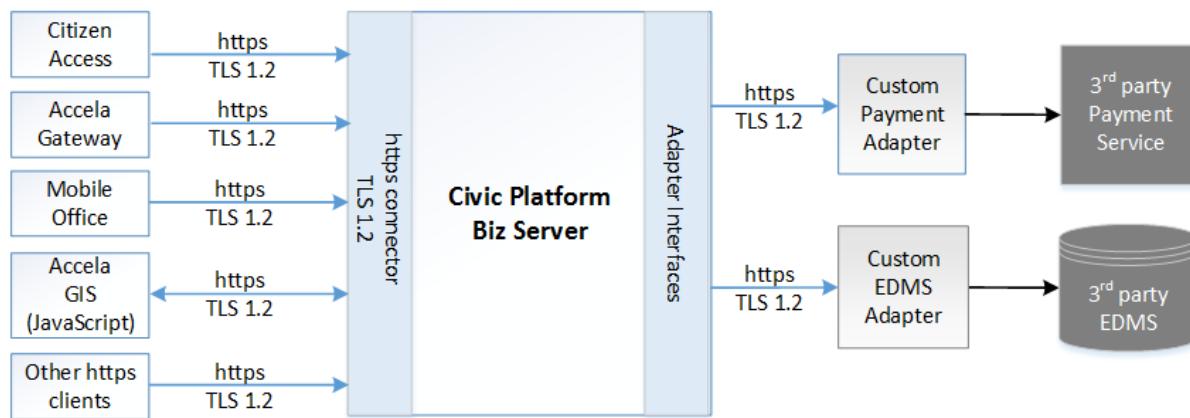


Civic Platform

TLS 1.2 Compliance

Civic Platform 9.2.0 allows agencies who are mandated with PCI security compliance to migrate to [TLS 1.2](#). The Civic Platform server has been certified to support TLS 1.2 with inbound and outbound https communications.

The following logical diagram illustrates the inbound and outbound https Civic Platform server connections enabled with TLS 1.2 in the 9.2.0 release:



Civic Platform 9.2.0 continues to support http connections and is backward compatible with TLS 1.0 and TLS 1.1. Although migration to TLS 1.2 is highly recommended sooner than later, self-hosted agencies can plan and implement their own timeline for migrating Civic Platform and custom adapter integrations along with their on-premise server and network environments to TLS 1.2.

Accela-hosted environments will officially migrate to TLS 1.2 at a to-be-announced date. Accela Customer Support will send out advanced notifications about the TLS 1.2 migration. During the TLS 1.2 migration, Accela will disable TLS 1.0 and 1.1 so that Civic Platform servers and applications on the Accela-hosted environments will only use TLS 1.2. To prepare for this change, Accela-hosted agencies must plan to migrate any custom integration components to TLS 1.2 and https connections to the Civic Platform server before the announced TLS 1.2 migration date.

Topics:

- [TLS 1.2 and Civic Platform integration components](#)
- [Configuration](#)

TLS 1.2 and Civic Platform integration components

This section lists the integration components that have been tested with TLS 1.2 and https communications with the Civic Platform server.

Payment Adapters

Citizen Access credit card and ACH payment transactions now support TLS 1.2 using the following payment adapters:

- CivicPay
- PayPal Payflow Pro
- Converge/Virtual Merchant

Civic Platform back-office credit card and ACH payment transactions now support TLS 1.2 using the following payment adapters:

- PayPal Payflow Pro
- Converge/Virtual Merchant

IMPORTANT:

The following standard payment adapters are no longer supported:

- FirstData
- Govolution

Document Adapters

Document operations using the Accela Standard adapter, including the MTOM-enabled Standard adapter, now support TLS 1.2.

EMSE web service

Third-party web services invoking EMSE web services now support TLS 1.2.

Web services certified with the Civic Platform 9.2.0 invoked by EMSE scripts also support TLS 1.2.

Civic Platform components

Communications between the Civic Platform server and the following components now support TLS 1.2 and HTTPS:

- Citizen Access
- Accela GIS (JavaScript version)

Notes:



The Silverlight GIS version currently does not support TLS 1.2.

If your agency is using Microsoft SQL Server, refer to this [Microsoft knowledge article](#) to determine the required SQL Server patch for your SQL Server database to enable support for TLS 1.2.

- Accela Mobile Office
- Accela Gateway (Construct API proxy)

Notes:



Accela Gateway 3.2 and higher versions support TLS 1.2. Earlier Accela Gateway versions do not work if the Civic Platform biz server is enabled with TLS 1.2.

Configuration

- [Enabling TLS 1.2 on the Civic Platform server](#)
- [Importing self-signed certificates](#)
- [Configuring https connections to the Civic Platform server](#)
- [Enabling TLS 1.2 on the third-party server](#)
- [Enabling TLS 1.2 on the browsers](#)

Enabling TLS 1.2 on the Civic Platform server

Civic Platform support for TLS 1.2 requires an https connector in the JBoss subsystem configuration in `standalone-full.xml`. By default, the Civic Platform 9.2.0 base installer includes an https connector that is enabled for TLS 1.2, TLS 1.1, and TLS 1.0 (for backward compatibility).

To fully enable TLS 1.2 on the Civic Platform server:

1. On the `av.biz` server, navigate to the Civic Platform installation folder, and edit the `standalone-full.xml` file.
2. In the https connector, change `protocol="TLSv1,TLSv1.1,TLSv1.2"` to `protocol="TLSv1.2"`:

```
<connector name="https"
           protocol="HTTP/1.1"
           scheme="https"
           socket-binding="https"
           enable-lookups="false"
           secure="true"
           max-post-size="50000000">
    <ssl password="{changeit}"
        certificate-key-file="${jboss.server.home.dir}/conf/certs/
${av.host}.key"
        cipher-suite="!aNULL:!ADH:!eNULL:!LOW:!EXP:!SSLv2:RC4+RSA:
+HIGH:+MEDIUM:!RC4:ALL"
        protocol="TLSv1.2"
        verify-client="false"
        certificate-file="${jboss.server.home.dir}/conf/certs/
${av.host}.crt"/>
</connector>
```

Enabling TLS 1.2 on IIS Servers

When an agency migrates to TLS 1.2, Microsoft IIS Servers hosting client components such as Citizen Access and Accela GIS must configure the Windows server registry to only enable TLS 1.2. The security channel protocols are stored in the following registry key:

`HKey_Local_Machine\System\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols`

In the Protocols registry key, disable the non-TLS 1.2 protocols and enable TLS 1.2. For details, see these Microsoft articles: [How to disable PCT 1.0, SSL 2.0, SSL 3.0, or TLS 1.0 in Internet Information Services](#) or [Disabling TLS 1.0 on your Windows 2008 R2 server](#).

Note: If the IIS Server has not yet enabled https, configure the IIS Server for https. For details, see [Citizen Access Administrator Guide > Implementation Planning > Enabling HTTPS](#).

Importing self-signed certificates

If an integration server such as an EDMS server is using a self-signed certificate, import the self-signed certificate into the av.biz and av.web servers' certificate trusted store.

If your agency uses a self-signed certificate on the av.biz and av.web servers, import the self-signed certificate into the client component server's certificate trusted store (such as Mobile Office, Accela GIS, and Accela Gateway servers).

Configuring https connections to the Civic Platform biz server

When your agency migrates to TLS 1.2, any integration component that has been previously configured with an http connection to the Civic Platform biz server must update the connection URL to https.

Configure the following Civic Platform components connecting to the Civic Platform biz server to use https connection URLs:

- EDMS Adapters

Go to **Civic Platform Administration > Admin Tools > Standard Choices > EDMS**, update the ADS_SERVER_URL to match the URL parameter of the ADS or Standard adapter to use https.

- Accela GIS (JavaScript version)

Go to **JavaScript GIS Administration > {Agency} > Integrations**. Update the Automation and ACA server URLs to use https, respectively.

Go to **Civic Platform Administration > Admin Tools > GIS Service**. Update the JavaScript API URL to use https.

- Mobile Office

When installing Mobile Office Server, on the **Protocol** window, you must select **Enable HTTPS**. (You can optionally also select the Enable HTTP option. Civic Platform currently supports both HTTP and HTTPS.)

In addition, go to **Mobile Office Administration > Options > {User Group} > General Settings**. Update the Application Server URL to use https for each user group.

- Accela Gateway

Go to **Accela Gateway Portal > Environment Settings**. In the **Allowed App Servers** field, update the biz server URL to use https.

Enabling TLS 1.2 on third-party components

When your agency migrates to TLS 1.2, any third-party adapter or web service that integrates with Civic Platform must enable TLS 1.2 on the third-party server. For example, if your agency uses a custom EDMS

adapter, the Windows Server hosting the third-party EDMS service must enable TLS 1.2 (for details, see this [Microsoft blog](#)).

Consult the third-party vendor's documentation for details about how to enable TLS 1.2 on their server.

Enabling TLS 1.2 on the browser

When your agency migrates to TLS 1.2, client browsers connecting to Civic Platform must enable TLS 1.2. Consult the specific browser's help documentation to enable browser support for TLS 1.2.

Notes

- TLS 1.2 support for PayPal and Converge/Virtual Merchant payment adapters was introduced in Civic Platform versions 9.1.0, 8.0.3.0.11, 8.0.0.0.5, 7.3.3.10.4.
- TLS 1.2 support for the EDMS standard adapter was introduced in Civic Platform version 9.1.2.

Ability to Disable the V360 User Interface

You now have the ability to choose which user interface your users see by default. This is controlled by module so that some departments can be moved to the new HTML user interface while disabling the choice to move back to the V360 user interface. The implementation of this feature uses the existing Standard Choice **ENABLE_80_UI**.



Note: If you do not wish to control the access to the UI by module, do not use the new values described in this section.

ENABLE_80_UI

Use the following procedure to disable the V360 user interface.

1. Log in to Civic Platform
2. Click the main link for Civic Platform administration.
3. Click **Agency Profile > Standard Choices**.
4. Search for the existing Standard Choice by entering **ENABLE_80_UI** in the **Standard Choices Item Name** field.
5. Click **Submit**.
6. Click the red dot to the left of **ENABLE_80_UI**.
7. Select the following settings.
 - **Status: Enable**
 - **Type: System Switch**
8. Set the **Standard Choice Value** and **Value Desc** to match your agency's requirements and as suggested in the following scenario.

UI Switch Configuration Scenario

Let's assume your agency has the following requirements.

- Planning Department (Planning Module) can only view V360 user interface.
- Building Department (Building Module) can only view the New UI.
- License Department (License Module) can switch between V360 user interface and the New UI.

The users and their default modules may be as follows.

- Sue has permission to access Planning and Building Modules, her default module is Planning.
- Mary has permission to access Building and Licensing Modules, her default module is Building.
- Bob has permission to access Licensing Module, his default module is Licensing.
- Fred is in the Code Enforcement Department, default module is Code Enforcement.

Therefore, the Standard Choice setting for **ENABLE_80_UI** would be as follows.

Standard Choice Value	Value Description
YES_V360	Planning, License
YES_HTML	Building, License

If a user's default module does not have any setting, then by default it will be the V360 UI only. As the above settings indicate, Fred would access the V360 UI only.

Right of Way Management Integration in Civic Platform

This release integrates Accela's Right of Way Management (ROWM) solution with Civic Platform. The Right of Way Management solution enhances communication between agencies, utility companies, and citizens. Configuring and using Right of Way Management is discussed in this section.



Note: The implementation of the Right of Way Management solution requires an Accela Delivery Consultant.

Topics:

- [Configuring Right of Way Management in Civic Platform](#)
- [Configuring Right of Way Management Template in Civic Platform](#)
- [Viewing Right of Way Management Records in Civic Platform](#)

Configuring Right of Way Management in Civic Platform

Configure the following Standard Choices to integrate Right of Way Management with Civic Platform. The configuration of all three Standard Choices are required must be active to enable Right of Way Management Civic Platform conflict notification and detection.

- [ROWM_INTEGRATION](#)
- [ROWM_CONDITIONS](#)
- [LOCATION_TYPE](#)

ROWM_INTEGRATION

The Standard Choice ROWM_INTEGRATION is new and available with this release. Configure this Standard Choice to integrate the ROWM API with Civic Platform. After you configure this Standard Choice when you subsequently create a record type with Right of Way Management as the category, a record is created automatically with a link to the Right of Way Management site. This Standard Choice is used by both Civic Platform and Citizen Access.

- **Status** - Select **Enable**
- **Type** - Select **System Switch**

Add the required Standard Choice values.

Standard Choice Value	Value Description
DISTANCE	Numerical distance value
ROWM_API_SYSTEM_NAME	Name of agency system
ROWM_API_URL	Agency URL
UNIT	Unit of measure for distance

ROWM_CONDITIONS

The Standard Choice, ROWM_CONDITIONS is new and available with this release. Configure this Standard Choice to notify the user that a conflict exists on a date and location they applied for a permit or event. This Standard Choice is used by both Civic Platform and Citizen Access.

- **Status - Select Enable**
- **Type - Select System Switch**

Add the required Standard Choice values. The Standard Choice Values in the following table are provided as examples and are customizable by your agency.

 **Note:** The mapping values for this Standard Choice element are: The Standard Choice Value = Right of Way Management Event, Activity Type; Value Description = Civic Platform Condition Type.

Standard Choice Value (Right of Way Management)	Value Description (Civic Platform)
Building Permit	Building Permit Notice
Communication	Communication - Event
Music	Music - Event
Roadway	Roadway
Sanitary Sewer	Sanitary Sewer Required
Water	Water - Project

LOCATION_TYPE

The Standard Choice, LOCATION_TYPE is new and available with this release. Configure this Standard Choice to specify a specific location for the event or permit. The Standard Choice Values provided in the following table are exact values and should not be modified. This Standard Choice is used by both Citizen Access and Civic Platform.

- **Status - Select Enable**
- **Type - Select System Switch**

Add the required Standard Choice values.

Standard Choice Value	Value Description
Address	Address
Intersection	Intersection
Street Segment	Street Segment

Configuring Right of Way Management Template in Civic Platform

To implement the Right of Way Management solution, configure the ROWM TEMPLATE. Configure this template to specify the pre-defined event start date and event end date for a specific event. These dates are used in checking for potential event conflicts.

 **Note:** If this template does not exist, you must add it. Once added, ensure that the template is associated to the **Attribute Type** of **Address** as highlighted in the graphic below.

1. In the Civic Platform Classic UI navigate to **Administrator Tools > Property > APO Template**.
2. In the **Attribute Template Name** field, enter ROWM TEMPLATE and click **Submit**.
3. Click the red dot to the left of ROWM TEMPLATE.
4. Click the red dot to the left of the ROWM TEMPLATE to select it.

Attribute Template

Use this form to edit Attribute Template.

Template Information

Attribute Template Name: ROWM TEMPLATE Attribute Type: ADDRESS Description: ROWM - Event Start Date, Event End Date Status: Enable								Edit Info
Group: N/A								
Label(Default)	Label	Description	Unit	Data Type	Required Flag	ACA Displayable	Record Searchable	Status
● Event Start Date	Event Start Date			Date	No	Yes	Yes	Enable
● Event End Date	Event End Date			Date	No	Yes	Yes	Enable

Add **Cancel**

- Click the red dot to the left of **Event Start Date** or **Event End Date** to edit attributes.

Accela Automation: Attribute Template Attribute Add - R0085-E - Intern... — □ X

https://devint2325.dev.accela.com:4443/i18n/admin/index.cfm

Attribute Template's Attribute - Edit

Attribute Template Name: ROWM TEMPLATE
Attribute Type: ADDRESS
Attribute Name * : EVENT START DATE

Label: Event Start Date

Label(Default): Event Start Date

Description:

Default Value:

Default Value(Default):

Unit: or

New Unit:

Data Type: Date

Display Order:

Required Flag: Yes No

ACA Displayable: Yes No

Record Searchable: Yes No

Status: Enable Disable

Submit **Cancel**

Mapping Right of Way Record Types between Civic Platform and the Right of Way Management site

As many Record Types that are needed for an agency in Civic Platform, these Records must have an equivalent Record Type mapping on the Right of Way Management site. This Record type mapping equivalency is performed by an Accela Delivery Consultant.

Viewing Right of Way Management Records in Civic Platform

When you create a Record in either Citizen Access or Civic Platform mapped to a Right of Way Management Record, the Record is created automatically with a link which allows access to the Right of Way Management solution. Users may then view Right of Way Management details by clicking on the link in Civic Platform.

1. Go to the Records portlet in Civic Platform.
2. Look up the Civic Platform Record with the related Right of Way Management Record.
3. Click the **Related Records** detail tab.
4. Click the link under **ROWM Detail**.

The screenshot shows the 'Related Records' detail tab in the Civic Platform. It lists several items:

- 17BLD-00000-00119; [Building, Building Permit, Residential, New]; 17-2017-4-0361; Accepted; 06/26/2017 00:00:00; 06/26/2017 12:01:37; 208 S Beaver St, Flagstaff, AZ 86001
- Legislative Management: Agenda & Minutes
- ROWM Detail

A blue underline is placed under the link '17-2017-4-0361 at City Engineer on Building Permit'.

5. Log in to the Right of Way Management site to view Right of Way details for the Record.
- Note:** The staff user will need valid credentials to access the Right of Way Management solution.

The screenshot shows the Right of Way Management application interface. At the top, it says 'Welcome FS Permit Clerk!' and has tabs for Projects, Events, Permits, Assets, Conflicts, Documents, Tasks, and Mailbox. On the right, there's an 'Admin' button, 'Help', and 'Log Out'.

The main content area shows a map of a permit area with various streets and landmarks. A specific location is marked with a red dot and a callout box.

Permit Information:

ID:	17-2017-4-0365	Permit Name:	17BLD-00000-00123
Application Number:	Application Date:		
Description:			
Permit Type:	Residential	Permit SubType:	Residential
Permit Issuer:	City Of Flagstaff	Status:	Submitted for Review
Facility Type:	Contact: City Engineer		
Url:	https://devsite225.dev.accela.com/FLAGSTAFF/Cap/CapDetail.aspx?Module=Permit&RecID=17BLD&RecID=00000&RecID=00123&AgencyCode=FLAGSTAFF		
Master Permit:			

Schedule:

Start Date/Time:	2017-06-29 12:00 AM	Duration:	186.0 days
End Date/Time:	2017-12-31 11:59 PM		

Location:

Location:	567 S Beaver St, Flagstaff, Arizona, 86001
Location Type:	Point
Location Size:	

Positions:

Contacts:

Contact Type	Organization	Organization ID	Org Phone	Org Email	Contact	Contact P	Contact E
Applicant	MICHAEL...		michael.l...	michael.l...	MICHAEL...		michael.l...
Owner	MICHAEL...		michael.l...	michael.l...	MICHAEL...		michael.l...

Report Views for Ad-hoc Reports

Civic Platform 9.2.0 includes new AdHoc Report views related to configuration and asset usage. In addition, the Inspection, and Condition Record views have been updated with new fields, and the Asset view has been enhanced for better performance.

Topics:

- [New Adhoc Report Views](#)
- [Modified Adhoc Report Views](#)

New Adhoc Report Views

The following new configuration-related views support the Configuration Report as part of Accela's Packaged Solution that can be loaded after an initial environment creation:

- V_CONFIG_0_DOCTEXT
- V_CONFIG_0_DOCUMENT
- V_CONFIG_APPSTATUS
- V_CONFIG_APPTYPE
- V_CONFIG_CHECKLIST
- V_CONFIG_CUSTOM_FIELDS
- V_CONFIG_CUSTOM_LIST
- V_CONFIG_DOCUMENTS
- V_CONFIG_EXPIRATION
- V_CONFIG_FEES
- V_CONFIG_INSP
- V_CONFIG_R3APPTYP
- V_CONFIG_SHARED_DROPDOWN
- V_CONFIG_SMARTCHOICE
- V_CONFIG_TASK_SPECIFIC
- V_CONFIG_WORKFLOW

The following new view provides information about asset usage data:

- V_ASSET_USAGE

Modified Adhoc Report Views

- V_INSPECTION - a new field has been added:
 - INSPECTOR_DISTINGUISHED - The inspector's distinguished name
- V_CONDITION_RECORD - new fields have been added:
 - ADDITIONAL_INFO - Additional details about the condition
 - COND_OF_APPR - A flag indicating whether or not a condition is a "Condition of Approval"
- V_ASSET - enhanced for better readability and improved performance

Performance Improvements

The 9.2.0 release includes performance enhancements that resolve timeout issues with the global search indexer and improve EMSE debug logging performance.

Civic Platform performance enhancements include the following:

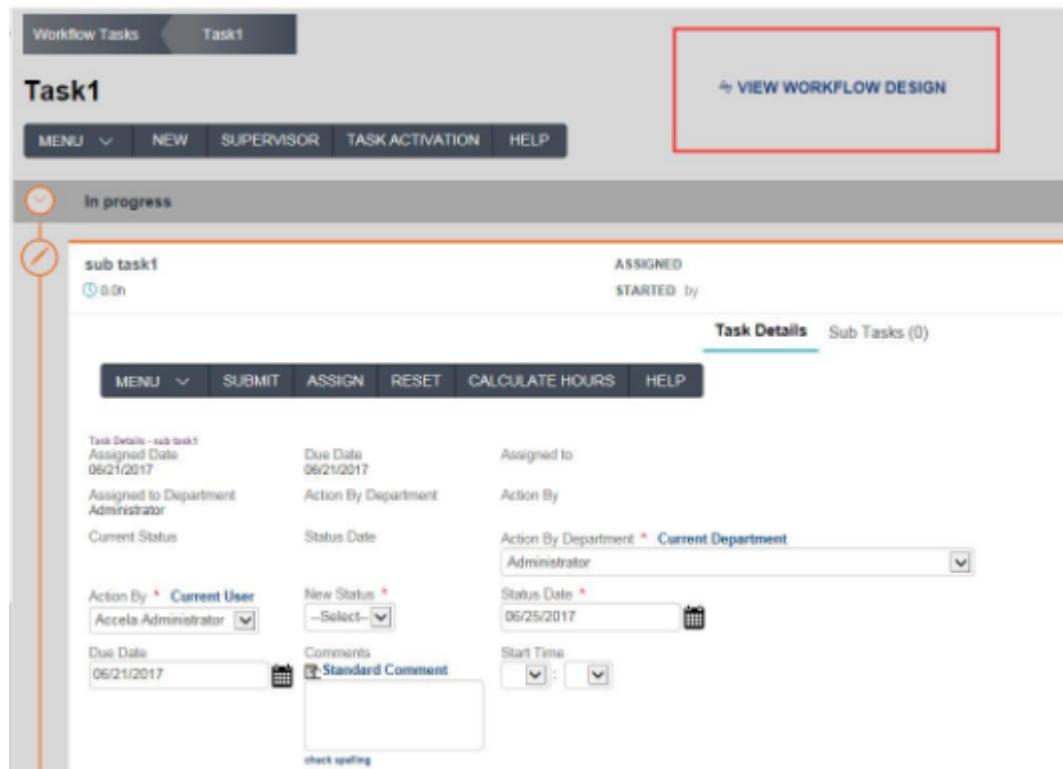
- Improved global search indexer performance

Previously, the global search indexer occasionally encountered timeout issues with index file write locks. The timeouts affected biz server performance, and necessitated restarting the indexer server. The file locking mechanism with the global search indexer has been enhanced to avoid timeouts during concurrent global search batch jobs.
- Improved EMSE script debug logging performance

Previously, Civic Platform performance degraded when EMSE script debugging was enabled. Civic Platform has enhanced the log writing mechanism and reduced the amount of extraneous and duplicate content in the log files.

Disabling the Link to View Workflow Designs

This release includes the new FID 8509, to control whether or not the View Workflow Design link displays on the Workflow page of Civic Platform. This FID is applicable at the user group level, so it applies to all users in the group for which the FID is configured.



To configure FID 8509 in your environment:

1. Log in to Civic Platform Classic Administration.
2. Choose **Admin Tools > User Profile > User Group**.
Civic Platform displays the User Group—Search window.
3. Locate the user group for which you want to configure the FID.
4. Enter the group name and click **Submit**.
Civic Platform displays the User Group - Edit window.
5. In your browser, do a search for 8509 to locate it on the page.
6. In the **Function Name** column, select FID 8509.
Civic Platform changes the access level to Full.
7. Select the option that corresponds with the level of access that you want to grant to the user group.

No Access	The "View Workflow" link will NOT be visible to users in the user group for which you are configuring the FID.
Full Access	The "View Workflow" link will be visible to all users in the user group for which you are configuring the FID.
Read Only	The "View Workflow" link will be visible to all users in the user group for which you are configuring the FID.
8. Click **Save**.

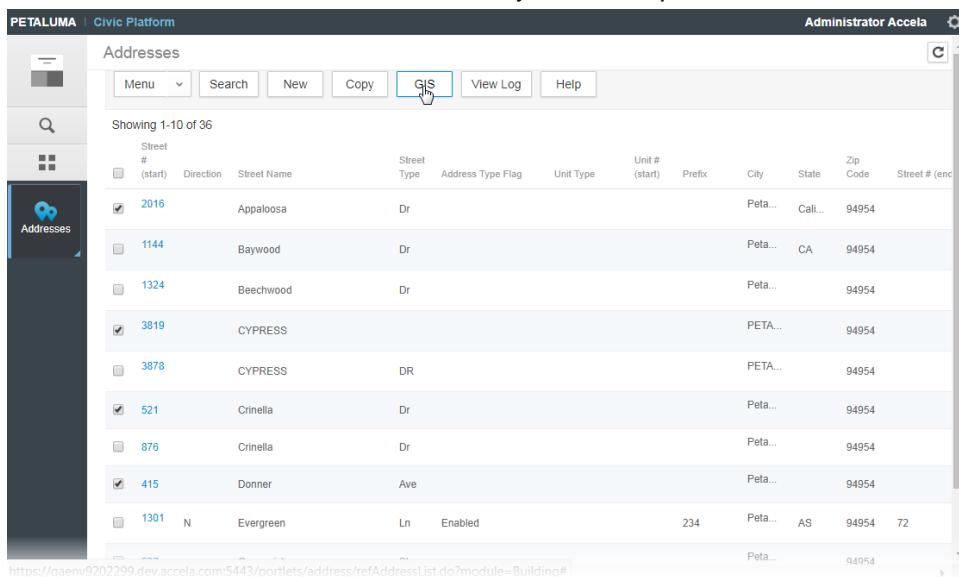
Accela GIS

Plotting Addresses on the Map

Accela GIS 9.2.0 enhances the ability to spatially locate addresses within the Addresses workspace. This enhancement enables back-office users to use Accela GIS to plot selected addresses on the map and see the address records while viewing the map.

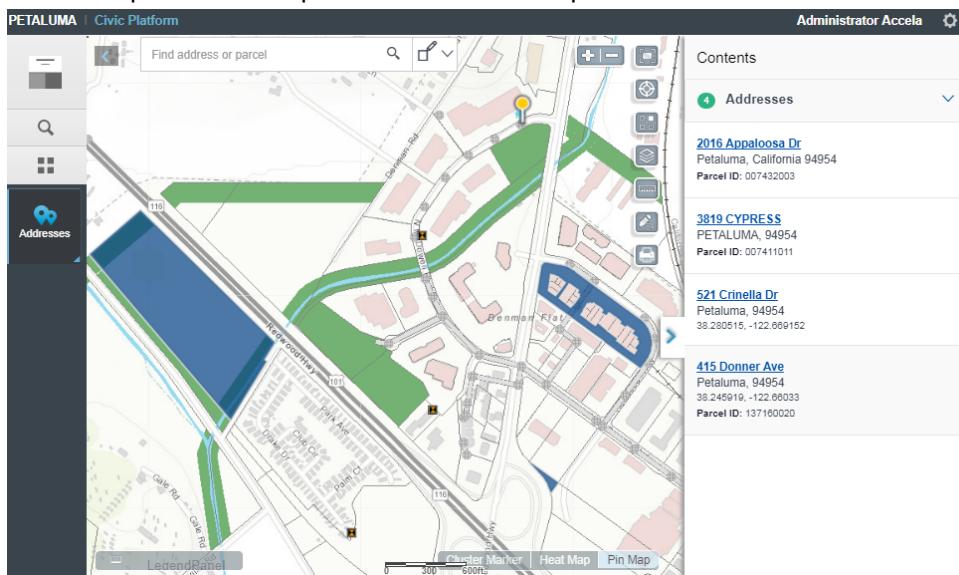
To plot addresses on the map:

1. From the Civic Platform dashboard, open **Addresses**.
2. From an address list, select the addresses you want to plot, and click **GIS**:



The screenshot shows the 'Addresses' list page in the Accela Civic Platform. A sidebar on the left has an 'Addresses' icon. The main area displays a table of address records with columns for Street # (start), Direction, Street Name, Street Type, Address Type Flag, Unit Type, Unit # (start), Prefix, City, State, Zip Code, and Street # (enc). Several addresses are selected (indicated by a checked checkbox in the first column). At the top of the table is a toolbar with buttons for Menu, Search, New, Copy, **GIS** (which is highlighted in blue), View Log, and Help. The URL at the bottom of the page is <https://qaenv9202299.dev.accela.com:5443/portlets/address/refAddressList.do?module=Building#>.

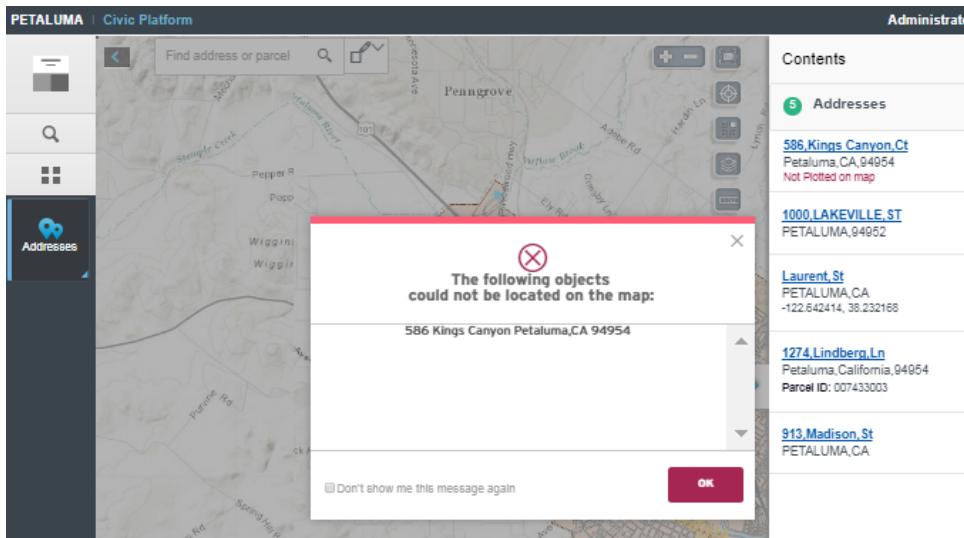
The map displays the plotted addresses or associated parcels and a **Contents** panel on the right. The **Contents** panel lists the plotted addresses and parcel IDs associated with each address:



The screenshot shows the Accela GIS map interface. On the left is a sidebar with an 'Addresses' icon. The main area is a map of a residential area with streets labeled like 'Appaloosa Dr', 'Cypress', 'Crinella', 'Donner', etc. Specific addresses are plotted with yellow markers. To the right of the map is a 'Contents' panel. It shows four entries under the heading 'Addresses': 1. **2016 Appaloosa Dr**, Petaluma, California 94954, Parcel ID: 007432003. 2. **3819 CYPRESS**, PETALUMA, 94954, Parcel ID: 007411011. 3. **521 Crinella Dr**, Petaluma, 94954, 38.280515, -122.669152. 4. **415 Donner Ave**, Petaluma, 94954, 38.245919, -122.66033, Parcel ID: 137160020. The map also includes a legend panel at the bottom left and various map controls like 'Center Marker', 'Heat Map', and 'Pin Map'.

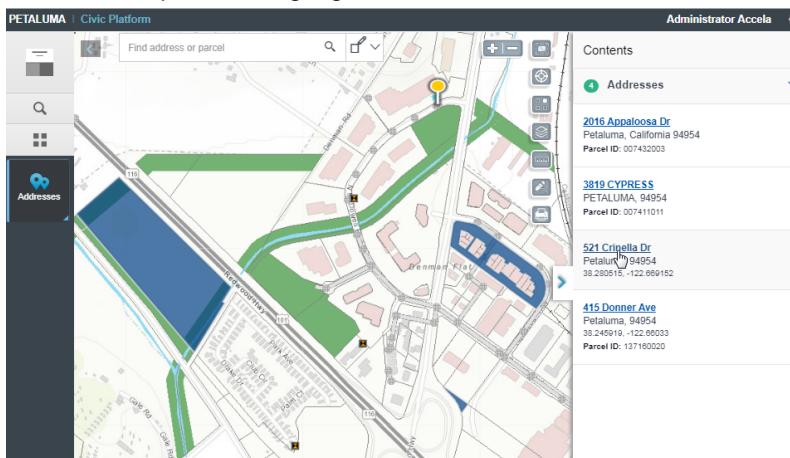
Note the following:

- Parcels associated to the address are highlighted based on the address-parcel relationship.
- If there is no address-parcel relationship, the address is plotted based on the X-Y coordinate.
- If there is no address-parcel relationship, and the X-Y coordinates are non-existent or invalid, the address is geocoded based on the geocoding configuration in the Accela GIS Administration site.
- Address intersections are not yet supported. Address geocoding is currently used to plot the geographic coordinates of address intersections on the map.
- If any of the selected addresses from the list could not be plotted on the map because they do not exist in the GIS database, a message window appears with the list of unplotted addresses. For example:



3. On the **Contents** panel, you can:

- Hover your mouse over an address to highlight it on the map. If there is a parcel associated with the address, the parcel is highlighted.



- Click an address link to see the address details:

Address: 521 Crinella Dr, Petaluma, 94954

Address Detail

Address Type: Address Line 1: Address Line 2: City: Petaluma State: Zip Code: 94954

Record List: Conditions: Contact: Work Order:

Address Type: Unit Type: Unit # (start): Unit # (end): Level Prefix: Level # (start): Level # (end):

Street # (start): Start Fraction: Street # (end): End Fraction: Pre Directional: Street Name: Crinella

House # Alpha (start): House # Alpha (end): Primary: Cross Street Name (end): Audit ID: ADMIN Event:

Street Address: Cross Street Name (start): Street Name (start): Street Name (end):

Country/Region: Inspection District Prefix: Source Number: Secondary Road:

Map Information: Map Information, Map Information Details, Coordinates, Parcel Numbers, Source File

To go back to the plotted map, click the current **Addresses** workspace icon.

4. To go back from the map to the **Addresses** list, click the back arrow:

Click to go back to the Addresses list.

PETALUMA Civic Platform Administrator

Find address or parcel:

Map Information: Map Information, Map Information Details, Coordinates, Parcel Numbers, Source File

Contents: **4 Addresses**

- 2016 Appaloosa Dr**
Petaluma, California 94954
Parcel ID: 007432003
- 3819 CYPRESS**
PETALUMA, 94954
Parcel ID: 007411011
- 521 Crinella Dr**
Petaluma, 94954
38.280515, -122.669152
- 415 Donner Ave**
Petaluma, 94954
38.245919, -122.66033
Parcel ID: 137160020

Plotting Assets on the Map

Accela GIS 9.2.0 provides the ability to spatially locate assets within the Assets workspace. This enhancement enables back-office users to use Accela GIS to plot selected assets on the map and see the asset records while viewing the map.

To plot assets on the map:

1. From the Civic Platform dashboard, open **Assets**.
2. Select the assets you want to plot, and click **GIS**:

The screenshot shows the 'Assets' workspace in the Accela Civic Platform. On the left is a sidebar with icons for Home, Search, New, New WO, GIS, Delete, View Log, and Help. The main area has a title 'Assets' and a toolbar with 'Menu', 'Search', 'New', 'New WO', 'GIS' (which is highlighted with a blue border), 'Delete', 'View Log', and 'Help'. Below the toolbar are dropdowns for 'Asset Group' (set to '-Select-'), 'Asset Type' (set to '--Select--'), 'Asset ID' (empty), and 'Attribute Name' (empty). A message 'Showing 1-5 of 50+' is displayed. A table lists five assets: 5338B042, 5338B040, 5338A024, 5338B144, and 5338B143. Each row includes columns for Asset ID, Asset Group, Asset Type, Asset Name, Icon, Class Type, and Asset S. The first four assets have a checked checkbox in the Asset ID column.

The map displays the plotted assets and a **Contents** panel on the right. The **Contents** panel lists the plotted assets and summary information about each asset:

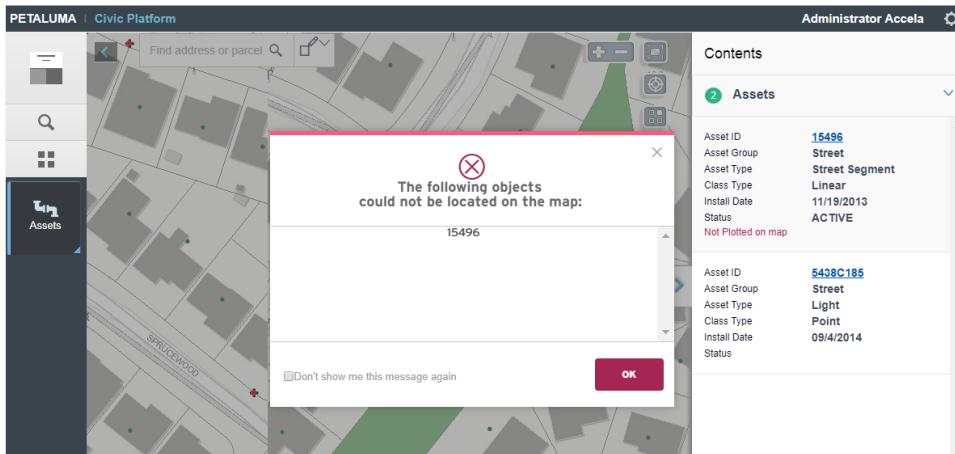
The screenshot shows the Accela Civic Platform interface with a map on the left and a 'Contents' panel on the right. The map displays a city layout with several blue circular markers indicating the locations of the selected assets. The 'Contents' panel is titled 'Assets' and lists five entries, each corresponding to one of the plotted assets. Each entry includes fields for Asset ID, Asset Group, Asset Type, Class Type, Install Date, and Status. The first entry is expanded to show more detail:

Asset ID	5338B144
Asset Group	Street
Asset Type	Light
Class Type	Point
Install Date	04/9/2014
Status	In Service

The other four entries are listed below it in a collapsed state.

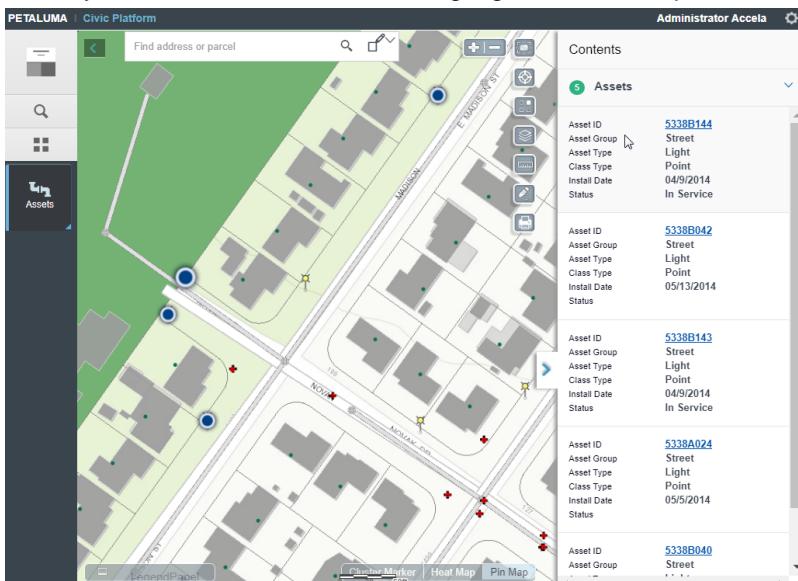
Note the following:

- The asset feature highlighted for each asset reference record is based on the link ID field stored in the AGIS_Object table.
- If there is no asset found for the item, and the asset has an address on the asset reference record, the address is geo-coded based on the geocoding settings in Accela GIS administration.
- For assets with GIS objects and multiple addresses, the GIS object will be plotted instead of the addresses. If there are no GIS objects, the addresses will be plotted.
- If any of the selected assets from the list could not be plotted on the map because they do not exist in the GIS database, a message window appears with the list of unplotable addresses. For example:

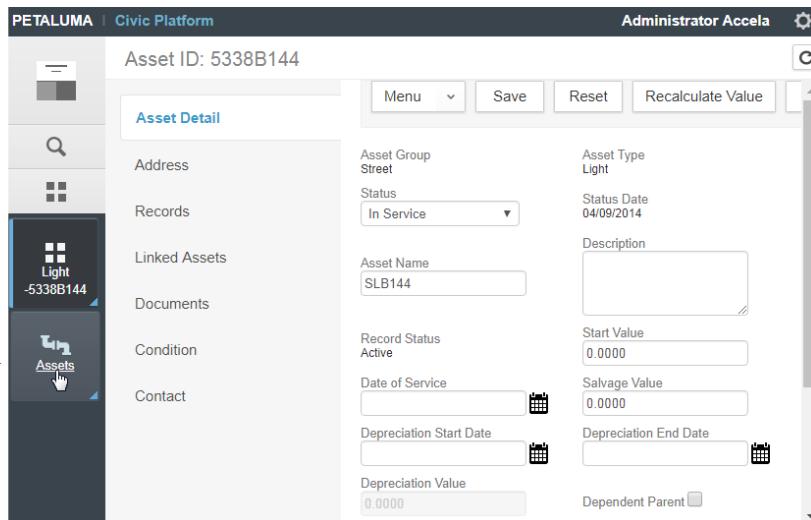


3. On the **Contents** panel, you can:

- Hover your mouse over an asset to highlight it on the map:

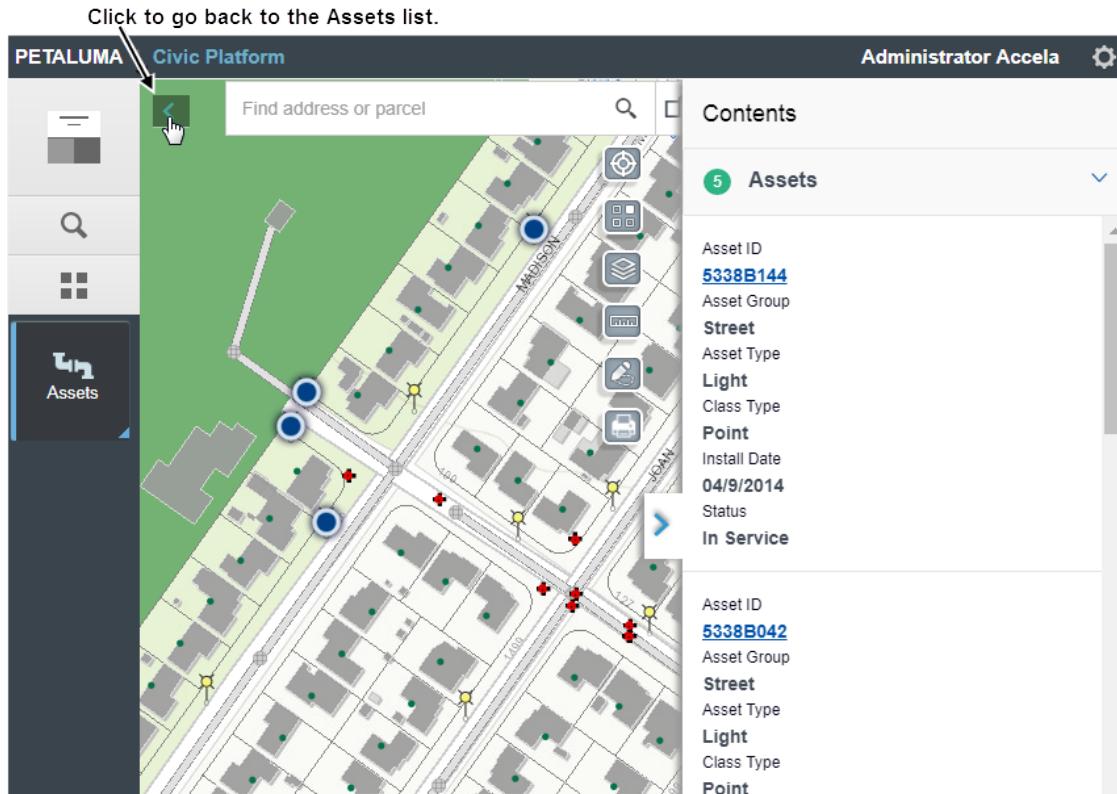


- Click an asset link to see its details:



To go back to the plotted map, click the current **Assets** workspace.

4. To go back from the map to the Assets list, click the back arrow:



Importing Parcels from GIS to a Set

Civic Platform back-office users can now use GIS Import to locate parcels on a map and add them to a set. To import parcels from GIS into a parcel set:

1. From the Civic Platform dashboard, navigate to **Sets > Parcels**.
2. Click the parcel set to which you want to add parcels from GIS:

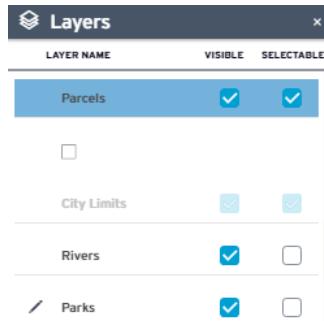
Set ID	Set Name	Comments
17-PARCEL-00003	PARCEL SET 17-0003	

3. On the parcel set, click **Set Member**, and click **GIS Import**:

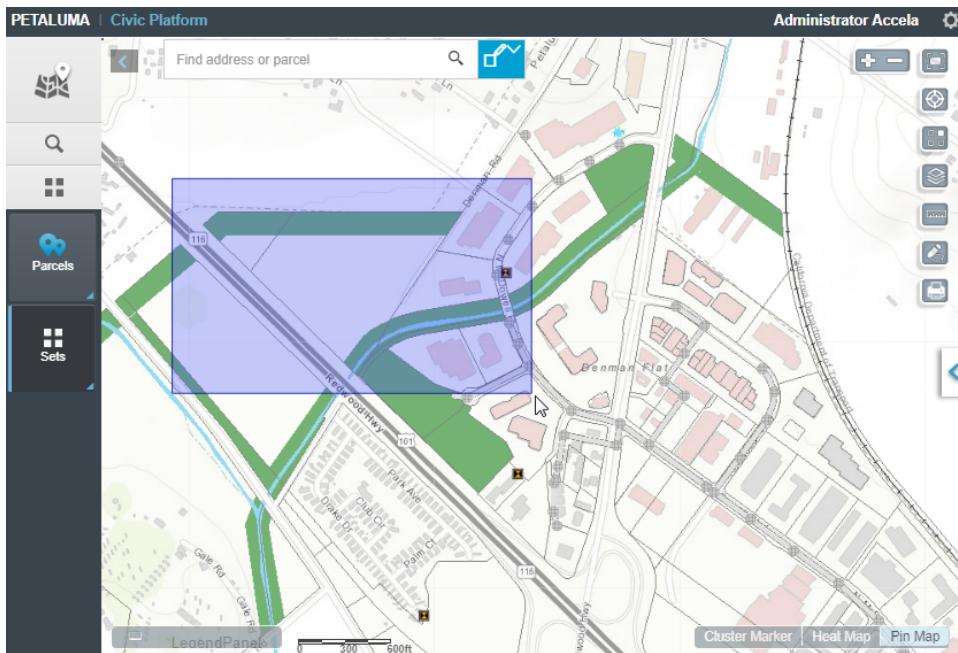
Parcel #	Address	Owner	Lot	Block	Tract
007412046					
047211024					

4. When the map opens, you can zoom, pan, or use the search bar to locate the parcels you intend to add to the set.

Note: Use the **Layers** widget to make sure the **Parcels** layer is selectable:

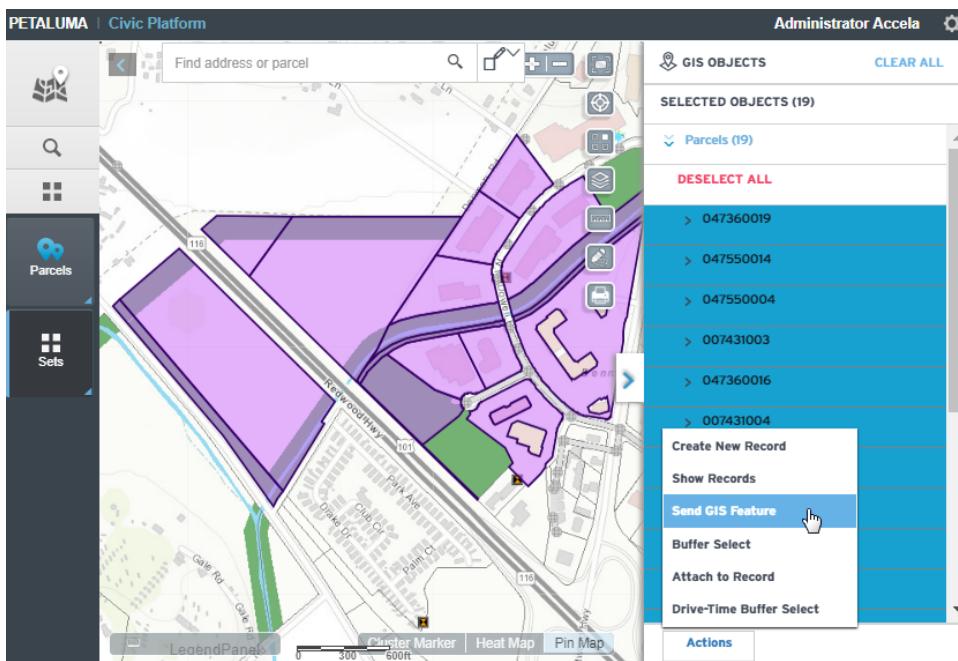


5. Use the selection tool to select the GIS parcels on the map:



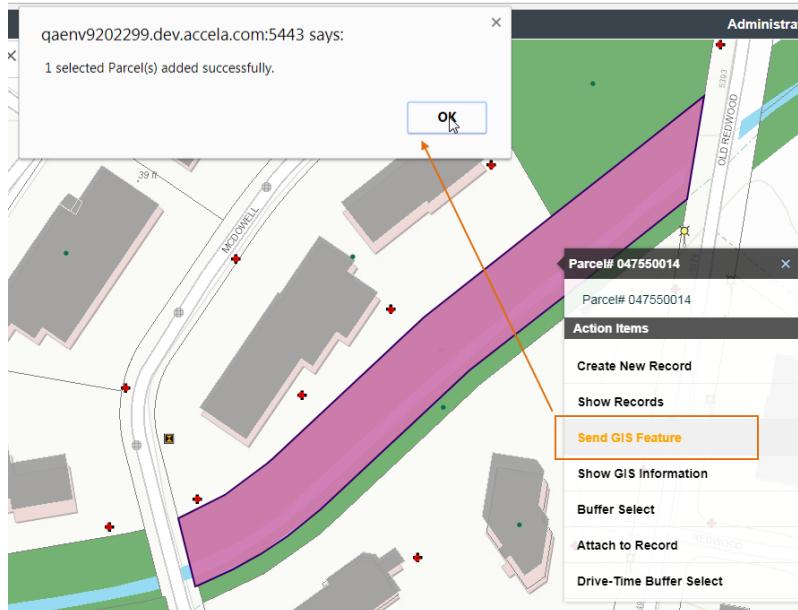
The **GIS Objects** panel shows your selected GIS parcels. You can adjust your selection on the **GIS Objects** panel.

6. After you have finished your selection on the **GIS Objects** panel, click **Actions > Send GIS Features**:



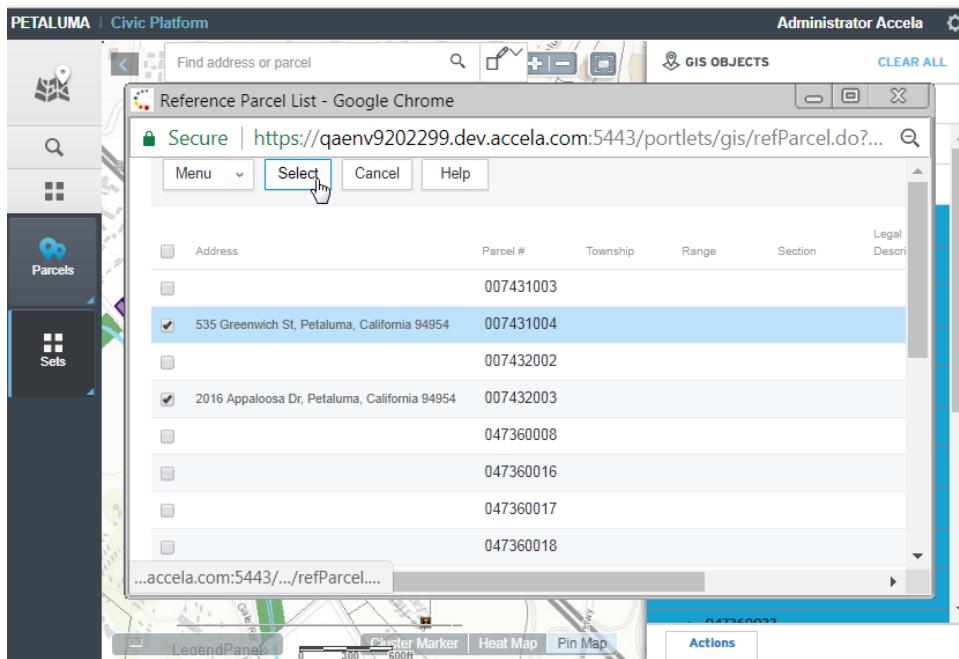
Note the following:

- If multiple GIS parcels are selected, the **Reference Parcel List** window displays the associated reference parcels.
Only active reference parcels can be added to a set. If a parcel GIS parcel is selected and it is not linked to a reference parcel, it cannot be added to the set.
- If there is only one reference parcel associated with the selected GIS parcel, the **Reference Parcel List** will not be displayed.
- You can also select the **Send GIS Feature** command from the **What's Here** menu:



- The **Send GIS Feature** action currently only works with parcel sets. The **Send GIS Feature** action is not enabled when used in other contexts outside of a parcel set.

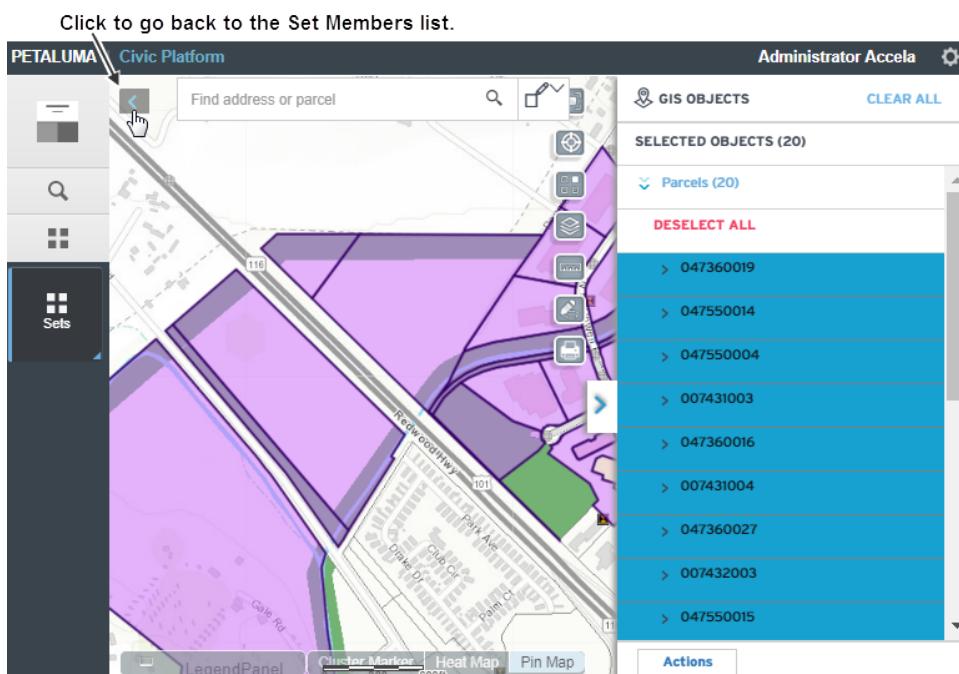
7. If you selected multiple GIS parcels that have multiple reference parcels, select the reference parcels to be added to the parcel set from the **Reference Parcel List**, and click **Select**:



8. Click **OK** on the confirmation window.

The map stays open in case you intend to locate and add more parcels to the set.

9. After your selection is complete, click the Back arrow on the map to go back to the **Set Members** list:



The **Set Members** list shows the newly added reference parcels:

The screenshot shows the 'Set Member' section of the Accela Civic Platform. At the top, there's a header bar with the text 'PETALUMA | Civic Platform' on the left and 'Administrator Accela' on the right. Below the header is a toolbar with buttons for 'Menu', 'Look Up', 'Delete', 'GIS Import', and 'Help'. The main area is titled 'SET ID: 17-PARCEL-00003'. On the left, there's a sidebar with icons for 'Parcels' and 'Sets'. The main content area displays a table with columns: 'Parcel #', 'Address', 'Owner', 'Lot', 'Block', and 'Tract'. There are four rows of data, each with a checkbox next to the Parcel # column:

Parcel #	Address	Owner	Lot	Block	Tract
007412046					
007431004	535 Green...				
007432003	2016 Appa...				
047211024					

Using the Map to Create Inspections

Civic Platform 9.2.0 provides the ability to create inspections from a map. From the map dashboard, AGIS allows inspectors to select parcels or addresses on the map, select records, and schedule inspections. Accela GIS also enhances the existing functionality by allowing multiple inspections to be created on multiple records in the same transaction.

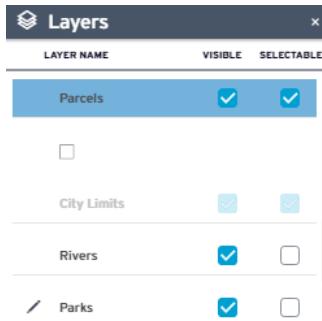
Topics:

- [Creating inspections from the map](#)
- [Configuration](#)

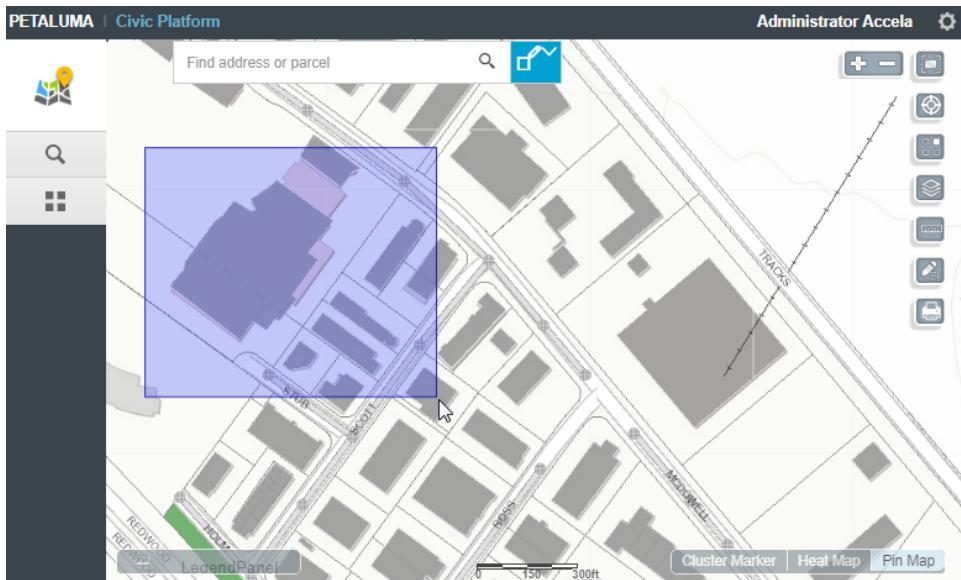
Creating inspections from the map

To create inspections from a map:

1. Open the Map dashboard.
2. Open the Layers widget to make sure the Parcel layer is selectable on your map view:

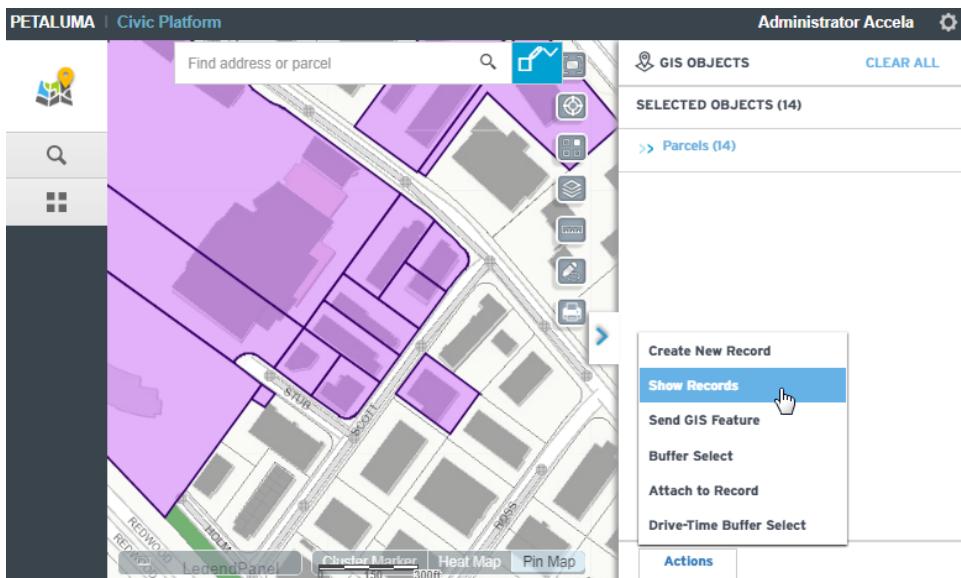


3. Select the parcels for inspection:



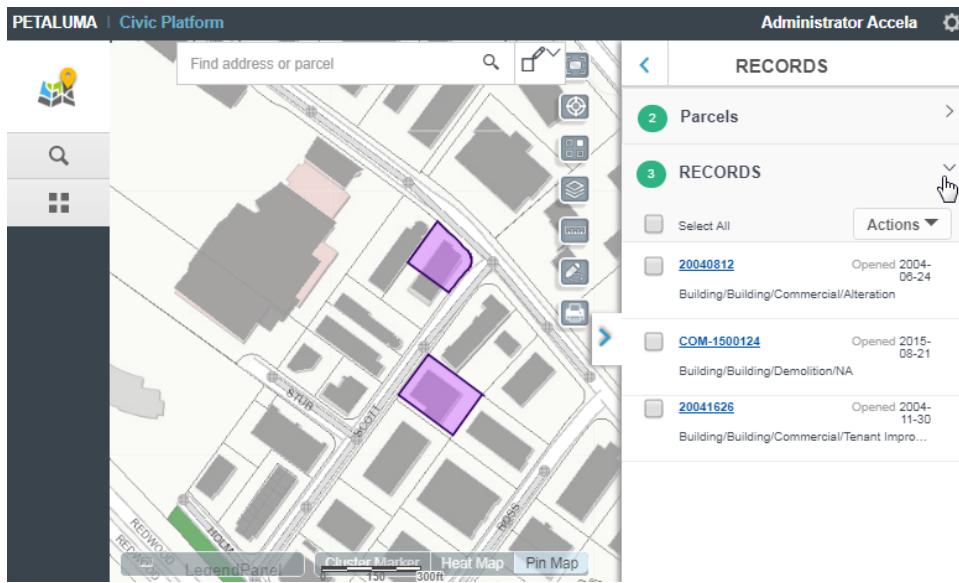
The **GIS Objects** panel displays the selected parcels.

4. On the Actions menu, select **Show Records**:



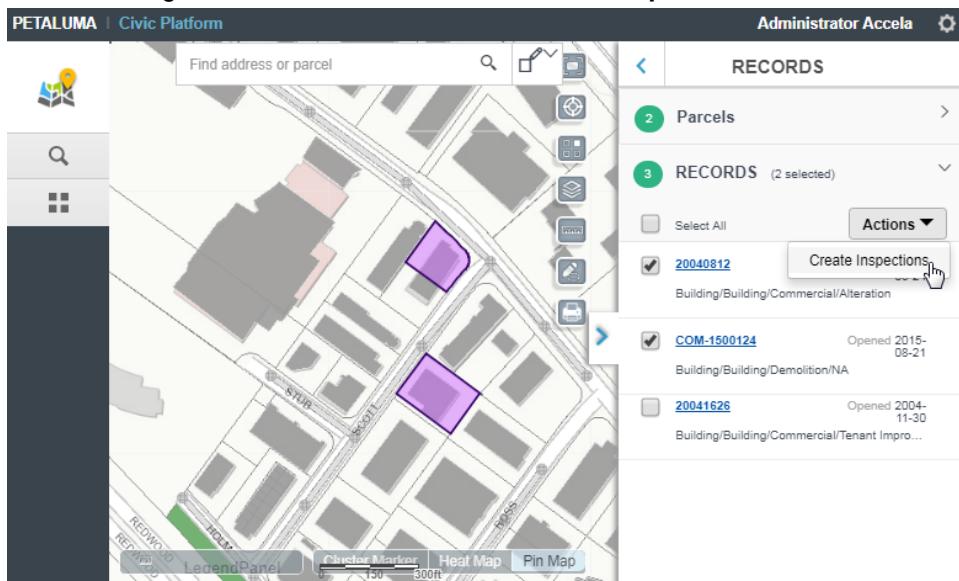
The **Records** panel shows the assets, parcels, or records associated to the selected GIS objects.

5. Expand the **Records** list to select the records to be inspected:



Note: The checkbox is disabled for a record that is closed.

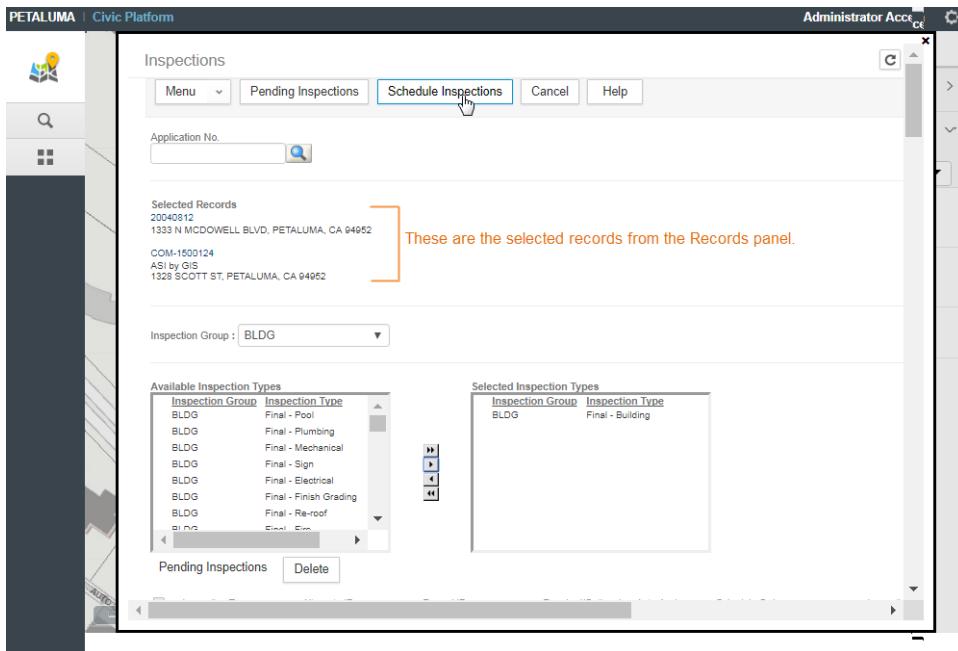
6. After selecting the records, click **Actions > Create Inspections**:



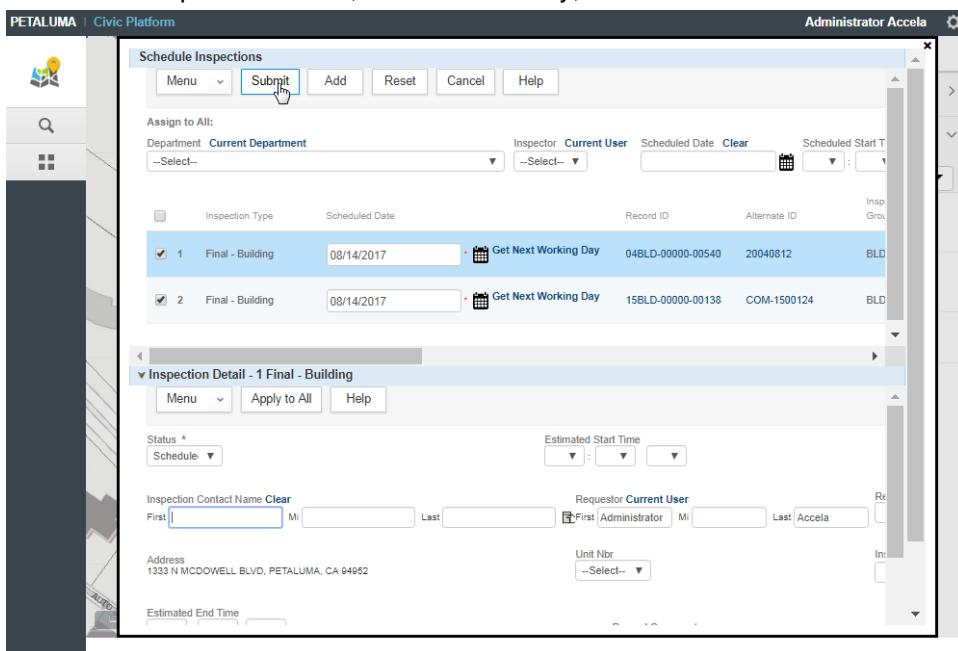
Note: The Actions menu is disabled until you select a record.

The **Inspections** window displays the selected records.

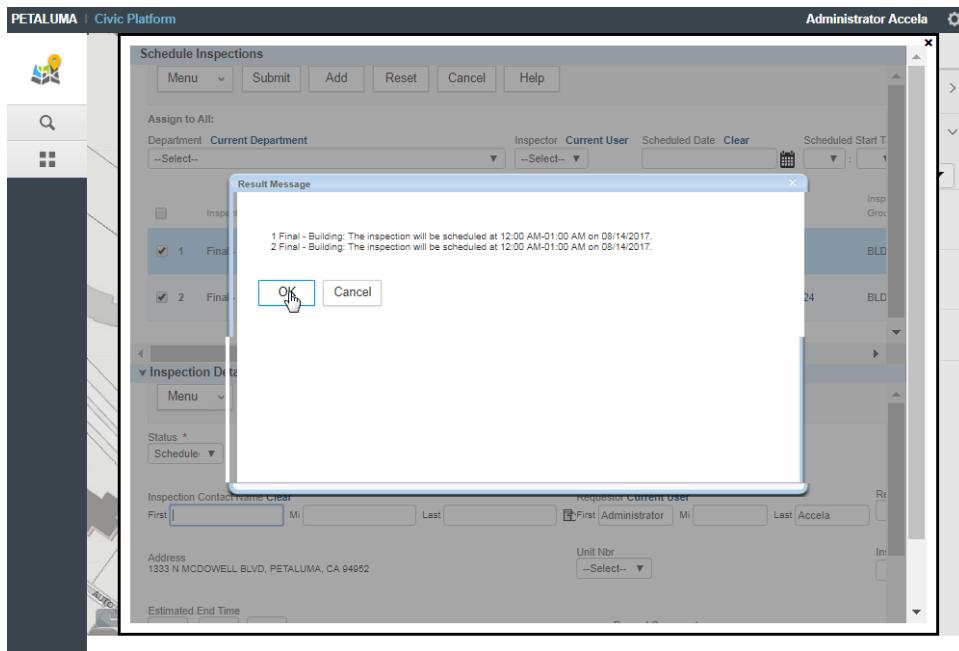
7. On the **Inspections** window, enter the inspection parameters such as inspection type, and click **Schedule Inspections**:



8. Review the inspection details, edit as necessary, and click Submit to schedule the inspection:



9. Click OK on the confirmation window:



Note the following:

- The check box next to a record is disabled if the record status is closed.
- The Action menu is disabled until a record is selected.

Configuration

The **Create Inspections** action command requires that the user (or user group) is configured with the **FID 8400-Manage Inspections** permission.

Arabic Support with GIS Editing

The editing feature of Accela GIS 9.2.0 has been enhanced to fully support Arabic regional settings. If your agency has set up Civic Platform with I18N settings, specifically Arabic regional settings ("ar" language), the Accela GIS editing feature now supports the following:

- The date format dd/mm/yyyy
- The right-to-left (RTL) format for data entry fields, user interface labels, and tooltips
- Translation and RTL format in messages dialog



Note: The buttons positions are not changed.

Construct API

Along with Civic Platform 9.2.0, Construct 4.0 includes API enhancements related to searching for assets, getting custom data for transactional addresses and contacts, and filters/saved searches.

For details, see the [Construct API Release Notes](#) on the Accela Developer Portal.

Mobile Office

Mobile Office 9.2.0 provides support for the Windows Native Sensor to connect to the GPS device on modern tablets to get location coordinates.

The Mobile Office client adds the Windows Location Service as a new COM port connection option. The Windows Location Service provides the geo-coordinates reported by any GPS device when that device's driver supports the Windows Sensor platform. If there is no such GPS device and driver, the location service may return less accurate coordinates based on other techniques including wifi-triangulation or IP address resolution.



Note: Any Windows system change (such as the addition of a new serial device or a change to Windows device drivers) affects the list of available COM ports. If Mobile Office is no longer able to retrieve GPS coordinate after a Windows system change, the user must review and adjust their COM port selection in Mobile Office.

This feature is supported on Mobile Office clients using Windows 8 and Windows 10.

Configuration

In Mobile Office client, ensure you are using the Windows Location Service as the GPS port connection:

1. In Mobile Office, go to **Settings > GIS**.
2. Mark the **Enable GIS integration** checkbox.
3. On the **Serial Port that the GPS is connected to** dropdown list, choose **Windows Location Service**.

The Windows Location Service must also be enabled on the Windows operating system. Enable Windows Location Service on the Windows 10 Settings or Control Panel for Windows 8.

New Products

Click here for [pricing and availability](#) for any of these product offerings.

Accela Mobile

Accela is pleased to announce the first release of Accela Mobile. Accela Mobile version 1.0 focuses on inspections, with the capability to schedule inspections, view record details, and result inspections. Future iterations will add parity with Accela Mobile Office.

Citizen Relationship Management (CRM)

Accela Citizen Relationship Management is a digital communications system for residents and local governments to facilitate service requests and provides access to city services, fostering more connected and engaged communities. Residents can interact through the smartphone app, and agencies can use our software to resolve requests and transform operations (formerly PublicStuff.com). For full details see [Accela.com](#).

The latest release includes the following enhancements:

- Conditional workflow notifications enable you to fine tune notifications and assign them to any user or group
- Enhanced workflow assignments enable you to assign workflows based on permissions

Civic Insight

Strong cities are built with data. You can leverage that data with the new Civic Insight app. Civic Insight is a cloud-based tool that measures, tracks and visualizes planning, permitting and code enforcement data. For full details see [CivicInsight.com](#).

The latest release includes the following enhancements:

- Background performance and stability improvements
- Performance dashboards for building permits

Click here to see the [Civic Insight demo](#), and check out the power of Civic Insight in action via these links:

[Monterey County, CA](#)

[Oakland, CA](#)

[New Orleans, LA](#)

[Sacramento, CA](#)

[Santa Rosa, CA](#)

[Tampa, FL](#)

[Washington, DC](#)

[Fort McMurray-Wood Buffalo, Alberta, Canada](#)

Fixed Bugs

The 9.2.0 release includes all of the fixed customer-reported bugs and modifications in the following releases:

- [9.1.3 Hotfix Release](#)
- [8.0.3.1.0 Service Pack](#)
- [8.0.3.0.11 Hotfix Release](#)

9.2.0 Fixed Bugs

The 9.2.0 release includes the following bug fixes:

Product	Salesforce ID	Release Note
Citizen Access	15ACC-20159	Error messages details in Citizen Access required more detailed information for improved product security.
Citizen Access	16ACC-116694	In Citizen Access Administration, Module Settings, using the Create Amendment button did not associate the Record Status to the appropriate Record Searches.
Citizen Access	16ACC-175588	When viewing deep links in Citizen Access, users were not able to scroll down to the bottom of the page.
Citizen Access	16ACC-176997	When searching for a licensed professional in Citizen Access by license number, the error message "An error has occurred. DataBinding: System.Data.DataRowView does not contain a property with the name ShortNote" displayed.
Citizen Access	17ACC-225382	In the Condition Documents portlet, two ADD buttons per required document were displayed.
Citizen Access	17ACC-230215	Using IE browser, when attachments were added to required documents in Citizen Access during the Application process, the Citizen Access application would hang during the document upload.
Civic Platform	15ACC-53275	In Chrome browser, V360 Administration, the General Settings screen was not rendering properly.
Civic Platform	15ACC-60153	In the New UI Launchpad, reports were displaying with the database name.
Civic Platform	15ACC-62280	In Core Platform Administration, associating a master script to an event was not functioning as expected. When editing the event to select the proper master script, the script could be selected, but the associated script could not be saved.
Civic Platform	15ACC-66733	When attempting to remove a Record that has been scheduled for a meeting that is located on a second (or greater) page under the Meeting tab, the error message "Please select at least one record" was displayed.
Civic Platform	16ACC-120473	When using Data Manager, Standard Comments were not importing.

Product	Salesforce ID	Release Note
Civic Platform	16ACC-121127	In the New UI, when a delegate user attempted to create a Record from a Model in a multiple agencies environment and an error condition existed, the resulting error message was not displayed for all users.
Civic Platform	16ACC-127276	When processing a payment, the payment method fields (Payment Type, Payor, ZIP) were not being properly cleared before the next payment was processed.
Civic Platform	16ACC-132412	When using Data Manager to move a configuration that determines if documents are required on Record submission, the required document types for Records were not being exported.
Civic Platform	16ACC-145736	When using the aa.meeting.addMeeting function in EMSE to add a meeting, a meeting was not successfully added.
Civic Platform	16ACC-156782	When a record type was configured at the child agency level and created from the super agency Citizen Access site, the session variable on the report links was not on the serv_prov_code of the child record.
Civic Platform	16ACC-165523	When searching for Records using the County field, the initial search results page returned results that matched the County search criteria. The subsequent search results page returned records that did not match the County search criteria.
Civic Platform	16ACC-176708	After installing Internet Explorer security patch KB3197868, the Send GIS Feature option on the GIS tab of the application intake form did not work. The incompatibility with the security patch has been resolved, and users can now send a selected parcel to the record.
Civic Platform	16ACC-177487	When a spell check was being performed on a text area, the spell check box was hidden behind the UI.
Civic Platform	16ACC-178961	When paying out and reprinting the custom receipt from the Payment Processing portlet, there were discrepancies in the performance of the report between the V360 and the HTML UI.
Civic Platform	16ACC-179052	The script function getContactObjsByCap(): contained a parameter which was causing the error message: "Cannot find function getContactsGroup in object com.accela.aa.emse.dom.CapScriptModel@3ada5fc3" to display.
Civic Platform	17ACC-181669	The custom fields expression was not retrieving the value of the check box displayed in the current custom fields tab.
Civic Platform	17ACC-184120	In the Arabic UI, when attempting to add a new Attachment with the EDMS source of ADS, the resulting page lost display style and the Attachment was not appropriately sized.
Civic Platform	17ACC-189661	Creating a new time entry from the Time Entry page functioned only when the last Record number in memory from a previous entry was used .
Civic Platform	17ACC-193307	When the Record List portlet was sorted, the Parcel # was intermittently omitted from an individual Record.

Product	Salesforce ID	Release Note
Civic Platform	17ACC-195611	When users attempted to create a new Subgroup to an existing Custom List group or add a new field to an existing Custom List subgroup, the language option dropdown list was not present.
Civic Platform	17ACC-195745	When users attempted to schedule a meeting by record type, before a meeting was selected on the Meeting Search Result Form portlet, a "Please contact your agency administrator for help" message was displayed.
Civic Platform	17ACC-202347	In the New UI My Task list, Task items were not consistently aligned with Due Dates and other fields.
Civic Platform	17ACC-202375	In the New UI, Inactive, Completed, and In Process Workflow tasks were combined incorrectly in the Completed section of the Workflow portlet.
Civic Platform	17ACC-202556	In the New UI Inspections portlet, a new inspections sort order could not be saved. In addition, the available inspections window was not properly sized.
Civic Platform	17ACC-205823	In the New UI, the Report pop up screen did not display when the Workflow status was updated.
Civic Platform	17ACC-206749	In the V360 English UI, non-standard characters were displaying when printing SSRS reports and a parameter was selected from the dropdown list populated with Arabic options. In addition, non-standard characters were displaying in the global search result when Arabic characters were used as a search string.
Civic Platform	17ACC-206868	When relating two existing records and copying some of the custom fields from parent to child, the records are related, but a "copy error" is received and the custom fields were not copied.
Civic Platform	17ACC-206980	When a new record that contains a checkbox custom field was added, there was no space between the checkbox and the label.
Civic Platform	17ACC-208906	When updating a user password via Classic Administration > User Profile > User, Civic Platform returned an error, "Your browser does not support AJAX" when the administrator clicked Confirm Password.
Civic Platform	17ACC-208986	When scheduling a job with Data Manager and the client's date format is dd/MM/yyyy, it was not possible to select any items for import or export.
Civic Platform	17ACC-214233	When in the My Task list and selecting any Task, setting the status resulted in an error and required exiting the application then logging back in before continuing.
Civic Platform	17ACC-216636	When trying to create a new user, a module name contained an underscore character. This generated the error message "Please select a user group for the selected default module, or choose another default module."
Civic Platform	17ACC-221428	Additional incorrect query string values added to an original custom portlet URL caused custom portlets to not display in the new UI.

Product	Salesforce ID	Release Note
Civic Platform	17ACC-223636	When trying to set the default module for users that contained underscore character in the module group name, the error message "Please select a user group for the selected default module, or choose another default module" displayed.
Civic Platform	17ACC-231623	On the custom fields tab of an application intake form, if the name of a custom field subgroup contained a space character, a child drill-down field did not correctly display a filtered dropdown list of options.
Civic Platform	17ACC-233057	A custom report portlet set to host an Adhoc Report dashboard and when the dashboard was checked in the new UI, an error message was displayed.
Civic Platform	17ACC-235706	On the custom fields tab of an application intake form, if there are multiple levels of drill-down fields, a user was able to select from children drill-down list values without selecting a parent drill-down list value. Multi-linked drill-down fields should only allow users to select from a parent field before they can select from its child drill-down field.
Civic Platform	17ACC-236079	On the custom fields tab of an application intake form, if the name of a custom field subgroup contained a space character, a child drill-down field did not correctly display a filtered dropdown list of options.
Civic Platform	17ACC-236217	On the Professional Detail tab of the License Professional portlet, the License Issue Date did not display.
Civic Platform	17ACC-238306	When performing a base installation of Civic Platform and using a valid IP address, users were receiving an error message stating that the IP Address must be in a format of "x.x.x.x" with "X" representing an integer number between 0 and 255.
Civic Platform	17ACC-239985	When creating a variable to be used in a RTF report, the new variable was not returning values.
Civic Platform	17ACC-241395 17ACC-249218	When choosing a specific record type via the 4-level hierarchy, searchable custom fields were not displayed in the Template Data portion of the Record Search portlet.
Civic Platform	17ACC-247557	In previous releases, the loadExpression() was sending multiple HTTP requests upon execution. This release resolves the issue so that the loadExpression() only sends one HTTP request when it is executed.
Civic Platform		See TLS 1.2 Compliance section in 9.2.0 Release Notes.
Accela GIS	16ACC-171173	In the JavaScript GIS if a map service was using the Web Mercator projection, the radius measurement used with the buffer selection was incorrect.
Accela GIS	16ACC-176707	After installing Internet Explorer security patch KB3197868, the Send GIS Feature option on the GIS tab did not work.
Accela GIS	17ACC-249550	In Javascript AGIS, the Citizen Access map reverse geocode function ignored the configured geocoding service and instead used the ArcGIS Online service.

Known Issues

Accela GIS

- **Address summary does not display in RTL (right-to-left) format (AGISNXTGEN-2645)**
In Arabic environments, the Address summary available via New UI > Reference Address Portlet list view > search results > GIS does not display in RTL (right-to-left) format.
- **Show address detail labeled as "Address:13" (CP-192)**
In Arabic environments, the Address summary available via New UI > Reference Address Portlet list view > search results > GIS does not display address detail, instead displays, for example, "Address:13 / Address:55 / Address552"

Database Changes

The following table summarizes the Civic Platform database changes included in the 9.2.0 release:

Type of change	Database Object	Description
Add	FID 8509 - View Workflow Design Link	Controls whether or not the View Workflow Design link displays on the Workflow page in Civic Platform.
Add	ESSO_SESSIONS_STATUS_IX index	Create a new index
Add	G7MESSAGE_CONTACT_IX index	Create new index
Add	V_ASSET_USAGE view	New view that provides information about asset usage data
Add	V_CONFIG_CUSTOM_LIST view	New configuration-related view for the Configuration Report
Add	V_CONFIG_DOCUMENTS view	New configuration-related view for the Configuration Report
Add	V_CONFIG_EXPIRATION view	New configuration-related view for the Configuration Report
Add	V_CONFIG_FEES view	New configuration-related view for the Configuration Report
Add	V_CONFIG_INSP view	New configuration-related view for the Configuration Report
Add	V_CONFIG_SHARED_DROPDOWN view	New configuration-related view for the Configuration Report
Add	V_CONFIG_SMARTCHOICE view	New configuration-related view for the Configuration Report
Add	V_CONFIG_TASK_SPECIFIC view	New configuration-related view for the Configuration Report
Add	V_CONFIG_WORKFLOW view	New configuration-related view for the Configuration Report
Add	V_CONFIG_CUSTOM_FIELDS view	New configuration-related view for the Configuration Report
Add	V_CONFIG_CHECKLIST view	New configuration-related view for the Configuration Report
Add	V_CONFIG_APPSTATUS view	New configuration-related view for the Configuration Report

Add	V_CONFIG_R3APPTYP view	New configuration-related view for the Configuration Report
Add	V_CONFIG_0_DOCUMENT view	New configuration-related view for the Configuration Report
Add	V_CONFIG_APPTYPE view	New configuration-related view for the Configuration Report
Add	V_CONFIG_0_DOCTEXT view	New configuration-related view for the Configuration Report
Add	V_INSPECTION.INSPECTOR_DISTINGUISHED column	The inspector's distinguished name
Add	V_CONDITION_RECORD.ADDITIONAL_INFORMATION column	Additional details about the condition
Add	V_CONDITION_RECORD.COND_APRV_FLAG column	A flag indicating whether or not a condition is a "Condition of Approval"
Modified	V_ASSET view	Updated for readability and improved load performance.
Modified	V_INSPECTION view	Updated to add the new column INSPECTOR_DISTINGUISHED.
Modified	V_CONDITION_RECORD view	Updated to add the new columns "ADDITIONAL_INFORMATION" and "COND_APRV_FLAG" columns.

Deprecated Features

Civic Platform

- Standard payment adapters

Starting with Civic Platform 9.2.0, the following standard payment adapters are no longer supported:

- FirstData
- Govolution

Accela-supported alternatives to the above include:

- CivicPay, PayPal, and VirtualMerchant for Citizen Access.
- PayPal and VirtualMerchant for Civic Platform back-office.

If you need development or maintenance support for these adapters please engage with Accela's Delivery team or an authorized Accela partner.

Accela GIS

- File geodatabases with XAPO

Starting with Accela GIS 9.2.0, support for XAPO (external address-parcel-owner data source) integration with a map service using a file geodatabase has been deprecated.

Accela Mobile Office

- Starting with Civic Platform 9.2.0, Windows 7 is no longer supported

Supported Environments

[Hardware Requirements](#)

[Supported Operating Systems](#)

[Supported Third-Party Products](#)

Hardware Requirements

The following table lists the nominal hardware requirements for the host machines, which comprise an Accela Civic Platform implementation.

Host Name	Processor	RAM	Hard Drive	Network	Notes
Civic Platform Client	Intel Core i3, 3GHz	4 GB	20 GB free space	Internet connection	
Civic Platform Web Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	8 GB	RAID-1 (or better) storage with 20 GB free space	1 Gbps NIC	Additional servers for load balancing and high availability if needed
Civic Platform Application Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	8 GB	RAID-1 storage with 20 GB free space	1 Gbps NIC	
Database Server	Multicore Intel processor w/ large (preferably multisocket) processor cache	16 GB (small agency) 32GB (medium agency) >=64 GB (large agency)	Oracle: RAID-10 storage sufficient to hold historical data and new data. Microsoft SQL Server: RAID-10 storage for database log files sufficient to hold peak log file generation rate.	1 Gbps NIC (teamed aggregates recommended)	Use as many disk spindles (minimum 8) as possible so that disk I/O is not a bottleneck.
Accela Citizen Access Web Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 8 GB free space	1 Gbps NIC	Additional servers for load balancing and high availability if needed
Accela GIS Application Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 20 GB free space	1 Gbps NIC	Additional servers for load balancing and high availability if needed

Host Name	Processor	RAM	Hard Drive	Network	Notes
Accela Mobile Office (client)	Intel Pentium or Intel Centriノo dual core processor	4 GB	40 GB	Wireless card (not necessary if AMO client use is offline/store and forward mode)	Devices tested: Motion Computing J3500 Motion Computing F5v Panasonic Toughbook CF-19 and H1 Dell E6400 XFR Asus Eee Slate EP121 Surface Pro Panasonic Toughpad FZ-G1
Accela Mobile Office (server)	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 10 GB free space	1Gbps NIC	
Accela IVR Application Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 20 GB free space	1Gbps NIC	Additional servers for load balancing and high availability if needed

¹ Each Civic Platform service needs 2 core vCpu's. If you intend to install Civic Platform services (av.biz, av.web, and av.cfmx) onto one server, make sure the server has a minimum of 6 core vCpu's.

Supported Operating Systems

This section details the operating systems that each Accela Civic Platform component supports.

The Operating System Life Cycle

Accela supports 2 versions of each supported operating system (OS) – the current version and the immediately preceding version. When an OS version reaches the end of its life cycle and moves out of the supported range, Accela no longer performs testing against that version and does not provide fixes specific to that version.

Accela Civic Platform Components	Operating Systems							
	Windows7 (32 bit or 64bit)	Windows8 or Windows 8.1 (64bit)	Windows10 with Internet Explorer 11 and Edge only	Windows Server 2008 (R2 64bit (x64))	Windows Server 2012 (64bit (x64))	Windows Server 2012 (R2 64bit (x64))	Android 6.x or above	Apple iOS 9 or above
Civic Platform Client	✓	✓	✓					
Civic Platform Web Server				✓	✓	✓		
Civic Platform Application Server				✓	✓	✓		

Accela Civic Platform Components	Operating Systems							
	Windows7 (32 bit or 64bit)	Windows8 or Windows 8.1 (64bit)	Windows10 with Internet Explorer 11 and Edge only	Windows Server 2008 (R2 64bit (x64))	Windows Server 2012 (64bit (x64))	Windows Server 2012 (R2 64bit (x64))	Android 6.x or above	Apple iOS 9 or above
Citizen Access Web Server				✓	✓	✓		
Citizen Access	✓	✓	✓					
Civic Platform GIS Server				✓	✓	✓		
Mobile Office Client (laptop)		✓	✓					
Mobile Office Client (tablet)		✓	✓					
Mobile Office Server				✓	✓	✓		
Accela IVR Application Server				✓	✓	✓		
Accela Analytics								✓
Accela Electronic Document Review	✓	✓	✓					
Mobile Apps	<ul style="list-style-type: none"> • Accela Mobile • Contractor Central • Code Officer • Inspector • Work Crew 						✓	✓
Web Apps ¹	<ul style="list-style-type: none"> • Civic Insight • CRM (Citizen Relationship Management) • Mobile Citizen Access Client 						✓	✓

¹ Web applications run on the major web browsers (Chrome, Firefox, IE, Safari) and are mobile responsive.

Supported Third-Party Products

The following table lists the third-party products that each Accela Civic Platform component can work with. The third-party products run on the same operating system as the Accela components that use them.

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	IVR App Server	Accela GIS (SL) App Server 12	Accela GIS (JS) App Server 13	Accela Mobile Office Server	Data base Server	
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 in the following supported versions: V11 (XI) r1, r2; V11(XI) Enterprise; 2008 V1 (No Patch); Embedded 2008 V2, V3; Server 2011; Server 2013 with Enterprise 4.1					✓							
Oracle Reports 11g and 12c						✓						
MS SQL Reporting Server 2008, MS SQL Reporting Server 2012						✓						
Oracle 11g, 12c, Enterprise Edition, Standard Edition, and Standard Edition One	✓	✓				✓			✓	✓	✓	
Microsoft SQL Server 2012 ² and 2014	✓	✓				✓	✓		✓		✓	

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	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 Desktop Engine (MSDE) 2000, Microsoft SQL Server 2000, 2005 SP3, 2008 ² , and 2012										✓		
MySQL 5.6									✓			
Crystal Reports Runtime 2008 and 2010			✓									
Microsoft Report Viewer 2008 and 2010			✓									
Esri ArcGIS Engine 10 SP5, 10.1 SP1, and 10.2 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 ArcSDE 10.2.x, 10.3.x								✓ ¹⁰	✓ ¹⁰			
Esri ArcGIS Network Analyst for Server 10.2.x, 10.3.x, 10.4.x								✓ ¹⁰	✓ ¹⁰			

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 Civic Platform GIS (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 10.3.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.

Installation

Installation Notes

- This release provides Accela hosted customers a collection of installers for the Civic Platform add-on products (for example, Citizen Access, Civic Platform GIS, Mobile Office, Accela EDR). The add-on installers enable you to perform a complete new installation with the installer provided in the release.
- To synch your AMO installation with Civic Platform 9.2.0 hosted environment, run the AMO client installer.

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 add-on product installations, refer to the installation guides on the [Civic Platform 8.0 Documentation Library](#).
- Installation topics are also available in the Civic Platform online help. Go to **Civic Platform Admin > Help > Search for "Installing EDR"**.