

Accela Automation®

Version 7.3.3 Service Pack

RELEASE NOTES



Accela Automation 7.3.3 Service Pack Release Notes

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PREFACE

The 7.3.3 service pack releases are cumulative. This document contains the release notes of all the up-to-date 7.3.3 service pack releases.

Note: Accela Automation 7.3.3 is also named as Accela Automation 7.3 FP3.

Revision History

Date	Description of Changes
April 10, 2015	Release notes for 7.3.3 Service Pack 5.
February 26, 2015	Release notes for 7.3.3 Service Pack 4.
January 9, 2015	Release notes for 7.3.3 Service Pack 3.
December 5, 2014	Release notes for 7.3.3 Service Pack 2.
November 14, 2014	Added information about the SessionID field length change included in the enhancement for Case 14ACC-10571.
November 6, 2014	Added 14ACC-11326, 14ACC-12073, and 14ACC-11595 cases to the Fixed Bugs section of 7.3.3 Service Pack 1.
October 2014	Initial release notes for 7.3.3 Service Pack 1.

Service Pack Installation

This service pack release provides a collection of one or more installers for Accela Automation and its add-on products.

- The installer for Accela Automation is an application installer. You must run the application installer on an existing Accela Automation instance which has the same main version number.
- If a service pack release provides a DBUpdate installer, you must run the database update to upgrade the Accela Automation database before running the Accela Automation application installer.
- The installers for the add-on products (for example, Accela Citizen Access, Accela Mobile Office) are all regular installers. You can perform a complete new installation with the installer provided in the service pack release.

For information on Accela Automation base installation, refer to *Accela Automation Installation Guide*. For instructions on how to install an Accela Automation service pack, refer to [Installing the Latest Accela Automation Service Pack on page 84](#). For instructions on upgrading the Accela Automation database, refer to [Manually Upgrading the Accela Automation Database on page 82](#). For more information on new installation of add-on products, refer to the installation guide of each add-on product.

EMSE Scripts

Improperly written scripts can incorrectly alter or delete data in your Accela database. Standard maintenance does not cover changes to scripts. Ensure that changes to your scripts are made by a trained administrator or an Accela Services representative.

EMSE sample scripts mentioned in this document are all attached to their corresponding SalesForce cases. Accela Services and the [Accela Customer Support](#) have access to SalesForce.

7.3.3 SERVICE PACK 5 (04/10/2015) BUILD NUMBER: 9768

[Service Pack 5 New Features](#)

[Service Pack 5 Fixed Bugs](#)

SERVICE PACK 5 NEW FEATURES

Accela Automation

Enabling Citizens to Edit Records in ACA (14ACC-13883)

With this enhancement, if a citizen submits an application in Accela Citizen Access that is missing information or needs to be updated, you can request an update to the record. An administrator must configure Accela Automation to enable citizens to edit records in Accela Citizen Access, as described below.

Proceed as follows to enable this functionality.

1. Enable full access to FID 8507-Edit Record in ACA - 7.3.3.5.0.
2. Configure the application type for which you want citizens to have edit permissions.
3. Customize the email notifications that display when a user clicks Request Update on a record in Accela Automation, and when a citizen completes the required updates.
4. Request an update to a record.

Enabling FID 8507

1. Log in to Accela Automation Classic Admin.
2. Choose Admin Tools > User Profile > User Group.
3. Locate the user group for which you want to activate the FID.
4. Select the module and click **Submit**.
5. Locate the FID and select Full Access.
6. Click **Save**.

Configuring the Application Type

1. Log in to Accela Automation Classic Admin.
2. Choose Admin Tools > Application > Application Type.
3. Navigate to the application type for which you want citizens to have edit permissions.

4. Click Edit.

Accela Automation displays the Application Category—Edit window.

Enforce Validation Prior to Workflow Update: [Configure](#)

Application Specific Info Group Code:

SmartChoice Group Code * : ADVERTISING

Page Flow Code For ACA: Demo

eMail For Hearing Notification:

Expiration Code: NONE

Application Key Mask * : Default [Application Key Mask Definition](#)

ID Mask: Default [ID Mask Definition](#)

Partial ID Mask * : Default [Partial ID Mask Definition](#)

Temporary ID Mask * : Default [Temporary ID Mask Definition](#)

Receipt Number Scheme: [Receipt Number Definition](#)

Document Code:

Document Code For ACA:

Required Document Types: [Configure](#)

Application Status Group Code: TEMPLATE

Default CAP Status: Void

Post Submission Updates in ACA: [Configure](#)

Address Type Group Code:

Copy all associated APO:

Duration (Days):

5. Scroll down to Post Submission Updates in ACA, and click **Configure**.

Accela Automation displays the Post Submission Update in ACA window.

Post Submission Update in ACA

Submit Reset Cancel Help

Agency staff can request and allow citizen to update a submitted application in Citizen Access if required. This update can be allowed for specific record types in the specific status(es) and for specific components.

Select the "Record Type Status" and "Editable Components in Citizen Access" to allow updating this record type by the citizens.

Record Type Status: Void

ACA Editable Components

App Specific Info
 App Specific Info Table
 Address
 Contact
 Licensed Professionals

6. Choose the Record Type Status and ACA Editable Components. For applications that have the record type status you specify, citizens will be able to edit the components you specify.

Note: Attachments and conditions cannot be edited.

7. Click **Submit**.

Customizing the Notification Templates

1. Log in to Accela Automation.
2. Navigate to V360 Admin > Communication Manager > Notification Templates.
3. Search for the notification template you want to customize. The new notification templates you must customize to fully implement this feature are:
 - UPDATE INFORMATION BY CITIZEN ON RECORD NOTIFICATION
Use this notification template to email a citizen requesting an update to a record.
You can include a deep link to the record or you can instruct the citizen to locate the record that needs to be updated in the record list in Accela Citizen Access. The record that requires an update will display with an Edit link the citizen can click to edit the record.
This notification is triggered when an agency user opens a record, clicks the Record tab, then clicks Menu > Request Update.
 - RECEIVED UPDATE ON RECORD NOTIFICATION
Use this notification template to notify agency staff when the citizen completes the updates to the record.
This notification is triggered when a citizen edits a record in Accela Citizen Access and then clicks **Submit Updated Information**.
4. Click **Help** for complete instructions and a list of variables you can use to customize the content of the notification.
5. Modify the General Details, Email Content, and SMS Content tabs as appropriate.
6. Click **Save**.

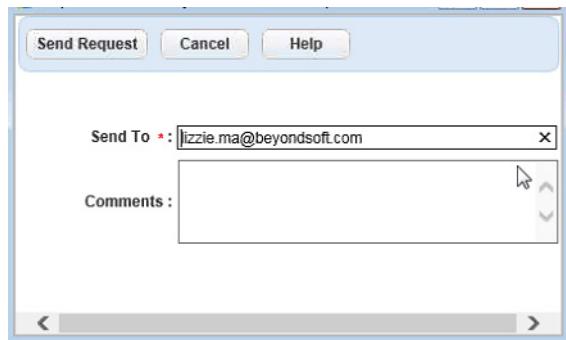
Requesting an Update to a Record

After a citizen submits an application in Accela Citizen Access, if the application is missing information or needs to be updated, you can request an update to the record, as follows:

1. Log in to Accela Automation.
2. Navigate to a record that is missing information or needs to be updated.
3. On the Record tab, choose Menu > Request Update.

Note: the Request Update button only displays when FID 8507 is enabled, and when the record type status matches your configuration in Admin Tools > Application > Application Type, described above.

Accela Automation displays the Request Update window.



4. Include any additional comments to send to the citizen.
5. Click **Send Request**.
6. The citizen receives an email notification with a link to the record or instructions on how to access the record, based on how you customize the notification template. See [Customizing the Notification Templates on page 13](#).

*The citizen can click **Edit** on the record to begin editing it.*

Date	Record Number	Record Type	Related Records	Action
27/03/2015	15CAP-00000153	Building/Test Type/People/Demo	0	Edit
26/03/2015	15CAP-00000150	Building/Test Type/People/Demo	0	Edit
26/03/2015	15CAP-00000141	Building/Test Type/People/Editable	0	Edit
26/03/2015	15CAP-00000152	Building/Test Type/People/Demo1	0	Edit
26/03/2015	15CAP-00000151	Building/Test Type/People/Editable1	0	Edit
26/03/2015	15CAP-00000143	Building/Test Type/People/Editable1	0	Edit
26/03/2015	15CAP-00000142	Building/Test Type/People/Editable	0	Edit
26/03/2015	15TMP-000218	Record Type Alice	0	Resume
26/03/2015	15TMP-000216	Record Type Alice	0	Resume
25/03/2015	15CAP-00000136	Building/Test Type/People/Multiple	0	Edit

7. The citizen can only edit the components of the record that you specified as editable in [Configuring the Application Type, step 6](#). Note that attachments are always editable, regardless of this configuration.

*When the citizen finishes updating the required information, they can click **Submit Updated Information**.*

The screenshot shows a table titled "Continuing Education List" with 6 rows. The columns are: Continuing Education Name, Required, Provider Name, Provider Number, and Class. The data is as follows:

Continuing Education Name	Required	Provider Name	Provider Number	Class
t	No	cc	002	c
t	No	test	001	c
t	No	test	001	c
t	No	test	002	c
	No	math	123456	match
	No	new	123456	new

At the bottom left of the table area, there is a blue button labeled "Submit Updated Information". This button is highlighted with a red rectangular box.

This triggers the EMSE event ApplicationSubmitBefore. You can configure this event to send the notification template RECEIVED UPDATE ON RECORD NOTIFICATION to the agency user and to create a workflow activity. Refer to the Accela Automation Scripting Guide for more information on EMSE functionality.

Ability to Define an Inspector's Preferred Method of Contact (15ACC-23306)

The following modifications to the user profile form have been made to enable agencies to define an inspector's preferred method of contact via the inspector's user profile. This setting is used to expose inspector contact information on the Accela Contractor app.

- The Phone Number field is renamed to Mobile Phone.
- A new field, Preferred Channel, is available immediately below the Mobile Phone field on the user profile form. Use it to define which contact information to expose on Accela's Contractor app.

Integration with Third Party Document Review Applications (14ACC-02188)

Accela's Civic Platform now supports the ability for agencies to integrate 3rd party document review tools with the existing Electronic Document Review functionality, enabling agencies to assign and track documents from the Civic Platform, and review/annotate/compare documents and plans using a 3rd party application. Reviewers can be Automation users or external reviewers with Citizen Portal accounts. External users can update the review status for attachments that the reviewer is assigned to from the Citizen Portal. Reviewed documents can be uploaded to the Civic Platform, where agencies can take advantage of the Civic Platform's document management, security, workflow and task assignment functionality to manage the documents.

Accela currently offers out of the box integration with Adobe Acrobat Pro (existing EDR functionality) and E-PlanCheck (EPC). Other review tools require custom APIs or adapters. Documentation and information about APIs are provided in a separate document.

New Configuration Tools and Options

To support configuration of 3rd party document review tools in the Civic Platform, a number of new configuration tools and options are available. As of the current release, agencies can use these tools to perform the required configuration for integration with the E-PlanCheck (EPC) application.

Note: *The configuration for Adobe Acrobat Pro is a distinct process. See existing EDR documentation for information about configuring the Civic Platform for use with Adobe Acrobat Pro.*

- A new 3rd Party Item Mapping portlet is available in V360 Administration (**Admin > Setup > Document > 3rd Party Integration**). Use it to map the data between the Civic Platform and the 3rd party review software. For EPC integration, the following data mapping is available:
 - Record Type Mapping
 - Record Status Mapping
 - Department Mapping
 - Construction Type Mapping
 - Contact Type Mapping
- A new standard choice, EXTERNAL_DOC REVIEW, is available. Use it to define the 3rd party connectivity.
- A new standard choice, EXTERNAL REVIEWERS, is available. Use it to define reviewers who are not Automation users by providing the reviewer name and email. Note that the email provided in this standard choice must be the same as the email provided in the 3rd party user profile.
- EMSE events are available for agencies to use in scripting:
 - DocumentReviewUpdateBefore / DocumentReviewUpdateAfter
When all reviewers have finished their review of a plan, configure DocumentReviewUpdateAfter to enable the auto-update of the document status to 'Approved' or 'Rejected.'
 - ExternalDocReviewCompleted
This event is fired by the Automation API that is called by the 3rd party application for the check-in action. Agencies can use it to script the document status update on the current reviewed version.

Documentation

See [Configuring Third Party Document Review Tool Integration on page 71](#) for detailed configuration information.

Known Issues

- An issue with EPC is causing the check-in of a reviewed document from EPC to Automation to fail if the status of any review assigned for the document is not either 'Approved' or 'Resubmit.'

- An issue with EPC is resulting in documents being checked in to Automation from EPC with the incorrect document name. This issue occurs when special characters are used in either the document name or in the comments added to the document while in EPC.
- An issue with EPC is causing inconsistent status update behavior when working in EPC. When a reviewer launches a document from Automation for review in EPC, and the reviewer adds comments to the first page, EPC auto-updates the document status to "WIP." However, if a reviewer's first comment is on any page other than the first page, EPC does not auto-update the status.
- An issue with EPC is preventing the display in EPC of all the pages in a multi-page document when it is launched for review from Automation. Users must close the EPC instance and click Review a second time if they want to see all the pages of an Automation document in EPC.

SERVICE PACK 5 FIXED BUGS

Accela Automation

Education Name Displays in ACA After Disabling it in AA (14ACC-12334)

This release fixes an issue where an education item that was disabled in the Education Maintenance portlet still displayed and was selectable in Accela Citizen Access when the user conducted a search for it. The disabled education name no longer displays in search results.

Cannot Expand Comment Box in EDR Doc Review Task (14ACC-13296)

In previous releases, the Comments field in Accela Electronic Document Review was not large enough to accommodate the number and length of comments users typically need to enter in the field. This release enables users to expand the Comments field, minimizing the amount of scrolling required and enabling users to enter and review comments more easily.

Condition Status Display Order (15ACC-17786)

This release fixes the Display Order fields in the Conditions portlet in Accela Automation. Conditions now display in the order specified, not in alphabetical order, in both Accela Automation and Accela Mobile Office.

Support for HTTPS in EMSE Tool (15ACC-17949)

The EMSE Tool in Accela Automation now supports HTTPS. Please refer to [The EMSE Tool on page 64](#) for full configuration details.

Expression Fails if ASI Subgroup Resides on Separate Tab (15ACC-18218)

In previous releases, expressions failed to fire when the ASI subgroups were designed to display on separate tabs, via ASI Form Designer. This release fixes the issue; expressions fire correctly when you customize your ASI subgroups to display on multiple tabs.

Scripting Error When Attempting to Update Public User Model (15ACC-18811)

Previously, when attempting to update the public user model for Accela Citizen Access via EMSE scripting, the following error displayed: "Can't get the Service Provider Code from the I18NModel." This release resolves the issue; scripting events successfully get information from the I18NModel.

Alerts Using Opened Date Do Not Work (15ACC-19438)

Previously, alert rules using Opened Date were not functioning properly due to a defect involving date conversions. This release fixes the issue; alert rules using Opened Date now function as designed.

Data Manager Constraint Violation (15ACC-20022)

This release fixes a database constraint error when trying to import pageflows via Data Manager.

Report Error when Sending an Email via Report Manager (15ACC-20524)

In previous releases, when a user checked the Send in Email option when running a report in Report Manager, the report failed to run and returned error messages. This issue is resolved in this release.

Accela Citizen Access

Address Validation Inserts Incorrect Value for Entity ID (15ACC-19035)

This release fixes the following issue:

When editing a contact address in a partial record (for example, a temporary renewal record) if the user chose to use the validation result instead of existing contact address, upon save and resume the contact address failed to display.

Documents Removed When Creating New Record in ACA (15ACC-19469)

In previous releases, when a user created a new record in Accela Citizen Access, the documents that were attached to the record during the pageflow process were removed when the user submitted the record.

This was identified as an issue with a null password specified in the security policy (Classic Admin > Agency Profile > Security Policy > EDMS Access Security). On the daily user side, the EDMS password screen displayed masked characters (*****) even when the password was set to null.

The password screen now displays as follows:

- If the password is set to null in the security policy (meaning users do not need to enter a password), the password field displays as empty (blank).
- If the password is NOT set to null in the security policy (meaning users DO need to enter a password), the password field displays with masked characters (*****).

Logging Issue in ACA 7.3.3.3.0 Installer (15ACC-20803)

In the ACA installer build version 7.3.3.3.0_1528, logging was not working because a file (\ACA_Folder\Web\Customize(DLL).gitkeep) was erroneously included in the build. This issue is now fixed, the file was removed from the build, and logging works properly.

Accela Mobile Office

Guidesheet Data and Inspections Results from Mobile Office Not Updating in Automation (15ACC-19529)

An issue was identified whereby some EMSE events were not firing when processing guidesheet and inspections results/scores from Mobile Office. The following changes correct this issue: 1) Two existing Automation EMSE events, GuidesheetUpdateBefore and GuidesheetUpdateAfter, were made available for Mobile Office scripting. 2) The order for processing guidesheet and inspections results/scores in Mobile Office was modified to be consistent with the Automation processing order.

7.3.3 SERVICE PACK 4 (02/26/2015) BUILD NUMBER: 9768

Service Pack 4 Fixed Bugs

SERVICE PACK 4 FIXED BUGS

Accela Automation

Rendering Issue in Global Search with Multiple Records (14ACC-06901)

Previously, if a user edited multiple records that were queried via Global Search, record data was incorrectly rendered. Although users can view multiple tabs at the same time, it is not good practice to edit multiple tabs. This issue has been resolved by warning the user of unexpected behavior if an attempt is made to update multiple records at the same time. Global Search will prompt the user who attempts to open a second tab with the following message “*You may open additional tabs for viewing data but only one tab can be open for editing purposes. If you attempt to update multiple tabs at the same time, you may experience unexpected behavior.*”

Report Error when Sending an Email via Report Manager (14ACC-12473)

Previously, when a user selected the “Send in e-mail” option in Report Manager, the report was not generated and an exception was returned. This issue has been resolved. The report is now successfully generated when a user selects the “Send in e-mail” option.

Business License Not Returned in Expression Builder (14ACC-15068)

Previously, the following expression on the Professional portlet field “Business License #” did not return the business license number:

```
var licNum =  
expression.getValue("LP::professionalModel*businessLicense").value;
```

This issues has been resolved. The Business License # field on the Professional portlet is now correctly triggered by Expression Builder and returns the business license number.

Contact Template Displays Incorrectly on SPEAR (14ACC-15413)

Previously, SPEAR did not display the US Citizen, US Resident, and Mass Resident radio buttons correctly on a Contact template form, even if the same Contact template was displayed correctly on the CAP Contact portlet. This issue has been resolved. The radio buttons on the Contact template now displays correctly on SPEAR.

NullPointerException when Merging Parcels (14ACC-15646)

Previously, when a user submits a parcel search to **Add More Parcels** to a list of parcels to be merged, a NullPointerException was returned. This issue has been resolved. **Add More Parcels** is now able to get the correct search results on the **Merge Parcels** page.

Attached Reports under a Folder Not Saved in ADS (15ACC-15888)

Previously the Auto-Save feature did not save an attached report in ADS if the attached report is in a folder. This issue has been fixed. The report is now successfully uploaded to ADS regardless of its folder location.

Searching by Contact Type on SPEAR Form Not Working (15ACC-16022)

Previously, the Contact Search on a SPEAR form did not filter the contact type correctly. This issue has been fixed. The Contact Search now correctly filters the contact type.

EMSE Error Missing Function `get inputValue()` (15ACC-16767)

After an upgrade to 7.3.3.1 Service Pack release, multiple page flow scripts failed with the error "TypeError: Cannot find function `get inputValue` in object a". The ASITables4ACA() function in the `INCLUDES_ACCELA_FUNCTIONS` master script has been fixed.

Application Review Error with Search and Update CAP Contact Log Error (15ACC-17913)

Previously, a bug in which the sequence number for reference contacts exceeded the maximum Integer limit caused an ACA65502 error from the Application Review page. This issue has been fixed. A user can now successfully process an Application Review regardless of the reference contact sequence number.

Global Search Not Working with Arabic Characters (15ACC-18155)

Previously, a Global Search criteria with Arabic characters did not return correct search results. This issue has been resolved. Global Search now returns correct results when a user enters search criteria using Arabic characters.

Accela Citizen Access

SharePoint Documents Not Displaying in ACA (14ACC-14971)

Previously, a document originating from a third party document repository such as SharePoint did not display in ACA because the document group was not being stored in Automation. This issue has been fixed. When Automation retrieves document information from a third party document repository such as SharePoint, the document group field is now stored in Automation.

Cannot Choose a Date with Date Picker (15ACC-16992)

Previously, a Date Picker field on a custom ASIT which is placed below a Dropdown field did not allow a user to select a date. This issue has been fixed. Custom fields are now correctly indexed so that all fields can be selected by the user regardless of their placement.

Accela Mobile Office

“Network Interrupted” and “Unhandled Exception” Errors when Syncing a New Schedule Inspection (14ACC-07230)

If a user is downloading a large number of records and inspections, or if the inspections have many checklist items on them, AMO might throw a “Network Interrupted” or “Out of Memory” error. This is typically caused by the large volume of data and Mobile Office putting data into memory for fast presentation. Windows Presentation Foundation (WPF) has a in-application memory limit, which, if exceeded, may cause memory issues.

This enhancement provides the ability to limit the number of records and historic inspections that load into memory when loading the Job List, reducing the possibility of memory issues.

To implement this enhancement

1. Login to AMO Server Administration, select a user group, and then click **Preferences**.

2. Set the **Recent Inspection Count** setting to an appropriate number (we recommend 10) to limit the number of historic inspections that will be downloaded.
3. On the AMO Client side, navigate to **Settings > Records > Inspection > Download Record Recent Inspection Count**.
4. Set the **Download Record Recent Inspection Count** setting to an appropriate number (we recommend 20) to limit the number of historic inspections that will be downloaded on the client side. If this setting is left blank, AMO downloads all historic inspections for the record.

Inspection history is downloaded in order of scheduled date.

AMO releases the checklist and checklist item memory when you navigate away from the inspection detail page, when you submit an inspection, or when you navigate back to the job list.

Accela Electronic Document Review

E_CODES tool not functioning (14ACC-14028)

An upgrade to 7.3.3.1 Service Pack caused the E_CODES tool to fail. This issue has been fixed. The E_CODES functionality has been restored.

7.3.3 SERVICE PACK 3 (01/09/2015) BUILD NUMBER: 4419

Service Pack 3 Fixed Bugs

SERVICE PACK 3 FIXED BUGS

Accela Automation

Ad Hoc Report via Report Manager Incorrectly Caches Filter Values (14ACC-04180)

Previously, if a user ran an Ad Hoc Report using the Report Manager with filter values, the Report Manager uses the same filter values for subsequent reports. The Report Manager now uses the current filter values for each report.

Errors Caused by Many-to-One XAPO Mappings (14ACC-12212)

Previously, an APO query form displayed incorrect address information when a single parcel has multiple addresses or when a single address has multiple parcels that were created via XAPO. Accela GIS has been fixed to support XAPO stack layer queries with many-to-one field mappings. When an XAPO search is performed, Accela GIS will filter the query results by the mapping which has been configured in AGIS Administration.

To configure a field mapping for Address and Parcel:

1. Go to **Accela GIS Administration**, and navigate to **Additional Settings**.
2. Select **Parcel** from the **Accela Reference Object** dropdown list.
3. Select the Map Service and GIS Layer.
4. On the **Address and Parcel mapping Field** column, select **LOCATOR** from the dropdown lists for the **AddrPts_Accela (Address)** and **Pardata_Accela (Parcel)** fields.

The following diagram shows the Parcel field mapping in AGIS Administration > XAPO Configuration:

XAPO Configuration

Accela Reference Object: **Parcel**

Map Service: **QA/XAPO_CS**

GIS Layer: **Pardata_Accela**

Retrieve Template Fields

Accela Reference Object Field	GIS Layer Field
UID *	HANDLE
auditDate	... Select ...
auditID	... Select ...
auditStatus	... Select ...
block	BLOCKNUM
book	DEEDBPKG
censusTract	CENSUS_TRACT
councilDistrict	COUNTY_COUNCIL
eventID	... Select ...
exemptValue	... Select ...
improvedValue	APPIMVAL
inspectionDistrict	LEGAL
landValue	APPLANDVAL
legalDesc	LEGAL
lot	LOTNUM
mapNo	... Select ...
mapRef	... Select ...
page	ASRBPKG
parcel	LOCATOR
parcelArea	ACRES
parcelNumber	LOCATOR
parcelStatus	... Select ...
primaryParcelFlag	... Select ...
planArea	... Select ...
range	... Select ...
section	... Select ...
sourceSeqNumber	... Select ...
subDivision	SUBDIVISION
supervisorDistrict	... Select ...
township	TWPNAME
tract	... Select ...

GIS Layer Name	Address and Parcel Mapping Field
AddrPts_Accela (Address)	LOCATOR
Pardata_Accela (Parcel)	LOCATOR

Alternative ACA Labels for ASI Field Not Displaying (14ACC-13559)

In Automation 7.3.3 whose database type is Microsoft SQL Server, Alternative ACA Labels that were configured for ASI fields did not display in ACA. The 7.3.3 Service Pack 3 installer runs a migration script that resolves this issue.

Import Failures from Data Manager (14ACC-14660)

Previously, the Data Manager created duplicate records and caused import failures when duplicate record type aliases are used. Also, the Data Manager import log incorrectly showed a successful import even if there are import failures on the Form Portlet Designer. These issues have been resolved. Data Manager has been fixed to correctly import records and display import errors in the log.

Assigned Staff not Appearing in Exported CSV (14ACC-14994)

Previously, the CSV Export did not include all Assigned Staff in the exported CSV file. The CSV Export now correctly exports all Assigned Staff data.

Incorrect Tooltip Text for ASI Dropdown List Field (14ACC-15412)

Previously, when a user hovered the cursor on an ASI dropdown list, a field label appeared. Automation now shows a tooltip message instead of the field label.

Accela Citizen Access

ACA Vulnerability Issues (14ACC-11226)

This service pack includes fixes that address ACA vulnerability issues such as securing the Session cookie and adding checks for Cross-Site Request Forgery.

Cannot Customize ACA Form if Module Name is Agency Code (14ACC-15410)

Previously, if a module name equals an agency code, an ACA Administrator could not customize the Contact Information form. This issue has been resolved. ACA no longer prevents an ACA Administrator from updating Contact Information form if the module name equals an agency code

7.3.3 SERVICE PACK 2 (12/05/2014) BUILD NUMBER: 279690

[Service Pack 2 New Features](#)

[Service Pack 2 Fixed Bugs](#)

SERVICE PACK 2 NEW FEATURES

Accela Automation

EMSE Tool for Managing Scripts (13ACC-20177)

Accela Automation provides a new enterprise EMSE scripting tool, the EMSE Manager. It leverages third-party Source Code Control System (SCCS) such as Subversion and Github to enable EMSE script developers to easily store, manage, and deploy multiple scripts via Automation. The EMSE scripting tool provides the following capabilities:

- Connects to the SCCS via the Accela Gateway
- Compares scripts between the SCCS and Automation
- Pulls scripts from the SCCS, and builds and deploys them into Automation. Building a script consolidates multiple files within a directory (such as INCLUDES_CUSTOM) into a single script file in Automation. Deploying a script replaces the current script entry in the Automation database with the new script from the SCCS.
- Pushes scripts from Automation into the SCCS. This capability can be used to begin a new repository or refresh scripts that may have been corrupted in the SCCS.
- Validates script syntax before building or deploying a script
- Integrates with EMSE scripts and Expression Builder scripts
- Applies Accela's standard naming and file structure conventions when deploying scripts to Automation

For configuration and usage information, see [The EMSE Tool on page 64](#).

Displaying More than 100 Records on the Reference Contact List (14ACC-01732)

Automation can now display more than 100 records on the Reference Contact list, up to the system limit. Previously, the Reference Contact list only displayed a maximum of 100 records. The limitation on the number of displayed records has been removed.

Configuring the Created Date Format in Global Search Results (14ACC-02774)

The date format of the Created Date field in the Global Search results now uses the `I18N_SETTINGS/DATE_FORMAT` standard choice setting.

The following table shows the existing standard choice item:

Standard Choice Name	Standard Choice Value	Values	Value Description
I18N_SETTINGS	DATE_FORMAT	<i>Enter one of the following: MM/dd/yyyy yyyy/MM/dd dd/mm/yyyy The default is MM/ dd/yyyy.</i>	This value specifies the date format for the specified I18N_DEFAULT_LANGUAGE.

For more details about the `I18N_SETTINGS` standard choice, see *Accela Automation Configuration Reference*.

Handling Failed Document Uploads (14ACC-09397)

Documents that are attached by an ACA user to a record application are uploaded to the Accela EDMS (Enterprise Document Management System) server. However, if Automation cannot connect to the EDMS server while the user is attaching the document, the document is lost even if the record application completed successfully.

Automation now provides the following enhancements to handle failed document uploads:

- [New EMSE Event After Document Upload Failure](#)
- [New EMSE Interface for Re-Uploading and Deleting Failed Documents](#)
- [New DEBUG Standard Choice Item](#)

See [Sample Usage](#) for sample usage scenarios.

New EMSE Event After Document Upload Failure

When a document that is being attached to a record fails to upload, Automation will flag the document, creates a temporary association between the flagged document and the record. Automation will also trigger the `DocumentUploadFailAfter` event which allows agency staff to inform a public user which document was not uploaded.

The following table summarizes the new EMSE event introduced in this release:

Table 1: Document Upload Failure Event

Event	Description
DocumentUploadFailAfter	This event triggers when a public user completes a record application and the related document could not be uploaded to the EDMS server.

This code snippet uses the `DocumentUploadFailAfter` event:

```
var documentID=aa.env.getValue("documentID");
var documentName=aa.env.getValue("documentName");
var capID=aa.env.getValue("capID");
var customerID=aa.env.getValue("customerID");
var userEmail=aa.env.getValue("userEmail");
var firstName=aa.env.getValue("firstName");
var lastName=aa.env.getValue("lastName");
var subject= 'ALERT: Document upload failure';
var content='Hi ' + userEmail + ', Record Number: ' +
customerID + ', Upload document (' + documentName + ')'
failed.';
//send announcement to public user
aa.messageService.sendAnnouncement(userEmail,subject,content);
//send email to public user
//aa.sendMail(FROM, userEmail, CC, SUBJECT, CONTENT);
```

The sample script is also available as a text file in the `SAMPLE_SCRIPTS_HandlingDocumentFailures.zip` attachment to the Accela Salesforce Case 14ACC-09397.

New EMSE Interface for Re-Uploading and Deleting Failed Documents

EMSE provides a new EMSE interface `aa.failureDocument` containing methods that allow agency users to setup a batch job that can re-upload failed documents and delete failed documents within a specified date range. The `aa.failureDocument` interface includes the following methods:

- `public void reuploadFailureDocuments()`

This method re-uploads documents that have been flagged due to a document upload failure.

This is a code snippet from a batch job that calls the `reuploadFailureDocuments` method:

```
aa.failureDocument.reuploadFailureDocuments();
```

- `public void removeFailurePartialCapDocumentByRange(java.lang.String startDate, java.lang.String endDate)`

This method deletes documents that have been flagged due to a document upload failure within a specified date range. Any temporary association between the failed document and the record it was being attached to will also be deleted.

This is a code snippet from a batch job that calls the `removeFailurePartialCapDocumentByRange` method:

```
//get three months before date
var startDate = aa.util.dateDiff(aa.util.now(), "day", -90);
//get one months before date
var endDate = aa.util.dateDiff(aa.util.now(), "day", -30);
aa.failureDocument.removeFailurePartialCapDocumentByRange(startDate, endDate);
```

The sample scripts are also available as text files in the `SAMPLE_SCRIPTS_HandlingDocumentFailures.zip` attachment to the Accela Salesforce Case 14ACC-09397.

New DEBUG Standard Choice Item

A new debug log allows agency administrators to perform root-cause analysis for document upload failures. Administrators must enable the detailed document upload log by setting the new `DEBUG/ENABLE_DOCUMENT_DEBUG` standard choice.

The following table summarizes the new standard choice item introduced in this release:

Table 2: Document Debug Log Standard Choices

Standard Choice Name	Standard Choice Value	Values	Value Description
DEBUG	ENABLE_DOCUMENT_DEBUG	YES or NO	"YES" means enable the detailed document upload log. "NO" means disable the detailed document upload log. This function is disabled by default.

Sample Usage

Scenario 1

If a document upload failed, an agency sends an announcement or email to let the public user know that the document will be automatically uploaded at a later time. The following is a sample message:

"Hi XXX,

The document XXX you've attached to Record XXX was not uploaded due to a failed connection. The system will automatically re-upload it to the EDMS server at a later time."

In this scenario, the agency configured an EMSE script for the DocumentUploadFailAfter event to send the email or announcement.

To automatically re-upload the failed document, the agency administrator needs to create a batch job that invokes the EMSE interface
aa.failureDocument.reuploadFailureDocuments.

Scenario 2

If a document upload failed, an agency sends an announcement or email to let the public user know that they need to re-upload the document. The following is a sample message:

"Hi XXX,

The document XXX you've attached to Record XXX was not uploaded due to a failed connection. Please re-attach the document to the record."

In this scenario, the agency configured an EMSE script for the DocumentUploadFailAfter event to send the email or announcement.

Because the public user will re-upload the document, the agency needs to create a batch job to delete the uploaded document flagged as failed by invoking the EMSE interface
aa.failureDocument.removeFailurePartialCapDocumentByRange.

New EMSE API to Save Documents to Disk (14ACC-11855)

A new EMSE Document method, aa.Document.downloadFile2Disk, downloads a document from the EDMS server to an Automation server disk location and returns the file path. This enables a user to download a document and send it out as an email attachment via EMSE.

The following shows the downloadFile2Disk method syntax and parameters:

```
public ScriptResult downloadFile2Disk(DocumentModel document, String module, String userName, String password, boolean useDefaultUser)
```

Parameters:

document - Document to be downloaded

module - Current module name

username - EDMS server account username

password - EDMS server account password

useDefaultUser - Indicates whether or not to login the EDMS server as the default user

Returns:

The file path of the downloaded document.

The following code snippet shows how to use the downloadFile2Disk method:

```
var documentModel = docModelList.get(0);  
//Download the document from DB to disk.
```

```
var downloadResult =
aa.document.downloadFile2Disk(documentModel,
documentModel.getModuleName(), EMDSUsername,
EMDSPassword, useDefaultUserPassword);
if(downloadResult.getSuccess())
{
    var path = downloadResult.getOutput();
    var fileNames = new Array();
    fileNames[0] = path;
    //Send Email.
    var emailResult =
aa.document.sendEmailByTemplateName(from, to, cc,
templateName, templateParams, fileNames);
    if(emailResult.getSuccess())
    {
        aa.print("Email sent.");
    }
    else
    {
        aa.print(emailResult.getErrorMessage());
    }
}
```

The sample script using the above code snippet is available as a text file in the `SAMPLE_SCRIPT_DocumentUploadAfter.txt` attachment to the Accela Salesforce Case 14ACC-11855.

Disabling the Display of Inspection Documents (14ACC-12019)

By default, Automation displays all documents attached to all inspections for a record. A new standard choice configuration disables the display of documents linked to record inspections.

The following table describes the new standard choice introduced in this release:

Standard Choice Name	Standard Choice Name	Values	Value Description
DISPLAY_RECORD_DOCUMENTS	INSPECTION	YES or NO	"YES" enables the display of inspection documents. This implies that Automation will perform a call to the EDMS server to get all documents for each record inspection. Note that this may affect performance if a record has multiple inspections, each with multiple documents. "NO" disables the display of inspection documents. The default is YES.

Accela Citizen Access

People Parameter for the ContactRelatedToPublicUserBefore Event (14ACC-03688)

The `ContactRelatedToPublicUserBefore` event now exposes the `People` object as an input environment parameter. This allows EMSE scripts to get contact information via the `ContactRelatedToPublicUserBefore` event, such as in the following scenarios:

- Getting People standard fields such as the contact type, for example:

```
var people = aa.env.getValue("People");
aa.env.setValue("ScriptReturnMessage", "Contact Type: " +
people.getContactTypeFlag());
```

- Getting People template fields, for example:

```
var people = aa.env.getValue("People");
var tempList = people.getAttributes();
var attr1Name = tempList.get(0).getAttributeName();
var attr1Value = tempList.get(0).getAttributeValue();
var attr2Name = tempList.get(1).getAttributeName();
var attr2Value = tempList.get(1).getAttributeValue();
```

- Getting generic template (ASI and ASIT) fields, for example:

```
var people = aa.env.getValue("People");
var asiContactFlag =
people.getTemplate().getTemplateForms().get(0).getSubgroups().get(0).getFields().get(0).getDefaultValue();
```

```
var asiFieldName =
people.getTemplate().getTemplateForms().get(0).getSubgroups().get(0).getFields().get(0).getDisplayFieldName()

var asitFieldName =
people.getTemplate().getTemplateTables().get(0).getSubgroups().get(0).getFields().get(0).getDisplayFieldName();

var asitContactFlag =
people.getTemplate().getTemplateTables().get(0).getSubgroups().get(0).getRows().get(0).getValues().get(0).getValue();
```

The sample scripts using the above code snippets are available as text files in the `SAMPLE_SCRIPTS_PeopleContactFields.zip` attachment to the Accela Salesforce Case 14ACC-03688.

ACA Login using RealMe Single Sign-On (14ACC-09142)

ACA now supports the RealMe SSO authentication service by allowing ACA users to use their RealMe account to login ACA. When logging in ACA, users will be redirected to the RealMe login page and redirected back to ACA after authentication. When logging in ACA for the first time, users can create their RealMe account with their account and contact information.

Disallowing Amendment Documents from Being Attached to Parent Record (14ACC-12082)

By default, Automation attaches an amendment document (via the Create Amendment function) to the parent record. A new standard choice configuration disables the automatic attachment of a document to the parent record via Create Amendment.

The following table describes the new standard choice introduced in this release:

Standard Choice Name	Values	Value Description
COPY_DOCUMENTS_FROM_AMENDMENT	YES or NO	"YES" automatically attaches a document that is uploaded via the Create Amendment function to the parent record. "NO" does not attach a document that is uploaded via the Create Amendment function to the parent record. The default is YES.

Uploading Duplicate Files (14ACC-12083)

By default, Automation prevents a user from uploading a duplicate file. A new standard choice configuration allows a document to be uploaded using a filename that already exists in the EDMS server.

The following table describes the new standard choice introduced in this release:

Standard Choice Name	Values	Value Description
ALLOW_STANDARD_DUPLICATE_FILENAME	YES or NO	"YES" allows a document with a duplicate filename to be uploaded to a record. "NO" disallows a document with a duplicate filename from being uploaded to the record. The default is NO.

SERVICE PACK 2 FIXED BUGS

Accela Automation

EMSE ContinuingEducation API Error (14ACC-08000)

Previously, the `updateContinuingEducationModel` and `createContinuingEducationModel` methods of the `ContinuingEducationScript` class gave an error message "Can not get valid agency code". This issue has been resolved.

EMSE WSConsumer API Exception in Automation 7.3.2 (14ACC-09732)

Previously, the `aa.wsConsumer.consume` method threw an exception when used with Automation 7.3.2. The `wsConsumer.consume` method has been fixed to support Automation 7.3.

Expression Builder Not Displaying from 'Related Records' link on Record List (14ACC-10383)

Previously, the ASIT Expression Builder did not work on the **Tabular Data** tab when a user clicks the **Related Records** link on a Record List. This issue has been resolved. The ASIT Expression Builder now works when using the **Related Records** link on a Record List.

Report Button on My Tasks Passing the Incorrect Inspection ID Parameter (14ACC-10525)

Previously, the Inspection ID parameter was not passed correctly from the **Report** button on **My Tasks** under Inspections. This issue has been resolved. The **Report** button on **My Tasks** under Inspections now correctly passes the Inspection ID parameter to the reports.

Incorrectly Allowing an Exam Schedule (14ACC-10597)

Previously, Automation was incorrectly allowing a user to schedule an examination for an application with Workflow Tasks and Ad Hoc Tasks even though the application workflow status

does not allow it. This issue has been resolved. When a record has Workflow Task and Ad Hoc Task associations, exams can only be scheduled if the workflow task status allows it.

Incorrect Update of the Inspection Result Group when I18N is Enabled for Multiple Agencies (14ACC-13013)

Previously, when a user updates an Inspection Result Group on the AA Classic Admin Tool, the Inspection Result Group was updated incorrectly if I18N internationalization is enabled in Automation with multiple agencies. This issue has been resolved. Inspection Result Groups are now updated correctly in AA Classic Admin Tool.

Incorrectly Paying Records in Full (14ACC-10795)

Previously when a user performed a full payment for the entire balance in a record, Accela Automation might require the user to allocate the payment among fee items as if the payment were partial. This release resolves the issue. Accela Automation properly processes full payments.

Related Record Security on Data Filters (14ACC-04334)

Previously, a user was not prevented from viewing restricted record details from the related record tree on a Global Search results page. This fix resolves the issue. If a user attempts to view restricted record details from a data filter, Automation will now prompt a message conveying that the user has no permission to access the record detail.

Incorrect Contact Addresses for Multiple Reference Contacts on a Record Application (14ACC-11293)

Previously, if a second reference contact is added to a record application, the second contact's address information was copied to the first reference contact. This fix resolves the issue. When processing a record application, Automation now does not copy contact address information from one contact to another.

Manual Editing of speedtest.jsp to Enable an HTTPS Call (14ACC-13676)

Previously, an administrator was required to modify the `speedtest.jsp` file to enable an HTTPS call to the Accela Bandwidth Tester, for example `https://<webserver>/speedtest.jsp`. This issue has been resolved. The Automation installer now installs the Accela Bandwidth Tester so that it is called via HTTPS by default.

Missing Sub-Agency Data when Searching Related Licensee Data (14ACC-08341)

Previously, the Licensee search in Accela Citizen Access returns data from the super agency but does not return related data from the sub-agencies. This fix resolves this issue. The Licensee search now returns the licensee's related record information and the record's associated Document, Education, Examination and Continuing Education in the Licensee detail page whether or not the record is from the current agency.

Note: *With this change, an agency user can no longer create a relationship between a licensee and record (by entering the Alternate ID information in the State License Number field in the Professional Detail portlet). Instead, Automation will automatically create the relationship by triggering an EMSE script with the WorkflowTaskUpdateAfter event.*

Automation provides a new EMSE method

`aa.licenseProfessional.createLicenseeAndRecordRelationship` that creates a relationship between the Licensee and Record. The following shows the new EMSE method syntax:

```
ScriptResult createLicenseeAndRecordRelationship(LicenseModel licensee, CapIDModel capID, java.lang.String callerID)
```

The sample script is available in the `SAMPLE_SCRIPT_WorkflowTaskUpdateAfter.txt` attachment to the Accela Salesforce Case 14ACC-08341.

Accela Citizen Access

Custom ASIT Label Not Displaying on ASIT Table (14ACC-10560)

Previously, a custom ASIT alternate label was not displayed on an ASIT table. This fix resolves the issue. If a custom label is configured for an ASIT field, Automation displays the custom label as the column name in the ASIT list or generic template table list.

Accela Mobile Office

Third Party Inspection Documents Cannot be Retrieved (14ACC-12839)

Previously, downloading a third party document from a document list that is attached to an inspection in AMO caused an exception. This fix resolves the issue. The GetDocumentList of GovXML now correctly returns the record ID for a successful document retrieval.

Work Crew

Incorrect Record Status in Work Crew via GovXML (14ACC-12177)

Previously, when the updateCap function is called to update a record in GovXML, the ApplicationStatusUpdateBefore and ApplicationDetailUpdateBefore events return an incorrect record status. This fix resolves the issue.

The ApplicationStatusUpdateBefore and ApplicationDetailUpdateBefore events now return the correct record status.

7.3.3 SERVICE PACK 1 (11/06/2014) BUILD NUMBER: 279573

[Service Pack 1 New Features](#)

[Service Pack 1 Fixed Bugs](#)

[Supported Environments](#)

SERVICE PACK 1 NEW FEATURES

Accela Automation - Common Services and Features

Supporting Multi-Language in File Names (14ACC-10119)

If administrators enable internationalization (I18n) and localization (L10n) in Accela Automation and Accela Citizen Access, the ADS server supports multi-language in file names. Therefore, users can successfully upload (or download) files with Arabic file name to (or from) the server.

Disabling Expression Alerts in Accessibility Mode (14ACC-08542)

If Accela Automation and Accela Citizen Access runs in section 508 accessibility mode, administrators can configure the Standard Choice, DISABLE_EXPRESSION_ALERT, to turn off expression alerts which otherwise would pop up when an expression executes on an onChange event (on the change of a field value).

- If the Standard Choice Value of DISABLE_EXPRESSION_ALERT is Yes, Accela Automation and Accela Citizen Access always disable expression alerts.
- If the Standard Choice Value is No or undefined, Accela Automation and Accela Citizen Access display expression alerts in accessibility mode.

Applicable FIDs and Standard Choices

- DISABLE_EXPRESSION_ALERT

Accela Automation

Modifying ASI Tables through EMSE (14ACC-08276)

Accela Automation provides the following EMSE methods for modifying an existing ASI table in a record.

- Getting data from an ASI table

```
var appSpecificTableInfo =
aa.appSpecificTableScript.getAppSpecificTableInfo(capIDModel, tableName,
searchConditionMap/** Map<columnName, List<columnValue>> **/);
■ Adding rows in an ASI table
aa.appSpecificTableScript.addAppSpecificTableInfors (capIDModel, asitTableModel);
■ Updating an ASI table
aa.appSpecificTableScript.updateAppSpecificTableInfors(capIDModel, asitTableModel);
■ Deleting rows in an ASI table
aa.appSpecificTableScript.deletedAppSpecificTableInfors(capIDModel, asitTableModel);
```

EMSE Sample Scripts

Accela provides sample scripts that implement the new EMSE method. Salesforce case 14ACC-08276 provides the scripts as an attachment.

Enhancing Security Control on EMSE Methods (14ACC-10181)

IMPORTANT Notice: This feature impacts the behavior of the existing EMSE scripts that call to the writeToFile, deleteFile, and/or newInstance methods. If your agency uses such scripts, make sure to perform the configurations described in [Administrator Configuration Details](#).

This release provides the following security control enhancements related with EMSE methods:

- Restricting the folder that the writeToFile and deleteFile methods can access to on the server.
- Enforcing a class white list. The newInstance method can only create instances of the classes that belong to the class white list.

Administrator Configuration Details

To implement the security control, you need to perform the following steps:

1. On the application server machine, navigate to the \av.biz\conf\av\ path, and open the ServerConfig.properties file.
2. Add the following code to the ServerConfig.properties file:

```
av.emse.file.path= {Specify a file path in the application server}
av.emse.file.path defines the file path on the server that the writeToFile method adds files to or the deleteFile method deletes files from.
```

For example, if you want to set the file path as D:\emse\temp, add the following code:

```
# UtilScript file path
av.emse.file.path=D:\\emse\\\\temp
```

Note: Even though the script that calls the writeToFile or deleteFile method may contain the file path, Accela Automation ignores the path in the script, and always uses the path defined in ServerConfig.properties.

Note: If you do not specify av.emse.file.path in the ServerConfig.properties file, the script that calls the writeToFile or deleteFile method now throws exception.

3. Create a file named “EMSESecurityConfig.properties” under \av.biz\conf\av\. Note that the EMSESecurityConfig.properties file name is case-sensitive.

4. Add the following code in the EMSESecurityConfig.properties file:

```
emse.class.whitelist={class #1, class#2,...}
```

emse.class.whitelist defines the classes that can be instantiated through the newInstance method.

For example, if you add the following code in the file, the newInstance method can create com.accela.* and java.util.* instances:

```
emse.class.whitelist=com.accela.*, java.util.*
```

Note: If the EMSESecurityConfig.properties file does not exist in \av.biz\conf\av\, the newInstance method can only be used for creating “com.accela.*” instances.

Note: If EMSESecurityConfig.properties file exists in \av.biz\conf\av\, the newInstance method can only be used for creating instances of the classes that belong to the class white list in the file. Note that if the file does not have any class in the white list, the newInstance method cannot create any instances, not even “com.accela.*” instances.

5. Restart the server services for the changes to take effect.

Resolved Vulnerability Issues Discovered by AppScan (14ACC-10867)

The following type of vulnerability issues are discovered and resolved in Accela Automation:

- Cross-Site Scripting (also known as XSS).
- Fake User Session when used Weak Session Identify.

Accela Citizen Access

No Flickering when Saving Contact with Invalid SSN (13ACC-11938)

Previously if a user added ill-formatted data in the SSN field of a contact, and the field was then set to required by an expression, when the user saved the contact or contact address in the contact, Accela Citizen Access might flicker endlessly because the focus jumped between the field and the error message on the top of the page. This release resolves the issue. When the user saved the contact or contact address in the contact, the focus goes to the error message on the top of the page.

Forbidding Users to Reschedule or Cancel Examinations after Cutoff (14ACC-09000)

If the “Advance Time that required to Schedule/Reschedule/Cancel the Examination” of a scheduled examination has been reached, Accela Citizen Access no longer provides the Reschedule and Cancel actions on the examination.

Resolved Vulnerability Issues Discovered by AppScan (14ACC-10571)

The following types of vulnerability issues are discovered and resolved in Accela Citizen Access:

- Cross-Site Scripting
- Link Injection



IMPORTANT: This enhancement includes a change in the SessionID field length, which has been changed from 20 to 128. See the SessionID description in the following Session Elements section.

Session Elements

This section is an excerpt from the Operation Elements Reference in the *Accela Automation Financial Web Services Guide*. It includes the modified SessionID field length (128).

The following table provides the session related elements which you can use as the input/output parameters in financial web service operations.

Table 3: Session Element Definition

Property (from WSDL)	Description	Ref-DB label (from UI)	Ref - Database Field	Ref - Type	Ref- Length
appGroup	Module name.	Module	R3APPTYP.R1_MODULE_NAME	string	100
caller callerID userId	The user who makes the call.	User Name	PUSER_GROUP.USER_NAME	string	50
module	The module where users made the payment.	Module	PPROV_GROUP.MODULE_NAME	string	15
serviceProvider Code	The agency name that the user enters during the login.	Agency	SERV_PROV_CODE	string	15
sessionID	The session in which the user makes the call.	NA	ESSO_SESSIONS.SSO_SESSION_ID	string	128

Accela Mobile Office

Enhancing Search Functionalities and User Experience (14ACC-08075)

This release of Accela Mobile Office provides the following enhancements on search functionalities:

- Searching inspections by Scheduled From/To
Users can set the Scheduled From and To dates to search inspections.
- Configuring online query dialog options
Users can configure whether to hide or show online query dialogs in the Advanced > Online Query Dialog Options sections:
 - Hide Inspection Online Query Options Dialog
 - Hide Record Online Query Options Dialog
 - Hide Asset Online Query Options Dialog
 - Hide Parcel Online Query Options Dialog
 - Hide Assessment Online Query Options Dialog
- Supporting online search if searching by favorites
When users select to filter a list by a previously saved query (favorite), Accela Mobile Office supports online search by the query criteria.

Accela Mobile Office also provides the following user experience enhancements:

- Providing the Auto Fit Columns functionality

The fly-out menu in a list page (for example, inspections list page) provides one more option: Auto Fit Columns. If a user selects the option, Accela Mobile Office automatically adjusts the widths of the columns on the list page.

- Improving the filter banner

It is now more apparent that filter banner is a filter. If a user logs out of Accela Mobile Office while a filter banner is in view, when the user logs in again, Accela Mobile Office no longer shows the filter banner, but shows all records.

- Showing Record Additional Information as Read-only in Inspections

The Inspection > Record Information > Additional Information page displays all fields as read-only.

- Switching between condition card and summary card

When a condition card displays above a summary card, users can switch between the two cards more easily.

Accela GIS

Enhancing New Accela GIS

This release adds the following enhancements to New Accela GIS:

- Managing New Accela GIS administrators and users

The New Accela GIS administration site (URL: <http://agisservername/virtualroot/admin/>) provides different configuration settings for administrator accounts and user accounts:

- Administrators can manage agencies such as adding, deleting, enabling, or disabling agencies. Administrators can also add, edit, or delete administrators and users.
- Users can manage the configuration settings of the map integration environment for the agency that they belong to.

- Supporting ESRI ArcGIS Server as the GIS provider in the map service settings

You can select either ESRI ArcGIS Server (new) or ESRI ArcGIS Online Web Map (existing) as the GIS provider in the map service settings. If you select ESRI ArcGIS Server, New Accela GIS mashes up ArcGIS Online Base Map with dynamic map services that you publish to ESRI ArcGIS Server.

- Supporting ESRI ArcGIS Server as the GIS provider in the geocoding service settings

You can select either ESRI ArcGIS Server (new) or ESRI ArcGIS Online Web Map (existing) as the GIS provider in the geocoding service settings.

Known Issues

This release does not support Security Map Service and Show Service Area functionalities yet.

Installer

Updating the New Accela GIS Installer

The New Accela GIS installer has the following changes:

- Supporting more database options for storing configuration settings

Previously you can only create a database in Microsoft SQL database 2008 or Higher (SQL Server or SQL Express) to store configuration settings of New Accela GIS. Now the database can also be Oracle 11g or higher, or MySQL 5.x or higher.

Make sure you create a new database to use before running the New Accela GIS installer. When you install the New Accela GIS server, the installation wizard requires you to specify the database to use from one of the three options: Oracle Database, MSSQL Database, or MySQL Database.

- Specifying an administrator account during installation

New Accela GIS no longer provides the default admin/admin account for accessing the administration site. When you install the New Accela GIS server, the installation wizard requires you to specify an administrator account (including the email address and password) for managing agencies and users.

To use the latest New Accela GIS, you shall perform an upgrade on the existing installation using the installer provided in this release, or perform a new installation. For more information, see [Installing or Upgrading New Accela GIS on page 86](#).

Known Issues

If you upgrade New Accela GIS from an existing installation, the installer migrates the existing user accounts that access the administration site:

- The account user name changes from *username* to *agency-username@accela.com*;
- The account password changes to the password that you specify for the administrator account during the upgrade installation.

SERVICE PACK 1 FIXED BUGS

Accela Automation

Unrestricted Access to Record Detail from Global Search Results (14ACC-04334)

Previously, a user was not prevented from viewing restricted record details from the related record tree on a Global Search results page. This fix resolves the issue. If a user attempts to view restricted record details from a data filter, Automation will now prompt a message conveying that the user has no permission to access the record detail.

Incorrectly Loading Workspace When Switching Consoles (14ACC-07908)

When the default module in Preference is set to something other than Building, switching back and forth between consoles causes some of the portlets to not display correctly. For example; when the default module is set to Planning and the user switches console from the Admin console to the Planning Admin console, the console will switch and the portlets display correctly. However, when the user switches back to the Admin console, not all of the portlets display correctly. Some parts of the Planning Admin console are retained. This issue has been fixed. If users switch to a console which is only assigned to one module and/or user groups in the same module, Accela Automation loads workspace for the assigned module. If users switch to a console which is assigned to multiple modules and/or user groups in different modules, Accela Automation loads workspace for the default module according to the user preference settings.

Poor Performance on Loading Record Documents (14ACC-08297)

Accela Automation loads the documents list and tab count for a record faster because of the following change: Previously Accela Automation scanned all the details (including inspection guidesheets, balance information and so on) of the inspections in the record when retrieving the record documents, and now Accela Automation only scans the basic information of the inspections.

Incorrect Results when Running QuickQueries on Records (14ACC-08447)

Previously, if a QuickQuery searches for records that contain a null value in an ASI field, Accela Automation returns incorrect results. Automation now returns correct records.

Failure to Get Documents through GovXML (14ACC-09766)

Previously if administrators enabled I18N in the agency and the Accela Automation database server is Microsoft SQL, the GovXML operation GetDocumentList failed to get the documents. This fix resolves the issue.

Data Manager Discrepancies when Migrating Workflows (14ACC-10205)

Previously, a Data Manager migration created data discrepancies between source and target environments. Administrators can now use Data Manager to properly migrate workflows from one environment to another.

'Key not specified' Exceptions in the Web Server Log (14ACC-10740)

Previously if administrators enabled the Standard Choice CONDITIONS_OF_APPROVALS, when users opened the Inspections tab for a record with no condition, Accela Automation logged 'com.accela.aa.exception.ObjectNotFoundException: Key not specified' exceptions in the web server log file. This fix resolves the issue.

Incorrectly Rounding Up POS Fee Item (14ACC-10818)

Previously, if a fee item is configured as a constant decimal, it is rounded up when applying the fee in Payment Processing portlet even though rounding is set to NO. This issue has been resolved. When users add a POS fee item in the Payment Processing portlet, Accela Automation now gets correct Unit Amount value from the fee item.

GovXML InitiateCAP Returns an Empty String (14ACC-11487)

If users create a temporary application through the GovXML operation InitiateCAP, the operation returns correct response.

Incorrect State Field Type after Submitting a Record(14ACC-11595)

Previously, the State field turns from a text field to a dropdown field on the Licensed Professional section of an application intake form. This issue has been resolved. The State field type (for example, a text field) now refreshes correctly on the Licensed Professional section of an application intake form.

Cannot Reassign Inspections Without Adding an Inspection Status (14ACC-11773)

Previously, inspectors received an error when reassigning an inspector to a scheduled inspection. The error message says "Invalidate inspection status: , please enter a validate inspection status" This issue has been resolved. Users can now successfully reassign an inspector to a scheduled inspection.

Disappearing Fee Item List (14ACC-11832)

Previously, a 7.3.3 upgrade caused fee items to disappear in the Fee Portlet. This issue has been resolved. If a fee item is not associated with any fee schedule (because it was added to Accela Automation through a conversion tool or EMSE), Accela Automation correctly shows the fee list of records that contain the fee item.

Related Cases

14ACC-11915

14ACC-12007

Incorrectly Displaying Review Comments and Stamps in PDF Attachments (14ACC-11903)

There are two fixes in this case:

- Previously when users opened a PDF attachment which contained review comments from the last review, the comments that were added using the Adobe Acrobat Markup or Measuring tool displayed in weird ways. This release resolves the issue. The comments now display in the way they are designed.
- If users open a PDF attachment that contains stamps, the stamps display correctly in the PDF, and the time and review name on a dynamic identity stamp remain unchanged from when the stamp was added in the PDF.

Related Cases

14ACC-11806

14ACC-11895

Known Issues

If users change the status of a comment from Open to Closed in the Doc Review Comments tab for a PDF attachment, the comment still displays in Adobe Acrobat XI Pro in the subsequent document reviews.

addParcelAndOwnerFromRefAddress Failure after 7.3.3 Upgrade (14ACC-11986)

Previously, a 7.3.3 upgrade caused the addParcelAndOwnerFromRefAddress master script to fail. This issue has been resolved. The addParcelAndOwnerFromRefAddress master script function now works properly.

Converted Inspections without Scheduled Dates Missing from Inspection Portlet (14ACC-12073)

Previously, a 7.3.3 upgrade caused converted inspections without scheduled date to not be displayed on the Inspection Portlet. This issue has been fixed. Inspection records without scheduled dates that were converted from an earlier release of Automation are now accessible in the Inspection Portlet.

Accela Citizen Access

Losing Contact Addresses when Temporarily Saving Applications (14ACC-07068)

Previously, when creating applications via ACA and using the "Save and resume later" functionality, required addresses on contacts were not being saved. This issue has been resolved. When a public user clicks the Save and Resume Later button to save an application, Accela Citizen Access successfully saves the application contacts together with the contact addresses entered for the contacts.

Credit Card Payment Screen Not Auto-Filling State and Zip Code (14ACC-08486)

Previously, the State and Zipcode fields were not being automatically populated on the Credit Card Payment screen. This issue has been resolved. When a user pays with credit card for an application, and selects to auto-fill the credit card holder information with an application contact, Accela Citizen Access now properly populates the Country, State and Zip code fields with the values from the selected contact.

Related Cases

14ACC-08691

ACA 7.3 Online Payments Failing (14ACC-08810)

Previously, an ACA 7.3 installation caused online payments to fail. This fix modifies the EpaymentServer3PayPros.war package that supports third-party payment adapters. Access Citizen Access successfully integrates with a third-party payment adapter for online payments.

Exception when Calling updateRefParcelToCap (14ACC-08823)

Previously when calling the function updateRefParcelToCap for the DocumentUploadBefore or DocumentUploadAfter events in Accela Citizen Access, it threw an error "Can't get the Service Provider Code from the I18NModel". This release resolves the issue. The events successfully get information from I18NModel.

Cannot Submit ACA Applications (14ACC-10919)

Previously, a 7.3.3 upgrade prevented users from submitting ACA applications. This issue has been resolved. When a public user submits an application and the user belongs to a user group that has no EDMS security settings or only has disabled EDMS security settings, the EDMS setting does not affect the application submission.

Not Allowing Spaces in the Zip Code and Phone Number Fields (14ACC-11326)

Previously, a 7.3.3 upgrade no longer allowed spaces in the Zip Code and Phone Number fields. This issue has been fixed. Zip code and phone number fields using a mask which allows spaces now accept the correct masked field length of characters entered by a user.

SUPPORTED ENVIRONMENTS

Hardware Requirements

Table 4: Host Machine Requirements lists the nominal hardware requirements for the host machines comprising an Accela system deployment.

Table 4: Host Machine Requirements

Host Name	Processor	RAM	Hard Drive	Network	Notes
Accela Automation Client	Pentium dual core processor, 3GHz	2 GB	2GB free space	Internet connection	
Accela Automation Web Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized	8 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 Automation Application Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized	8 GB	RAID-10 storage with 20 GB free space	1 Gbps NIC	
Database Server	Multicore Intel processor w/ large (preferably multisocket) processor cache	16 GB	<ul style="list-style-type: none"> • 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). 2vCPUs if virtualized.	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). 2vCPUs if virtualized.	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

Table 4: Host Machine Requirements (Continued)

Host Name	Processor	RAM	Hard Drive	Network	Notes
Accela Mobile Office (client)	Intel Pentium or Intel Centrino dual core processor	2 to 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). 2vCPUs if virtualized.	6 GB	RAID-1 (or better) storage with 10 GB free space	1Gbps NIC	
Accela IVR Application Server	Multicore Intel Processor (single or multisocket). 2vCPUs if virtualized.	6 GB	RAID-1 (or better) storage with 20 GB free space	1Gbps NIC	Additional servers for load balancing and high availability if needed
Accela Code Officer / Accela Inspector / Accela Work Crew	iOS Device: iPhone 5s (with iOS 7.0.5), iPad mini (with iOS 6.1), iPad mini 2 (with iOS 7.0.4) or iPad 2 (with iOS 7.1.0) Android Device: Nexus 4 (with Android 4.3), Nexus 7 (with Android 4.3), Samsung S3 (with Andriod 4.1.1) or Samsung Galaxy Note 10.1 (with Android 4.3)				

New Environment Support

Table 5: New Environment Support on page 58 lists the new operating systems and third-party products that Accela Automation components support starting with the release of Accela Automation 7.3 FP3.

Table 5: New Environment Support

Component	New Supported Environments	Related Case
Accela Automation Application Server	JBoss 4.2.3 integrated with Tomcat 6.0.41	14ACC-10866
Accela Automation Web Server		
New Accela GIS Application Server	Oracle 11g or higher MySQL 5.x or higher	

Supported Operating Systems

Table 6: Supported Operating Systems on page 59 lists the operation systems that each Accela Automation component supports.

Table 6: Supported Operating Systems

Accela Automation Component	Operation Systems						
	Windows 7 (32 bit or 64 bit)	Windows 8 or 8.1 (64 bit)	Windows Server 2008 (R2 64 bit (x64)) - recommended	Windows Server 2012 (64 bit (x64))	Windows Server 2012 (R2 64 bit (x64))	Android 4.x or above	Apple iOS 6.x or 7.x
Accela Automation Client	✓	✓					
Accela Automation Web Server			✓	✓	✓		
Accela Automation Application Server			✓	✓	✓		
Accela Citizen Access Web Server			✓	✓	✓		
Accela Citizen Access Client	✓	✓					
Accela Mobile Citizen Access Client	✓						✓
Accela GIS Application Server			✓	✓	✓		
Accela Mobile Office Client (laptop)	✓	✓					
Accela Mobile Office Client (tablet)	✓	✓					
Accela Wireless Server			✓	✓	✓		
Accela Mobile Office Server			✓	✓	✓		
Accela IVR Application Server			✓	✓	✓		
Accela Analytics							✓
Accela Code Officer						✓	✓
Accela Inspector						✓	✓
Accela Work Crew							✓

Supported Third-Party Products

[Table 7: Supported Third-Party Products](#) on page 60 lists the third-party products that each Accela Automation component can work with. The third-party products run on the same operating system as the Accela product components which use them.

Table 7: Supported Third-Party Products

Table 7: Supported Third-Party Products (Continued)

Table 7: Supported Third-Party Products (Continued)

Third-Party Products	Accela Automation Component									
	Accela Automation Client	Accela Citizen Access Client ³	Accela Mobile Office Client	Accela Wireless Client	Accela Automation Web Server	Accela Automation Application Server	Accela Citizen Access Web Server	Accela IVR Application Server	Accela GIS Application Server	New Accela GIS Application Server
Railo (open source CFMX engine recommended as alternative to Adobe ColdFusion 7 Enterprise Edition)					✓					
Adobe ColdFusion 7 Enterprise Edition					✓					
Voxeo Prophecy Server version V10.0; Prophecy 11 VoiceXML, Premium ASR/TTS or Nuance 9							✓			
Esri ArcGIS Server Enterprise Advanced 10 SP1 ^{1,4}										✓
Microsoft Visual J# 3.5 SP1 .NET				✓						
Esri ArcGIS Mobile 10 SP1				✓						
Esri ArcSDE 10.1 SP1, 10.2, 10.2.1, and 10.2.2								✓ ¹¹		
Esri ArcGIS Network Analyst for Server 10.1 SP1, 10.2, 10.2.1, and 10.2.2								✓ ¹¹		
Esri ArcGIS Server Standard 10.1 (minimum); Esri ArcGIS Server Enterprise Advanced 10.1 (supported); Esri ArcGIS 10.1 SP1, 10.2, 10.2.1 and 10.2.2 for Server Standard; Esri ArcGIS 10.1 SP1, 10.2, 10.2.1 and 10.2.2 for Server Enterprise Advanced								✓ ¹¹		

¹Provided by installer.²See vendor information about supported environments.³Accela Mobile Citizen Access client requirements are the same as ACA client requirements with the addition for AMCA of Smartphone access using one of the following: BlackBerry OS 4.x or newer, iOS 3.1.x or newer, or Internet Explorer 10 or 11 Mobile.⁴Accela Wireless client does not require Esri ArcGIS Mobile and Esri ArcGIS Server Enterprise Advanced 10.⁵Accela IVR only supports Tomcat version 6.0.37 and JDK 1.6.x, and does not need JBoss, nor Java.⁶Accela Mobile Office server supports Oracle 9i, 10g, and 11g. New Accela GIS application server supports Oracle 11g or higher. Database server supports only Oracle 10g and 11g.⁷Accela Automation pages use Quirks Mode as the document mode when loaded in Internet Explorer 9, and use Internet Explorer 5 Quirks Mode when loaded in Internet Explorer 10. Users should better not change the document mode.

⁸A compatibility issue exists between Silverlight and JAWS screen-reading software. Because some Accela objects may use Silverlight technology, JAWS users may encounter accessibility issues.

⁹Accela Automation Client requires .Net Framework to run Accela Electronic Document Review.

¹⁰You must install the .NET Framework 4.5.1 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.

¹¹Accela GIS application server needs 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. For example, do not use ArcGIS Engine 10 SP4 on the Accela Mobile Office client but ArcGIS Server 10 SP5 or ArcGIS 10.1 SP1 for Server on the Accela GIS server.

THE EMSE TOOL

Topics

- [About the EMSE Tool](#)
- [Configuring the EMSE Tool](#)
- [Using the EMSE Tool](#)
- [Related Documentation](#)

About the EMSE Tool

The EMSE Tool leverages third-party Source Code Control Systems (SCCS) such as Subversion and Github to facilitate easier storage, management, and deployment of EMSE scripts. Script developers can use their choice of script editor and SCCS to edit and manage their scripts, and use the EMSE Tool to deploy them into Automation.

The EMSE Tool provides the following capabilities:

- Connects to the SCCS via the Accela Gateway
- Supports two popular SCCS: Github and Subversion (SVN)
- Compares scripts between the SCCS and Automation
- Pulls scripts from the SCCS, builds, and deploys them into Automation. Building a script consolidates multiple custom scripts within the `INCLUDES_CUSTOM` directory into a single script file in Automation. Deploying a script replaces the current script entry in the Automation database with the new script from the SCCS.
- Pushes scripts from Automation into the SCCS. This capability can be used to begin a new repository or refresh scripts that may have been corrupted in the SCCS.
- Validates script syntax before building or deploying a script
- Integrates with EMSE scripts and Expression Builder scripts
- Applies Accela's standard naming and file structure conventions when deploying scripts to Automation

Configuring the EMSE Tool

SCCS Settings

An administrator must configure the EMSE Tool to connect to the appropriate SCCS repository. To configure the SCCS repository and connection settings:

1. Go to **Accela Automation Classic > Administration Tools > Standard Choices**.
2. On the **Standard Choices Search** page, enter *EMSEToolConfig*.
3. On the **Standard Choices Browse** page, edit **EMSEToolConfig**.

The **Standard Choice Item - Edit** page displays the EMSE Tool configuration settings. The **Standard Choice Value** column contains the EMSE Tool configuration parameter names, and the **Value Desc** column contains the parameter values. For example:

The screenshot shows the 'Standard Choices Item - Edit' page for the 'EMSEToolConfig' item. The page has a header with the agency logo ('City of Metropolis'), user ID ('ADMIN'), and navigation links like 'Admin Tools', 'Daily', and 'ACCELA AUTOMATION®'. Below the header is a form with fields for 'Standard Choices Item Name' (set to 'EMSEToolConfig'), 'Description' (set to 'EMSE Tool config'), 'Status' (radio button selected for 'Enable'), and 'Type' (radio button selected for 'System Switch'). A table below lists configuration parameters with their values and active status.

Standard Choices Value	Value Desc	Active
agency_repo_password	myuserid	<input checked="" type="checkbox"/> Delete
agency_repo_username	mypassword	<input checked="" type="checkbox"/> Delete
agency_url_git	https://github.com/myrepo/emsetools.git	<input checked="" type="checkbox"/> Delete
master_repo_password	myuserid	<input checked="" type="checkbox"/> Delete
master_repo_username	mypassword	<input checked="" type="checkbox"/> Delete
master_url_git	https://github.com/myrepo/masterEmseScript.git	<input checked="" type="checkbox"/> Delete

At the bottom are buttons for 'Update', 'Add', and 'Cancel'.

4. On the **EMSEToolConfig Standard Choice Item - Edit** page, enter the SCCS settings for the Standard Choice values, as described in the following table:

Note: Although the EMSE Tool supports both Github and Subversion SCCS repositories, it only supports one SCCS per configuration.

Standard Choice Value	Value Description
agency_repo_password	An agency user's password for the SCCS repository containing agency scripts. Automation connects to the SCCS repository using this password.
agency_repo_username	An agency user's username for the SCCS repository containing agency scripts. Automation connects to the SCCS repository using this username.
	<p>Note: <i>The specified username must have permission to access the agency script SCCS repository.</i></p>
agency_url_svn	<p>For Subversion: The Subversion URL for the agency script repository. You can get the Subversion URL from your repository's Subversion folder properties.</p> <p>Note: <i>If you specified agency_url_svn, do not specify agency_url_git.</i></p>
agency_url_git	<p>For Github: The Github URL for the agency script repository. You can get the Github URL from the HTTPS Clone URL on your agency script repository's Github page.</p> <p>Note: <i>If you specified agency_url_git, do not specify agency_url_svn.</i></p>
master_repo_password	An agency user's password for the SCCS repository containing Automation master scripts. Automation connects to the SCCS repository using this password.
master_repo_username	An agency user's username for the SCCS repository containing Automation master scripts. Automation connects to the SCCS repository using this username.
	<p>Note: <i>The specified username must have permission to access the master script SCCS repository.</i></p>
master_url_svn	<p>For Subversion: The Subversion URL for the master script repository. You can get the Subversion URL from your repository's Subversion folder properties.</p> <p>Note: <i>If you specified master_url_svn, do not specify master_url_git.</i></p>
master_url_git	<p>For Github: The Github URL for the master script repository. You can get the Github URL from the HTTPS Clone URL on your master script repository's Github page.</p> <p>Note: <i>If you specified master_url_git, do not specify master_url_svn.</i></p>

Ensure that the **Active** checkbox is enabled for each of the Standard Choice values you entered.

5. Click **Update** to save your changes.

EMSE Tool Link from Automation

To provide agency users and EMSE script developers access to the EMSE Tool within Automation, an administrator must configure an Automation main link that opens the EMSE Tool portlet. For information about how to add a main link in Automation, see “Adding a Main Link” in *Accela Automation Administrator Guide*.

Using the EMSE Tool

Accessing the EMSE Tool Portlet

To access the EMSE Tool in Automation, click the **EMSE Tool** main link from the Automation home page. (This assumes that an administrator has created an EMSE Tool main link in Automation.) The EMSE Tool portlet shows a tree structure of the Master scripts and Agency scripts from the SCCS repository which have not been synchronized with the scripts in the Automation database.

The following example shows the Agency scripts in the SCCS repository that have not been deployed into or synchronized with Automation:

The screenshot shows the Accela Automation interface with the EMSE Tool portlet open. The top navigation bar includes links for Home, My Tasks, Property, Contacts, Licensed Professionals, Calendars, Inspections, Set Processing, Preference, Ad hoc Reports, EMSE Tool, Admin, Global Search, Address, Parcel, Owner, Set, Cashier Session, Professional, Time Accounting, Model Maintenance, Batch Jobs, Public User, PM schedule, Structures & Establishments, Establish Genealogy, and Permits. The EMSE Tool portlet itself shows a tree structure of scripts under the EMSE Repository Root. The visible branches include Master scripts and Agency scripts. Under Agency scripts, there are two collapsed branches: Event and Scripts. The Scripts branch contains several items, many of which are underlined, suggesting they are links to specific scripts. These include 13ACC-11313_APPLICANTSPECIFICINFOUPDAT, ACA ADDR AFTER APPLICATION~.is, ACA ADDR AMD123.is, APPLICATIONSTATUSUPDATEAFTER.is, AUTOGENERATEEMAILREMINDER.is, BATCHJOBTRANSACTIONSAMPLE.is, BATCHRESULTINSPECTIONBYCSVBEFORE.is, BATCHSCHEDULEEXAM.is, CONVERTTOREALCAPAFTER4RENEW.is, EXAMINATIONROSTERUPDATEAFTER.is, EXAMINATIONUPDATEAFTERSCRIPT.is, INCLUDES_ACCELA_FUNCTIONS.is, INCLUDES_ACCELA_FUNCTIONS_ASB.is, and INCLUDES_ACCELA_GLOBALS.is.

Pulling Scripts from Automation into SCCS

The EMSE Tool enables an agency user to initially populate or refresh an SCCS repository with the scripts stored in Automation.

Pulling a repository

The EMSE Tool automatically detects if a configured master or agency repository in the SCCS is empty. When you click the **EMSE Tool** link while the agency or master repository is empty, the EMSE Tool manager prompts you to pull all the scripts. Click **OK** to confirm that you want to pull all the scripts from the Automation repository into your SCCS repository. After the EMSE Tool has pulled all scripts, both repositories are synchronized.

Pulling a script

If a script has been updated within Automation, you can select that script in the EMSE Tool to see the highlighted modifications on the AA script pane and pull the modified script into your SCCS repository.

To pull the script from Automation into your SCCS repository, click the **Pull** button under the AA script pane. After the EMSE Tool has pulled the script from Automation into the SCCS repository, both repositories are synchronized and the script is no longer displayed under the EMSE repository tree structure.

Deploying Scripts

When you deploy one or more scripts, the EMSE Tool validates each script and uploads the script(s) to the Automation database.

To deploy one or more scripts:

1. Select the script(s) from the EMSE Repository tree structure.
2. Right-click, and choose **Deploy**.

The EMSE Tool uses the JavaScript engine to validate script syntax such as missing keyword, incomplete loop or branch, undefined variable, unmatched symbol pairs, and others. For each script validation failure, the EMSE Tool displays the script line number where the syntax error occurred. Fix the error in your script editor, check-in your modifications in your SCCS repository, and deploy the script again in EMSE Tool.

After a script has been deployed, it is stored in the Automation database, and is no longer displayed in the EMSE Repository tree structure.

Building and Deploying Custom Scripts

Building a script applies to the custom scripts in the `Includes Custom` folder in the Agency repository. When you build a script, all the custom scripts in the `Includes Custom` folder will be concatenated into one script file. You can then deploy the built custom script file into Automation.

To build the `Includes Custom` script:

1. Select the `Includes Custom` folder from the EMSE Repository tree structure.

The left script pane lists the custom scripts in the Includes Custom folder.

2. Click **Build**.

The right script pane displays the Includes Custom script file containing all custom scripts.

To deploy the Includes Custom script:

1. Select the `Includes Custom` folder from the EMSE Repository tree structure.

The left script pane lists the custom scripts in the Includes Custom folder.

2. Click **Deploy**.

The right script pane displays the Includes Custom script file containing all custom scripts.

To find the Includes Custom file in Automation:

1. Go to **Accela Automation Classic**.

2. Select **Events > Custom Scripts**.

The Custom Script Detail page displays the built Includes Custom script file. For example:

The screenshot shows the 'Custom Script - Custom Script Detail' page. At the top, there is a navigation bar with tabs: Agency Profile, User Profile, Attachments, Application, People, Property, Fees, Inspection, and Condition. Below the navigation bar, the title 'Custom Script - Custom Script Detail' is displayed. Underneath the title, the 'Master Script Name' is listed as 'INCLUDES_CUSTOM'. The 'Master Script Text' section contains the following code:

```

/*
| Accela Automation
| Accela, Inc.
| Copyright (C) 2012
|
| Program : INCLUDES_CUSTOM.js
| Event   : N/A
|
| Usage   : Custom Script Include. Insert custom EMSE Function below and they w
|             available to all master scripts
|
| Notes   :
|
*/
function getLatestScheduledDate()
{
    var inspResultObj = aa.inspection.getInspections(capId);
    if (inspResultObj.getSuccess())
    {
        inspList = inspResultObj.getOutput();
        var array=new Array();
        var j=0;

```

At the bottom of the page, the 'Last Modified Date' is shown as '8/18/2014 by ADMIN'. There is also a 'Save' button at the bottom left.

Comparing a Script between Automation and SCCS

You can compare scripts in your SCCS repository with the deployed scripts in Automation to determine what has been modified.

To compare a script between Automation and SCCS:

1. Select the script in the EMSE Repository tree structure.
2. Right-click, and choose **Diff**.

The EMSE Tool displays the script from the SCCS repository on the left pane and the script from Automation on the right pane, counts the number of differences, and highlights the differences. For example:

The screenshot shows the EMSE Tool interface with two panes. The left pane, titled 'EMSE Repository Root', lists various script files under 'Batch' and other categories. The right pane, titled 'Number of differences: 6 differences from 5 lines of code', compares two scripts: 'Source Code Control System Script (Modified by fengfan at 2014-08-04 23:14)' and 'AA Script (Modified by ADMIN at 2014-08-18 22:47)'. The comparison highlights differences in code lines, with some lines in red and others in green, indicating changes or additions. The 'Deploy' button is visible in the bottom right corner of the right pane.

Related Documentation

- [Accela Automation Scripting Guide](#)
- [Accela Automation Administrator Guide](#)

CONFIGURING THIRD PARTY DOCUMENT REVIEW TOOL INTEGRATION

Topics

- [Overview](#)
- [Use Case](#)
- [Configuring Integration with E-Plan Check \(EPC\)](#)
- [Related Documentation](#)

Overview

Civic Platform supports the ability for agencies to integrate with third party plan review tools. Once configured, agencies can use the Civic Platform to collect, manage, and store documents and plans from applicants, as well as to assign documents to reviewers and keep track of review statuses. Agencies can then use the third party plan review tools to annotate, comment, compare, and so forth. Once the review is complete, plans are routed back to the Civic Platform for management and storage.

CIVIC PLATFORM ACTIVITY	PLAN REVIEW TOOL ACTIVITY
<ul style="list-style-type: none"> ■ Data collection ■ Document management ■ Security ■ Workflow ■ Task assignment ■ Document archival 	<ul style="list-style-type: none"> ■ Plan markup and annotation ■ Measurements ■ Electronic stamps and signatures ■ Comment security ■ Correction report tools (when available) ■ Comparison features

This document describes the required configuration to facilitate the integration between the Civic Platform and E-Plan Check (EPC).

Use Case

When you configure Automation properly to integrate with a third party plan review tool, the review process for a reviewer is straightforward, with a smooth transition from Automation to the third party review tool and back again.

How it works

- A public user applies for a building permit on Citizen Access and submits a plan as a PDF attachment to his permit application.
- At the Building Permits Department, the agency administrator has created a workflow to manage the permit application process. The first task is application acceptance. Automation assigns this task to a Permit Clerk, who sees this new task in his Current Tasks list on his Automation dashboard. It is his job to ensure that the application is complete, and that all the required documentation is available. He opens the record for this new permit application and then checks the application information.
- Once he confirms that the application and required documents are complete, he sets the workflow task status to ‘completed,’ which allows the workflow to move along to the next step, Plan Review.
- The document/plan to be reviewed is assigned to a reviewer (internal or external) automatically (if scripted) via a workflow. At the same time, behind the scenes, application data is transferred to the third party document review tool.
- The reviewer receives an email notification of the assignment. She clicks the link in the email notification she received, which takes her to the record details page on the Citizen Portal. From there, the reviewer locates the document to be reviewed and clicks the Review link to open the document in the third party document review tool.
- The reviewer reviews, annotates, and updates the review status for her session. She closes her review session. If there are multiple reviewers, each reviewer completes his/her own review. The review status of each review is fed back to Automation.
- Once all reviewers are done, the document status in Automation is updated, either manually by a review coordinator, or automatically via a script that calls the DocumentReviewUpdateAfter event.
- This update gets recorded in the Doc Review History and in the Audit Log.
- The review coordinator checks in the reviewed document on EPC, which sets the “to be resubmitted” flag based on the review status of all the review tasks on the document. If set, Automation enables the ‘Resubmit’ function.
- Automation checks to see that the review status of all documents attached to the current record is “Approved.” If yes, an EMSE script (ExternalDocReviewCompleted) can be configured to trigger an automatic update of the workflow status to “Complete.”
- A notice is sent to the public user to indicate that plan reviews are completed.

Note:

- 1) If you are using Adobe Acrobat Pro as your document review tool, see the existing documentation for Accela Electronic Document Review for configuration and usage information. If your agency uses another plan review tool, APIs are available that your agency can configure to integrate your plan review tool with the Civic Platform.
- 2) Priority and Project Phase are required parameters to create a permit on EPC. For the current integration, a hard-coded Priority (NORMAL) and Project Phase value (92) are used. DO NOT REMOVE these on EPC.
- 3) To take full advantage of the functionality of both Automation and the third party review tool, reviewers should not attempt to review a PDF that is not assigned to them or their department before Automation creates a review task for the document.

Configuring Integration with E-Plan Check (EPC)

Topics

- Preparation
- FIDs and Standard Choices
- Administration

Preparation

Before proceeding with the necessary configuration to enable third party plan review integration, agencies must do the following:

- Configure an Automation user account for third party use.
- Include all permissions for the user account that are needed to complete a document review task, such as review status update and check-in.

Use this Automation user account information along with the URL for Automation API access to configure the connectivity to Automation in the third party software. See the documentation for the third party software for more information.

FIDs and Standard Choices

Two standard choices are available to configure when setting up third party document review integration.

Before proceeding with standard choice configuration, make sure you designate an API account for the third party application. This account will be dedicated for API calls. Make note of the account name/password, and the web application URL.

- Configure the standard choice **EXTERNAL_DOC REVIEW**.

This information is used for connectivity and authentication of the third party plan review tool. It also enables the mapping portlet for the named plan review tool. See [Mapping Data for Third Party Document Review](#) on page 75 to learn more.

Standard Choices Value	Value Description
ACCOUNT	user name=<enter account name from step 1>;password=<enter password from step 1>
PRODUCT	<product name> (e.g., EPC)
WEB_SERVICE_URL	<web service url from step 1>

Standard Choices Item - Edit
Use this form to set up a Standard Choices Item.

Standard Choices Item Name: EXTERNAL_DOC REVIEW
Description: (250 char max)

Status: Enable Disable
Type: System Switch Shared drop-down EMSE Business Configuration

Standard Choices Value(Default)	Standard Choices Value	Value Desc	Active
ACCOUNT	ACCOUNT	user name=name@test.com; password=12345	<input checked="" type="checkbox"/> Delete
PRODUCT	PRODUCT	Third Party Doc Review Tool	<input checked="" type="checkbox"/> Delete
WEB_SERVICE_URL	WEB_SERVICE_URL	www.accela.com	<input checked="" type="checkbox"/> Delete

[Update](#) [Add](#) [Cancel](#)

- If you have plan reviewers who are not Automation users, configure the standard choice **EXTERNAL REVIEWERS**:
 - a. Before proceeding, ensure that each reviewer has a Citizen Portal account.
 - b. Ensure that the email address used for the reviewer's Citizen Portal account *is the same as* the email address used in the reviewer's third party review tool profile.
 - c. Note the exact name and email address from the Citizen Portal account.
 - d. Configure the standard choice EXTERNAL REVIEWERS using the information from step c:

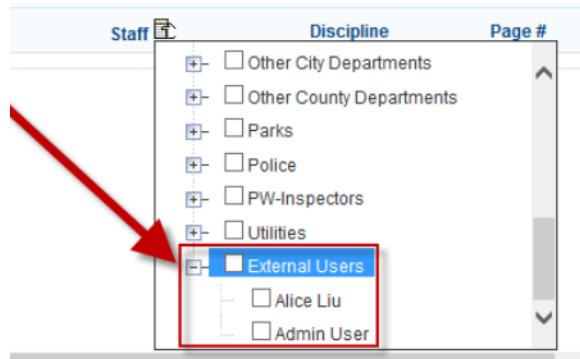
Standard Choices Value	Value Description
<enter user email>	<enter user name>

Standard Choices Item - Edit

Use this form to set up a Standard Choices Item.

Standard Choices Item Name:	EXTERNAL_REVIEWERS		
Description:	(250 char max)		
Status:	<input checked="" type="radio"/> Enable <input type="radio"/> Disable		
Type:	<input checked="" type="radio"/> System Switch <input type="radio"/> Shared drop-down <input type="radio"/> EMSE <input type="radio"/> Business Configuration		
Standard Choices Value(Default)	Standard Choices Value	Value Desc	Active
bjones@company.com	bjones@company.com	Bob Jones	<input checked="" type="checkbox"/> Delete
Update Add Cancel			

You can find reviewer names added via this standard choice in the list of staff available for task assignment in Automation. External reviewers are listed in the External Users category.



Administration

Topics

- [Mapping Data for Third Party Document Review](#)
- [Preparing Document Types](#)
- [Other Admin Configuration](#)

Mapping Data for Third Party Document Review

To integrate the Civic Platform with a third party document review tool such as EPC, agency administrators need to map data elements (fields) that are common to the Civic Platform and the third party document review application. A data mapping tool is available to help you do that. Once you configure the standard choice EXTERNAL_DOC REVIEW, this data mapping tool is enabled.

Topics

- [Accessing the Third Party Mapping Tool](#)

- Mapping Record Types
- Mapping Record Statuses
- Mapping Departments
- Mapping Construction Types
- Mapping Contact Types

Accessing the Third Party Mapping Tool

Configure the standard choice EXTERNAL_DOC REVIEW to make this tool available in the Administration portlet. See [FIDs and Standard Choices on page 73](#) for more information.

1. Open the Automation Administration tool.
2. In the Setup panel, select **Document > 3rd Party Integration**.

Mapping Record Types

Use the record type mapping tab on the 3rd-Party Integration portlet to map Automation record types to key fields in the third party review tool, such that the sum of the fields is equivalent to the Automation record type.

Example: Map the Automation record type “Building/Commercial/New Building/With Plans” to ePlanSoft (EPC) field values for Project Type=New Building, Permit Type=With Plans, and Occupancy=Business. When a plan is assigned for review in Automation, the Automation record type displays. When the same plan is opened in EPC, the field values for Project Type, Permit Type, and Occupancy display as you mapped.

Note: When mapping values between Automation and EPC, note that EPC permit type options display as string values rather than as the associated labels for each value. This is because the Create Permit EPC API accepts the EPC Permit Type string value, not its key, as the required parameter. Other EPC field values display label values.

To map record types

1. Access the third party mapping tool (see [Accessing the Third Party Mapping Tool](#)).
2. Select the **Record Type Mapping** tab.
3. Click **New**.

The record type mapping form displays.

3rd-party Project Type (PK) *	3rd-party Permit Type (PK) *	3rd-party Occupancy (PK) *
Add New	Add New	-Select--

4. Select the Automation record type you want to map.

A record type picker is available to the right of the Record Type field. Use it to locate and select a record type.

5. For each of the following fields in the third party tool, select a value such that, when the three are combined, they form an equivalent value to the selected Automation record type. If none of the defined project or permit types on EPC properly map to the selected Automation record type, select **Add New** to add new project or permit type values on EPC.

3rd-party Project Type Type of project, such as Commercial or Residential.

If you add a new 'Project Type' value (select Add New), Automation uses the subtype string value for the selected Automation record type as the new 'Project Type' value to add to EPC.

3rd-party Permit Type Type of permit being requested, such as Deck or Roof.

If you add a new 'Permit Type' value (select Add New), Automation uses the category string value for the selected Automation record type as the new 'Permit Type' value to add to EPC.

3rd-party Occupancy Use of building, such as Factory/Industrial or Residential.

6. Click **Submit**.

Mapping Record Statuses

Use the record status mapping tab on the 3rd-party Integration portlet to map Automation record status to equivalent status values in the third party review tool.

To map record statuses

1. Access the third party mapping tool (see [Accessing the Third Party Mapping Tool on page 76](#)).
2. Select the Record Type Mapping tab.
3. Select an existing record type mapping from the list.
The mapping page displays for the selected record type mapping.
4. Select the **Record Status Mapping** tab.

5. Click **New.**

A blank row is added to the record status mapping list.

Record Status *	3rd-party Permit Status Type *
Application Accepted	Open
--Select--	--Select--

6. Select an Automation record status value from the drop-down list on the left.

7. Select a corresponding third party permit status type value from the drop-down list on the right.

8. Click **Submit.**

9. To map an additional record status, click **New and repeat this process.**

Mapping Departments

Use the department mapping tab on the 3rd-party Integration portlet to map Automation department names to equivalent department values in the third party review tool.

To map departments

- 1. Access the third party mapping tool (see [Accessing the Third Party Mapping Tool on page 76](#)).**
- 2. Select the **Department Mapping** tab.**
- 3. Click **Add**.**

A blank row is added to the department mapping list.

Department *	3rd-party department (PK)
Building Department	Building(13)
Planning Department	Planning(215)
--Select--	Add New

4. Select an Automation department value from the drop-down list on the left.

5. Select a corresponding third party department value from the drop-down list on the right, OR

Select **Add New** to automatically add the Automation department string value to EPC.

Note: *The **Add New** option enables agencies to automatically build the same department structure on EPC as exists on Automation without having to manually input the departments separately in EPC*

Caution: *Agencies should ensure that the department defined in the EPC user profile is the same one that maps to the department to which the mapping AA user belongs. If the User ID and Department values are not consistently defined, review task assignments will return an error*

6. Click **Submit**.
7. To map an additional department, click **Add** and repeat this process.

Mapping Construction Types

Use the construction type mapping tab to map Automation construction type values to equivalent construction type values in the third party review tool.

To map construction types

1. Access the third party mapping tool (see [Accessing the Third Party Mapping Tool on page 76](#)).
2. Select the **Construction Type Mapping** tab.
3. Click **Add**.

A blank row is added to the construction type mapping list.

The screenshot shows a web-based application titled "3rd-party ListItem Mapping". At the top, there are four buttons: "Submit", "Add", "Delete", and "Help". Below these are four tabs: "Record Type Mapping", "Department Mapping", "Construction Type Mapping" (which is highlighted in blue), and "Contact Type Mapping". Under the "Construction Type Mapping" tab, there are two dropdown menus. The left dropdown is labeled "Construction Type *". It contains three options: "101-Single Family Houses Detached" (selected) and "-Select--". The right dropdown is labeled "3rd-party Const Type (PK)". It contains two options: "Type I-A(206)" and "Add New".

4. Select an Automation construction type value from the drop-down list on the left.
 5. Select a corresponding third party construction type value from the drop-down list on the right, OR
- Select **Add New** to automatically add the Automation construction type string value to EPC.

Note: The **Add New** option enables agencies to automatically build the same construction types on EPC as exist on Automation without having to manually input the departments separately in EPC

6. Click **Submit**.
7. To map an additional construction type, click **Add** and repeat this process.

Mapping Contact Types

Use the contact type mapping tab to map Automation contact type values to equivalent contact type values in the third party review tool.

To map contact types

1. Access the third party mapping tool (see [Accessing the Third Party Mapping Tool on page 76](#)).
2. Select the **Contact Type Mapping** tab.
3. Click **Add**.

A blank row is added to the contact type mapping list.

The screenshot shows a user interface titled "3rd-party ListItem Mapping". At the top, there are four buttons: "Submit", "Add", "Delete", and "Help". Below these are four tabs: "Record Type Mapping", "Department Mapping", "Construction Type Mapping", and "Contact Type Mapping", with "Contact Type Mapping" being the active tab. Underneath the tabs, there are two dropdown menus. The first dropdown is labeled "Contact Type *". The second dropdown is labeled "3rd-party Contact Roles (PK)" and contains the options "-Select--" and "Add New". Both dropdown menus have a yellow background.

4. Select an Automation contact type value from the drop-down list on the left.
5. Select a corresponding third party contact type value from the drop-down list on the right, OR

Select **Add New** to automatically add the Automation contact type string value to EPC.

Note: The **Add New** option enables agencies to automatically build the same contact types on EPC as exist on Automation without having to manually input them separately in EPC

6. Click **Submit**.
7. To map an additional contact type, click **Add** and repeat this process.

Preparing Document Types

Agencies need to confirm that the document types are properly configured for third party integration. Agencies should ensure that the following are in place:

- If your agency is using EPC as your third party plan review tool, create a document type called Plan in Automation. Agency users must use this new document type, Plan, for any document or plan to be reviewed in EPC. As you configure the Plan document type, be sure to configure the Document Status Group and Review Status Group for the new document type.
- For both the Plan and Correction Notice Report document types, you need to ensure that public access via the Citizen Portal is enabled. Do this by choosing **Yes** for the ‘Set Permission for ACA’ option for each document type.

Other Admin Configuration

Agencies need to:

- Confirm that Street Type values (for example, Ave or Blvd) match on both Automation and on the third party document review tool. In Automation, street types are configured in the STREET_SUFFIXES standard choice.

Related Documentation

- *Accela Automation User Guide*
- *Accela Automation Administrator Guide*
- *Accela Automation Configuration Reference*

APPENDIX A: INSTALLING THE SERVICE PACK

Topics

- Manually Upgrading the Accela Automation Database
- Installing the Latest Accela Automation Service Pack
- Installing or Upgrading New Accela GIS

Manually Upgrading the Accela Automation Database

Follow the instructions in this section to manually upgrade the Accela Automation database.

To manually 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_7.3.3.0.0_272169.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\730DbUpdate.)
6. Select the database type you are using (Oracle or MS SQL Server).
7. Click **Yes** or **No** in the pop-up window, “If you are upgrading a multilingual database?”
8. Follow the appropriate steps for your setup:
 - 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 7.3 scripts locate in the following directories.

Oracle: <installdir>\installSQLUtility\sql\7.3.0\oracle\v360

MS Sql: <installdir>\installSQLUtility\sql\7.3.0\mssql\v360

Each script contains a release number and sequence number in its name. For example, 7.3_3_xxx.sql. The sequence number, 3 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\7.3.0\run_aa730_oracle.bat.

The scripts create log file 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 Accela Automation Service Pack

Follow the instructions in this section to install the latest Accela Automation 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 run the service pack installer

1. Download the 7.3 FP3 installer file to the host from 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_7.3.3.1.0_262335.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. Select the **Install a new instance of this application** option. Click **Next**.

The installer displays the Welcome screen.

5. In the Welcome screen, click **Next**.

6. In the Select Instance Name 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 Features screen.

7. 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.

8. 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.
Path Installed	Enter the path where you installed the application. The folder contains the av.xxx sub folders.

9. 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.

10. When the deployment is complete, the installer checks the log file for errors.

11. 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.

12. Click the **Finish** button to complete the service pack installation.

Windows services automatically start upon completion of the installation.

13. If you want to encrypt passwords in configuration files manually, follow these steps:

- a. Locate this BAT file, *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.cfmx\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:\accela\av.deploy for example).

Installing or Upgrading New Accela GIS

Topics

- Taking the Installation Steps
- Optional: Disabling 32-bit Application on 64-bit Operating System

Taking the Installation Steps

Complete the steps described in this section to install or upgrade the New Accela GIS server to the latest version.

To install or upgrade New Accela GIS

1. If it is the first time you install New Accela GIS, create a blank database in Microsoft SQL database 2008 or Higher (SQL Server or SQL Express), Oracle 11g or higher, or MySQL 5.x or above to store configuration settings of New Accela GIS.

Note: If you want to use Oracle Client for Windows 32-bit on a 64-bit JavaScript GIS server machine, you must disable 32-bit application on IIS Manager. For more information, see [Optional: Disabling 32-bit Application on 64-bit Operating System](#) on page 87.

2. Download the install file **AGIS(JavaScript)_7.3.3.1.0_<Build Number>.exe** to the machine where you want to run the installation. **Build Number** stands for the build number of the New Accela GIS software.

You can install New Accela GIS and Standard Accela GIS on the same machine.

3. Run the **AGIS(JavaScript)_7.3.3.1.0_<Build Number>.exe** file.

If there is an existing instance of New Accela GIS on the machine, mark the **Install a new instance of this application** option.

4. Mark the option to accept the License Agreement terms, and click **Next**.

5. Complete these fields:

Virtual Root Enter the virtual root directory name for the New Accela GIS web application, such as agis.

Note: You must specify a unique virtual root for each New Accela GIS instance.

Web Site Select a website for the New Accela GIS web application.

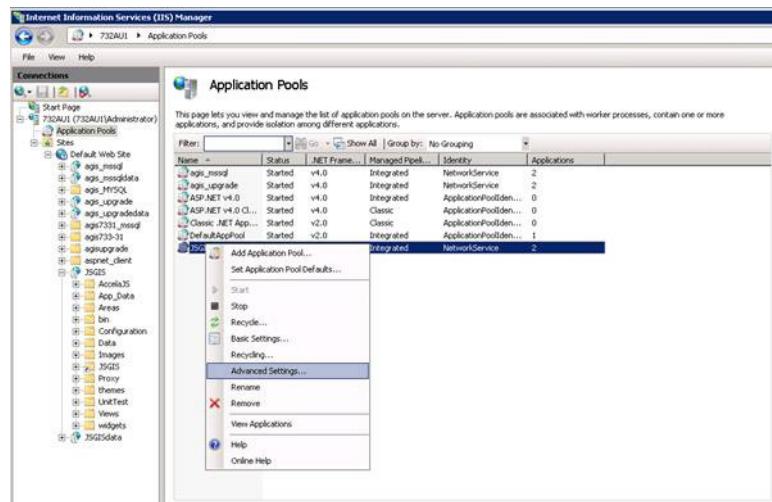
6. Click the **Next** button.
7. Select the database to use. It can be Oracle Database, MSSQL Database, or MySQL Database.
8. Specify the database connection information: Database Server, Database Name, Database User, and Database Password. Click **Test Connection** before continue.
If you are performing an upgrade installation and select MSSQL Database as the database to use, the installation wizard automatically populates the database connection settings from the previous installation.
9. Specify the user name and password for the administrator account. The user name must be an email address.
10. Choose the destination folder for the New Accela GIS server components.
The recommended destination folder path is C:\Inetpub\wwwroot\agis\. If this directory path does not exist, create directories first and browse to the path to select the destination directory.
11. Click the **Next** button.
12. Review the installation settings, including the destination directory, the web site name, the virtual root name, the data virtual root name, and the agency.
13. Complete one of these options:
 - To review or change installation settings:
 - 1) Click the **Back** button.
 - 2) Modify the necessary installation settings.
 - To complete the installation:
Click the **Next** button.
14. Click **Finish** to complete the New Accela GIS installation.

Optional: Disabling 32-bit Application on 64-bit Operating System

If you want to use Oracle Client for Windows 32-bit on a 64-bit New Accela GIS server machine, you must disable 32-bit application on IIS Manager.

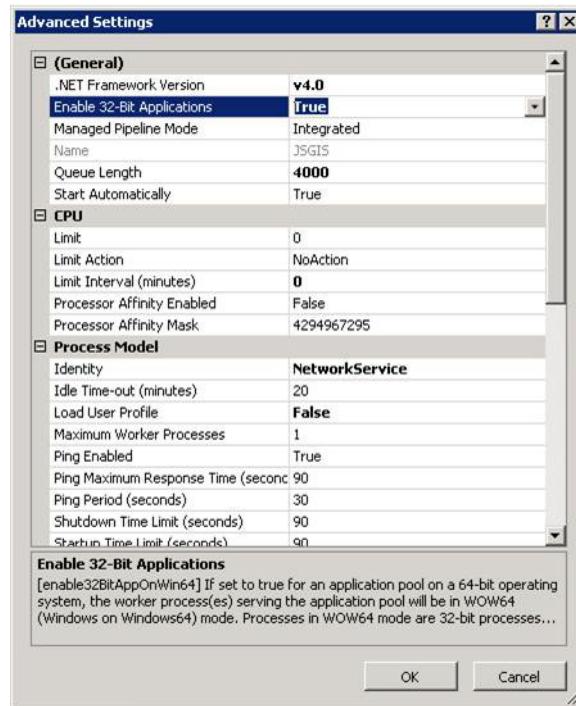
To disable 32-bit application on 64-bit operating system

1. Open Internet Information Services (IIS) Manager.
2. Navigate to the Application Pools list.



3. Select the application pool for the New Accela GIS server application and click the **Advanced Settings** link.

IIS Manager displays the Advanced Settings window.



4. Click the **Enable 32-Bit Applications** field and select “False” from the drop-down list.
 5. Click the **OK** button.