

iMaintenance 2507 Release Notes

Minimum Requirements

Compatible Form Factors	iOS - Tablets and Phones Android - Tablets and Phones
Compatible Device(s)	iOS Supported Versions: Latest iOS version (iOS 18.3.2) and two previous major versions. Example (as of iOS 18 being current): iOS 18, iOS 17, iOS 16 Android Supported Versions: Latest Android version (Android 15) and two previous major versions. Example (as of Android 15 being current): Android 15, Android 14, Android 13
Compatible Browser(s)	iOS (Safari) Supported Versions: Latest version (Safari 18.4) and two previous versions of Safari. Note: Based on the Safari version available with the corresponding iOS versions listed above Windows 11 Supported on the latest and two previous major versions of the following browsers: <ul style="list-style-type: none">● Google Chrome - Example (as of Chrome version 135): Chrome 134, 132, 133● Microsoft Edge - Example (as of Edge version 135): Edge 135, 134, 133
Device Storage and Memory Requirements	All devices must have a minimum of 64GB of storage and 6GB of RAM to support online data processing effectively. A configuration of 64GB storage and 6GB RAM is recommended to ensure optimal performance, particularly when handling higher volumes of data, including document processing and offline storage capabilities. Actual performance may vary depending on the total volume of data being managed and the amount of available memory on the device.

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What's New in the iMaintenance Application

Release 2507 delivers targeted improvements across onboarding, forms, AI assistance, collaboration, work execution, and platform access. These enhancements increase accuracy, reduce manual effort, and improve decision-making for technicians and supervisors.

Onboarding & Data Entry

Clear Error Message for Unassigned Plant During Onboarding (iOS & Android)

The system detects plant assignment issues during onboarding and displays clear error messages on the sync screen, ensuring users immediately understand resolution steps.

Key Highlights

- Detects missing plant assignment at login
- Displays clear and actionable error messages
- Reduces confusion and support requests

Ticket: [MWO2-5328](#)

Clear Unit of Measurement Visibility for Numeric Data Entry (iOS & Android)

Numeric fields display the expected Unit of Measurement (UoM) directly within forms, enabling technicians to enter values with confidence while ensuring accuracy, consistency, and compliance.

Key Highlights

- UoM displayed inline with numeric fields
- Improves accuracy and consistency of entries
- Supports compliance with measurement standards

Ticket: [MWO2-5428](#)

View Default Values for Numeric Responses (iOS & Android)

Configured default values appear automatically in numeric fields when forms load, reducing manual entry effort and ensuring data aligns with predefined standards.

Key Highlights

- Default values displayed on form load
- Reduces repetitive manual entry
- Ensures consistent starting points

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Ticket: [MW02-5379](#)

Forms & Conditional Logic

Sequential Display of Conditional Questions in Forms (iOS & Android)

Forms guide users step-by-step by revealing only relevant questions in sequence, creating a streamlined data capture experience that reduces cognitive load and potential errors.

Key Highlights

- Step-by-step, guided question flow
- Reduces irrelevant or confusing fields
- Improves form completion accuracy

Ticket: [MW02-5378](#)

Consistent Section Visibility in PDF Reports (iOS & Android)

Sections hidden by conditional logic or role restrictions remain hidden in exported PDFs, maintaining report accuracy, data security, and compliance with access controls.

Key Highlights

- Honors visibility rules in PDF exports
- Protects sensitive or unnecessary data
- Maintains alignment between screen view and reports

Ticket: [MW02-5369](#)

Hide Conditional Fields in Submitted Forms & PDFs (iOS & Android)

Fields hidden at the time of submission are excluded from both stored data and exported PDFs, ensuring records remain concise, relevant, and audit-ready.

Key Highlights

- Excludes hidden fields at submission
- Produces cleaner forms and reports
- Improves audit readiness

Ticket: [MW02-5442](#)

Conditional Logic Across Multiple Response Types (iOS & Android)

Conditional logic applies to text, numeric, scan, signature, and selection fields, enabling forms to dynamically adapt to technician input and streamline data capture workflows.

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Key Highlights

- Functions across multiple response types
- Adapts form flow based on inputs
- Reduces errors and technician workload

Ticket: [MWO2-4957](#)

AI-Powered Enhancements

Flexible AI Input for Issues & Work Orders (iOS & Android)

The application supports Issue and Work Order creation using text only, image(s) only, or combined input, providing technicians flexibility to report in the format most suitable to their field conditions.

Key Highlights

- Supports text, images, or combined input modes
- Adapts to field conditions with limited typing capability
- Enhances AI-generated suggestions through richer data

Ticket: [MWO2-5252](#)

Improved AI Accuracy for Follow-Up Issues with Work Order Context (iOS & Android)

AI suggestions for follow-up issues leverage Work Order history to generate precise recommendations for fields such as Title, Description, and Priority, reducing manual corrections.

Key Highlights

- Leverages WO data for contextual accuracy
- Provides situation-specific field values
- Minimizes manual corrections and rework

Ticket: [MWO2-4736](#)

Improved AI Accuracy with Equipment/FL Context (iOS & Android)

When creating Issues or Work Orders, AI incorporates the selected Equipment or Functional Location data, producing more relevant and reliable field suggestions.

Key Highlights

- Delivers asset-aware AI field recommendations
- Reduces errors linked to incorrect context
- Improves data quality and operational efficiency

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Ticket: [MW02-4412](#)

AI Assistant with Multi-Conversation Support & Context History (iOS & Android)

The AI Assistant maintains conversation history for each Work Order, enabling users to resume chats with full context and reducing the need to repeat information across sessions.

Key Highlights

- Maintains conversation history per Work Order
- Reduces repeated questions and context loss
- Improves accuracy and operational accountability

Ticket: [MW02-4446](#)

AI-Enhanced Work Order Creation from Issues (iOS & Android)

When converting issues to Work Orders, AI automatically populates key fields and suggests context-aware operations and components, accelerating the issue-to-work order workflow.

Key Highlights

- Auto-populates critical fields during conversion
- Suggests contextual operations and components
- Accelerates issue-to-work order processing

Ticket: [MW02-5561](#)

Equipment/FL Confirmation Before AI Detection (iOS & Android)

Technicians confirm the correct Equipment or Functional Location before AI processes suggestions, ensuring all generated values are accurately linked to the intended asset.

Key Highlights

- Requires asset confirmation before AI processing
- Improves reliability of AI-generated outputs
- Prevents asset misclassification errors

Ticket: [MW02-3036](#)

Clear Messages When AI Cannot Generate Responses (iOS & Android)

When AI cannot generate results, the application provides clear, user-friendly messages with actionable next steps, maintaining workflow continuity.

Key Highlights

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- Delivers clear, plain-language error messages
- Provides actionable next steps for users
- Maintains uninterrupted workflow progression

Ticket: [MW02-3072](#)

View References Behind AI-Detected Priority (iOS & Android)

When AI assigns priority levels, the system displays the reference information used in the decision-making process, improving transparency and building confidence in AI-driven recommendations.

Key Highlights

- Exposes data sources used for AI decisions
- Builds confidence in AI-generated outputs
- Supports informed decision-making processes

Ticket: [MW02-3108](#)

Communication & Collaboration

Offline Chat Functionality (iOS & Android)

The application supports chat message viewing and sending without active connectivity, ensuring uninterrupted communication in remote or low-network locations.

Key Highlights

- Enables chat functionality in offline mode
- Maintains communication continuity in remote sites
- Synchronizes seamlessly upon network restoration

Ticket: [MW02-4755](#)

Unread Message Badge on Work Order Chat (iOS & Android)

A numeric badge on the chat icon displays the count of unread messages for each Work Order, enabling technicians to quickly identify pending communications.

Key Highlights

- Displays unread count on chat interface
- Facilitates prioritization of pending messages
- Improves field responsiveness and communication

Ticket: [MW02-4695](#)

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SharePoint Attachment Management (iOS & Android)

The platform supports viewing, adding, annotating, and managing SharePoint attachments including images, PDFs, and documents directly within the application interface.

Key Highlights

- Integrates SharePoint attachments within application
- Enables in-app annotations and document uploads
- Enhances collaboration and document accessibility

Ticket: [MWO2-4997](#)

Work Orders & Scheduling

Auto-Populate Operation Number for Single-Operation Work Orders (iOS)

The operation number populates automatically when a Work Order contains only one operation, eliminating manual selection steps and reducing potential errors.

Key Highlights

- Auto-populates operation number for single operations
- Eliminates manual selection requirements
- Reduces processing time and input errors

Ticket: [MWO2-5177](#)

Planned Hours and Workload Visibility per Technician (iOS & Android)

Supervisors gain real-time visibility into planned hours and current workload for each technician, enabling improved resource allocation and shift planning decisions.

Key Highlights

- Provides real-time planned hours visibility
- Enhances task allocation and shift planning
- Supports workload balancing across technicians

Ticket: [MWO2-4696](#)

Configurable Operation Confirmation and Timesheet Posting (iOS & Android)

A configuration setting enables enterprises to post Operation Confirmation without Timesheet entry, or Timesheet without Operation Confirmation, supporting diverse operational workflows.

Key Highlights

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- Offers configurable posting options
- Accommodates diverse enterprise workflows
- Reduces process bottlenecks and approval delays

Ticket: [MW02-5144](#)

Auto-Populated Date and Time for Measuring Documents (iOS & Android)

Date and Time fields in Measuring Documents populate automatically with current system values, eliminating manual entry requirements and ensuring accurate timestamps.

Key Highlights

- Auto-populates date and time fields
- Accelerates document creation processes
- Ensures accurate and consistent timestamps

Ticket: [MW02-4325](#)

Platform & Authentication

Ping Identity Integration (iOS, Android & Web)

Ping Identity integration delivers enterprise-grade authentication and Single Sign-On (SSO) capabilities across mobile and web applications, enhancing security and user management.

Key Highlights

- Provides secure authentication via Ping Identity
- Enables seamless SSO across all platforms
- Simplifies IT user management and provisioning

Ticket: [MW02-5499](#)

Date Range Response Type Support (iOS & Android)

A new Date Range response type enables users to capture both start and end dates within a single field, improving data entry efficiency and consistency.

Key Highlights

- Consolidates date entry into single field
- Ensures consistency across platform interfaces
- Supports scenarios including inspections and maintenance windows

Ticket: [MW02-5429](#)

Parallel Installation Support for mWO1.0 and mWO2.0 (iOS & Android)

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The platform supports simultaneous installation and operation of both application versions on the same device, ensuring operational continuity during migration periods.

Key Highlights

- Enables concurrent version operation
- Facilitates phased rollout strategies
- Minimizes upgrade risks and operational disruption

Ticket: [MW02-3952](#)

What's Fixed

Refer to the following link:

[Open Bugs](#)

Known Issues & Limitations

Refer to the following link:

[Known Critical Issues](#)

App Build and Transports

- **Build:**
 - o iOS: #308
 - o Android: #308
- **Transports:**
 - o NA

Document Revision History

Document Version	Date Created	Change History
1.0	08 September 2025	2507

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