

iMaintenance 2604.01 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 26) and one previous major version. Example (as of iOS 26 being current): iOS 18 Android Supported Versions: Latest Android version (Android 16) and one previous major version. Example (as of Android 16 being current): Android 15 |
| Compatible Browser(s) | iOS (Safari) Supported Versions: Latest version (iOS 26) and four 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 145): Chrome 144, 142, 143 ● Microsoft Edge - Example (as of Edge version 145): Edge 144, 143, 142 |
| Device Storage and Memory Requirements | All devices must have a minimum of 64 GB storage and meet the following RAM requirements to support online data processing effectively: <ul style="list-style-type: none"> ● iOS: ≥ 4 GB RAM ● Android: Minimum 6 GB RAM (8 GB RAM recommended for optimal performance) <p>A configuration of 64 GB storage is required to ensure adequate space for application data, document processing, and offline storage capabilities. For optimal performance, especially when handling higher volumes of data, Android devices with 8 GB RAM & iOS devices with 4 GB RAM are recommended. Actual performance may vary depending on the total volume of data being managed and the available memory on the device.</p> |

iMaintenance 2604.01 Release Notes

Table of Contents

| | |
|--|----|
| What's New in the iMaintenance Application..... | 3 |
| MWO 2.0 Improvements / New Features..... | 3 |
| RACE 2.0 Improvements / New Features..... | 7 |
| SAP Integration Improvements / New Features..... | 9 |
| SA2 Improvements / New Features..... | 11 |
| What's Fixed..... | 14 |
| Known Issues & Limitations..... | 16 |
| App Build and Transports..... | 16 |
| API Management..... | 16 |
| Document Revision History..... | 16 |

iMaintenance 2604.01 Release Notes

What's New in the iMaintenance Application

Release **2604.01** delivers a significant expansion of the Digital Work Instructions (DWI) integration, bringing step-by-step multimedia guidance directly to field technicians on mobile devices. This release also includes substantial improvements to SAP synchronization reliability, AI-assisted work order creation, Maintenance Control Center filtering, and platform-wide configuration capabilities. Across all modules, stability and data integrity have been prioritized to support enterprise-scale deployments.

New Features & Improvements

Standalone Digital Work Instructions Viewer

Technicians can now access and interact with Digital Work Instructions (DWIs) in a fully standalone mode within the mWorkOrder mobile app. The viewer supports step-by-step navigation, multimedia content, progress tracking, and structured step-level feedback, ensuring technicians can follow complex procedures from start to finish without leaving the app.

Key Highlights

- Navigate steps sequentially with intuitive forward/back controls.
- View full step content: text, warnings, hints, and checklists.

Ticket Reference: [MW02-7629](#)

Attach and Auto-Assign DWIs at Work Order and Operation Level

Digital Work Instructions now get auto-assigned to a work order or operation both at header and operation levels.

Key Highlights

- Auto-assign DWIs based on configurable rules (WO Type, Maintenance Plan, Task List, Equipment/FLOC).
- Supports both AI-assisted and standard work order creation flows.

Ticket Reference: [MW02-5881](#)

Add DWIs While Creating or Editing a Work Order

Supervisors can now attach, view, and remove digital work instructions directly from the work order creation and editing screens. This ensures procedural guidance is tied to the work order from the moment it is planned, giving technicians access to relevant DWIs as soon as the work order is available.

iMaintenance 2604.01 Release Notes

Key Highlights

- Attach one or more DWIs during work order creation or editing.
- View and remove already attached DWIs inline within the work order form.

Ticket Reference: [MW02-5859](#)

Add DWIs While Creating or Editing an Operation

Supervisors can now associate digital work instructions with individual operations inside a work order. This allows execution guidance to be scoped precisely to each task, rather than only at the overall work order level.

Key Highlights

- Add or remove DWIs at the individual operation level.
- Provides step-level instruction coverage across all operations in a work order.

Ticket Reference: [MW02-6031](#)

In-Progress DWI Tracking with Completion Percentage

Technicians can now view all digital work instructions they have started but not yet completed, along with a completion percentage for each. This makes it easy to return to partially completed instructions and continue from where they left off without losing context.

Key Highlights

- Dedicated in-progress DWI list showing all partially completed instructions.
- Displays completion percentage per DWI.

Ticket Reference: [MW02-7710](#)

Step Feedback Submission for DWI Steps

Technicians can now submit structured feedback for each individual step within a digital work instruction. Steps can be marked as OK or NOK, with reasons and supporting attachments, enabling quality tracking and continuous improvement of work procedures.

Key Highlights

- Mark each DWI step as OK or NOK during execution.
- Add detailed reasons and attach supporting evidence per step.

Ticket Reference: [MW02-7709](#)

Enhanced Step Navigation for Digital Work Instructions

iMaintenance 2604.01 Release Notes

Technicians can now view the complete content of each DWI step, including text instructions, warnings, hints, and checklists and move between steps using intuitive navigation controls. The enhanced layout ensures all relevant information is visible before advancing.

Key Highlights

- Full step content rendered per screen: instructions, warnings, hints, checklists.
- Previous/Next navigation controls for smooth step progression.

Ticket Reference: [MW02-7711](#)

Multimedia Interaction for Videos and Images in Work Instructions

Technicians can now interact with multimedia content embedded in digital work instructions. Videos can be viewed in full-screen with standard playback controls, and images can be zoomed in for closer inspection. Steps already reviewed are visually marked, helping technicians track their progress through complex procedures.

Key Highlights

- Full-screen video playback with play, pause, and seek controls.
- Pinch-to-zoom on images and diagrams within DWI steps.

Ticket Reference: [MW02-7707](#)

Background Download of Attachments and DWIs During Initial Sync

Attachments and digital work instructions are now downloaded in the background during the initial sync, allowing users to access and use the application while content continues to sync. This eliminates the extended wait time previously required before any part of the app was usable.

Key Highlights

- App becomes accessible before all attachments and DWIs finish downloading.
- Background download runs concurrently without blocking core app functionality.

Ticket Reference: [MW02-5877](#)

Filter Work Orders and Issues by User Status

Users can now filter work orders and issues by their individual user status directly from the mobile app list view. This improves visibility into records at specific stages and reduces the time spent manually scanning through lists to find relevant work.

Key Highlights

- Filter WO and Issue lists by one or more user statuses.

iMaintenance 2604.01 Release Notes

- Applies to both the Work Order list and Issue list on mobile.

Ticket Reference: [MW02-7996](#)

Bulk Deletion of Operations, Components, and Forms in Work Orders

Users can now select and delete multiple operations, components, and forms from a work order in a single action. Previously, each item had to be removed individually, increasing the time and effort required when making large changes to a work order.

Key Highlights

- Multi-select enabled for Operations, Components, and Forms.
- Bulk delete removes all selected items in one action.

Ticket Reference: [MW02-6543](#)

AI-Ranked Equipment and Functional Location Recommendations

When creating an issue or work order, AI-recommended equipment and functional locations are now sorted by confidence score, with the highest-confidence matches appearing at the top of the list. This helps users quickly identify and select the most relevant asset without manual scanning.

Key Highlights

- Recommendations ordered from highest to lowest AI confidence score.
- Applies to both issue and work order creation flows.

Ticket Reference: [MW02-6662](#)

Multi-Line Text Support in Embedded Form Tasks

Users can now enter multi-line text within a single task field in embedded forms, both during form authoring and in the generated PDF output. Previously, only single-line input was supported, forcing users to create multiple tasks for instructions or questions that naturally spanned multiple lines.

Key Highlights

- Multi-line input enabled on task-level text fields in embedded forms.
- Multi-line content renders correctly in PDF report output.

Ticket Reference: [MW02-8025](#)

Combined Items and Causes Under a Single Template

iMaintenance 2604.01 Release Notes

Tenant administrators can now optionally configure items and their associated causes to be managed within a single unified template, rather than maintaining two separate templates. When enabled, users can create items and causes together, simplifying data entry and reducing configuration overhead.

Key Highlights

- Tenant-level toggle to enable the combined Items + Causes template.
- Items and causes are captured in a single workflow when enabled.

Ticket Reference: [MW02-6409](#)

RACE 2.0 Improvements / New Features

Tenant-Level Color Configuration Without Risk Matrix

Administrators can now configure custom colors for entities such as Issue Type, Work Order Type, and System Status at the tenant level, even when the Risk Matrix feature is disabled. Previously, color coding was exclusively tied to the Risk Matrix configuration, leaving administrators without customization options when the feature was turned off.

Key Highlights

- Assign custom colors to Issue Types, Work Order Types, and System Statuses.
- Configuration available independently of the Risk Matrix feature.

Ticket Reference: [RACE2-6757](#)

MixPanel Analytics Integration Across the Platform

Mixpanel analytics has been integrated across the iMaintenance platform, enabling product and operations teams to track user interactions, feature adoption, and usage patterns. This provides actionable data to guide future improvements and identify areas of friction across all modules.

Key Highlights

- Event tracking enabled across key user flows and screens.
- Data captured for both mobile and web application interactions.

Ticket Reference: [RACE2-6545](#)

Configurable Digital Work Instructions Field in Work Order Template

System administrators can now configure a dedicated Digital Work Instructions field within Work Order Templates. This field supports rich or structured instruction content and enforces role-based access, ensuring only authorized supervisors can create, edit, or delete DWI entries.

iMaintenance 2604.01 Release Notes

Key Highlights

- New DWI field available in work order template configuration.
- Supports structured instruction content within the template.

Ticket Reference: [RACE2-6546](#)

Filter Operations and Work Orders by Operation Control Key

Planners and supervisors can now filter both work orders and their individual operations by the Operation Control Key (e.g., PM01) in the Maintenance Control Center. The Control Key is also now visible on each operation, enabling accurate identification and assignment of operations to the right technicians.

Key Highlights

- A new operation control key filter is available in MCC for work orders and operations.
- A Control Key column was added to the Operations view for quick identification.

Ticket Reference: [RACE2-6887](#)

Multi-Line Text Support in Embedded Form Tasks (Web)

Form authors can now configure task fields in embedded forms to accept multi-line text input, rather than being limited to the Instruction response type for multi-line content. This applies to the form authoring experience in RACE and ensures richer data capture during field execution.

Key Highlights

- Multi-line input supported across all task response types in embedded forms.
- Available during form authoring in RACE for web deployments.

Ticket Reference: [RACE2-6900](#)

Private File Download via S3 Storage Service

The platform now supports secure private file downloads through the Storage Service using private S3 endpoints. A dedicated folder structure has also been implemented per product, and both file downloads and attachment uploads are now routed through private endpoints to improve security and data isolation.

Key Highlights

- Private S3 endpoint integration for secure file downloads.
- Separate folder structures per product for better file organization.

Ticket Reference: [RACE2-6756](#)

iMaintenance 2604.01 Release Notes

SAP Integration Improvements / New Features

Copy Task List Operation Long Text to Work Order Operations

When operations are added to a work order from a Task list, the corresponding operation long text (long description) is now automatically copied and saved at the work order operation level. This applies during both work order creation and subsequent updates, ensuring that technicians see the full operation description without manual re-entry.

Key Highlights

- Long text from Task List operations is copied automatically to Work Order operations.
- Applies at both creation and update stages of a work order.

Ticket Reference: [SAP-288](#)

Accurate Functional Location Status Synchronization with Correct Status Priority

Functional Location statuses are now correctly synchronized to the mobile application, with proper precedence applied when multiple statuses are present. Records flagged for deletion or marked as inactive now display the correct status instead of reverting to 'Created,' giving technicians an accurate view of asset availability.

Key Highlights

- Deletion Flag and Inactive statuses now take priority over Created status.
- Status order corrected in the mobile display for INAC and DLFL combinations.

Ticket Reference: [SAP-292](#)

Accurate Equipment Status Synchronization with Prioritized Status Display

Equipment statuses are now synchronized and displayed with the correct priority order in the mobile application. When an equipment record carries both an Available status and a Deletion Flag or Inactive status, the more restrictive status is now shown correctly rather than always defaulting to available.

Key Highlights

- Inactive and Deletion Flag statuses now correctly override Available status.
- Applies to all equipment records in the mobile equipment list.

Ticket Reference: [SAP-291](#)

Operation Confirmation Timestamps Converted Using Plant Timezone

iMaintenance 2604.01 Release Notes

Operation confirmation actual dates and times are now captured, stored, and transmitted to SAP using the plant's configured time zone. This ensures that confirmation records are consistent across the mobile device, middleware database, and SAP Plant Maintenance eliminating timezone-related discrepancies in confirmation data.

Key Highlights

- Plant timezone retrieved dynamically and applied to all confirmation timestamps.
- Timestamps are correctly stored in the middleware and sent to SAP.

Ticket Reference: [SAP-281](#)

Persistent Work Order Components After Technical Completion and Delta Sync

Work Order component records now persist correctly after a work order is technically completed (TECO) and a delta sync is performed. Previously, components would disappear from the work order after completion and sync, causing data inconsistencies between iMaintenance and SAP.

Key Highlights

- Component records remain visible after TECO and subsequent delta syncs.
- Inbound integration logic corrected to prevent incorrect removal of active components.

Ticket Reference: [SAP-200](#)

Revision Master Data Filtered by Planning Plant

A new Revision field has been added to the standard Issue and Work Order creation screens, integrated with SAP. The field is populated dynamically as a dropdown based on the selected Planning Plant and Revision Completion Date, allowing users to associate the correct revision with each record directly from the creation flow.

Key Highlights

- Revision dropdown added to OOTB Issue and Work Order create screens.
- Values filtered dynamically by selected Planning Plant (IWERK) and Revision Completion Date.

Ticket Reference: [SAP-39](#)

Retrieve and Display All Attachment Types in iMaintenance

The iMaintenance application can now retrieve and display all types of attachments linked to maintenance objects, regardless of attachment type or source. Users can view attachments consistently across modules in both online and offline modes.

iMaintenance 2604.01 Release Notes

Key Highlights

- All attachment types linked to maintenance objects are now retrievable.
- Attachment display is consistent across Work Orders, Issues, and related modules.

Ticket Reference: [SAP-10](#)

Structured ERP Sync Error Reporting for Null SAP Error Codes

Improved the reliability of SAP synchronization feedback by ensuring that null values for sapErrorCode and errorCategory are handled gracefully when constructing erpSyncMessage responses.

Key Highlights

- Integration support teams gain cleaner, more actionable error reporting during sync events.
- Prevents ambiguous sync states from being logged without a proper error context.

Ticket Reference: [SAP-123](#)

SA2 Improvements / New Features

Active Visual Indicator for Applied MCC Filters

The Maintenance Control Center now displays a visual indicator on filter icons whenever one or more filters are active. Previously, filters applied correctly but left no visible sign that they were in use, causing users to believe all data was visible when it was actually being filtered.

Key Highlights

- Filter icons visually highlight when any filter is active.
- Indicator is visible without needing to open the filter panel.

Ticket Reference: [SA2-854](#)

Operation Control Key Visible in MCC for Filtering and Assignment

The Operation Control Key (e.g., PM01) is now visible in the Maintenance Control Center, enabling supervisors to correctly identify and assign operations to technicians. Previously, the missing control key prevented supervisors from distinguishing between different operation types when managing work orders.

Key Highlights

- Control Key column displayed for each operation in the MCC view.
- Supervisors can filter operations by Control Key to find the right records.

Ticket Reference: [SA2-1268](#)

iMaintenance 2604.01 Release Notes

AI-Assist Access to Digital Work Instruction Content

AI-Assist can now access and retrieve content from digital work instructions during work order execution. Previously, AI-Assist had no visibility into DWI data, limiting its ability to provide contextually relevant support while technicians were executing procedures.

Key Highlights

- AI-Assist can query and reference DWI instruction content.
- Enables more context-aware AI guidance during work order execution.

Ticket Reference: [SA2-772](#)

AI Issue Detect Now Works with Technical IDs

The AI Issue Detect feature now correctly processes searches using Technical IDs (e.g., RM1-8F2). Previously, entering a Technical ID would not return the expected equipment details, making the feature unreliable for sites that use technical identifiers as primary asset references.

Key Highlights

- Technical ID input now returns correct equipment details in AI Issue Detect.
- Consistent detection behavior across both equipment numbers and technical IDs.

Ticket Reference: [SA2-999](#)

Equipment Recommendations Sorted by AI Confidence Score

When creating an Issue on the web application, AI-recommended equipment is now sorted from highest to lowest confidence score, ensuring the most relevant match appears at the top of the list. This reduces the time users spend evaluating suggestions and improves the accuracy of equipment selection.

Key Highlights

- Equipment recommendations ordered by AI confidence score (high to low).
- Highest-confidence match displayed first for faster selection.

Ticket Reference: [SA2-420](#)

Cause Data Fields Configurable Under Items Template

Cause data fields can now be configured within the Issue Items Template in RACE, aligning with the standard SAP model where Causes are managed within Items. Previously, a separate Causes template was required, and the necessary output fields were not available as dropdown options when configuring under Items.

iMaintenance 2604.01 Release Notes

Key Highlights

- Cause output fields are now available within the Issue Items Template configuration.
- Eliminates the need for a separate standalone Causes template.

Ticket Reference: [SA2-227](#)

Filter Work Orders by User Status in Mobile Search Bar

Users can now search and filter work orders directly from the work order list search bar using a user status key on the mobile web application. Previously, user status was not recognized as a valid search parameter, preventing planners and schedulers from quickly narrowing down the WO list by workflow state.

Key Highlights

- User status key accepted as a valid filter in the WO list search bar.
- Supports planners and schedulers who manage WO status as part of their workflow.

Ticket Reference: [SA2-1244](#)

Passcode Reset Enforced After App Reinstallation

The mobile application now prompts users to set a new passcode after reinstalling the app. Previously, the previous passcode configuration persisted through an uninstall and reinstall cycle, bypassing the expected initial setup and presenting a security risk in environments with shared or replaced devices.

Key Highlights

- Passcode setup prompt displayed on first launch after a fresh install.
- Previous passcode data is no longer retained after uninstallation.

Ticket Reference: [SA2-492](#)

Enhancement Points Added to Work Order Creation Function Module

User exit enhancement points have been added at the beginning, before the BAPI call, and at the end of the /INVICL/WORKORDER_CREATE_EHP8 function module. This allows customers and implementation teams to inject custom logic at critical stages of Work Order creation without modifying the core function module.

Key Highlights

- Three enhancement points added: start, pre-BAPI call, and end of the function module.
- Enables custom business logic injection without core code modification.

Ticket Reference: [SA2-1317](#)

iMaintenance 2604.01 Release Notes

Preserve Component Counts After Work Order Technical Completion and Delta Sync

The component quantities on a work order are now retained accurately after the work order reaches Technical Completion (TECO) status and a subsequent delta sync is performed.

Key Highlights

- Component counts are preserved post-TECO and remain consistent after delta sync.
- Only components explicitly marked with a deletion indicator in SAP are excluded.

Ticket Reference: [SA2-1230](#)

Auto-Link Digital Work Instructions to Corrective Work Orders via Technical Objects

When a Digital Work Instruction is associated with one or more technical objects, such as Equipment or Functional Locations, the system now automatically links that DWI to any corrective work order referencing the same technical objects.

Key Highlights

- DWIs configured against technical objects are automatically attached to matching Corrective Work Orders at creation.
- Supervisors and Planners no longer need to manually assign DWIs to corrective work.

Ticket Reference: [SA2-740](#)

Synchronize Functional Location Records and Counts Accurately with SAP

The total count of functional locations in iMaintenance now aligns with SAP.

Key Highlights

- The functional location list count now accurately reflects all qualifying SAP records.
- Prevents missed asset associations that could lead to incorrect work order or notification creation.

Ticket Reference: [SA2-1106](#)

Synchronize Equipment Records and Counts Accurately with SAP

The total number of equipment records displayed in iMaintenance now matches the count in SAP.

Key Highlights

- Equipment list count in iMaintenance now matches SAP records precisely.
- Reduces errors during work order creation caused by missing or incorrect equipment references.

Ticket Reference: [SA2-1106](#)

What's Fixed

iMaintenance 2604.01 Release Notes

| Reference | Description |
|-----------|---|
| SA2-1295 | Web – Multiple technicians were unable to log individual work duration for a single operation. |
| SA2-1289 | Web – The Notification Title was not populated in SAP when a Work Order was created directly from the application. |
| SA2-1282 | Web – Form data was not saved in offline mode even when the Save button was clicked. |
| SA2-1281 | Web – The application crashed when a second form was opened after the first was added. |
| SA2-1271 | Web – Sync failed with an 'Internal Server Error' when adding or updating an operation in a Work Order. |
| SA2-1261 | Web – An application crash occurred during normal use. |
| SA2-1241 | Web – Issue slip update and cancel (delete) did not function correctly, and postings were not sent to SAP. |
| SA2-1236 | Web – Cost Center, Created By Reservation, and Profit Center fields appeared blank during Issue slip creation. |
| SA2-1232 | Web – Forms assigned to a maintenance plan for plant 1004 were not auto-populated when the associated Work Order synced with the app. |
| SA2-1231 | Web – Some form sections were hidden when a form was partially saved, and forms could be submitted even when mandatory fields were not filled, in both online and offline modes. |
| SA2-1224 | Web – Changing the plant to 1004 caused the Work Center to disappear from the user's profile and preferences. |
| SA2-1222 | Web – Higher and lower level hierarchy was not visible for Functional Locations and Equipment during Issue creation. |
| SA2-1180 | Web – An aggregation error in Work Order Operation Confirmation caused an incorrect status update in the database. |
| SA2-1048 | Web – Work Order status in MCC did not transition from Unassigned to Assigned even when all operations were assigned to a technician from the mobile app. |
| SA2-1018 | Web – A sync error occurred when the basic start date was set to a future date and the basic end date was left blank. |
| SA2-1003 | Web – A 'Page is unresponsive' error occurred when changing an existing form. |
| SA2-870 | Web – The Confirm button was not visible after manually selecting an asset and functional location during AI-assisted notification creation. |
| SA2-864 | Web – An 'AI Unavailable' error occurred in the IAS-DEV environment when creating an Issue or Work Order. |
| SA2-827 | Web – Equipment search in the mobile app returned incorrect or inconsistent results when searching by exact description tag number. |
| SA2-822 | Web – Entering a value greater than 100 in a number response field caused an attachment response type to appear, resulting in a blank space in the PDF report. |
| SA2-696 | Web – AI Detect failed to identify equipment despite sufficient historical data being available. |

iMaintenance 2604.01 Release Notes

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| SA2-277 | Web – AI Detect showed low consistency when populating Equipment and Functional Location during Issue and Work Order creation. |
| SA2-216 | Web – AI did not process an uploaded PDF when configuring a form. |
| SA2-44 | Web – Forms did not auto-trigger as configured in iCWP for Equipment, Functional Location, and Order Type combinations. |
| SA2-754 | Mobile – The Upper Range Limit and Lower Range Limit fields were not disabled for counter-based measuring point. |
| SA2-1267 | Mobile – The AI Plan feature failed to retrieve equipment-related similar history/reference work orders, causing operations to be auto-populated without the expected historical context. |

Known Issues & Limitations

NA

App Build and Transports

- **Build:**
 - iOS: #1076 - <https://apps.innovapptive.com/beta/Product/iMaintenance/Planned-Release-2604.01/iOS/index-1076.html>
 - Android: 1076 - <https://apps.innovapptive.com/beta/Product/iMaintenance/Planned-Release-2604.01/Android/iMaintenance-Release-2604.01-1076.apk>
- **Transports/Add Ons:**
 - EIMK900320 - Innov iCWP Integration Suite 2604.01 ECC Objects
 - NIMK900239 - Innov iCWP Integration Suite 2604.01 Gateway Objects
 - EW8K900266 - Innov iCWP Integration Suite 2604.01 EHP8 Objects
 - I22K900828 - Innov iCWP Integration Suite 2604.01 HANA Objects
- **Linked Tickets:**
 - SAP-14 – The Maintenance Activity Type field is now displayed when creating or updating an issue.
 - SAP-138 – Users can now post and update operations using a calculation key.
 - SAP-42 – Users can now retrieve and send the create and update fields in API responses.
 - SA2-1289 – Fixed an issue where the notification title did not populate in SAP when a work order was created directly from the application.

API Management

Synchronization Required: Yes

Document Revision History

| Document Version | Date Created | Change History |
|------------------|--------------|----------------|
| 1.0 | 20 May 2026 | 2604.01 |

iMaintenance 2604.01 Release Notes

If you have questions about Innovapptive products, visit the Innovapptive Support Portal at <http://helpdesk.innovapptive.com>.

Product Documentation is updated during product, support packs, and hotfix releases. Innovapptive recommends that you access latest user documentation at [Innovapptive Docs](#)

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