

iCWP Release Notes

iMaintenance, Digital Work Instructions, and iPermits

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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: • 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: • iOS: ≥ 4 GB RAM • Android: Minimum 6 GB RAM (8 GB RAM recommended for optimal performance) 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.

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What's In This Release

Module	What's New	What's Fixed
iMaintenance	7	19
iPermits	-	-
Digital Work Instructions (DWI)	-	-

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iMaintenance

What's New

Release 2608 brings major improvements to how maintenance work is planned, executed, synchronized, and managed in iMaintenance.

Highlights include:

- **Synchronization Reliability and Performance** — Benefit from a new Synchronization Platform designed for stronger offline reliability, faster device readiness, and more consistent ERP integration.
- **Simpler Navigation, Access, and User Administration** — Find maintenance capabilities at one place, manage users and permissions more easily, and access dashboards from one place.
- **Sub-Operation Planning and Execution** — Break complex work into smaller units, assign them across technicians, execute and confirm them independently, and keep activity aligned with SAP.
- **Preferred-Language Support** — Use supported master data, dropdown values, dashboards, and filters in your selected language.

Synchronization Reliability and Performance

A new Synchronization Platform provides a stronger foundation for reliable offline work, synchronization performance, and device readiness. Synchronization and ERP integration now operate on a more unified architecture, supporting connected workflows across SAP and Maximo environments.

The new foundation also improves scalability for future Connected Worker capabilities while keeping the synchronization experience consistent across online and offline work.

More Reliable Offline Synchronization

The new synchronization architecture supports stronger data propagation, retry processing, recovery, and error handling across connected and offline scenarios.

User Benefit: Keep field work moving more reliably when connectivity changes or synchronization is interrupted, with stronger recovery when devices reconnect.

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Faster Device Readiness

Device provisioning and initial synchronization are improved on the new synchronization foundation, reducing the time required to prepare devices for field use.

User Benefit: Get newly provisioned devices ready for technicians faster and reduce the time before productive work can begin.

Consistent ERP Integration

Synchronization and ERP integration now share a more unified architecture, with compatibility validated across SAP and Maximo environments.

User Benefit: Get more consistent synchronization behavior across connected enterprise systems and a stronger foundation for future integration capabilities.

What Stays the Same

This migration changes the underlying synchronization layer. It does not, by itself, change existing workflows.

Simpler Navigation, Access, and User Administration

Upgraded the visual experience with improved navigation across the platform. Module names are now clearer, related maintenance capabilities are grouped together in one area, and all dashboards are accessible from a single dedicated area—making it simpler to find what you need.

Navigate with Clearer Module Names

Observations is now **Notifications**, and **AI Studio** is now **WorkSmart AI**—module names updated to better reflect their functionality.

User Benefit: Navigate the platform with module names that more clearly reflect what each area does.

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Access Maintenance Capabilities at One Place

Find Maintenance Control Center, Notifications (formerly Observations) and Forms—including Embedded Forms and Archived Forms—together under a single **Maintenance** area instead of navigating across separate modules.

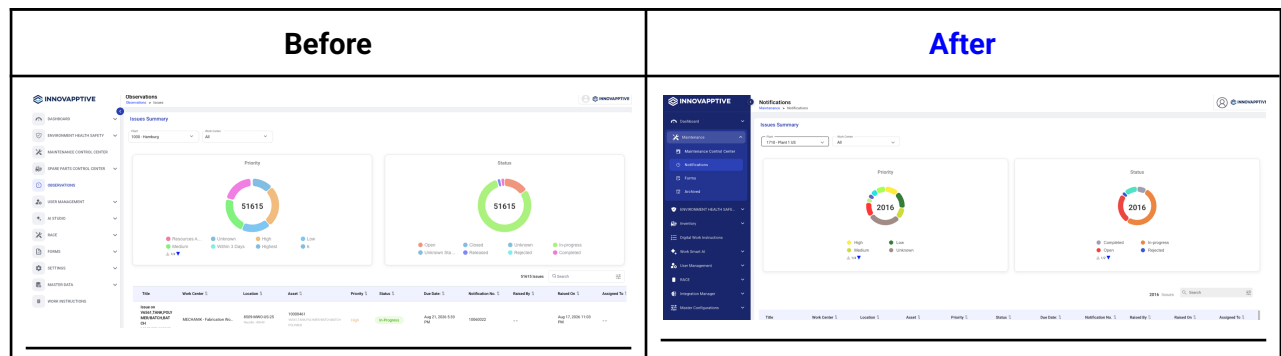
User Benefit: Reach related maintenance capabilities and move between them more easily.

Access Dashboards from One Place

Access operational dashboards from a dedicated Dashboards area instead of finding them across different parts of the platform

User Benefit: Reach the dashboards you need faster from one consistent location.

Side Navigation:



Manage Users and Permissions More Efficiently

User Management also has a new experience, with each product having its own dedicated tab for managing Web and Mobile permissions in one place. Modules are organized by **Product, Module, and Sub-module**.

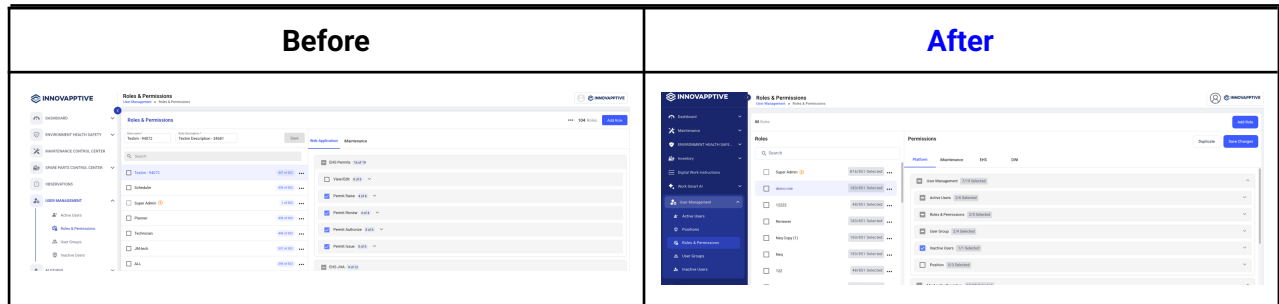
Existing permissions are mapped into the new structure as part of the platform upgrade.

User Benefit: Navigating separate configuration areas by managing all web and mobile roles and permissions for the product in one consistent tab.

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Roles & Permissions:



Sub-Operation Planning and Execution

Expand Sub-Operations into independently manageable and executable units within a Work Order. Build work at a more granular level, distribute it across technicians, execute and confirm each unit independently, and keep Sub-Operation data and confirmations aligned with SAP.

Control Sub-Operation actions independently from Operation-level permissions, giving administrators more precise control over who can manage, assign, and execute work.

Offline support: Create, update, remove, and confirm Sub-Operations when connectivity is unavailable. Pending activities remain in the Outbox and synchronize when connectivity returns, using existing retry and duplicate-prevention controls.

Build and Manage Sub-Operations

Continue to add Sub-Operations manually, or automatically bring configured Sub-Operations into the Work Order when their parent Operation is added from a task list. Edit, duplicate, or remove them independently.

Changes to Sub-Operations are synchronized with SAP while preserving their relationship to the correct Work Order and parent Operation.

User Benefit: Preserve detailed job plans from SAP while retaining the flexibility to manage work at the level technicians actually perform it.

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Assign Work Across Technicians

Assign Sub-Operations independently from their parent Operation, including support for multiple technicians. Eligible technicians can also assign a Sub-Operation to themselves without changing the assignment of the parent Operation or other Sub-Operations.

User Benefit: Distribute different parts of complex work across technicians and shifts while maintaining clear task-level ownership.

Execute Sub-Operations Independently

Execute each Sub-Operation as an individual unit of work without tying its execution state to the parent Operation. Technicians can start, hold, resume, and complete each Sub-Operation separately, with its own execution state and timer.

Existing single-active-timer controls continue to prevent overlapping work for the same technician.

User Benefit: Capture task-level progress and actual effort more accurately while giving supervisors clearer visibility into how complex work progresses across technicians and shifts.

Confirm Work at the Sub-Operation Level

Perform separate partial or final confirmations for individual Sub-Operations, including supported bulk-confirmation workflows. Execution details are captured against the specific Sub-Operation and posted to SAP using standard maintenance confirmation processing.

User Benefit: Improve labor accuracy, progress visibility, and maintenance history by recording completion against the exact work performed.

Control Sub-Operation Actions by Role

Control Sub-Operation actions independently from Operation-level permissions through Roles & Permissions. Administrators can separately govern Edit, Duplicate, Remove, Assign Technician, and Assign to Me actions, while a dedicated execution permission controls Start, Hold, Resume, and Complete together.

New Sub-Operation permissions default to disabled and must be explicitly enabled. Existing Operation-level permissions remain independent and retain their configured behavior.

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User Benefit: Apply precise access control at the level where work is performed without changing existing Operation-level permissions.

Enhanced Language Support for Data and Dashboards

See supported master data, dropdown values, dashboard titles, and filters in your preferred language. When you change your language preference, a sync gets triggered and the supported content appears in the language chosen by you syncs immediately — including previously selected values—without requiring you to log out or reload application data.

User Benefit: Work more comfortably in your preferred language across both daily workflows and dashboards.

Assign the Right Cost Center to Work Orders

iMaintenance automatically populates the Cost Center when creating or updating a Work Order, using the selected Equipment/Functional Location. If the Equipment Cost Center is not available, it uses the Functional Location Cost Center.

If the suggested Cost Center is not appropriate for the work, the user can select another available Cost Center. This gives technicians a clear way to capture the Cost Center directly in iMaintenance instead of leaving it missing or relying on later corrections in SAP.

User Benefit: Users can select the right Cost Center instead of leaving it blank and ensure maintenance costs are assigned and settled correctly in SAP.

Track AI-Assisted Work Order and Issue Creation

Work Order and **Issue creation** activity now records whether AI assistance was used, so adoption of AI-assisted creation can be measured alongside overall creation volume.

User Benefit: Understand how much AI assistance is used in Work Order and Issue creation, and identify opportunities to promote adoption.

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Confirm Shared Operations More Accurately

When one Operation is shared across multiple technicians, shifts, or resources, track each part of the work separately instead of treating the whole Operation as one confirmation.

iMaintenance now supports confirmations against the relevant **Split ID**, so each person's or resource's work is recorded against the correct split. The overall Operation status updates based on the progress of all splits.

User Benefit: Keep shared work, labor, and progress accurate when multiple people or resources contribute to the same Operation, while keeping iMaintenance and SAP in sync.

What's Fixed

Platform	Description
Android	Operation Duration now auto-calculates during manual Operation creation.
Android	Restored Audio Search so it works as expected.
iOS, WebApp	Restored the Delta Sync Cron Job so newly created Work Orders and Notifications sync into iMaintenance as expected.
Android	Corrected an error popup that appeared when submitting an AI Detect prompt with an image during Issue creation.
WebApp	Corrected navigation so Environment Health & Safety opens its own module instead of User Management.
WebApp	Plant Time Zones are missing for all plants after the recent upgrade.
iOS, Android	Fixed the Work Order Type dropdown, which previously loaded indefinitely and showed the wrong title during Work Order creation.
iOS, Android	Improved AI Detect's accuracy in recommending the correct Equipment from a valid prompt.
iOS, Android	Deleting a failed transaction from the Issue Slip Outbox no longer causes the transaction to disappear instead of being retried.
iOS, Android	Fixed a Mapping Missing error that blocked Issue Slip creation, update, and submission from the Outbox.
Android	Operation Count now displays on other users' devices for newly created Work Orders.
Android	Duplicate Issue Type cards no longer appear on the Dashboard.

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iOS	The numeric keyboard on iOS no longer leaves a gap above numeric input fields in Digital Forms and other Work Order modules, and the Done button now sits within easy reach.
Android	The default date range preference now applies the last 15 and upcoming 15 days for Notifications and Work Orders for all users.
iOS, Android	Formula assignment in form configuration now works as expected.
Android	Corrected Work Orders that were displayed in the wrong MCC bucket.
iOS	Sia Chat now returns answers based on an Equipment DMS document.
iOS	The left navigation sidebar no longer disappears after closing a permit with Discard Changes.
iOS, Android	Excel and PDF document previews now open correctly when accessed from an AI Assist response.

Known Issues & Limitations

Platform	Description
iOS	During Operation Confirmation , the Technician selection list may contain blank entries alongside valid users. This can make it difficult to identify and select the intended technician.
iOS	The Technician selection popup may not display all users configured for the plant. As a result, some technicians may be unavailable for selection during Operation Confirmation, affecting maintenance execution and personnel assignment.
Web	While completing a form, navigating to Issue History/Issue Details and then returning to the form may briefly display an Invalid Form message. Previously entered form values may then be lost, requiring the user to re-enter the information.
iOS	Annotations associated with PDF forms may not appear when the form is opened. The PDF itself may load successfully, but users may be unable to view or interact with its annotated content.
Web	After changing the application language, synchronization may take longer than it did before the language change. The issue affects sync performance rather than the translated UI content itself.
iOS	After a form is submitted, its generated PDF may display raw HTML markup rather than rendering the formatted content correctly, affecting the readability of the generated document.

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iOS	When a user submits a prompt through AI Assist, the submitted prompt may not appear in the AI Assist chat screen, making it difficult to follow the conversation context.
iOS	After a new operation is started, the Live Status Overview table may continue to show the previous operation as In Progress instead of reflecting the currently active operation.
Android	Previously created Issue and Work Order records may initially be available but later become unavailable following synchronization or background processing. This can result in inconsistencies between the mobile application, database, and ERP and may affect access to older maintenance records.
iOS	Selecting AI Priority Reference for an Issue or Work Order may not display the corresponding reference information, preventing users from reviewing AI-generated priority details.
Web	When using the web application's Unit of Measurement upload functionality, users may encounter a Not Found error instead of the upload completing successfully.
Web	Within MCC, the resource dropdown and action controls may not display correctly. In particular, when more than three resources are added, the Save and Cancel options may no longer be visible.
Web	Users without Assign Operation or Edit Assignment permissions may still see and access those functions in MCC.
iOS	When the application remains in continuous use for approximately 24 hours without logout or restart, performance may progressively degrade and the application may eventually crash. This can interrupt long-running user sessions.
Web	Certain configured permissions may not behave as expected in the web application, including permissions related to downloading Excel templates and activating inactive records.
iOS	If the numeric keypad is dismissed while entering a passcode, tapping the passcode field again may not reopen the keypad. This can prevent users from completing passcode entry and accessing the application.

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iOS/Android	In some scenarios, the iMaintenance mobile application may crash during application startup.
iOS	Some older Issues in Asset Dashboard may display as Open even when their current status is In Progress , potentially presenting outdated maintenance status information.
iOS	When a Status filter is applied in Asset Dashboard, the displayed Issue count may be 0 even though matching Issue records exist for the selected equipment.
iOS	Follow-Up Issues and Sub Work Orders created from a parent Work Order may not consistently remain visible in their respective parent tabs. This can affect visibility and tracking of related maintenance work.
Android	At the table level, the Updated By field may display a user ID that does not correspond to the user who most recently updated the record. This may affect the accuracy of displayed audit information.
iOS	When multiple Operations are added while editing a Work Order, users may receive only one push notification for all operations or, in some cases, no notification.
iOS	When multiple matching historical Work Orders exist, historical Work Order detection may identify the relevant Operations but fail to identify associated Components.
Android	Component Goods Collection information posted in SAP/ERP may not be reflected in the mWO application.
iOS	After creating a new language , it may not appear in the Languages list, making it appear that the language was not created and preventing users from verifying or managing it.
iOS	When Operation Confirmation is disabled and Timesheet is enabled, Operation Confirmation Posting History from SAP may not appear in the mWO application. In the reverse flow, operation confirmations from the application may also fail to synchronize to ERP, preventing the corresponding timesheet from being created.
Web	The hierarchy control may not appear in the Auto-Assigned Form creation section, preventing users from expanding and navigating the operation hierarchy.

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Web	Existing and newly created Maintenance Plan information may not display on the Web-RACE Form screen, including after the page is loaded or refreshed.
iOS	The Priority filter for Issues and Work Orders may display only a subset of priorities configured in SAP. This can prevent users from filtering records using all available priority values.
iOS	Search may fail to return values configured as Read-Only Default Values , even when a valid matching value exists.
iOS	Entries on the Global Picklist screen may overlap visually, making the displayed data difficult to read or interact with.
Android	Component information in the mWO application may be displayed without the corresponding Material Description , even when descriptions are available in the SAP material master.
Web	The Platform Roles & Permissions configuration may show inconsistencies, including missing SPCC permissions and duplicate permission entries. Depending on configuration, this may affect how administrators identify and assign product permissions.
Android	When adding a Task List Operation that has linked Components, the associated Components may not be automatically added to the Work Order. Users may therefore see the Operation without its expected linked material/component information.
Android	A Work Order completed while the application is offline may revert to Review after the application returns online and synchronization is performed.
Android	Attachments added to a Work Order from the mobile application may not appear against the corresponding Work Order in Maximo after synchronization.

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iPermits

What's New

NA

What's Fixed

NA

Known Issues & Limitations

Platform	Description
iOS	In the mobile application, a rejected permit may continue to appear in My Permits with an authorization action available. Users should verify the permit status before performing additional authorization actions. The expected behavior is for rejected permits to remain in Rejected status and not be available for further authorization.
iOS	When navigating from All Permits to My Permits on mobile, the tab may not respond to the first tap and may require multiple taps before the view changes.
iOS	When adding a permit through a Work Order, the permit form may remain on the loading screen instead of displaying the configured fields.
iOS	Changes published through Permit Authoring may not always synchronize correctly to the mobile application. In some cases, the corresponding permit type may temporarily disappear or become unavailable.
Web	When copying a permit template using a code that already exists, the application may display a Bad Request error instead of a user-friendly validation message indicating that the code already exists.

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Digital Work Instructions

What's New

NA

What's Fixed

NA

Known Issues & Limitations

Reference No.	Description
iOS/Android	Work Instructions moved to Archive may continue to appear and remain accessible in the mobile Work Instructions list as though they were still active.
iOS/Android	When a Work Instruction has been modified multiple times, all historical versions may appear individually when adding the Work Instruction to a Work Order or Operation. This can clutter the selection list and make it difficult to determine which version should be attached.
Web	When the application language is set to French Acadian , application menus and controls may display in French while published Work Instruction content continues to display in English.

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Build Upgrade Decision

Mandatory

SAP Backend Dependency & Add-On/SP Requirements

Product/Module	Backend SAP Dependency	ECC / S/4HANA Applicability	Component & Add-on / SP Version	Cross-Product Dependencies
iMaintenance	yes	ECC & S/4HANA as applicable		

BTP-IS: API Management

Synchronization Required: No

Environment Refresh: NA

App Build and SAP Addons/SP & Transports

iOS Build	1263- https://apps.innovapptive.com/beta/Product/iMaintenance/Planned-Release-2608.01/iOS/index-1263.html
Android Build	1263- https://apps.innovapptive.com/beta/Product/iMaintenance/Planned-Release-2608.01/Android/iMaintenance-Release-2608.01-1263.apk
ECC Transports	EIMK900348 - Innov iCWP Integration Suite 2608 ECC Objects NIMK900270 - Innov iCWP Integration Suite 2608 Gateway Objects EW8K900287 - Innov iCWP Integration Suite 2608 EHP8 Objects
S/4 Hana Transports	I22K900928 - Innov iCWP Integration Suite 2608 HANA Objects
ECC Add-ons/ SP	INVICL - EWX0021310268_0000023.PAT - SAPK-E9118ININVICL.SAR INVICL - NWX0021310268_0000002.PAT - SAPK-N9119ININVICL.SAR

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	INVICL - MWX0021310268_0000025.PAT - SAPK-M9132ININVICL.SAR INVICL - EW80021310268_0000014.PAT - SAPK-M9133ININVICL.SAR
S/4 Hana Add-ons/ SP	INVICL - C230021310268_0000057.PAT - SAPK-M9015ININVICL.SAR
Linked Tickets	

Document Revision History

S. No.	Document Version	Date Created	Change History
1.	1.0	22 August 2026	

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