

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		
iPermits		
Digital Work Instructions (DWI)	NA	NA

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iMaintenance

What's New

This release introduces the following feature areas in iMaintenance, alongside updates for SAP and Maximo integrations:

- **Optimize Wrench Time:** Technicians can log delay reasons for blocked operations, allowing supervisors to get alerts, resolve blockers, and track lost time across Work Orders.
- **Maximo Integration:** Support risk-based priority scheduling, task assignments via Maintenance Control Center, multi-technician collaboration, and linked follow-up Work Orders.

Optimize Wrench Time

Enable Technicians to log work delays with structured reasons, giving supervisors visibility into blocked operations so they can address issues early.

Set Up Delay Reasons

Set up the delay reasons technicians choose from when work is blocked. Give each reason optional sub-reasons, assign it to a plant, and name the user group responsible for clearing it. Search, filter, edit, copy, or delete reasons as your plants and business requirements change.

Configuration: In RACE > Web Permissions > iMaintenance > Delay Reasons, assign the Delay Reasons (Create, Edit, View, Copy, Delete).

User Benefit: Standardized delay reasons improve blocker tracking and provide more reliable visibility into where wrench time is lost.

Ticket Reference: [MWO2-8573](#)

Control Who Reports Blockers and Where Wrench Loss Appears

Choose where wrench loss appears and who can report and clear blockers. Four new plant-level configurations surface blocker data during execution and closeout:

- **Work Order Execution:** The Wrench Loss tab displays each reason, its duration, and the split across operations.
- **Operation Confirmation/Timesheet:** A wrench loss section shows the block records for that operation.

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- **TECO (Technical Completion) Screen:** A wrench loss section shows block records for all operations on the work order.
 - **Edit in operation confirmation:** Users can adjust blocker durations by updating the start or end times. Without it, durations are read-only.

When no blocking history exists, totals display as 0. Full functionality is available offline and localized.

Two permissions under Work Order Execution, Report Blocker – Operation and Unblock – and Operation control who can report and clear blockers. They are independent of each other, apply across every entry point, and hide the action when not granted.

Configuration: Turn on the four wrench loss settings for each plant, and grant Report Blocker – Operation and Unblock – Operation under Work Order Execution in RACE. All are off by default.

User Benefit: Plants roll out wrench loss reporting team by team, and technicians and supervisors see total lost time before posting or closing Work Orders.

Ticket Reference: [MWO2-8666](#)

Report and Clear Blockers on Operations

Select **Report Blocker** on any unconfirmed operation to log a delay. Choose a delay reason and sub-reason, and set the start time and responsible group, or describe the delay under **Other**.

Blocked operations display a banner with the delay details and reporter name. Blocking is an app-only status that prevents time confirmation without altering the SAP work order status. It automatically alerts the work center supervisor through chat and also displays in the **Needs Attention** widget.

Tap **Unblock** or start the operation to resume work. The blocked time is logged for wrench time reporting and in the timeline, and open blockers close automatically when you confirm the operation in SAP or TECO the work order.

You can also start an operation before its parent work order has officially started; both transition to **In Progress** together upon confirmation.

Full functionality is available offline with multi-language support.

Configuration: Requires **Report Blocker - Operation** and **Unblock - Operation** permissions and active delay reasons in RACE (see Set Up Delay Reasons).

User Benefit: Technicians flag blocked work and route it to the right team, and supervisors see where wrench time is lost.

Ticket Reference: [MWO2-8242](#), [PLI-438](#)

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Alert Supervisors to Blocked Work

Get a push notification when an operation in your work center is blocked, showing the Work Order, operation, reporter, time, and reason. If no supervisor is mapped, the reporter's manager gets it. The work order chat records the block with its reason, sub-reason, and responsible party, and every notification is kept in Alerts. The reporter is notified when the block is cleared.

Open the **Needs Attention** widget on the supervisor dashboard to see every blocked operation in your scope, longest-blocked first. Open the operation or its chat from the card, or unblock it there.

Work order chat messages also send push notifications to chat participants. No push is sent when you clear your own blocker or resume a blocked operation, though the chat still records it. Blocks closed by confirmation or TECO send no notification or chat message.

Configuration: Uses the work center supervisor and reporting-manager mappings.

User Benefit: Provides timely visibility into blocked and cleared operations, helping the right teams respond quickly and minimize work stoppages.

Ticket Reference: [MWO2-8677](#), [MWO2-8678](#)

Track Blocked Jobs in the Needs Attention Widget

Open the **Needs Attention** widget on the Dashboard to see a live count and list of blocked operations across their work centers, filtered by dashboard settings (timeline, work center, and others). Each card highlights key operational details, including:

- Blocked status, priority, operation ID/description, and work order ID
- Reporting user, duration blocked, delay reason, sub-reason, and responsible team

Items are ordered longest-blocked first. Tap a card to open the operation, tap the chat icon to open the work order chat, or unblock it from the card's More menu. Unblocked cards drop off, and an empty widget reads "Nothing blocked right now. All scheduled work can proceed."

Full offline support and localization are included.

Configuration: Managed through standard dashboard widget configurations. Direct unblocking requires the **Unblock - Operation** permission, and the chat shortcut appears only when chat is enabled.

User Benefit: Supervisors can see a consolidated, actionable view of every blocked operation in their work centers, with the longest-blocked first. They can see why work is stuck and clear it from the dashboard, so nothing waits unnoticed.

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Ticket Reference: [MWO2-8188](#)

Review and Correct Wrench Time Losses at Confirmation

Open the Wrench Time Losses section before you confirm an operation to see the total and each loss logged for this confirmation. Add a loss you missed, or correct the start and end times of a logged one.

Logged losses remain available as read-only records in Confirmation / Timesheet History.

Configuration: Enable Display wrench loss in operation confirmation screen. To allow edits, enable Wrench loss edit in operation confirmation.

User Benefit: Technicians can correct or add missed wrench time at confirmation, so reported losses are accurate before hours are posted.

Ticket Reference: [MWO2-8236](#), [MWO2-8019](#)

See Wrench Loss Across the Work Order

Open the Wrench Loss tab on a Work Order to see the total time lost across all its operations, grouped by reason, with the largest first. Expand a reason to see which operations it affected. The same summary appears when you close the Work Order (TECO).

Configuration: Enable the Wrench Loss tab and Wrench Loss in TECO screen plant settings.

User Benefit: Supervisors see the main causes of lost time on a job during execution and at closeout, so recurring blockers can be addressed.

Ticket Reference: [MWO2-8192](#)

Maximo

Plan, assign, execute, and follow up on Maximo Work Orders.

Set Priority and Schedule Dates from the Risk Matrix

Complete the risk assessment on a Work Order, and the Risk Matrix sets its priority. No priority is assigned until the matrix is complete, and authorized users can override it.

Where risk-based scheduling is active, the priority's rules auto-populate Scheduled Start Date, Scheduled End Date, Target Start Date, and Target End Date during Work Order creation on Mobile.

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Configuration: In the Risk Matrix wizard, choose the fields, labels, and scheduling attributes on the Risk Matrix Details and Configure Priorities screens, and enable risk-based scheduling for the site. Grant the priority override permission to the roles allowed to change priority.

User Benefit: Automates risk-based priority assignment and scheduling date calculations.

Ticket Reference: [R2M-1299](#), [R2M-1341](#)

Schedule and Assign Work in Maintenance Control Center

Assign technicians to specific Work Order tasks based on craft requirements using the Maintenance Control Center (MCC). View real-time technician and crew capacity to assign, reassign, or release tasks.

Work Orders are scheduled by Scheduled Start date; supervisors view the entire site queue, while technicians see only their assigned tasks.

Configuration: Applies to sites configured for task-level assignment.

User Benefit: Optimizes task delegation and clarifies daily technician work lists.

Ticket Reference: [R2M-1216](#), [R2M-1301](#), [R2M-1302](#)

Select Technicians Without Duplicate Entries

Assign a technician to a Work Order from Mobile. Each technician appears once in the list, even with several craft records, and their valid craft options remain available. The assignment is saved against the Work Order.

Configuration: No separate configuration is required.

User Benefit: Simplifies technician selection during mobile assignment.

Ticket Reference: [R2M-1307](#)

Work With Tasks on the Work Order

View and add tasks in the new Tasks tab on Maximo Work Orders. The Activities and Tasks tab now exclusively displays actionable activities.

Configuration: No separate configuration is required.

User Benefit: Technicians see and add the tasks on a job.

Ticket Reference: [R2M-1352](#), [R2M-1351](#)

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Record Hold Status and Delay Reasons

Set a Work Order, or an individual Activity or Task, to a hold or delay state such as Waiting for Parts or In a Meeting, and select a reason when the state requires one. Each state maps to a valid Maximo status, and only the actions valid for the current Work Order status and the technician's role are displayed.

The selected reason is saved with the status change for audit purposes. If a submission is unsuccessful, the selection is kept so the technician can retry, and status changes made offline sync once connectivity returns.

Configuration: Configure the mobile status actions, their Maximo status mapping, and the reason codes for each hold or delay state. Reasons can be required per action, and the reason selector is hidden when no reasons apply. Role permissions control who can change a Work Order's status.

Existing status configurations continue to work unchanged. Settings apply at both the Work Order level and the Activities and Tasks level.

User Benefit: Technicians record why work paused, at Work Order or task level, while Maximo statuses stay valid and auditable.

Ticket Reference: [R2M-1309](#)

Load the Right Inspection Form from the Job Plan

Open a PM or calibration Work Order to get the inspection form mapped to its job plan; corrective Work Orders get the form linked to their asset or Work Order type. Technicians always receive the published version, and a job already in progress keeps the version it started with.

Configuration: Map forms to job plans, and set the asset or Work Order type rules for corrective work.

User Benefit: Technicians execute against the correct published form, and results record which version was used.

Ticket Reference: [R2M-1305](#)

Create Linked Follow-Up Work Orders

Create a follow-up Work Order from an executed Work Order when you find more work. The asset, location, and source details pre-populate automatically; add the new scope and submit.

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Maximo creates the new Work Order linked to the original, which stays unchanged; you can view this in the **Related Records** tab when you open a Work Order. Where offline creation is configured, the request is sent on reconnect without creating a duplicate.

Configuration: Assign follow-up Work Order creation permissions to the relevant roles.

User Benefit: Technicians log newly found work while the original Work Order stays intact.

Ticket Reference: [R2M-1154](#), [R2M-1155](#), [R2M-1156](#)

Map Extended Maximo Fields in Work Order Templates

Select extended Maximo fields in the Input Data dropdown when mapping a Work Order template. They are read, written, and updated like standard fields.

Configuration: Fields appear when metadata is published for Maximo integration.

User Benefit: Administrators use site-specific Maximo fields without custom code.

Ticket Reference: [R2M-1298](#)

Keep Restricted Data Out of Sync

Sync only approved asset, location, and Maximo Work Order data. Restricted branches and out-of-scope records are removed before they reach the platform or devices. Records moving out of scope are removed on subsequent syncs.

Configuration: Define the restricted branches and approved business scope in the integration setup.

User Benefit: Restricted operational data stays off the platform and devices, and records that become restricted are removed on the next sync.

Ticket Reference: [R2M-1328](#), [R2M-1300](#)

Use Current Workforce, Asset and Location Data from Maximo

Maximo master data integration now supports a broader set of workforce, asset, and location information to keep downstream processes consistent.

- Person, Labor, Craft, Skill, and Labor Rate data are now supported for initial loads and ongoing updates.

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- User records now include ERP identifiers, validity dates, and role information, with a process to update existing users with missing ERP identifiers.
- Asset and location hierarchies are shared across Work Orders, forms, and history for consistent information.
- Technician selection and labour reporting can now use current skills, crafts, and labour rates from integrated master data.
- Kafka processing now uses **separate processing paths and error handling**, so an issue with one record does not prevent other records from getting processed.

User Benefit: Planners and technicians work from consistent workforce, cost, asset and location data, which improves assignment, labor reporting and work history.

Ticket Reference: [R2M-54](#), [R2M-1304](#), [R2M-289](#), [R2M-290](#), [R2M-170](#), [R2M-264](#), [R2M-1109](#), [R2M-1329](#)

View Job Plans on the Work Order

A **Job Plan** provides a reusable set of task steps and planned requirements—such as labor, tools, and materials—for performing a specific type of work. They can be synchronized now from Maximo to RACE, keeping planned tasks and requirements connected from planning through mobile execution.

- Job Plans and related master data are supported for initial loads and ongoing updates.
- Reusable Job Plans bring task steps, planned labor, tools, and materials into the Work Order.
- Technicians can view the planned task structure and requirements in the mobile work context.

User Benefit: Provides a consistent, reusable work plan that connects planning requirements with field execution.

Ticket Reference: [R2M-787](#), [R2M-804](#), [R2M-805](#), [R2M-822](#)

Check Parts Availability from the Work Order

Access material availability and asset-specific spare-part information directly within the Work Order.

- Items, storerooms, planned materials, on-hand balances, and **Asset BOM relationships** are now synchronized with RACE.

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- Planners can select materials with visibility into **storeroom availability and current balances**.
- Technicians can search for parts and check **on-hand availability and Asset BOM information** without leaving the Work Order.

User Benefit: Planners and technicians find the right part and confirm it is available while working on the asset.

Ticket Reference: [R2M-1171](#), [R2M-1172](#), [R2M-1218](#), [R2M-1219](#), [R2M-1313](#)

Work Order Display Aligned to User Context

Work Orders now provide a more connected mobile experience, bringing work details, history, attachments, and asset context together.

- Work Orders created in the mobile application are synchronized with Maximo along with their execution details.
- Technicians can view asset or location history and upload, retrieve, and view attachments, including previously cached files when offline.
- A configured emergency breakdown path controls how breakdown Work Orders are created.
- Work Orders with missing duration information are not assigned or scheduled until the duration is corrected.

User Benefit: Technicians have what they need in one Work Order, and work isn't scheduled before it is ready.

Ticket Reference: [R2M-155](#), [R2M-1116](#), [R2M-1118](#), [R2M-1185](#), [R2M-1187](#), [R2M-1188](#), [R2M-1189](#), [R2M-1191](#), [R2M-1192](#), [R2M-1193](#), [R2M-1194](#), [R2M-1303](#), [R2M-1308](#), [R2M-1312](#)

Manage Work Order Tasks and Activities from Mobile

Add and edit Work Order Tasks from Mobile, and the changes sync to Maximo. You can also create a task from a configured form template, and a task can carry its own assignments, labor and materials.

Technicians see tasks and activities, with a count, in the Tasks and Activities section of Work Order Details. The Operations tab lists only actionable activity records.

User Benefit: Planners and technicians share one task structure for organizing and carrying out detailed work.

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Ticket Reference: [R2M-1330](#), [R2M-1338](#), [R2M-1351](#), [R2M-1352](#), [R2M-800](#)

Assign Multiple Technicians to One Work Order

Assign several technicians to the same Work Order, or to individual Work Order Tasks. Each technician records their own travel, Dynamic Risk Assessment, labor, pauses and completion, and labor costs go to the technician who did the work.

The Work Order status follows the progress of its individual assignments.

User Benefit: Each technician's time and cost is recorded accurately, while the Work Order keeps one controlled status.

Ticket Reference: [R2M-265](#), [R2M-333](#), [R2M-411](#), [R2M-412](#), [R2M-800](#), [R2M-1119](#)

Capture Work Logs on Work Orders

Capture and view Work Logs for Work Orders from the mobile application. Add observations and notes to a Work Order as Work Logs from Mobile. They sync to the Maximo record and are there when you reopen the Work Order.

User Benefit: Field observations stay with the Work Orders for review and handover.

Ticket Reference: [R2M-1150](#), [R2M-1163](#)

View Related Records and History, Synced with Maximo

View related Service Requests and Work Orders, and earlier work on the same asset or location, from the record you're working on, without a separate search. A Service Request stays linked to the Work Order it becomes.

User Benefit: Planners and technicians see related and earlier work before deciding what to do next.

Ticket Reference: [R2M-1151](#), [R2M-1162](#), [R2M-1165](#), [R2M-1192](#)

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Show Site-Specific Statuses for Work Orders

View Work Order statuses in **site-configured status names** instead of system values, and filter by the same values. Work Orders have their own statuses from submission through approval or rejection, and every status change records who made it.

For multiple technician assignments, the overall Work Order status is **updated based on the individual progress**.

User Benefit: Users understand statuses at a glance and track Work Orders consistently.

Ticket Reference: [R2M-265](#), [R2M-288](#), [R2M-412](#), [R2M-1115](#), [R2M-1129](#), [R2M-1399](#)

Assign Forms Automatically by Work Context

Assign forms automatically based on **Work Order Type, Task List, plant, asset, and location**. Priority options come from ERP master data, and picklist values, ordering, and lookups apply consistently across plants. Plant-specific form behavior can be configured without requiring a separate application change.

User Benefit: Users get the right form and field options for their plant and type of work with less manual configuration.

Ticket Reference: [R2M-267](#), [R2M-306](#), [R2M-1108](#), [R2M-1111](#), [R2M-1112](#), [R2M-1329](#)

View an Asset's Activity in Asset 360

Open the Asset Dashboard to see an asset's recent Work Orders, issues and history in one place. Filter by the same status and type values shown on the records, open a Work Order from the dashboard, and return to the asset.

User Benefit: Users see an asset's current status and maintenance activity, and access the relevant work quickly.

Ticket Reference: [R2M-1187](#), [R2M-1192](#), [R2M-1275](#), [R2M-1394](#), [R2M-1395](#), [R2M-1396](#), [R2M-1397](#), [R2M-1398](#), [R2M-1399](#), [R2M-1415](#)

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What's Fixed

Reference No.	Description
SA2-1634	In the iMaintenance mobile app on iPhone, a photo captured from Work Order > Attachments rotated when the user opened Crop, and the image editing controls could not be used.
SA2-1782	In the iMaintenance mobile app, Work Order Types and Issue Types displayed in default colors instead of their configured colors on the Home dashboard and on the Work Order and Issue screens.
SA2-1682	In the iMaintenance mobile app, the Work Order section of the Asset 360 dashboard applied an incorrect filter for open Work Orders, and the Due Work Orders count showed 0 even when due Work Orders existed.
SA2-1679	In the iMaintenance mobile app on tablets, a selected field could be deselected only by tapping the field itself; tapping a blank area outside it did not deselect the field or close the keyboard.
SA2-1678	In the iMaintenance mobile app, when Planned Duration was disabled for the Technician role in RACE, the field was hidden on the Operation Details screen but still appeared on the Operation card and in the Overview section of the Operations tab.
SA2-1580	In the iMaintenance mobile app, formula fields configured in CWP did not calculate when a user entered values in a form added under Work Order > Forms.
SA2-1874, SA2-1981	In the iMaintenance mobile app, TECO performed on a released Work Order did not post to SAP. Either no transaction was created in the Outbox, or the transaction stayed in Sync in progress, and the Work Order remained open in SAP.
SA2-1876, SA2-1977	In the iMaintenance mobile app, the measurement history of a Measuring Point did not include some measurement documents created directly in SAP.
SA2-1937	In the iMaintenance mobile app, the attachment count in the Work Order header showed 0 while the Operations tab showed a different count, and attachments were sometimes not listed until the user opened the attached link.

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SA2-1829	In the iMaintenance mobile app, when a user added or edited a Component on a Work Order and selected a value in the Recipient dropdown, the sync failed with the Outbox error "Failed to read property 'Recipient'".
SA2-1904	In the iMaintenance mobile app, when AI Issue creation found no Equipment or Functional Location, the app did not display "No Equipment/Functional Location Detected." The delta sync job also stopped midway, including after a restart.
SA2-1704	In the iMaintenance mobile app, when a user searched for a Task List while adding an Operation with Add from Task List, the screen became unresponsive, and Add, Cancel and Done did not respond.
SA2-1618	In the iMaintenance mobile app, when a user added an Operation to a started Work Order, the Outbox showed "Internal Server Error" even though the Operation synced to SAP.
SA2-1927	In the iMaintenance mobile app, when the Basic Start Date or Basic End Date of a Work Order changed in SAP, the app kept showing the previous dates after sync.
SA2-1918	In the iMaintenance mobile app, some Work Orders showed a Start Date that differed from SAP and appeared in the schedule for the wrong day.
SA2-1851	In the iMaintenance mobile app, when a user changed Issue or Work Order preferences under More > User Preferences and tapped Save, an "Unexpected error" message asked the user to relaunch the app, and the preferences were not saved.
SA2-1938	In the iMaintenance mobile app, Priority was blank on the Issue Details and Work Order Details screens. The Priority, Order Type, Notification Type, Maintenance Activity Type, User Status and System Status dropdowns also showed values in both English and French.
SA2-1934	In the iMaintenance mobile app, users could not post messages from the chat icon in a Work Order. Tapping a chat push notification on a locked device closed the app, and video attachments in chat did not play.
SA2-1859	In iMaintenance, delta sync failed when SAP returned large payloads or large table batches, so data created or changed in SAP did not sync to the cloud.

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SA2-1836, SA2-1974	In the iMaintenance mobile app, some Work Orders synced from SAP had no Work Center, including Preventive Work Orders received through delta sync. These Work Orders were left out of the Work Order count on the Home dashboard and the Work Center filter results.
SA2-1928, SA2-1975	In the iMaintenance mobile app, some Issues synced from SAP lost their Work Center. The Issue count on the Home dashboard was therefore lower than the Issues list and SAP when All Work Centers was selected.
SA2-1855	In the iMaintenance mobile app, some Work Orders created in SAP did not appear in the Work Orders list after sync when they had not been changed in SAP since creation.
SA2-1666	In the iMaintenance mobile app, synced data appeared on the device only after the user logged out and back in.
SA2-1601	In the iMaintenance mobile app connected to Maximo, when a user changed the Plant under User Preferences and saved, the selected Plant was not updated.
SA2-1599	In the iMaintenance mobile app connected to Maximo, Work Orders assigned in bulk in Maximo did not appear in the user's Work Orders list after sync.
SA2-1598	In the iMaintenance mobile app connected to Maximo, assigning a Job Plan number to a Work Order did not create the Job Plan task list.
SA2-1152	In the iMaintenance mobile app connected to Maximo, the Alerts section did not list the alerts received on the device and did not open the Work Order from an alert. The section has been removed.
SA2-1582	In the iMaintenance mobile app, User Preferences for Issues and Work Orders did not default to the last 15 days and the next 15 days for all users.
SA2-1550	In the iMaintenance mobile app, on the Work Order Components tab, Add Material from BOM did not show the hierarchy for materials that have sub-assemblies.
SA2-665	In the iMaintenance mobile app, when a user added a Component to a Work Order from the BOM or modified a Component, the Storage Location dropdown listed no storage locations for the plant.

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SA2-1659	In the iMaintenance mobile app, the Issues section of the Home dashboard showed duplicate cards for the same Issue Type.
SA2-1392	In the iMaintenance mobile app, the Type and Priority filters for Work Orders and Issues on the Home dashboard showed a duplicate entry in French for each value.
SA2-734	In the iMaintenance mobile app, a Home screen dashboard configuration could be assigned to only one plant. Users in the other plants of a multi-plant deployment saw a blank Home screen.
SA2-1469	In the iMaintenance mobile app, when the device came back online after one to two days offline, initial sync failed at login and several screens appeared blank until the user relaunched the app multiple times.
SA2-1958	In AI Assist, when a user searched for Equipment in the Knowledge Repository, the search did not return the matching Equipment.
SA2-1275	In CWP Web, when a user created a form with AI Author by uploading a PDF, the response types detected in the PDF did not populate the picklist options of the form fields.
SA2-1966	In the Mixpanel usage analytics for an iMaintenance environment, the People view listed users who were never enrolled in that environment, because the view was not filtered by the environment's domain.
SA2-1721	The iMaintenance web application did not support the Safari browser.

Known Issues & Limitations

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Reference No.	Description
MW02-8823	Users can perform and post Issue Completion and Operation Confirmation from the mWO app even when their SAP User Status Profile restricts these activities.
MW02-8794, MW02-8832	In the iMaintenance mobile app, the Work Orders and Issues lists may load slowly or stay on the loading screen when the user returns from the Filters screen or switches back from the Operations tab. On iOS, this can also happen when the user goes back from a Work Order or Issue detail screen.
MW02-8804	In the iMaintenance mobile app, the Operation Details screen of a Work Order may keep loading without displaying the operation details.
MW02-8809	In the Knowledge Repository, when a user uploads a manual and opens the Equipment selection list to attach it, the list loads slowly and searched Equipment does not appear in the results. The manual therefore cannot be attached to that Equipment for use in AI Assist.
MW02-8820	In Work Instructions, when a user generates Smart Steps with AI, adds a step on the Smart Steps page and publishes the Work Instruction, the iMaintenance mobile app may show only the added step.

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iPermits

What's New

This release introduces the **Isolation** module on **Web**, gives admins more control over Permit templates, and brings more permit execution to Mobile.

- **Manage isolations end to end on Web:** Raise, Review, Approve, Isolate, De-isolate and verify ICCs, with Zero Energy Tests, role-based access and a full audit trail.
- **Control Permit sections by stage:** Decide which sections are visible, editable or mandatory at each Permit stage, on Web and Mobile.
- **Link related Permits:** Reference other Permits in a form and see their live status without leaving the one you are working on.
- **Surrender Permits on Mobile:** Complete a Surrender Form with post-work checks, and add supporting field evidence at closeout.
- **Review and approve permit extension requests from Mobile,** individually or in bulk, with a color-coded indicator for permits nearing expiry.
- **Upload and annotate Permit Plans on Mobile** to complete permit plan activities without switching to Web.
- **Keep a complete Permit record:** print linked sub-forms, review PPE actions and photos in Permit History, choose where Permit PDFs are stored, and keep long questions readable in PDFs.

Isolation Control Certificate (ICC) – Safe Isolation Management (Web)

An Isolation Control Certificate (ICC) confirms that equipment is isolated from all energy sources before maintenance work begins and that de-isolation is verified before equipment returns to service. The **Isolation Module** manages isolations end-to-end, from authoring and raising through review, execution, and de-isolation. The assigned roles act at each stage, and their decisions remain in the record.

Note: The Isolation Module is available on Web in this release; Mobile support is planned for a future release.

Author Isolation (ICC) Templates

Create an ICC template from an existing form, or from scratch. Choose field icons for Mobile, use localized labels and instructions, and preview the form on a phone, tablet and desktop.

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In **PDF Setup**, choose the sections to print and add the logo, a color-coded ICC type banner, a QR code, a watermark and a custom footer. Save the template as a draft or publish it. In the template list, filter by status, creator or publisher, and edit, copy or delete templates.

User Benefit: Admins set up ICC templates faster from forms their plants already use.

Configuration: Available to Admins under **EHS > Authoring** in the CWP portal; access follows existing Authoring roles and permissions.

Ticket Reference: [IPER-450](#)

Role-Based Access Control for the Isolation Actions

Set isolation permissions for each role. Permit Requesters, Reviewers, Authorizers, Issuers and Holders, and ICC Owners, Reviewers, Approvers and Verifiers, see only the isolation details and actions their role allows on Web. Actions outside a role are blocked.

An ICC Owner can add isolation requirements during the Permit Request, reviewers and approvers validate the plan before the Permit is issued, and the Holder sees the isolation details during the work. The audit trail records each isolation action, who took it, when and why.

User Benefit: Each role can access and perform only the isolation actions relevant to their responsibilities, with a complete audit trail.

Configuration: Configure isolation permissions for each persona in the tenant's Roles & Permissions settings.

Ticket Reference: [IPER-447](#)

Raise and Submit an Isolation Plan

When a Permit Requester adds an ICC to a Permit Request, open it in **My Isolations**, where it appears with Request status. You can also start one directly with Raise ICC.

Add the validity, risk assessment, reason for isolation, and isolation scheme and method, attach the isolation drawing as an image or PDF and submit. The ICC moves to All Isolations under its plant or unit as Pending Review and shows the linked Permit and JHA IDs.

User Benefit: Keeps permits and isolation plans linked in real time, with full audit traceability and register views organized by asset hierarchy.

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Configuration: No separate configuration required.

Ticket Reference: [IPER-440](#)

Review and Revert an Isolation Plan

Open the ICC and its isolation plan, add review notes, and mark it Reviewed when it is ready. If the plan needs changes, revert it to the ICC Owner. Revert requires a comment to notify the Owner and record the action in ICC History.

User Benefit: Validates isolation plans before they move forward, improving data integrity and reducing the risk of unsafe isolation, with corrective actions looped back when needed.

Configuration: No separate configuration required.

Ticket Reference: [IPER-442](#)

Approve or Revert an Isolation Plan

Find a pending plan in the Approval Tab. Review the Work Order and operation, tags, equipment and functional location, isolation type, step sequence, supporting documents and earlier changes.

Approve the plan or revert it to an earlier stage for the Requester or Owner. Revert requires a comment. The Owner, Requester and, where applicable, the Issuer are notified, and each decision is recorded in the Approval Dashboard and audit trail.

User Benefit: Full visibility before authorizing, ensuring compliance and reducing the risk of unsafe isolation.

Configuration: No separate configuration required.

Ticket Reference: [IPER-527](#)

Approve De-Isolation

Review the de-isolation plan from the ICC Owner after the Issuer closes the Permit. Approve it when it is safe to proceed, and the Owner can then carry out de-isolation.

User Benefit: Let ICC Approvers check the removal plan before isolation is taken off the equipment.

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Configuration: No separate configuration required.

Ticket Reference: [IPER-532](#)

Confirm Zero Energy Before Work Begins

After isolating equipment, record a Zero Energy Test in the ICC to confirm that no energy remains before work starts. Pick the checks that apply to the equipment, such as confirming the main breaker is off. Reviewers and Authorizers can see which checks were selected.

User Benefit: Make sure equipment is safe to work on, with a clear record of the checks performed.

Configuration: Add the Zero Energy Test field to the ICC template in Authoring.

Ticket Reference: [IPER-664](#)

Verify or Revert De-Isolation

Review the de-isolation work after the ICC Owner records it, then mark it Verified. You can add a note. Your decision is recorded with your name and time.

If the work must be redone, revert it with a required explanation. The Owner is notified and can carry out de-isolation again for another check

User Benefit: Let ICC Verifiers confirm de-isolation is complete before equipment returns to service, and give the Owner a clear reason when rework is needed.

Configuration: No separate configuration required.

Ticket Reference: [IPER-530](#)

Search, Filter, and Focus the ICC List

Open All Isolations to find the ICC you need. Search by its details, filter the list, or select a status chip to see records at that stage and its count. You can choose visible columns, move through pages of results and open the relevant ICC action from its row.

Turn on **Isolation Register** when you need only isolations tied to equipment in the register. Turn it off to see the full list again. You can also start a new ICC from Create ICC.

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User Benefit: Find the ICCs that need action and narrow the view to registered equipment when useful.

Configuration: No separate configuration required.

Ticket Reference: [IPER-672](#), [IPER-658](#)

Keep ICC Details and Lists Up to Date

Start de-isolation with the table already prefilled with the isolation points and equipment details, and edit them if needed. Attachments on isolation rows stay available through every stage. The Reason for Isolation from the Permit carries into the ICC and stays in sync unless someone changes it in the ICC; that change is recorded in the audit trail.

The ICC list shows the records linked or assigned to you, while admins see all records, and it shows the latest Isolation Method. Search Text fields allow multiple selections without duplicates, and user selection lists show user icons.

User Benefit: Maintain consistent isolation information across stages and quickly access relevant ICC details with less manual data entry.

Configuration: No separate configuration required.

Ticket Reference: [IPER-772](#)

Permit and JHA Authoring

Give authors and tenant admins more control over Permit templates, stage-based sections, related Permits and PDF storage.

Choose Where Permit PDFs Are Stored

Choose where the PDF goes when a Work Order-level Permit is surrendered; it includes the linked JHA details when there is one. SAP ERP attaches the PDF to the Work Order and syncs it to SAP through the existing GOS or DMS setting. S3 Bucket keeps it in Innovapptive without sending it to SAP.

A PDF for an Operation-level Permit remains under Operation Attachments in S3, whichever tenant option you choose.

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User Benefit: Keep surrendered Permit PDFs in the location your plant uses for its records.

Configuration: Set "Permit PDF Storage Location" (SAP ERP or S3 Bucket) at the tenant level; defaults to S3.

Ticket Reference: [IPER-1389](#)

Control Permit Sections by Stage

Link each section of a Permit template to the lifecycle stages where it applies, such as Request, Review, Authorization, Issuance, Execution, Extension, Handover and Closure. For each stage, set the section as editable, read-only, mandatory or hidden.

When a Permit reaches a stage on Web or Mobile, users see only the sections set for that stage. Data entered in earlier stages can stay visible as read-only. The Permit cannot move to the next stage until the mandatory sections are complete. On Mobile, these rules also work offline.

User Benefit: Show users only what they need at each stage, and make sure safety details such as gas tests and sign-offs are captured at the right time.

Configuration: Map sections to stages in the section settings of Permit Template Authoring in the CWP portal. If no mapping is set, existing roles and permissions apply.

Ticket Reference: [IPER-1635](#), [IPER-1644](#)

Link Other Related Permits in a Form

Add related Permits to a form, such as other Permits active in the same area. Search for and select one or more Permits. For each one, you can see its ID, title and current status, which updates as that Permit progresses. Select a Permit ID to view the full Permit in read-only mode, then close it to return to your form with your entries kept.

User Benefit: Check related Permits and their status without leaving the form you're working on.

Configuration: In Template Authoring, add an Input Property field with Permit as the source and Multi search text as the response type.

Ticket Reference: [IPER-1645](#), [IPER-1647](#)

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Link the Right Additional Form to Permit Template

When you author a Permit template, the Additional Forms field now lists only the form types that apply to Permits: Atmospheric Log, Acknowledgement and the new Surrender form.

You can link one form per template. Add Audit and Checklist forms with the Sub-Form response type instead.

User Benefit: Keep template setup consistent and avoid linking forms that don't belong to a Permit.

Configuration: Available in Step 1 (Additional Forms) of Permit Template Authoring in the CWP portal.

Ticket Reference: [IPER-1625](#)

Keep Long Questions Readable in Form PDFs

In **PDF Setup**, the preview now sizes the question and response columns and the row height to fit each question's text. Long questions show at full readable size without cramped wrapping. Short questions no longer leave a mostly empty response column. This works the same whether a section has one question or several of different lengths.

User Benefit: Printed Permit forms are easier to read and scan, whatever the question length.

Configuration: No separate configuration required.

Ticket Reference: [IPER-1533](#)

Permit and JHA Execution

Bring more of the Web execution experience to Mobile, so field users can complete more of a permit or JHA from a single app.

Upload and Annotate Permit Plans on Mobile

Open the Permit's Evidence field on Mobile to view a Permit Plan uploaded on the Web. You can also upload an image or PDF of up to **5 MB** from your device. Draw, highlight or add other marks to the plan, then save the annotated file as Permit evidence. Your marks are still there when you reopen it.

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User Benefit: Review and mark the Permit Plan where the work is taking place.

Configuration: No separate configuration required.

Ticket Reference: [IPER-1193](#)

Surrender Form When Surrendering a Permit on Mobile

When you surrender a Live Permit on Mobile, a Surrender Form opens if one is linked to the template. Complete post-work checks such as site housekeeping, equipment restoration and personnel clearance, with photos and signatures where required.

You can't submit until all mandatory questions are answered, and the form works offline. Your responses appear in Permit History and the Permit PDF.

User Benefit: Confirm the site is safe for handback before a Permit moves to closure, with a full record of the checks.

Configuration: Create a Surrender form in Forms Authoring and link it to the Permit template through Additional Forms.

Ticket Reference: [IPER-1622](#)

Add Attachments When Surrendering a Permit on Mobile

Add photos, documents, or scans as supporting evidence when you surrender a permit on Mobile. The Attachment field is optional, so you can complete the surrender without one, and a failed upload won't block you from surrendering a Permit. Your attachments appear later in Permit History alongside the surrender record.

User Benefit: Capture supporting evidence right at the point of surrender, without any extra steps.

Configuration: No separate configuration required.

Ticket Reference: [IPER-1600](#)

Print Linked Sub-Forms with the Permit

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Print a Permit together with the sub-forms linked through its Form Response fields. The printout includes their answers, tables, checklists, repeated entries, comments and attachment thumbnails, and partially completed sub-forms print what has been entered.

The printout lists the **Permit** and its **sub-forms**, then any **linked JHA** and its **sub-forms**, then any **linked ICC** and its sub-forms, and finally attachments, with sub-forms in Authoring order. Users with print permission can print from Pending Issue onward, and field, role and conditional visibility rules apply. A reopened Permit prints its last locked version.

User Benefit: Get a complete permit record in a single printout, including data from linked sub-forms.

Configuration: No separate configuration required.

Ticket Reference: [IPER-803](#)

View PPE Actions and Photos in Permit History

PPE actions taken on Mobile now appear in Permit History on Web. Each entry shows the action (PPE Verified, PPE Skipped or PPE Photo Uploaded), the user, and the date and time.

Captured PPE photos open from the history entry and are also available under Permit Attachments. These records stay with the Permit as it moves through later stages.

User Benefit: Review PPE compliance and photo evidence from Web without needing the mobile device.

Configuration: No separate configuration required.

Ticket Reference: [IPER-1576](#)

Use Checkbox Fields in Forms on Web

Fill in Checkbox fields on the Web just as you do on Mobile. Required checkboxes must be checked before you can submit, and checking or unchecking one shows or hides the fields linked to it. Values stay the same whether you open the form on Web or Mobile.

User Benefit: Users can fill in Checkbox fields on Web or Mobile and get the same result.

Configuration: No separate configuration required.

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Ticket Reference: [IPER-1705](#)

Permit Extension Workflow

Give Issuers and Reviewers faster, mobile-native control over permit extension requests, so approvals don't wait for someone to reach a desktop.

Review and Approve Permit Extension Requests

As the Issuer, open an **extension request** from the Mobile Permit Inbox. Review and manage permit extension requests directly from Mobile with the following capabilities:

- **Review permit details:** View the operation, requester, current and requested expiry, reason, and attachments.
- **Approve or reject extensions:** Approve or reject permits individually or in bulk. Rejection requires a comment.
- **Identify requests needing attention:** Use the color-coded timer icon to identify permits nearing expiry and extension requests awaiting a decision.
- **Track extension status:** View **Extension Requested** for expired permits with pending requests and use the quick filter in My Permits.
- **Apply shift-based validity:** Keep Live Permits active for the assigned shift when a timeline and shift are defined; otherwise, apply 24-hour validity.
- **Track decisions:** Record decisions in Permit History and sync offline decisions when the device reconnects. Prevent another Issuer from processing an already completed request.

User Benefit: Manage permit extension requests directly from Mobile and quickly identify permits that require attention.

Configuration: No separate configuration is required.

Ticket Reference: [IPER-923](#), [IPER-1182](#)

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Mixpanel Analytics for EHS Mobile

Give administrators visibility into how EHS work is completed on Mobile.

Track EHS Mobile Usage in Mixpanel

The EHS Mobile app now sends usage events to Mixpanel, the same way Web does. These include screens viewed, buttons tapped, offline saves and sync results. Events recorded offline are sent after sync. Tracking follows user consent and tenant settings, and no sensitive data is sent.

User Benefit: See in Mixpanel how field users work with Permits and JHAs on Mobile, including offline.

Configuration: No separate configuration required.

Ticket Reference: [IPER-919](#)

What's Fixed

Reference No.	Description
SA2-1935	The signature field now stays in place while a Safe Work Permit is being issued, including when users add comments on the screen, so permits can be signed without interruption
SA2-1917	Users can now print fire watch logs for hot work permits and confined space entry logs for confined space permits from the web app after a permit is issued. External contractors without a tablet can complete these logs on paper, and the completed logs can be attached to the permit at surrender.

Known Issues & Limitations

NA

Digital Work Instructions

What's New

NA

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What's Fixed

NA

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: Only after successful Synchronization

App Build and SAP Addons/SP & Transports

iOS Build	1374 - https://apps.innovapptive.com/beta/Product/iMaintenance/Planned-Release-2609/iOS/index-1374.html
Android Build	1374- https://apps.innovapptive.com/beta/Product/iMaintenance/Planned-Release-2609/Android/default/iMaintenance-Release-2609-default-1374.apk
ECC Transports	EIMK900369 - Innov iCWP Integration Suite 2609 ECC Objects NIMK900276 - Innov iCWP Integration Suite 2609 Gateway Objects EW8K900308 - Innov iCWP Integration Suite 2609 EHP8 Objects

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S/4 Hana Transports	I22K900992 - Innov iCWP Integration Suite 2609 HANA Objects
ECC Add-ons/ SP	INVICL - EWX0021310268_0000025.PAT - SAPK-E9120ININVICL.SAR INVICL - NWX0021310268_0000003.PAT - SAPK-N9120ININVICL.SAR INVICL - MWX0021310268_0000029.PAT - SAPK-M9138ININVICL.SAR INVICL - EW80021310268_0000017.PAT - SAPK-M9139ININVICL.SAR
S/4 Hana Add-ons/ SP	INVICL - C230021310268_0000063.PAT - SAPK-M9019ININVICL.SAR
Linked Tickets	ECC addons: PLI-468, PLI-146
	HANA addons: PLI-488

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S. No.	Document Version	Date Created	Change History
1.	1.0	21 October 2026	2609

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