



# RELEASE NOTES 5.27

June 23, 2022

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# Release information

Release Version: 5.27 June 2022

## Introduction

This document describes the features and functionality of the TMS 5.27 release.

We invite you to submit your product enhancement requests on the TMS [Ideas](#) page. Ideas you post can be viewed by both Accruent employees and other TMS customers. On the Ideas page you can:

- Vote for or against an idea
- Add and respond to comments
- View the status of an idea

Your ideas help us understand what is important to our customers. Our Product Management team actively monitors the Ideas page and updates it when required. Contact Accruent Support if you have questions about the Ideas page.

## 5.27 Release Overview

### ServiceNow Integration

We created an integration with ServiceNow that will allow you to share work orders between ServiceNow and TMS. You may now create work orders and assign them without having to manually create them in a separate system.

ServiceNow has a service portal that is widely accessible within the organization. Anyone in the organization that has access can create an incident in ServiceNow. This development allows you to route that incident to TMS for a TMS technician to complete.

**Configuration is needed to utilize the ServiceNow integration. Please contact your Professional Services Consultant to create the integration.**

### Information Security TMS Integration

We expanded our API capabilities and other features so that external Information Security products can create new assets in TMS, then populate the new Information Security fields with values from the Information Security provider.

The new fields are located on the Info Security tab of the default Asset Master (TMS Enterprise) form for the Assets module. They are:

- Operating System Name
- Remote Access Type
- Application Entity Title (AET)
- Unique Device Identifier (UDI)
- Operating System Major Version Number

- Operating System Minor Version Number
- Operating System Build Number
- Firmware Version
- External System Name
- External Item Identifier
- MAC Address
- IP Address
- Network Adapter Type
- Connection Status Type

These fields can also be added to any custom forms you have created in the Assets module.

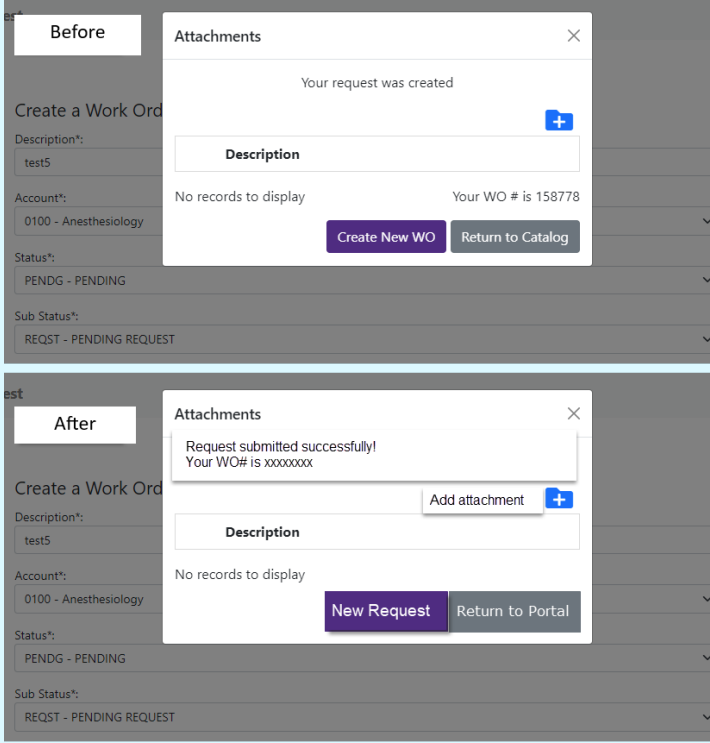
Some of these fields have also been added to the Vendor Models dialog. They are:

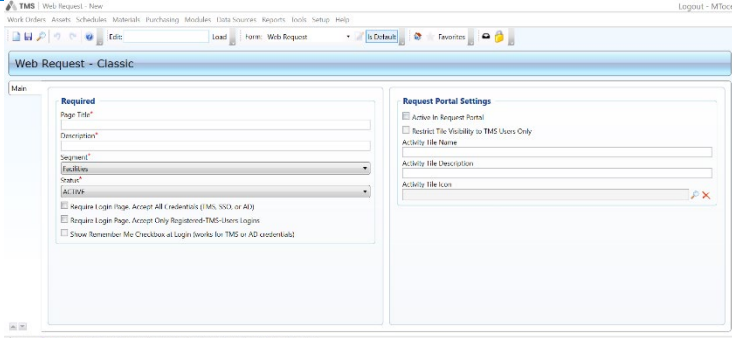
- Operating System Name
- Remote Access Type
- Network Capable
- HIPAA Data

**Configuration is needed to utilize the Information Security integration. Please contact your Professional Services Consultant for more information and configuration details.**

## Performance Improvements and Application Enhancements

JIRA / IID	Component	Summary
TMSPROV-13023	Request Portal	<p><b>Request Portal "Show more" button to not refresh the page</b></p> <p>The <b>Request Portal</b> is designed to display a <b>Show More</b> button if there are more than 25 tiles available within the selected segment. In the previous implementation, clicking <b>Show More</b> caused the entire page to refresh, and scroll back to the top, requiring you to scroll back down to the previous position in the list.</p> <p>Now, clicking <b>Show More</b> causes the <b>Request Portal</b> to display additional tiles below those currently displayed, without refreshing the page and without scrolling to the top of the list. You remain scrolled to your previous position with the additional tiles now displayed.</p> <p>When all tiles available to the selected segment are displayed, the <b>Show More</b> button no longer displays.</p>
TMSPROV-13042	TMS Core	<p><b>Improvements to the Add Attachment Dialog</b></p> <p>Improvements to UI text:</p> <ul style="list-style-type: none"> <li>• Changed the text from <b>Your request was created</b> to <b>Request submitted successfully! Your WO# is &lt;number&gt;</b></li> <li>• Added a tooltip that states <b>Add Attachment</b> (hover message) to the folder icon</li> <li>• Changed the button text <b>Create New WO</b> to <b>New Request</b></li> <li>• Change the button text <b>Return to Catalog</b> to <b>Return to Portal</b></li> </ul> <p>Changes to behavior:</p> <ul style="list-style-type: none"> <li>• Clicking the <b>[x]</b> in the upper right performs the same action as clicking <b>Return to Portal</b></li> </ul>

JIRA / IID	Component	Summary
TMSPROV-13061	Request Portal	<div data-bbox="657 315 1369 1055" style="border: 1px solid #ccc; padding: 10px;">  <p><b>Before</b></p> <p>Attachments</p> <p>Your request was created</p> <p>Description*</p> <p>test5</p> <p>Account*: 0100 - Anesthesiology</p> <p>Status*: PENDG - PENDING</p> <p>Sub Status*: REQST - PENDING REQUEST</p> <p>Your WO # is 158778</p> <p>Create New WO Return to Catalog</p> <hr/> <p><b>After</b></p> <p>Attachments</p> <p>Request submitted successfully! Your WO# is xxxxxxxx</p> <p>Description*</p> <p>test5</p> <p>Account*: 0100 - Anesthesiology</p> <p>Status*: PENDG - PENDING</p> <p>Sub Status*: REQST - PENDING REQUEST</p> <p>Add attachment</p> <p>New Request Return to Portal</p> </div> <p><b>Merge 1st Two 'Show in Portal' Checkboxes</b></p> <p>Changes to the UI under Request Portal Setup:</p> <ul style="list-style-type: none"> <li>• We changed the <b>Show Request Tile in</b> to indicate the Tile is Active in the <b>Request Portal</b>, regardless of the state of the <b>Status</b> drop-down selector (for the Classic Web Request processing).</li> <li>• The <b>Tile Visible for All Logins...</b> check box is unneeded and has been removed. <ul style="list-style-type: none"> <li>○ That functionality is controlled by the state of the top checkbox.</li> </ul> </li> <li>• The <b>Restrict Tile Visibility</b> checkbox is not enabled or checked unless the tile is active in the <b>Request Portal</b>.</li> </ul>

JIRA / IID	Component	Summary
		 <p><b>Screenshot: one checkbox labeled <i>Active in Request Portal</i> in the <i>Request Portal Settings</i> section.</b></p>



## Issue Maintenance

The following customer reported issues have been fixed.

JIRA / IID	Summary
TMSPROV-12894	<p><b>Improve UserID Creation from SSO Email Claim</b></p> <p>The Central Auth claim 'accruent_displayname' was being used for both UserID and UserName in tblTMSUsers. This prevented them from obtaining a realistic username.</p> <p>Now, SSO mapping uses distinctly mapped claims to produce unique values for UserID and UserName in the TMS local database based on fields provided from TMS Online</p>
TMSPROV-13066	<p><b>Issues with Links in a dashboard kicking the user from TMS in Edge</b></p> <p>Clicking an external link in a dashboard using the Edge browser was restarting TMS and removing the user.</p>
TMSPROV-13213	<p><b>Web Request defaults not displayed in setup page</b></p> <p>Defaults previously placed in fields on Web Request edit pages were not visible.</p>

### TMS Release Notes – July 2022

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