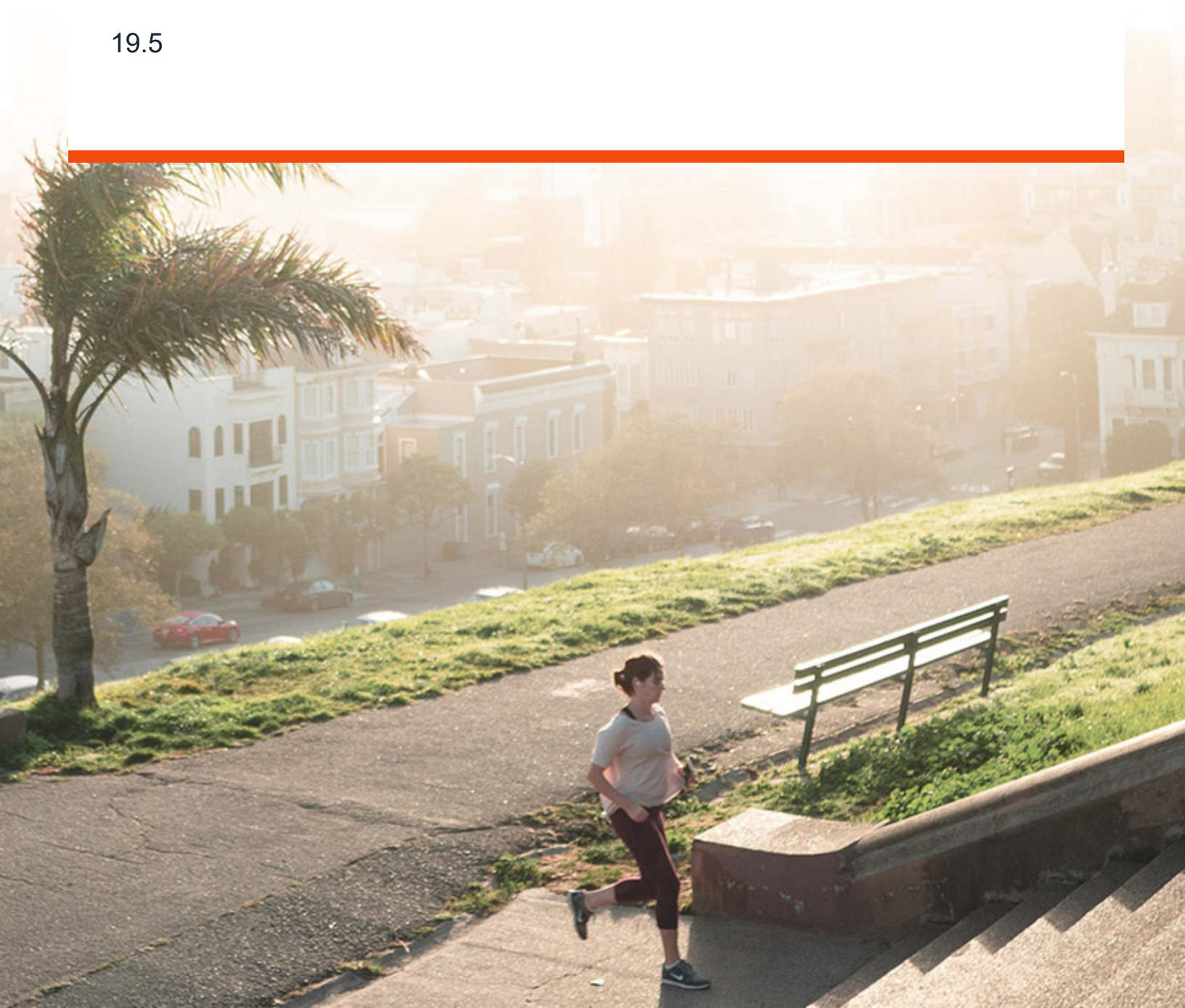




Community Development Release Notes

19.5



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Introduction

These release notes summarize the latest modifications to Community Development applications available for general distribution with the 19.5 releases for premise and hosted installations.

For support questions or issues, contact the CentralSquare support team at 833-278-7877 (833-CST-SUPP), or log in to the CentralSquare support portal at support.centralsquare.com.

Important notices

Contractors State License Board (CSLB)—State of California

CSLB updated its security and is now blocking the encryption ciphers bundled with Microsoft Windows Server 2012 and earlier. The CSLB website now requires the more secure encryption ciphers used by Windows Server 2016 and later.

Script updates

When you test this release in your staging environment, be sure to test your custom scripts to ensure compatibility and proper functionality after the upgrade.

Important: If you are upgrading from 18.2 HF13 or earlier, or 19.3 HF07 or earlier, review your custom scripts to determine if they are affected by the payment transaction enhancement. You can find more information about the payment transaction enhancement on the support portal in release notes, as well as "[How Does Transaction Manager Work?](#)" and "[Transaction Manager-Community Development Changes](#)" (video).

Upgrade requirements

Upgrade requirements for specific software products are:

- Community Development 19.5: corresponding 19.5 upgrades to Web Utilities & Maintenance (WUM) and all other licensed products.
- IIS: running .NET framework 4.6.2. The web.config file for each of your Community Development websites must have the targetFramework key set to 4.6.2.
- Bluebeam Revu users: IIS configured with TLS 1.2.

Recent Microsoft Windows security updates recommend that users disable TLS 1.0 and 1.1. If you require using HTTPS to access Community Development applications, disable TLS 1.0 and 1.1, and SSL 2.0 and 3.0. Community Development supports these changes in release 18.1 and later.

What's new

19.5.14

Paya changes

Additional configuration in WUM is now used for Paya payments in eTRAKiT.

If you use Paya for payment processing, when you upgrade to this release, make the following updates to your configuration:

- In WUM, go to **System Settings > Accounting > Online** and change the following fields:
 - **Payment Vendor URL:** Enter one of the following URLs:
For your production environment, enter **<https://api.payaconnect.com>**
For your test environment, enter **<https://api.sandbox.payaconnect.com>**
 - **Payment Reporting Server:** Enter **v2/transactions**.

Save your changes.

- Add the following domain names to your agency's allowlist:

api.payaconnect.com

api.sandbox.payaconnect.com

19.5.13.1

Cardknox payments return to using redirects

eTRAKiT payments made via Cardknox now redirect to a Cardknox page rather than using an eTRAKiT payment form.

This change reverses modifications made in 19.5.12.

If you use Cardknox, ensure your WUM settings are correct in **System Settings > Accounting > Online**:

- **Payment Gateway:** Select **Cardknox**.
- **Payment Vendor URL:** Enter the payment form URL provided by Cardknox for credit card payments.
- **Payment Param1:** This field is currently not used.
However, if Cardknox changes the voiding endpoints, enter **<https://x1.cardknox.com/gateway>** in this field.
- **Payment Param2:** Enter the URL for your eTRAKiT public website. For example, <http://www.example.com/etrakithomepage>.

- **Payment Return URL:** Enter the payment form URL provided by Cardknox for e-check payments.

Note: The e-check button is always available in eTRAKiT because Cardknox supports e-checks. You must define this URL.

- **Payment UserName:** Leave this field blank.
- **Payment UserPassword:** Enter your Cardknox xKey.
- **Payment Reporting Server:** Enter **https://x1.cardknox.com**.
- **ShoppingCart Include Receipt On Comment2:** This field is not used. Select **None** or **FALSE**.
- **Select this option to accept eChecks in eTRAKiT when your payment provider supports eChecks:** If you want to accept e-checks, select **TRUE**. If you do not want to accept e-checks, select **None** or **FALSE**.

19.5.13

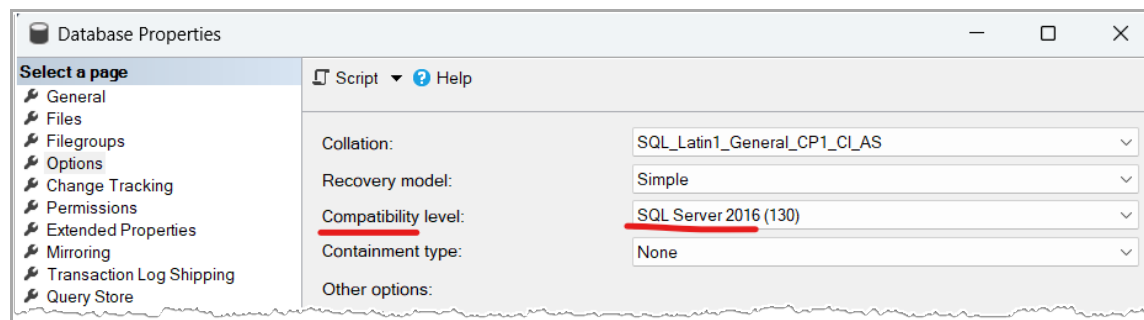
.NET upgrade

Community Development's projects targeting .NET Core were upgraded to use .NET version 8.0. This change keeps Community Development up to date with Microsoft's latest .NET version.

When you upgrade to 19.5.13., .NET 8 must be installed on the server where Community Development REST services are installed.

In addition, with .NET version 8.0, all database systems must be set to a compatibility level of at least SQL Server 2016(130).

Example:



For more information about how to change the database compatibility level, see <https://learn.microsoft.com/en-us/sql/relational-databases/databases/view-or-change-the-compatibility-level-of-a-database?view=sql-server-ver16#SSMSProcedure>.

Attachment size limit

For Community Development, eTRAKiT, and Citizen Engagement, the attachment size limit was adjusted to accept uploads up to 500 MB.

In Community Development, this applies to attachments added to the activity record through the Attachments feature as well as bond attachments added in the **Bonds** pane.

Note: Even though Community Development and eTRAKiT can handle attachment uploads up to 500 MB, CentralSquare recommends a maximum of 300 MB to avoid performance delays.

If a user attempts to upload a file larger than 500 MB, an error message appears.

19.5.12

Cardknox configuration and payment form changes

eTRAKiT payments made via Cardknox are now made in eTRAKiT using an eTRAKiT payment form rather than redirecting to a Cardknox page.

When you upgrade to this release, you must update your settings in WUM. On WUM's **System Settings > Accounting > Online** page, configure settings as follows:

- **Payment Gateway:** Should be set to **Cardknox**. Previously, the option was **Cardknox_Redirect**; now it is **Cardknox**. Your setting is automatically updated during the upgrade.
- **Payment Vendor URL:** If you want payers in eTRAKiT to receive emails from Cardknox, enter **True**. Cardknox uses the email address from the payment form to send the email to the payer. If you do not want payers in eTRAKiT to receive emails from Cardknox, leave this field blank or enter **False**.
- **Payment UserName:** Enter your Cardknox iField key.
- **Payment UserPassword:** Enter your Cardknox xKey.
- **Payment Reporting Server:** Enter **<https://x1.cardknox.com/>**.
- **Select this option to accept eChecks in eTRAKiT when your payment provider supports eChecks:** If you want to accept eChecks, select **TRUE**. If you do not want to accept eChecks, select **None** or **FALSE**.

All other fields on the **Online** page are ignored.

Attachment file names and descriptions

Additional special characters are now restricted from being used in file names, and some special characters are now restricted in file descriptions.

When attachments are uploaded in Community Development or eTRAKiT, the following restrictions now apply:

- **File names:** File names that contain the following characters are changed during the upload to replace the restricted character with an underscore:
/ \ : * ? " ' < > | & # + ' % \$!
- **File descriptions:** If a file's description contains a slash (/), backslash (\), pound sign (#), or apostrophe ('), those characters are removed.
- **Non-ASCII characters** (for example, é, €, or Δ) are removed from both file names and file descriptions.

Examples:

Type	Original	Changed to...
File name	Joe Smith:license & ID	Joe Smith_license _ ID
	José Smith's blueprints	Jos Smith_s blueprints
File description	Verdant Lawns:license/ID	Verdant Lawns:licenseID
	Joe Smith's blueprints	Joe Smiths blueprints
	José Smith's blueprints	Jos Smiths blueprints

Note: Attachments that were uploaded in some earlier versions of Community Development or eTRAKiT might contain these characters. The attachments must be renamed manually to change the character to an underscore or other allowed character. You cannot view or edit these attachments until you rename them.

Unlocking users (Active Directory)

If you use Active Directory, you can now lock out users and unlock users from WUM's **User Administration > User Names** page. Use the **LockOut**, **LockOut Time**, and **LockOut Reason** columns to lock out a user. Use the **LockOut** column to unlock a user. Previously these columns were hidden for agencies that use Active Directory.

Restrict print permit and license by status

You can now restrict eTRAKiT users to printing permits and licenses with select status values only.

In **Permitting > General > Display**, use the new **Print Permit Status** option to select status values that allow printing. This new option applies only when the **Show Print Permit Link** field is **True**.

In **Licensing > General > Display**, use the new **Print License Status** option to select status values that allow printing. This new option applies only when the **Print License Link** field is **True**.

After you upgrade to 19.5.12, check your selection for **Show Print Permit Link** and **Print License Status**. If the field is **True**, select status values in the corresponding Print Status option.

Important: By default, no status values are selected in the new **Print Permit Status** and **Print License Status** options. You must select status values to allow eTRAKiT users to print permits and licenses.

Examples:

- **Show Print Permit Link** field is **True** and you select **APPROVED** and **ISSUED** in **Print Permit Status**:
eTRAKiT users can print their permit if the permit has either an **APPROVED** or **ISSUED** status.
- **Show Print Permit Link** field is **True** and no status values are selected in **Print Permit Status**:
eTRAKiT users cannot print their permits because no status values are selected.
- **Show Print Permit Link** field is **False**:
Regardless of your selection in **Print Permit Status**, eTRAKiT users cannot print their permits.

19.5.11

USAePay changes for eTRAKiT payments

To resolve an issue that caused duplicate transactions for payments made in eTRAKiT through USAePay, the following changes were made:

- On the USAePay console, the **Declined URL** field is no longer required. Now, you can use a declined template instead of entering a URL.

To use a declined template, leave the **Declined URL** field blank. If you use Console 1, you must set up the template manually. If you use Console 2, an existing template is provided. You can customize it or use it as is.

CentralSquare recommends that you use the declined template instead of the **Declined URL** field. After you upgrade to this release, log in to the USAePay console and update your configuration. If you need assistance, contact the Support team.
- Modified Community Development to make multiple calls to the USAePay report server to get transaction details. If USAePay does not return the needed information, Community Development sets the transaction status to **Canceled** and allows the user to try making the payment again.


Important: Because of changes that USAePay made to their integration, *all* USAePay users must update their ePay Form regardless of the release version they use. For detailed instructions about updating your configuration, contact the Support team.

Payment History page enhancement

On eTRAKiT's **Payment History** page, you can now view activity record numbers (for example, permit numbers) associated with a transaction. Select the new **+** column to view associated record numbers. To view details about the activity record, select the record number link.

Payment History

Select + to see records associated with the transaction

	Date	Id	Amount	Status
	2/21/2024 5:40:21 AM	WEB4460	\$1,450.70	Paid
Associated Records			Amount	
PERMIT:SDS2402-00000003			\$1,450.70	

Removed print options

The following options were removed from eTRAKiT Administrator **Permitting > General > Display**:

- **Print Permit Link for Anonymous user**
- **Print Inspections Link for Anonymous user**

Now, anonymous users (users who are not logged in) cannot print permits or inspections.

Color coding for deposits and bonds

When you add deposits or bonds to a record, deposits and bonds are now color coded in the Add feature's dialog box, just as they are in the **Financial Information** pane.

In the **Add Fees** dialog box, deposits now appear in blue text. In the **Add Bonds** dialog box, bonds now appear in green text.

19.5.10

Login security enhancements

To meet Payment Card Industry (PCI) requirements for login security, changes were made for user logins in Community Development and eTRAKiT.

Community Development

Note: These changes apply only if your agency uses Community Development logins. They do not apply if you use Single Sign-On (SSO) or Active Directory (AD).

- In WUM **System Settings > Login Security**, the following fields were changed:
 - **Minimum Password Length:** This field must be **12** or more.
 - **Maximum Password Length:** This field must be at least **13** and cannot exceed **96**.

- **Minimum Lower Case Characters:** This field must be **1** or more.
- **Minimum Upper Case Characters:** This field must be **1** or more.
- **Minimum Numeric Characters:** This field must be **1** or more.
- **Minimum Special Characters:** This field must be **1** or more.

If you currently have any of these fields set to a value less than the new minimum, the value will be updated to the new minimum during the upgrade.

In addition, the **Require Complex Use Password** check box was removed.

- Users whose passwords do not meet minimum password security requirements will be prompted to reset their password. The prompt appears on the user's first login after you upgrade to this release.
- User accounts will now be locked after a maximum of 6 unsuccessful login attempts. The previous maximum was 10 attempts.

Use the **LockOut User After x Failed Attempts** option (in WUM **System Settings > System Settings > Login Security**) to specify the number of failed login attempts you allow before the user account is locked. The drop-down list was modified to include values **3, 4, 5, and 6** only.

If **LockOut User After x Failed Attempts** is **3** or **5** before you upgrade to this release, the value remains the same. If **LockOut User After x Failed Attempts** is **10** before you upgrade to this release, the value is changed to **6** during installation.

- Users are now prevented from using commonly used passwords (for example, *Password123!*) or passwords previously exposed in a data breach. When users change their password through Community Development, the password is checked against a database of common and exposed passwords. If the password is found in the database, a message appears showing password requirements. After clearing the message, the user must enter a different password.

eTRAKiT

Similarly, the following changes were made for user logins in eTRAKiT:

Note: In eTRAKiT, the changes apply to accounts for both public registered users and registered contractors.

- The minimum password length was increased to 12 characters.
- Registered users whose passwords do not meet minimum password security requirements will be prompted to reset their password. The prompt appears on the user's first login after you upgrade to this release.
- User accounts will now be locked after a maximum of 6 unsuccessful login attempts. The previous maximum was 10 attempts.

Use the **Login Attempts** option (in eTRAKiT Administrator **General** > **General** preferences) to specify the number of failed login attempts you allow before the user account is locked. The drop-down list was modified to include values **3**, **4**, **5**, and **6** only.

If **Login Attempts** is **3** or **5** before you upgrade to this release, the value remains the same. If **Login Attempts** is **10** before you upgrade to this release, the value is changed to **6** during installation.

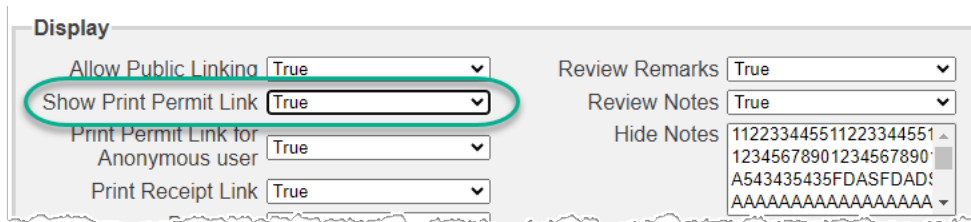
- Users are now prevented from using commonly used passwords (for example, *Password123!*) or passwords previously exposed in a data breach. When users create an account or change their password, the password is checked against a database of common and exposed passwords. If the password is found in the database, a message appears showing password requirements. After clearing the message, the user must enter a different password.

Clearer labeling for print permit options

Changes were made to clarify Print Permit options in eTRAKiT Administrator. The functionality of these options did not change; only the labels changed.

Permitting > General

In **Permitting > General**, the **Print Permit Link** label was changed to **Show Print Permit Link**.



Display

Allow Public Linking	True	Review Remarks	True
Show Print Permit Link	True	Review Notes	True
Print Permit Link for Anonymous user	True	Hide Notes	112233445511223344551 12345678901234567890 A543435435FDASFDAD! AAAAAAAAAAAAAAAAAAAA
Print Receipt Link	True		

This option controls whether the print option is available for permits listed on the user's dashboard under **My Active Permits**:



My Active Permits

7 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE	ATTACHMENT	MAP	PRINT	UNLINK
2024-00000146	36741 OAK ...	FENCE	APPLIED		Request	\$0.00				
2024-00000147	36741 OAK ...	FENCE	APPLIED		Request	\$0.00				
2024-	36741	BLOCK								

as well as on the permit information page:

Permit Search

Search By:

Permit Num

Search Operator:

Begins With

Search Value:

SEARCH

Click here for search examples

MAP

ON

OFF

Permit #2024-00000146

Attachment

Permit

Request Inspection

Inspections

Permit Info

Site Info

Contacts (4)

Fees \$0.00

Inspections(0)

Chronology (0)

Conditions (0)

Reviews(0)

Type: FENCE

Subtype:

Short Description: short description

Status: APPLIED

Applied Date: 1/30/2024

Approved Date:

Issued Date:

Finalized Date:

Expiration Date:

What's new | 11

Permitting > Application

In **Permitting > Application**, the **Show Print Permit Link** label was changed to **Show Print Permit Link (Receipt Screen)**.

Display

Show More Info	True	Required	Jobvalue
	Set Required Fields		Description
Populate Contacts	True		Notes
Hide Short Description	False		Location Address
Hide Relationship	False	Owner	Name
Hide By Type	INDUSTRIAL WASTE PLU		Address
	JOSHUA TREE PERMIT		City
	LANDSCAPING PERMIT		State
	MECHANICAL	Contractor	Name
Show Print Permit Link (Receipt Screen)	True		Address
Issued Permit Link	True		City
Applicant ID	False	Applicant	State
		Additional Contractor	Name
			Address
			City
			State

This option controls whether users can print the permit at the final step of the permit application process. If you select **True**, the **PRINT PERMIT** link is available to applicants:

Permit Application

Step 1
Step 2
Step 3
Step 4
Step 5 Checkout/Confirmation

Payment Status: Paid
Print this page as your receipt of payment. You will also receive an e-mail confirmation.

Receipt No: WEB1282
Date: 1/30/2024 3:04:09 PM

Amount Paid: \$10.00

PERMIT	D2024-00000151	36741 OAK HILL STREET	DISASTER PERMIT
COMPUTER TRACKING - BLDG			\$10.00
Subtotal			\$10.00

Total amount paid: \$10.00

VIEW PERMIT
PRINT SUMMARY
PRINT PERMIT

19.5.9

CSLB enhancements

Two enhancements were made for Contractors State License Board (CSLB) users: one enhancement in Web Utilities & Maintenance (WUM) and one enhancement in eTRAKiT Administrator.

In WUM, you can now specify the CSLB URL and token. To implement this enhancement, the **CSLB** page was added in WUM **System Settings > Integrations**. The **CSLB** page includes the following options:

- **CSLB URL:** Enter the URL you use to access CSLB.
- **CSLB Token:** Enter your agency's unique CSLB access token.

The values you enter in WUM are used by your custom script and eTRAKiT. Previously, the URL and token were stored in your custom script. Setting these values in WUM makes it easier to update the values if your URL or token changes.

Note: If you do not use CSLB, leave these fields blank.

In addition, the **Check CSLB and Update AEC on Login** option was added to eTRAKiT Administrator **General > Contractor Login > Registration**. Use this field to indicate whether to update a contractor's Entity Management record in Community Development with information received from CSLB when the contractor logs in to eTRAKiT. To update Entity Management records, select **True**. If you do not want to update Entity Management records with information from CSLB, select **False**.

New option to hide inspection notes

You can now choose whether to show or hide inspection notes in eTRAKiT using the new **Inspection Notes** option in eTRAKiT Administrator's Code Compliance settings.







To show inspection notes in eTRAKiT, select **TRUE** in the new **Inspection Notes** option. Inspection notes appear when users view case details, select the **Inspections** tab, and then select the **More Info** link.

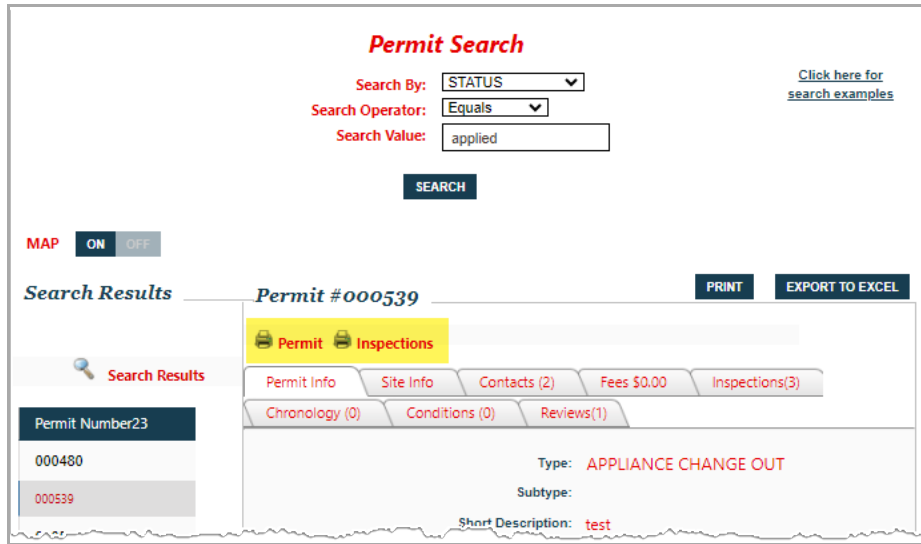
To hide inspection notes, select **FALSE** in the new **Inspection Notes** option.

New options to control print features

You can now control whether anonymous users (users who are not logged in) can print permits or inspection details for a permit after they search for a permit record.

The following new options are available in eTRAKiT Administrator **Permitting > General > Display**:

- **Print Permit Link for Anonymous user:** To show the  **Permit** link for anonymous users, select **True**. To hide the  **Permit** link for anonymous users, select **False**. When the  **Permit** link is available, anonymous users can print the permit.
- **Print Inspections Link for Anonymous user:** To show the  **Inspections** link for anonymous users, select **True**. To hide the  **Inspections** link for anonymous users, select **False**. When the  **Inspections** link is available, anonymous users can print details for all inspections on the permit.



New Enable Notes Audit Trail option

WUM's audit trail options now include the **Enable Notes Audit Trail** check box. If you want a record of changes made to notes on activity records (adding, changing or deleting notes), select this check box. If you do not want a record of notes changes, clear the check box. Audit trail options are in **System Settings > Audit Trail**.

19.5.8

New eTRAKiT setting for contractor registration

You can now choose to allow contractors who are not registered with Contractors State License Board (CSLB) to register for an eTRAKiT account while still performing CSLB validation.

To implement this enhancement, two options were added in eTRAKiT Administrator in **General > Contractor Login**:

- **Validate CSLB** indicates whether eTRAKiT checks if contractors are registered with the Contractors State License Board (CSLB) when they register for an eTRAKiT account. Select **True** to check the CSLB database. Select **False** if you do not want to check the CSLB database. By default, this field is set to **False**.

Note: This setting was previously in the web.config file. Now, it is moved into eTRAKiT Administrator so you can see and change its value easily.

- **Allow Invalid CSLB Registration** indicates whether contractors must be registered with the Contractors State License Board (CSLB) to register for an eTRAKiT account. By default, this field is set to **False**, indicating that contractors must be registered with CSLB to register for an eTRAKiT account (you do not allow invalid CSLB registrations).

If you want to allow contractors to register for an eTRAKiT account regardless of whether they are registered with CSLB, select **True**.

If **Validate CSLB** is **False**, **Allow Invalid CSLB Registration** is not used.

Examples: A contractor who is not registered with CSLB tries to register for an eTRAKiT account.

- If **Validate CSLB** is **False**, the contractor can register regardless of the value in **Allow Invalid CSLB Registration**. No validation occurs against the CSLB database.
 - If **Validate CSLB** is **True** and **Allow Invalid CSLB Registration** is **True**, the contractor can register for an eTRAKiT account. eTRAKiT checks whether contractors are registered with CSLB but does not require CSLB registration.
 - If **Validate CSLB** is **True** and **Allow Invalid CSLB Registration** is **False**, the contractor cannot register for an eTRAKiT account. eTRAKiT checks whether contractors are registered with CSLB and requires CSLB registration.
-

19.5.6

New payment provider option

In WUM **System Settings > Accounting > Cash Register**, the **Payment Provider** option now includes **Internal**.

If you use Community Development Cashiering rather than a third-party payment processor for over-the-counter payment card transactions, select **Internal** for **Payment Provider**.

This change ensures that over-the-counter card transactions accurately reflect **Internal** as the processor rather than your online payment processor.

Licenses eligible for renewal

On the eTRAKiT dashboard's **My Licenses For Renewals** section, licenses now appear based on filters you set up in eTRAKiT Administrator. To use this feature, set up filters in the **Licensing > Renewal** tab > **License Renewal Filter** section.

19.5.3

Important: This release requires an updated PaymentPluginsOTC.dll file for third-party over-the-counter (OTC) payments. If you use a third party (such as Cardknox, CardConnect, or Paymentus) for OTC payments, the new PaymentPluginsOTC.dll must be installed manually when you upgrade to this release. Contact Support for more information.

New Land subscreen indicator options

Subscreen indicator options are now available for Land Management. Your selection defines how panes with multiple items display the total number of items in the pane title.

To set this option, to go WUM **Module Configuration > Land Management > Preferences**. In the **Land Sub-Screen indicators** section, select one of the following options:

- **No indicator:** Only the title appears (for example, **Contacts**)
- **Asterisk Indicator:** An asterisk (*) appears after the pane title (for example, **Contacts***)
- **Record Count Indicators:** The number of records appears in parentheses after the pane title (for example, **Contacts (4)**)

19.5.2

View overdue items in Agency Center

You can now view overdue items in Agency Center. To include overdue items in your view, use the following new options:

- In **Review Center**, select the **Due (Incomplete + Overdue)** option in the **Date Type** drop-down list.
- In **Action Center**, select the **Overdue + Action Date** option in the **Date Type** drop-down list.

Resolved items

19.5.14.1

eTRAKiT

For payments processed by Paya, modified the way the status is applied to the transaction. Now, when the transaction is submitted, the transaction status is set to **AwaitingResponse** until a postback occurs or a background query confirms the transaction. If neither happens within one hour, the status is set to **Canceled**. (Bug 1390785)

Note: A *postback* is the payment processor's message to Community Development indicating the payment processor's status of the transaction.

19.5.14

Community Development

- Made changes to ensure that the Laserfiche icon appears in the **Attachments** dialog box after files are transferred to Laserfiche. (Case 02300438, SR 1352523)
- Corrected the GIS Single Select tool to return the correct address for your selection on the map. (Case 02269683, SR 1334082)
- Resolved a Spatial Advisor error that occurred when you tried to link a Land Management record to an activity record (such as a license). (Case 02268808, SR 1342804)
- Resolved an error that occurred when you added or updated a contact with an address that did not already exist in Community Development. (Case 02333613, Case 02330853, Case 02331098, Case 02332697, Case 02334241, SR 1376355)
- Resolved an issue that prevented payments made in eTRAKiT through Paya from being added to the record in Community Development. (Case 02323427, 02243079, 02320651, SR 1316856)
- Corrected payment transaction processing to set a transaction's status to **TimedOut**, regardless of the payment provider, when the Automatic Recovery feature is enabled and the transaction remained in the **AwaitingResponse** status longer than the time specified in WUM's **Transaction Timeout (minutes)** option. (Case 02041178, Case 02254649, SR 1219260)

Web Utilities & Maintenance (WUM)

- Modified Spatial Advisor to save changes properly when you add or change rules with types and subtypes up to 60 characters. (Case 02268427, Case 02302908, Case 02297423, SR 1352577, SR 1354012, SR 1356221)
- For the Imaging feature, corrected the way WUM handles encoding for URLs. This resolves an issue that prevented websites from loading. (Case 02166645, SR 1276147)

- Corrected Spatial Advisor to properly save the **SUBTYPE** field as blank when you change the **TYPE** field to a record type that does not have any subtypes. (Case 01908373, SR 1009028)
- In Spatial Advisor, modified the Add and Edit features so the page is refreshed immediately when you make changes. (Case 01892029, Case 02105218, SR 1035284, SR 1189335)

eTRAKiT

- Resolved a query issue that prevented Spatial Advisor rules from being applied during the eTRAKiT application process. This issue prevented citizens from completing applications. (Case 02101504, SR 1200029, Case 02154340, SR 1247419)
- Resolved an issue that caused duplicate Spatial Advisor rule fees to be added to permit applications when all of the following conditions were met:
 - In eTRAKiT Administrator, the **Permitting > Application > Fee Select** field is **True**
 - A citizen started the permit application, proceeded past step 1, then returned to step 1
 - Spatial Advisor rules include applying a fee based on user-entered information (for example, a quantity)

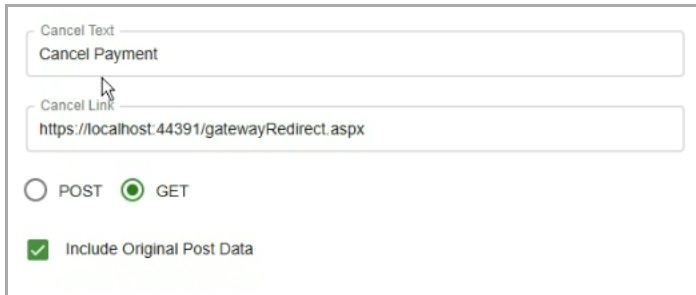
(Case 02165488, Case 02166544, SR 1246119)

- Resolved an error that occurred when a citizen tried to delete all existing information for a contact during the license or AEC renewal process. (Case 02304102, SR 1355254)
- For Converge users, corrected an issue that added duplicate credit card fees when an in-progress payment was canceled in eTRAKiT. This issue occurred only if online credit card convenience fees were set up in WUM (**System Settings > Accounting > Transactions > Convenience Fees**). (Case 02300751, SR 1359007)

With this change, the following step was added to the Converge configuration:

On the **PAYMENT PAGE** tab, scroll down to the cancel payment fields. Set fields as follows:

- **Cancel Text:** Enter text for the heading that appears for canceling payments.
- **Cancel Link:** Enter your full eTRAKiT URL including **gatewayRedirect.aspx** at the end of the URL.
- Select the **GET** option.
- Select the **Include Original Post Data** check box.



Cancel Text
Cancel Payment

Cancel Link
<https://localhost:44391/gatewayRedirect.aspx>

☐ POST ☒ GET

☒ Include Original Post Data

- Made changes to ensure that AEC applicants receive an email confirming that their application was received. (Case 02327855, SR 1369935)
- Improved the license application address linking requirements and manual address entry. As part of this change, you now have the option to require a location for license applications. In eTRAKiT Administrator, the **Required** field (in **Licensing > Application** tab > **Display** section) now includes **Location Address** as a field you can select. If you select this option, license applicants must add an address to their application. (Case 02268808, SR 1342804)
- Corrected an issue with project applications that prevented citizens from proceeding to step 2 when the geotype associated with the project did not have Spatial Advisor rules assigned to it. (Case 02241002, Case 02262261, Case 02297084, Case 02199822, SR 1281459)
- For transactions processed in eTRAKiT through Paya, resolved an issue that prevented transaction details and history from appearing in Community Development. (Case 02308359, SR 1365580)

Agency Center

- Resolved an error that occurred when a user tried to edit a review from the dashboard's **Review Center** by selecting the **Edit** link for the review. (Case 02310294, Case 02317567, SR 1358595)

Citizen Engagement

- Resolved errors that occurred when someone tried to apply for a permit. (Case 02319958, SR 1368216)

19.5.13.1

Web Utilities & Maintenance (WUM)

- Resolved an error that occurred when you tried to go to the **Transactions** page (**System Settings > Accounting > Transactions**) and you used HTTPS (Hypertext Transfer Protocol Secure). (Case 02308715, Case 02311516, SR 1356223, SR 1359824)

19.5.13

Community Development

- Corrected query transactions for the Cardknox response to ensure the correct status is applied to transactions. (Case 02265172, Case 02239302, Case 02287026, Case 02265161, SR 1328931)
- Modified fee calculations to always recognize text in braces {} as a fee code. (Case 02259261, SR 1333954)

Previously, fee calculations sometimes mistook fee codes for custom screen fields. This occurred when the formula for a fee on the record included a fee code that was not on the record, and the record included a custom screen field that began with the same letters as the fee code. (For example, fee code PLUMB and custom field PLUM.)

Web Utilities & Maintenance (WUM)

- Corrected the RESTRICT VIEW ATTACHMENTS privilege in Entity Management. Previously, when the RESTRICT VIEW ATTACHMENTS privilege was selected for a group, all users in that group with USER-level access received an error message when they tried to open attachments in Community Development. (Case 02255959, Case 02297470, Case 02296731, SR 1324214, SR 1349550)

19.5.12

Community Development

- The Advanced Search Export now displays a warning message if you try to export more than 10,000 records. You can continue with the export, but it might not be successful. (Case 02237083, SR 1301339)

CentralSquare recommends exporting fewer than 10,000 records at a time. You can use the Filter feature in Advanced Search to narrow your results.

- Modified the way payments for time sheet fees are processed when deposit funds are available for the activity record. (Case 02230983, SR 1297035)

Now, if WUM's **Pay fees with deposits automatically** check box is selected (in **System Settings > Accounting > Deposits**), when you post time sheet hours, the associated fee amount is added to the activity record and, if deposit funds are available, the time sheet fees are paid automatically using available deposits.

Note: If the available deposit funds are not sufficient to pay all the time sheet fees automatically, Community Development adds two fees to the activity record: one fee for the amount that is paid by the deposit funds and another for the remaining balance of the time sheet fees.

If the **Pay fees with deposits automatically** check box is cleared, time sheet fees are added to the activity record but are not paid automatically.

- In the **Edit Inspection** dialog box, resolved display issues for custom screens. This change includes adding scroll bars to the dialog box. (Case 02206121, SR 1278217)
- To improve response times within Community Development, updated the Community Development Workspace's stored procedures, views, Agency Center, and global search views. (Case 02254900, SR 1319506)
- Corrected an issue with fee formulas that used a subfee as part of a MIN or MAX value calculation. Now, if the subfee used in the MIN or MAX calculation is paid, the fee calculation still uses the subfee in the calculation. (Case 02225258, SR 1309578)
- For conditions and inspection notes added in My Building Permits (MBP), modified Community Development to convert ASCII characters so they display properly in Community Development. For example, line breaks no longer appear as **
** and greater than characters (**>**) no longer appear as **>**. (Case 02249415, Case 01691385, SR 947444)
- In the **Add Inspections** dialog box, modified the **Set Default** field to remember your selection and apply that selection when you add future inspections. (Case 01882814, Case 01961312, Case 01961988, Case 02037883, Case 02048799, SR 1045105)
- Resolved an error in Advanced License Processing (ALP) that occurred for some licenses that used a user-defined field (UDF) in the fee formula for a fee added through ALP. (Case 02043341, SR 1144468)
- In the **Payment Transactions** window, corrected searches by date range so that all results within the date range are included in the results listing. (Case 02049804, SR 1149506)
- Updated Community Development to use the latest jQuery version 3.7.1. This change improves security. (Case 02177632, SR 1254811, PBI 1265219, PBI 1265231)
- Improved performance of the Advanced Search feature. (PBI 1320288)
- Made changes to improve the efficiency of uploading attachments in Community Development. (PBI 1299823)
- Improved the efficiency of working with attachments, especially for records that have many files attached. (Case 02053002, Case 02211794, Case 02218737, Case 02105331, Case 02107032, Case 02216628, SR 1153700, SR 1283134, SR 1267300, PBI 1291970)
- Improved performance of the Community Development Workspace, Community Development global search, and Agency Center. (PBI 1307728)
- Corrected issues with drop-down fields that occurred if you used Google Chrome version 131.0.6778.70 or later or Microsoft Edge based on Chromium version 131.0.2903.51 or later. You can now use the latest browser versions without issues. (Case 02286452, Case 02287953, Case 02287946, Case 02287855, Case 02287797, Case 02287722, Case 02287720, Case 02288347, Case 02287827, Case 02285774, Case 02286298, Case 02287612,

Case 02287529, Case 02287527, Case 02286735, Case 02286544, Case 02288094, Case 02288267, SR 1342756)

- Resolved an error that occurred when you tried to open attachments from the Workspace's **Reviews** pane or **Inspections** pane. (Case 02258715, SR 1322889)

Web Utilities & Maintenance (WUM)

- Corrected issues with the Copy Definitions feature. You can now successfully copy existing components from one record type to another. (Case 02231155, SR 1297188)
- Corrected the **Custom Screens** dialog box so that when you choose **Pick List** as the field type, you can add picklist items and those items are saved properly. (Case 02223594, Case 02231163, SR 1292072, SR 1297213)
- Resolved an issue that prevented the **Transactions** page from appearing (**System Settings > Accounting > Transactions**). (Case 02218498, SR 1288426)
- Resolved an issue that prevented the **Custom Screens** dialog box from displaying. (Case 02222542, SR 1291515)
- In **Module Configuration > Permitting**, resolved issues that prevented you from adding custom screens for inspections and conditions. In **Module Configuration > Code Compliance**, resolved issues that prevented you from adding custom screens for violations. (Case 02252755, Case 02144399, Case 02224238, SR 1247242)
- Corrected issues with the Delete Permit feature. You can now successfully delete permits. (Case 02235498, SR 1302282)
- Resolved issues in the **Grouped Violations** dialog box (accessed from the **Violation Types** page). You can now view existing groups and violation types. You can also add groups and add violations to the new group. (Case 02225390, SR 1296264)
- In the **Reorder Custom Screens** dialog box, resolved a display issue that prevented you from changing the order of the custom screens. (Case 02233840, SR 1299806)

eTRAKiT

- Corrected the eTRAKiT application process to save uploaded attachments properly when a user uploads multiple attachments in step 1. As part of this change, the application no longer advances to step 2 automatically after a user completes all required fields and chooses to upload attachments. Instead, the process remains on step 1 until the user selects **NEXT STEP**. (Case 02148160, SR 1233236)
- Resolved issues that sometimes caused a blank page to appear when a user tried to log in to eTRAKiT or complete an application. (Case 02213846, SR 1292832)
- On the eTRAKiT Entity (AEC) application, Entity (AEC) renewal, License application, and License renewal pages, applied a maximum character limit to text entry fields to match database column lengths for those fields. This change prevents entry validation issues that caused errors

and other issues for users. (Case 02207762, Case 02211812, SR 1283289)

- Updated the eTRAKiT report viewer to version 15.0.0.0. Also, corrected the eTRAKiT installer to prevent errors in the web.config file update at the end of installation process. (Case 02179529, SR 1255808)
- For Municipal Services Bureau (MSB), made changes to encode the redirect URL per MSB requirements. For example, a slash (/) in the URL is changed to %2F and an underscore is changed to %5F. (Case 02241981, SR 1341657)

CentralSquare Mobiles

- Made changes to accept a colon (:) in user passwords. This change applies only if the colon is allowed by your agency, as defined in WUM's **Eligible Special Characters** field. (Case 02077487, SR 1177918)

Agency Center

- Improved performance of the Community Development Workspace, Community Development global search, and Agency Center. (PBI 1307728)
- Resolved an issue that prevented users from logging in to Agency Center. (Case 02215778, Case 02225797, Case 02226422, Case 02227002, SR 1293664)

19.5.11.3

eTRAKiT

- Updated eTRAKiT payment workflows to properly process any delayed transactions. (Case 02254095, Case 02121052, Case 02255514, Case 02257773, Case 02234541, Case 02239638, SR 1216769, SR 1317520, SR 1317778)

CentralSquare Mobiles

- Resolved an issue that prevented the inspections list from loading when you logged in to CentralSquare Mobiles. (Case 02258254, SR 1318654)

19.5.11

Community Development

- In the **Attachments** dialog box, resolved an issue that made the **Select All** check box and the **Download Selected** button unavailable. (Case 02224608, SR 1293149)
- Reduced load time for attachments. (Case 02111057, Case 02153822, SR 1215318)

Note: If you use Laserfiche, you must install the updated DLL file with this release.

- Modified the Notes feature to not execute JavaScript tags that are in the note text. This prevents unexpected code from running when you view notes. (Case 02143153, SR 1230284)
- Reduced Workspace load time for the **My Tasks**, **Reviews**, and **Issues** panes. (Case 02195168, SR 1268490)
- Corrected the Refund feature for deposits to prevent you from refunding the entire deposit amount if the deposit was used to pay fees. Now, you cannot refund more than the remaining deposit balance. (Case 02162655, SR 1243489)
- Resolved an error that occurred when you tried to use the **Renew License** feature for some licenses that were eligible for renewal. (Case 02156212, SR 1249530)
- Resolved an issue with auto fees missing from the Audit History report. Now, all auto fees are saved properly in the `prmry_audittrail` table and included on the Audit History report. (Case 01971792, SR 1214097)
- For files uploaded to Laserfiche, removed the underscore (`_`) that was being added incorrectly at the beginning of the file name in Laserfiche. (Case 01478899, Case 02079671, Case 02170363, SR 530219)
- Changed the way Community Development sets the permit status and approved date for permits with duplicate reviews (more than one review of the same type):
 - For auto reviews (reviews added automatically), Community Development sets the permit status and approved date when all auto reviews are approved, even if some duplicate reviews exist.
 - For manual reviews, Community Development sets the permit status and approved date as long as any one of the duplicate reviews is completed, even if other duplicate reviews are still incomplete.

This functionality applies only if the **Set Permit Status to 'Approved' when the status of all reviews are set to** check box is selected and the **Set Permit Status to** option is **APPROVED** in **WUM Module Configuration > Permitting > Reviews > Preferences**.

- Resolved an issue that prevented new and changed valuations from being saved properly. Also, resolved an issue that occurred when you logged in to Community Development and then logged out from the Workspace without opening any records. (Case 02168165, Case 02221191, SR 1290792)

eTRAKiT

- Resolved an issue that caused duplicate credit card convenience fees to be charged when a payment was started in eTRAKiT but then canceled. (Case 02045936, Case 02119968, SR 1220066)
- Resolved an issue that prevented changes made in Community Development from being saved if a citizen was viewing the record in eTRAKiT when Community Development was updated. (Case 02007338, SR 1201147)

-
- Made changes to ensure that the issued date and status are updated when payments are made through eTRAKiT using Authorize.Net. Also resolved an issue with delayed authorization. (Case 02098898, SR 1222696)
 - For Paya users, corrected eTRAKiT to update the Fees and Subfees tables correctly when fees are added or paid in eTRAKiT. This ensures that Community Development accurately reflects fees on the record and amounts due and paid. (Case 02192387, SR 1266377)
 - Made changes to prevent a record's status from incorrectly changing to **PAID** when the record's fees were paid in eTRAKiT, causing the status to change to **PAID**, and then the record's status was changed manually to a different status in Community Development before the payment transaction was posted. (Case 02116852, Case 02191133, Case 02192575, Case 02196403, Case 02197586, Case 02201250, SR 1269405)
 - For the Cardknox integration, made the following changes (Case 02158603, SR 1247194):
 - Removed the decline and error URLs to enable users to make credit card corrections.
 - Made changes to ensure the transaction status is set properly when a transaction is canceled.
 - Made changes to ensure that the Invoice value has the correct transactionId value so that the transaction status is set properly.
 - For Authorize.Net users, made changes so that if Authorize.Net returns a transaction status of **Declined**, eTRAKiT continues to check the status of the transaction for a maximum of five times to see if the transaction status changes to **Authorized**. (Case 02142561, SR 1235856)
 - Corrected eTRAKiT to not set the issue date for a permit when fees are paid in eTRAKiT *if* the eTRAKiT Administrator **Issued Date** field in **Permitting > General > Resources** is **False**. (Case 02096264, Case 02148151, Case 02141711, Case 02133949, Case 02124141, Case 02120301, Case 02118228, Case 02118202, Case 02117229, Case 02107966, Case 02155949, Case 02162101, SR 1204332)

If eTRAKiT Administrator's **Issued Date** field is **True**, WUM options control when the issued date is set (**Permitting > Preferences > Default Restrictions** at the module level or **Permitting > Permit Types > permit type > Preferences > Restrictions** at the permit type level).
 - In the **Review Response** dialog box, the **Response or Comment** field is now required. The **Review Response** dialog box appears when a user selects the **Respond** link in the dashboard's **My Submittals Awaiting Response** area. (Case 02156880, SR 1238311)
 - Modified eTRAKiT Administrator to allow custom screen fields to be set as required when the custom screen field caption includes HTML code (such as a web link). (Case 02195709, SR 1268826)
 - Made changes to improve the efficiency of uploading attachments in eTRAKiT. (PBI 1269842)
-

CentralSquare Mobiles

- Made changes to ensure that a permit's **Finaled** date is set when a final inspection is resulted in CentralSquare Mobiles. This fix applies when the inspection type contains ** (two asterisks, which indicates a final inspection) and WUM's **Set Permit Final date when Inspection Type Contains ** (double asterisk) and when Result is** check box is selected and a status is selected in the drop-down list. (Case 02092369, SR 1173225)
- Resolved an error that occurred when you tried to open a land record from the search results in the Add feature. (Case 02172662, Case 02182207, Case 02183685, Case 02204896, SR 1266027, SR 1290468)

Citizen Engagement

- Corrected Citizen Engagement to show correct fee amounts for fees that are calculated based on other fees. (Case 02015893, Case 02024964, SR 1097974)

19.5.10.2

eTRAKiT

- Made changes to prevent a record's status from incorrectly changing to **PAID** when the record's fees were paid in eTRAKiT, causing the status to change to **PAID**, and then the record's status was changed manually to a different status in Community Development before the payment transaction was posted. (Case 02116852, Case 02191133, Case 02192575, Case 02196403, Case 02197586, Case 02201250, SR 1269405)

19.5.10.1

Community Development

- Resolved an issue that prevented users from logging in after resetting their password to meet new security standards. (Bug 1251946)


19.5.10.0

Community Development

- Corrected Workspace's **Code Compliance** pane to eliminate duplicate listings for code cases linked to a Land Management record that has multiple restrictions. (Case 02040546, SR 1123413)
- In Workspace, modified the **Inspections** pane to show inspections based on the criteria you select, even when the inspection has no inspector assigned. (Case 02063142, SR 1151238)
- Resolved an issue that caused Community Development to stop responding when you added funds to an Entity Management record's trust account and then tried to print the AEC Details document for that entity. (Case 02059880, SR 1153257)

- Resolved an error that occurred when you tried to process a refund on a record that has more than 120 fees. (Case 02098617, SR 1180346)
- Removed unnecessary information logging in Advanced License Processing (ALP) to resolve a memory issue that caused batch processing to stop responding. (Case 02100668, Case 02111855, SR 1200616)
- Modified the Duplicate feature to prevent Spatial Advisor rules from running on new records that are created using the Duplicate feature when the new record has the same type and subtype as the original record. Items such as fees, inspections, and reviews, including items added from Spatial Advisor, are copied from the original record to the new record during the Duplicate process. Previously, Spatial Advisor rules were applied to the new records causing duplicate fees, inspections, and reviews to be created. (Case 02041489, SR 1143326)

If you select a different type or subtype for the new record, Spatial Advisor rules are applied.

- Resolved an error in the **GIS** module that occurred when you selected a geotype of **Address**, then selected the Multiselect  tool with a **Selection Method of Buffer**. (Case 01614718, SR 780910)
- Resolved an issue that prevented the **Contacts** pane from appearing if one of the contact type names contained an apostrophe ('). For example, if a record had a contact type named **OWNER'S AGENT**, the **Contacts** pane would not appear when you viewed the record in Community Development. (Case 01783905, SR 796283)
- Corrected the Add Record feature (available from the functions menu) to prevent you from linking a new permit, project, or case to a locked Land Management record. (Case 01385950, SR 1060758)
- Made changes to ensure contact names are saved properly when you edit a contact that has an Entity Management record. Now, if you use the Duplicate Contact feature, edit the contact name of the new contact, and choose not to update the Entity Management record, when you search for the original contact name, the original contact appears in search results. Previously, the new contact (the duplicate that you edited) was returned instead. (Case 01967182, SR 1061389)

Web Utilities & Maintenance (WUM)

- Resolved an issue that prevented you from saving new payment methods (in WUM **System Settings > Accounting > Transactions > Payment Methods**). This issue occurred if any WUM preference had a null record ID. During the release upgrade, a script will modify any null record IDs. (Case 02059907, SR 1197677)
- To resolve an issue that prevented changes from being saved on the **Module Configuration > Licensing > Captions/Lists** page, implemented a script that removes duplicate caption (label) values from the database. This script is run as needed. (Case 02131285, SR 1218230)
- Corrected Community Development to set a permit's status to **APPROVED** when all of the permit's reviews have the status selected in WUM's **Set Permit Status to 'Approved' when the status of all reviews are set to** setting (in **Module Configuration > Permitting >**

Reviews > Preferences). Previously this setting was ignored and the permit status was not updated based on reviews' status. (Case 01997985, SR 1114558)

- Corrected the **Transactions** page (**System Settings > Accounting > Transactions**) to properly save changes you make in the **Convenience Fees** section. (Case 02014337, SR 1086858)

eTRAKiT

- Corrected the **Accept** button in the **Disclaimer** window that appears after a user uploads attachments during the contractor registration or project application process. Now, attachments are saved properly when the user selects **Accept**. (Case 02129572, SR 1217808)
- In Custom Theme Editor, corrected the Header Logo feature so that your changes are saved properly. (Case 02153464, Case 02153574, SR 1235908)
- Resolved an issue that caused the user to be unexpectedly logged out of eTRAKiT Administrator. (Case 01508214, SR 520982)
- Resolved a display issue that occurred in Google Chrome and Microsoft Edge when a user tried to print a permit. (Case 01801659, Case 01924638, SR 962330)
- Made changes so that users whose user name contains a slash (/) can complete and submit applications without error. (Case 01978522, SR 1098461)

Note: Although new user names cannot include a slash, older user names might exist with this character.

CentralSquare Mobiles


- Resolved an error that occurred when a record's Loc_recordID (location ID) did not exist in the Geo_Ownership table. (Case 02079482, SR 1171674)
When you install this release, a script will clean records that have this data discrepancy.
- Modified the update process from CentralSquare Mobiles to Community Development so that updates are applied in Community Development before other actions, such as sending automatic emails, are performed on the updated records. (Case 01300831, SR 917922)

Citizen Engagement

- Modified the inspection scheduling integration with Citizen Engagement so that WUM inspection cutoff time options are applied when users request inspections through the Citizen Engagement Portal. WUM options (in **Module Configuration > Citizen Engagement > Inspections > Cutoff Time**) include the minimum number of days in advance that inspections must be requested and the cutoff time for counting the current day towards the inspection minimum days advance notice. (Case 02003690, SR 1105493)

19.5.9

Community Development

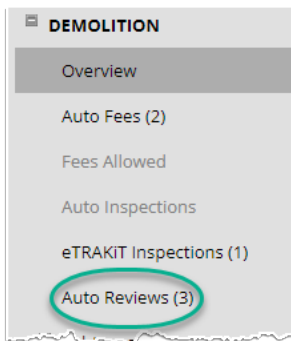
- Modified user permissions in Permitting so that the CAN EDIT permission is not required for users to add or edit review notes. Now, users need only the CAN EDIT REVIEWS and CAN EDIT REVIEW NOTES permissions to be able to add or edit review notes. (Case 01961400, Case 02071259, SR 1110277)
- Resolved a "Fees are locked" error that occurred when a user tried to edit a fee that had a receipt number longer than 20 characters. (Case 02098235, SR 1178692)
- Enlarged the **Edit Document Type** dialog box to accommodate file names longer than 85 characters. (Case 02056299, SR 1178970)
- Corrected Advanced License Processing (ALP) so that when ALP adds reviews, the reviewer name appears correctly in Community Development (previously it was truncated) and the sent date is added to the review, based on your WUM configurations. (Case 01891092, SR 1004353)
- In the **Edit Inspection** dialog box, modified the **Duration** field to show only values defined in WUM on the **Inspection Duration Options** page (**System Settings > Inspections > Date Settings**). Previously, the option of **180** always appeared in the drop-down, even if not set up in WUM. (Case 02018668, SR 1097531)
- Corrected invoices to show the fee group name (parent fee) in the **Fee Group** column and the subfee in the **Fee Description** column. Previously, these two values were switched. (Case 01876282, SR 1117499)
- Modified Workspace's **GIS** pane to use a proxy URL when WUM's **GIS Configuration > Always Use Proxy** setting is **TRUE**. The proxy URL is defined in the **Proxy List** section on the **GIS Configuration** page. This change enables users to view GIS data without requiring a GIS-specific login. (Case 02070319, SR 1147745)
- Resolved an issue that caused Spatial Advisor rules to be applied to addresses outside of the Spatial Advisor rule layer. (Case 02034765, SR 1160368)
- Modified Permitting's main information pane to show the alternate site ID as a link to the Land Management record when a Permitting record is linked to a Land Management record that has no site APN but does have an alternate site ID. The **Click to link to a Land Management Record** no longer appears for these records because they are already linked to a Land Management record. (Case 02085673, SR 1173227)
- Resolved an error related to contacts that sometimes occurred when you tried to add a subpermit linked to an existing permit and both the parent permit and subpermit had default or required contact types. (Case 02100409, SR 1180853)
- Modified the Entity Management main information pane to show a pop-up window next to  when you open an entity record that has a flag. The pop-up window shows details of the flag and appears only if WUM's **System Settings > Restrictions > Open restrictions and warning**

flags by default on all records check box is selected. (Case 02025288, SR 1101001)

- Added a warning message that appears if you try to edit a locked record. The message indicates that editing a locked record can cause the record to become corrupted. Also, made changes to allow locking a single fee only rather than all the fees on an activity record. (Case 02027892, SR 1110017)
- Modified Advanced Search so that when your search includes certain date fields, you no longer have to extend the date range by one day to find all the records that match your search date. (Case 01449518, SR 479411) The search now ignores the time portion of the date field.

Web Utilities & Maintenance (WUM)

- Resolved an issue that prevented you from adding license types (in WUM **Module Configuration > AEC > License Types**). (Case 02076756, SR 1154035)
- For eTRAKiT geotype layers, corrected the Delete feature. Now, when you select ✕ in a layer's row and then select **Save**, the layer is deleted. (Options for eTRAKiT geotype layers are in **System Settings > GIS Configurations > eTRAKiT GIS Configuration > eTRAKiT GeoType Layers**.) (Case 02103078, SR 1184613)
- In **Module Configuration**, corrected the navigation pane to show the number of items for areas that have options defined for a record type. For example, if three auto reviews are set up for a permit type, the navigation pane now shows the number of auto inspections that are defined. (Case 01985644, Case 02022887, Case 02047765, SR 1064465)



eTRAKiT

- Added the Community Development record type (for example, permit or project) to the information sent to Paya for payments made in eTRAKiT. (Case 02073845, SR 1158521). Information is passed to Paya as follows:

This record type...	is sent to Paya as...
permit	eTRAKiT - Website - Building Permit Payments

This record type...	is sent to Paya as...
project	eTRAKiT - Website - Planning and Zoning Payments
license	eTRAKiT - Website - Business License Renewal Payments
code case	eTRAKiT - Website - Code Enforcement Payments

The description also appears in Community Development in the **Payment Transaction Detail** window.

- Resolved an issue that prevented paid fees from posting properly to new permits that were created through applications in eTRAKiT when the payment was processed by Cardknox. Even though the payment transaction was authorized, the new permit's fees showed as unpaid in Community Development. (Case 02098370, SR 1181377)
- Corrected the **Last Login Date and Time** and **Number of Logins** fields to show up-to-date information for registered contractors. Previously, these fields were blank or reflected the last time the contractor's password was changed. (Case 01712790, Case 01937717, SR 795757)

To access these fields, go to **General > Contractor Login**. Select the **View List** link. Search for the contractor and then select .

- In eTRAKiT Administrator, changed the **Daily Sched Export** option to **Disable Daily Sched Export**. When **Disable Daily Sched Export** is **True**, eTRAKiT users *cannot* export their inspection list (the export feature is unavailable). When **Disable Daily Sched Export** is **False**, eTRAKiT users *can* export their inspection list (the export feature is available). (Case 01702246, SR 803565)
- Modified the eTRAKiT license registration process to remove preceding and trailing spaces in the new license number. This change helps avoid data inconsistencies. (Case 02024014, SR 1119954)
- Removed code that automatically set a permit's status to **ISSUED** when fees were paid in eTRAKiT for an existing permit. Now when fees are paid in eTRAKiT, the status selected in eTRAKiT Administrator **Permitting > General > Payment > Paid Status** is applied to the permit. If **Paid Status** is blank, then the value in **WUM Module Configuration > Permitting > permit type > Preferences > Change Status on ISSUED date TO** is applied to the permit. If the WUM setting is blank, the permit status is not changed when fees are paid. (Case 02088430, Case 02090863, Case 02102219, SR 1171486)
- Corrected the eTRAKiT inspection scheduling process for inspectors who have inspection caps defined. Now, if an inspector's schedule is full on a specific day, that day is not available when users try to schedule an inspection through eTRAKiT. (Case 02063653, SR 1174343)
- Corrected payment processing so that the balance due field is updated consistently when fees are paid. (Case 02096392, SR 1177371)

- Resolved an issue with Advanced License Processing (ALP)) so that renewals submitted in eTRAKiT complete all the license processing operations as expected based on WUM configurations. (Case 01956408, Case 02097060, SR 1177965)
- Modified the appearance of the **Disclaimer** dialog box that appears when a user uploads attachments during the permit application process. Now, the dialog box size adjusts for the amount of text in your disclaimer message. (Case 01869490, SR 947266)
- Corrected the project application process so that if a user links to an address during step 1, proceeds to step 2, and then uses the **PREVIOUS STEP** button to return to step 1, the street address previously selected in step 1 is retained. (Case 02094778, SR 1175381)

Mobile Inspection and Mobile Code (iTRAKiT)

- Modified Mobile Code (iTRAKiT) to use user groups and roles to determine permissions for iTRAKiT users. This resolves an issue that prevented some users from logging in or adding items in the Mobile Code application. (Case 02048278, Case 02055688, Case 02056337, Case 02093184, Case 02108298, SR 1134629, SR 1191777)

Citizen Engagement

- Corrected Citizen Engagement to show correct fee amounts for fees that are calculated based on other fees. (Case 02015893, Case 02024964, SR 1097974)

19.5.8

Community Development

- For inspections that have a checklist, corrected the **Reviews** pane to accurately reflect the status of the review checklist. Previously, the checklist incomplete icon (☹) appeared even if the checklist was complete. Now, when a checklist is complete, the correct icon (✔) appears in the **Reviews** pane. (Case 02015340, SR 1139552)
- In the Code Compliance main information pane, corrected the **Officer** field to show the geo-based officer's name rather than the word **Geo-Based** when your WUM setting **Default Officer for New Cases** is set to **Geo-Based**. (Case 02039538, SR 1121953)
- In the **Refund** dialog box, restricted entry in the **Reason** field to 50 characters. This prevents an error that occurred if you entered more characters than the database field can hold. (Case 02044612, Case 02048246, Case 02052606, Case 02058801, SR 1118138)
- Corrected the Launch in GIS feature to zoom in on the selected parcel when the map opens. (Case 01797042, SR 995447)
- Modified the StateLicensingBoard.vb script used with the Contractors State License Board (CSLB). Now, when information is received from CSLB, Community Development recognizes **dba** (lowercase) or **DBA** (uppercase) as indicating a doing-business-as name. Only the portion of the name after **dba** or **DBA** is used in Community Development. (Case 01789906, Case 01844271, SR 937901)

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- For Cardknox users, made changes so that Community Development is updated with the correct reference number for transactions that are declined initially but then reprocessed and authorized. (Case 01981327, SR 1068978)
 - In the Code Compliance **Add Inspections** dialog box, modified the grouped inspections list to show the groups in alphabetical order. (Case 01986439, Case 01992283, SR 1065457) The inspections in each group are still listed in the order you defined in WUM.
 - Corrected inspection scheduling for agencies that select the **Inspection Caps - Count each record ONLY ONCE each day, regardless of the number of inspections scheduled** check box in WUM **System Settings > Inspections > Inspection Caps**. Previously, even when the check box was selected, individual inspections for the same activity record each counted towards an inspector's cap. (Case 01757081, SR 1060753)
 - Corrected an issue that prevented some subfees from being updated after a valuation was added to a permit. (Case 02014196, SR 1091155)
 - Resolved an issue that prevented some permit fees from being added in Community Development when the permit was added through My Building Permit (MBP). (Case 02089580, SR 1037673)
 - Modified Advanced License Processing (ALP) to ignore a license's current expiration date when determining whether a license is eligible for renewal. (Case 02088046, SR 1167655)
 - Resolved an issue that caused duplicate items to appear in some Workspace panes (such as **Reviews** or **My Tasks**) when two activity records had the same record number. For example, if a permit and a case both had record number FEN23-0100, and the permit had a **DESIGN** review but the case did not have any reviews, the Workspace's **Reviews** pane displayed an entry for the permit's **DESIGN** review and also a design review for the case. (Case 01966997, SR 1052959)
 - Corrected the Workspace **Reviews** pane to show the activity record number and review type for Projects and Planning reviews. Previously, the project record number and review type were blank. Because the project record number was blank, there was no link for users to easily access the Projects and Planning record. (Case 02068629, SR 1161143)
 - Corrected the payment Check Status feature to apply the correct status for timed-out transactions. Also, modified the payment Check Status feature to display more specific information in the message that appears when a status check is complete. (Case 01951005, Case 01984549, SR 1105422)
 - Modified Community Development to set permit status and approved date when *all* reviews are complete, including duplicate reviews. Previously, the permit status and approved date were set when any one of the duplicate reviews was completed even if other duplicate reviews were still incomplete. (Case 02018045, SR 1096730)

This functionality applies only if the **Set Permit Status to 'Approved'** when the **status of all reviews are set to** check box is selected and the **Set Permit Status to** option is **APPROVED** in **WUM Module Configuration > Permitting > Reviews > Preferences**.

- Modified the Advanced Search feature to allow searching by Entity (AEC) license number. (Case 02056349, SR 1132275)

Web Utilities & Maintenance (WUM)

- Modified options on the Licensing **Captions/Lists** page so that you can remove existing text and save a caption field as blank. Previously, you could change text you had entered in a caption field, but if you deleted existing text, left the field blank, and selected **Save**, changes were not saved. (Case 02086397, SR 1165182)
- Corrected grouped violations so that violations you delete from the group are deleted. Previously, you could select violations to delete and select **Save**, but the violations were not removed from the group. (Case 02032299, SR 1105545)
- Added the WUM SYSTEMSETTINGS GISCONFIGURATIONS privilege in the **System Wide** area. The WUM SYSTEMSETTINGS GISCONFIGURATIONS privilege provides access to the **GIS Configurations** pages in WUM. (Case 02032268, SR 1105535)

eTRAKiT

- Resolved various issues with permits added through eTRAKiT (Case 02039839, SR 1123436), including:
 - An error on the payment page that prevented the user from completing the application process
 - Missing fee information in Community Development even though fees were paid in eTRAKiT
 - Reviews not added to the permit even though WUM settings define auto reviews for the permit type
 - Inspections not added to the permit even though WUM settings define auto inspections for the permit type
- Corrected record linking in eTRAKiT so that when users unlink an activity record from their eTRAKiT account, inspections associated with the unlinked record are removed from the user's dashboard. (Case 02001093, SR 1105731)
- Corrected payment processing to prevent duplicate credit card fees from posting to an account when a payment is canceled in eTRAKiT. This issue occurred only for agencies with online credit card fee settings in WUM configured as a percent of the transaction amount. (Case 01911174, Case 01916078, SR 998022)
- Resolved a discrepancy that occurred on receipts for entity (AEC) renewals processed in eTRAKiT. Previously, the total shown in the upper area of the receipt was correct; however, the

itemized listing showed fees for both the current and previous renewals, causing the totals below the listing to be incorrect. Now, only the current renewal fee is shown in the itemized listing and all totals are correct. (Case 01898029, SR 987366)

- Added the ability to track when public users link records to their eTRAKiT account. (Case 01751869, SR 842887) Now, when eTRAKiT public users link a permit, project, or license to their account, that activity is logged in Prmry_auditTrail. You can use SQL Server Management Studio (SSMS) to query on that activity.

This activity is tracked only if both of the following options are selected:

- In WUM **System Settings > Audit Trail**, the **Enable Detailed Audit Trail** check box is selected.
 - In eTRAKiT Administrator **Permitting, Projects and Planning, or Licensing > General > Display, Allow Public Linking** is **True**.
- Modified the application process for applications started from the map. Now, when a user begins a permit or project application from the map, the first page that appears is the disclaimer page, if your agency set up a disclaimer page for applications. The disclaimer page is defined on the module's **Application** tab. (Case 01678731, SR 614792)
 - Excluded voided permit inspections from the list of inspections that are scheduled for the current day. (Case 01620040, SR 588236)
 - Resolved an issue that sometimes caused multiple permits containing no data to be created when a permit application was completed in eTRAKiT. (Case 01663159, Case 01465909, Case 01656427, Case 01748420, Case 01680786, Case 01690823, Case 01775119, Case 02017749, SR 519573)
 - Corrected eTRAKiT so that permits added through the eTRAKiT application process are assigned the correct prefix as part of the permit number, based on your WUM settings. (Case 01220369, Case 01622080, Case 01626694, Case 01638952, Case 01653591, Case 01655113, Case 01571339, Case 01705838, Case 01739751, Case 01899871, Case 01938204, Case 01945624, Case 01999650, Case 01731290, Case 02075929, Case 01554411, Case 01510946, Case 01224956, Case 01242424, Case 01246960, Case 01251869, Case 01666728, Case 01540660, Case 01667031, Case 01455764, Case 01463556, Case 01472550, Case 01474363, Case 01478862, Case 01432349, Case 02078536, SR 356416)
 - For Cardknox users, corrected an issue that assigned a status of **Cancelled** to transactions paid in eTRAKiT even though the transaction was processed and payment was collected. (Case 01486189, Case 02017936, SR 1082223)

- Modified eTRAKiT to allow contractors to log in to eTRAKiT even if their Contractors State License Board (CSLB) registration has expired. Previously, contractors with expired CSLB licenses could not log in to eTRAKiT. Now, these contractors can log in but their access to features is limited until their CSLB license is in good standing. A message at login notifies the contractor that access is restricted. (Case 01840373, SR 1079662)

This change applies only to agencies with the eTRAKiT Administrator **General > Contractor Login > Registration > CSLB Verification** option set to **Enabled**.

- Resolved an issue that sometimes caused certain fields to change when no user or action initiated a change. (Case 01834814, Case 02079794, Case 02053472, Case 02034237, Case 02022417, Case 02032826, Case 02005810, Case 01992057, Case 02001186, Case 02012444, SR 1070302)
- Resolved an error that occurred when a user completed a payment from eTRAKiT and tried to return to eTRAKiT from the third-party payment page. (Case 02089580, SR 1169934)
- Made the following changes to the entity (AEC) application process for agencies who use Contractors State License Board (CSLB) (Case 01993401, SR 1101342):
 - eTRAKiT now sets the applied date when the application is submitted.
 - Users no longer have to reset their password after setting a password during the application process.

19.5.7.1

eTRAKiT

- To resolve an issue with payments through PayGOV.US being declined, modified the client server to be compatible with TLS 1.2, disabled older versions of TLS, and made changes to require TLS 1.2 or later. (Case 02061479, SR 1138592)
- For Authorize.Net users, corrected payment processing so that Community Development is updated properly with the payment status from Authorize.Net. (Case 01982598, SR 1063438)
- Resolved an issue that sometimes caused certain fields to change when no user or action initiated a change. (Case 01834814, Case 02079794, Case 02053472, Case 02034237, Case 02022417, Case 02032826, Case 02005810, Case 01992057, Case 02001186, Case 02012444, SR 1070302)

19.5.7

eTRAKiT

- Corrected payment processing for USAePay users to prevent duplicate payments for the same receipt. (Case 01888033, Case 01539658, Case 01777018, Case 01779075, Case 01797971, Case 01881592, Case 01948413, SR 964601)

- For Authorize.Net users, corrected payment processing so that Community Development is updated properly with the payment status from Authorize.Net. (Case 01982598, SR 1063438)
- On the **Reviews** tab for permits, corrected the **More Info** link to open the **Review** window with review information. Previously, when you selected the **Reviews** tab, the main menu appeared in the window. Now, the reviews information appears as expected. (Case 02069261, SR 1147629)

19.5.6

Community Development

- Resolved an issue that prevented users from seeing searches you saved and shared with them. (Case 02042479, SR 1121890)
- Resolved an inconsistency between eTRAKiT and Community Development that occurred when processing Spatial Advisor rules for new records. (Case 01745222, SR 694193)
- Corrected inspection notes so that users with permissions can edit inspection notes. (Case 01817696, Case 01876542, Case 01913734, SR 904242)
- Resolved an error that occurred when you paid a fee in Community Development using the credit card payment method while the **Receipt Numbers AutoGen Name** option in WUM was set to **<none defined>**. (Case 01923886, Case 02011468, SR 1011309)
- Added a Round Up rule to the fees calculation to prevent an incorrect "Fee is being overpaid" error when the calculated fee amount includes more than two decimal places. (Case 01835023, Case 01965911, Case 02012916, Case 02040973, Case 02046237, Case 02046639, SR 976014)
- Corrected transaction processing when there are multiple transactions for the same record or a specific fee. Changing the transaction status of a failed transaction from **TimedOut** to **Failed**, **Cancelled**, or **Declined** no longer overwrites the authorized transaction for those fees, if there is an authorized transaction. (Case 02032913, SR 1107406)
- Resolved an issue that caused duplicate inspections to be listed in the Workspace's **Inspection Center** pane when the inspection type and the inspector's user ID were the same. (Case 01954981, SR 1080302)
- Modified payments to show the correct payment date in transaction history and on receipts when you process an over-the-counter payment and set the payment date to a date in the past. (Case 01972658, SR 1054768)
- Made changes to ensure that all auto fees and their subfees for record subtypes are added to new records when the fees are in the current fee schedule. Auto fees that are not in the current fee schedule are still ignored (not added to the record). (Case 01848131, SR 908141)
- Corrected transaction processing in Community Development to apply the payment date as specified in the **Advance payment date to next business day (work calendar) after** options (in WUM **System Settings > Accounting > Cash Register**). (Case 01793273, SR 901316)

- Corrected an issue with missing subfees so that Community Development correctly reflects payment transactions. (Case 01963885, SR 1050629)
- For users who use autogen receipt numbers, corrected receipts to assign the receipt number based on WUM autogen receipt number settings rather than assigning a number of **Auto** to all receipts. (Case 02067426, Case 02069001, Case 02069115, Case 02069702, SR 1145193)

Web Utilities & Maintenance (WUM)

- Corrected the **Enable Spatial Advisor for Community Development** check box to accurately reflect the database value. When the database value is 1, the check box is selected and Spatial Advisor is active. When the database value is 0, the check box is cleared and Spatial Advisor is inactive. (Case 02000176, SR 1076363)
- Added processing so that when you delete a subtype from a license type, any parameter sets in Advanced License Processing (ALP) associated with the deleted subtype are also deleted. (Case 01959758, SR 1062948)
- On the Licensing **Fee List** page, added messaging to the delete process to explain that when you delete a fee from the fee list, you must also delete the fee from Advanced License Processing (ALP) configurations. ALP cannot process records with fees that are not in the fee list in WUM. (Case 01837903, SR 898696)

eTRAKiT

- Improved page display times for scheduling inspections. (Case 01806254, SR 894206)
- On the Authorize.Net credit card entry page, corrected the **Cancel** button so that the user returns to eTRAKiT. (Case 01969660, Case 02005170, SR 1075727)
- Made changes to ensure inspector caps are not exceeded when a user schedules an existing inspection through eTRAKiT. (Case 02009108, SR 1082077)
- Made changes so that options in eTRAKiT Administrator for setting the issue date and permit status take precedence over issue date and permit status options in WUM. If the eTRAKiT Administrator options are set, they are used to set the issue date and permit status when a user pays fees in eTRAKiT. If the eTRAKiT Administrator options are *not* set, the WUM options are used.

The following options control issue date:

1. eTRAKiT Administrator: **Issued Date** field in **Permitting > General tab > Resources** section.
2. WUM: **Permitting > Preferences > Default Restrictions** (module level) or **Permitting > Permit Types > permit type > Preferences > Restrictions** (permit type level).

The following options control the permit status:

1. eTRAKiT Administrator: fields in **Permitting > General** tab > **Payment** section.
2. WUM: **Change Status on ISSUED date TO** field in Permitting > **Preferences > Default Triggers** (module level) or Permitting > **Permit Types > permit type > Preferences > Triggers** (permit type level).

(Case 01956078, Case 02006987, Case 02007338, Case 02019422, Case 02023016, Case 02029093, Case 02031791, Case 02051016, SR 1108103)

- Resolved an error that occurred in step 2 of an AEC renewal when the renewal application included a UDF (user-defined) date field. (Case 02047366, SR 1121475)
- Corrected eTRAKiT to show the No Fees message defined in eTRAKiT Administrator when a citizen completes an application in eTRAKiT and the record type has no fees due with the application. (Case 01992165, SR 1068703)
- To resolve an issue with payments through PayGOV.US being declined, modified the client server to be compatible with TLS 1.2, disabled older versions of TLS, and made changes to require TLS 1.2 or later. (Case 02061479, SR 1138592)
- Added receipt number, transaction ID, payer name, and payment purpose (for example, permit, license application, or entity renewal) to the information sent to PayGOV.US. This data facilitates reconciliation between eTRAKiT and Community Development. (Case 02066657, SR 1147353)

19.5.5

Important: This release requires an updated PaymentPluginsOTC.dll file for third-party over-the-counter (OTC) payments. If you use a third party (such as Cardknox, CardConnect, or Paymentus) for OTC payments, the new PaymentPluginsOTC.dll must be installed manually when you upgrade to this release. Contact Support for more information.

Community Development

- Resolved an issue that prevented a receipt from being generated when fees were paid using deposits. (Case 01908909, Case 01956415, SR 1020246)
- Corrected an issue with missing subfees so that Community Development correctly reflects payment transactions. (Case 01963885, SR 1050629)
- Expanded user interface (UI) fields for site alternate ID to 50 characters to match the length in the database. Site alternate ID appears in the Land Management main information pane and in the **Add Record** dialog box when you add a Land Management record. (Case 01972600, SR 1054740)
- Corrected the Auto Reviews feature to leave the review due date blank for automatically added reviews when a date is not specified for that review type in WUM. (Case 01973357, SR 1080622)

- Corrected inspections to save inspector names properly, even after the inspection is modified. The inspector's name is no longer replaced with the inspector's user ID, and the inspector's name is saved following the capitalization defined in WUM, not in all uppercase letters, when the inspection is scheduled. (Case 02009078, SR 1082146)
- For Paymentus users, corrected payment processing to pass contact information to Paymentus for over-the-counter card payments. (Case 02025845, SR 1099020)
- Corrected notifications related to inspection caps. The "Inspection cap has been reached" message no longer appears when you edit an inspection that meets (does not exceed) the inspection cap for an inspector. (Case 02032882, SR 1106098)
- For attachments, corrected an issue with the Download Selected feature. (Case 01560009, Case 01787315, Case 01795791, Case 01816295, Case 01960559, Case 01985227, Case 02014533, SR 802620)
- Modified Advanced License Processing (ALP) to assign the inspector by user ID instead of full name for inspections added automatically for license renewals processed by Advanced License Processing (ALP). (Case 01924606, SR 1057342)

Web Utilities & Maintenance (WUM)

- Corrected the **Transactions** page (**System Settings > Accounting > Transactions**) to properly save changes you make in the **Convenience Fees** section. (Case 02014337, SR 1086858)

eTRAKiT

- Corrected online custom screens to prevent fields from appearing multiple times in eTRAKiT. (Case 01740831, Case 01872606, SR 980828)
- Resolved an error that occurred when a user tried to access the shopping cart after previously removing items from the cart. (Case 01767323, Case 01714874, Case 01725749, Case 01736355, Case 01890736, Case 01978623, SR 982315)
- Corrected license renewals for entities so that the entity's **Expires** date is updated according to eTRAKiT Administrator configuration when the renewal is processed through eTRAKiT. (Case 01795627, SR 1036254)
- On the map page, resolved issues with the Search and Data Grid features. (Case 01953695, SR 1038065)
- Modified eTRAKiT to prevent citizens from changing conditions on a record. (Case 01961876, SR 1056954)
- Made changes to ensure inspector caps are not exceeded when a user schedules an existing inspection through eTRAKiT. (Case 02009108, SR 1082077)
- Corrected the Auto Email by Status feature to send automatic emails based on WUM settings for applications submitted in eTRAKiT. (Case 01734822, Case 01820158, Case 01843841, Case 01847677, SR 660063)

Mobile Inspection and Mobile Code (iTRAKiT)

- Resolved an attachment upload issue. (Case 01676265, Case 01824225, Case 01823971, Case 01810146, Case 01809596, Case 01808577, Case 01807899, Case 01807285, Case 01806422, Case 01805945, Case 01792553, Case 01781485, Case 01840299, Case 01843467, ENG-78497, SR 881311, SR 859062)
- Modified Mobile Inspection and Mobile Code (iTRAKiT) so that users currently in those applications are not included in the count of Community Development licenses in use. (Case 02023280, Case 01909585, Case 01926178, Case 01957516, Case 01959926, Case 01966834, Case 01968195, Case 01969395, Case 01971924, Case 01985751, Case 01822511, Case 02006369, SR 891069)
- Resolved an issue that prevented some users from adding violations and chronology items. The issue occurred only for users added after you updated to 19.3 HF13 or later. (Case 01860393, Case 01891523, Case 01891699, Case 01905331, Case 01946819, SR 942553)
- Resolved an issue that prevented attachments from appearing in the app if they had the same description as another attachment. (Case 01831989, Case 01923160, SR 992147)
- Corrected the **Save Copy of Photos in iPad Library** setting to save your selection (setting on or off). (Case 01964598, SR 1050359)
- Expanded the notes fields. You can now enter up to 7500 characters. (Case 01962609, SR 1083878)

Citizen Engagement

- Corrected online custom screens to prevent fields from appearing multiple times in Citizen Engagement. (Case 01740831, Case 01872606, SR 980828)

19.5.4

Important: This release requires an updated PaymentPluginsOTC.dll file for third-party over-the-counter (OTC) payments. If you use a third party (such as Cardknox, CardConnect, or Paymentus) for OTC payments, the new PaymentPluginsOTC.dll must be installed manually when you upgrade to this release. Contact Support for more information.

Community Development

- In Workspace's **Action Center** pane, modified the **Date Type** field's **Overdue + Action Date** option to exclude items with a completed date. (Case 01716658, Case 01886527, SR 1014912)
- Corrected fee formulas to perform lookups for all fee tables in the formula when a formula includes references to multiple fee tables. (Case 01929688, SR 1016091)
- Corrected Advanced License Processing (ALP) so that when **Process Type** is **Ad Hoc**, all parameter sets defined in WUM appear in the **Parameter Set Name** drop-down list. Previously, a maximum of 100 parameter sets were listed. (Case 01945999, SR 1036658)

- Corrected payment processing to assign the correct status to cash transactions processed over the counter through Community Development Cashiering (not a third-party payment provider). (Case 01949733, SR 1046025)
- Modified fee calculations to account for values in custom screen fields when applicable based on fee setup in WUM. (Case 01986253, SR 1066345)
- Corrected the login process to accept an asterisk (*) in passwords when the asterisk is an allowed special character (defined in the WUM **System Settings > Login Security > Eligible Special Characters** field). (Case 02002545, Case 01981303, Case 01982681, Case 02009043, SR 1068619)
- Corrected the following issues that occurred when payments were made in eTRAKiT:
 - Corrected payments by credit card to update the permit's issued date when fees are paid if **Issued Date** is **True** in eTRAKiT Administrator > **Permitting > General**.
 - Corrected payments by eCheck to update the permit's status when fees are paid if the permit's current status is selected in **Review Status** and **Paid Status** is not blank in eTRAKiT Administrator > **Permitting > General**.(Case 01898937, SR 985088)
- Added the ability to access custom scripts from the Cashiering feature. (Case 01855481, SR 1013063)

eTRAKiT

- Corrected the Auto Email by Status feature to send automatic emails based on WUM settings for applications submitted in eTRAKiT. (Case 01734822, Case 01820158, Case 01843841, Case 01847677, SR 660063)
- For PayGOV.US users, resolved an error that occurred when users tried to make a payment. (1092904)
- Corrected processing for CardConnect payments to update the record status based on settings in eTRAKiT Administrator and WUM. (Case 01970076, SR 1087210)

19.5.3

Important: This release requires an updated PaymentPluginsOTC.dll file for third-party over-the-counter (OTC) payments. If you use a third party (such as Cardknox, CardConnect, or Paymentus) for OTC payments, the new PaymentPluginsOTC.dll must be installed manually when you upgrade to this release. Contact Support for more information.

Community Development

- Resolved an error that occurred when you tried to process a refund on a record that has many fees. (Case 01822877, SR 889276)

- Resolved issues that caused payments submitted in eTRAKiT to show a status of **TimeOut** in Community Development even though the payments were authorized by the payment processor. This issue occurred for payments processed through Payflow Pro or Cardknox. (Case 01781750, Case 01822169, Case 01830153, Case 01898076, SR 932787)
- In Projects and Planning, added the **Add Additional Sites** option to the functions menu. (Case 01838006, SR 1011826)
- For permits, resolved an issue that prevented automatic emails by review status from being sent for reviews that were added manually. (Case 01935799, SR 1019037)
- Corrected Advanced License Processing (ALP) so that parameter sets using the **Send Email** operation are processed through **WIP** (work in progress) status to **SUBMITTED** status. (Case 01965157, SR 1059696)
- Corrected Advanced License Processing (ALP) to use the license expiration date as a criteria for renewal. Now, licenses must expire within the renewal period to be eligible for renewal. (Case 01981409, SR 1061432) This issue occurred in Community Development and eTRAKiT.
- In the Workspace **Inspections** pane, resolved an issue that prevented the activity record number (for example, permit number) from appearing when an Interactive Voice Response (IVR) message and path URL were attached to the record. (Case 01962113, SR 1050246)
- Added the ability to access custom scripts from the Cashiering feature. (Case 01855481, SR 1013063)

eTRAKiT

- Resolved issues that caused payments submitted in eTRAKiT to show a status of **TimeOut** in Community Development even though the payments were authorized by the payment processor. This issue occurred for payments processed through Payflow Pro or Cardknox. (Case 01781750, Case 01822169, Case 01830153, Case 01898076, SR 932787)
- Clarified the message that appears when a payment cannot be processed due to the account being locked. This occurs when a payment is submitted while another payment is being processed, and the WUM **Lock Fees associated to outstanding transactions** option is selected. (Case 01915893, SR 999946)
- On the map page, resolved an issue with the **Search** button. Also resolved a display issue that prevented some tools from appearing in the toolbar. (Case 01791970, Case 01798509, Case 01798749, Case 01933300, SR 807747, SR 1016385)
- Resolved check status and void issues with Cardknox payments. These issues caused payments to show a status of **AwaitingResponse** even when authorized by Cardknox. (Case 01832994, SR 1036182)
- Resolved an error that occurred for entities when they tried to renew their license. (Case 01950796, SR 1040623)

- For Cardknox users, corrected an issue that caused failed payments to show as authorized. (Case 01980487, Case 01980380, Case 01978649, Case 01979008, SR 1060931)
- Corrected Advanced License Processing (ALP) to use the license expiration date as a criteria for renewal. Now, licenses must expire within the renewal period to be eligible for renewal. (Case 01981409, SR 1061432) This issue occurred in Community Development and eTRAKiT.
- Corrected the **Review** pop-up window to show the **Response or Comment** text box when a user accesses the window from the Permit Search feature's **Reviews** tab. (Case 01866690, SR 972275)
- Corrected inspection scheduling to show an informational message when a user tries to schedule an inspection and the assigned inspector has reached the maximum allowed inspections for the date selected. (Case 01547739, Case 01674519, Case 01674537, Case 01838443, Case 01917316, Case 01902511, SR 554675)
- For Cardknox users, corrected payment processing so that the status of payments made in eTRAKiT are reflected properly in the eTRAKiT user's dashboard and in Community Development. (Case 01750235, Case 01752971, Case 01759336, Case 01760938, Case 01732970, Case 01732972, Case 01776474, SR 698160)
- Resolved an error that occurred when a user applied for a CRM issue and added an attachment, then tried to view the attachment. (Case 01964846, SR 1047609)
- Made changes to ensure that a permit's issue date is added based on settings in WUM and eTRAKiT Administrator when the permit is paid in eTRAKiT. (Case 01978666, SR 1061488)
- For license applications, corrected the display format of the phone number field for contacts. (Case 01949505, SR 1034031)

19.5.2

Community Development

- Resolved an issue that prevented payments from being made on records that had a transaction with status of **Canceled**. (Case 01881868, Case 01910707, Case 01933436, SR 966161)
- For Paymentus, expanded the reference number field in the payment service. Also added logs to improve troubleshooting for the payment service and eTRAKiT. (Case 01799111, Case 01807166, SR 805577)
- Corrected Converge payment processing so that the transaction status is reflected properly in Community Development for payments made in eTRAKiT. Also resolved errors that occurred when using the Check Status feature for these transactions. (Case 01657239, SR 640437)
- Modified Converge payment processing to include the receipt number in the information passed from Community Development to Converge. (Case 01904588, SR 989124)

- Corrected payment issues, including:
 - Corrected the Check Status feature.
 - Added logs to improve troubleshooting.
 - In eTRAKiT, improved payments during the application process.
 - For Paymentus, corrected minor issues in the payment service.(Case 01571397, Case 01898534, Case 01902403, SR 940741)
- In the **Financial Information** pane, modified the **Qty** field to accept decimal places. If you enter a quantity with a decimal value, the value is no longer rounded to a whole number.
(Case 01914244, Case 01745891, SR 1020707)
- Resolved an issue that prevented you from processing a refund for a convenience fee.
(Case 01855774, SR 929346)
- In the **Payment Transactions** window, modified the date range search to return results when the from and to dates are the same date. (Case 01891082, SR 973601)
- Resolved slow response times for loading Permitting records for users with **USER** access.
(Case 01933097, Case 01944625, SR 1017730)
- Resolved slow response times in loading records in any module for users with the FULL_ACCESS privilege in that module. (Case 01934657, Case 01939692, Case 01951824, SR 1020716)

Web Utilities & Maintenance (WUM)

- In the Event Scheduler feature, made changes to prevent duplicate events from being added.
(Case 01849154, SR 1002194)
- In **Module Configuration > Licensing > Captions/List**, modified fields in the **Info 1 Captions** area to allow the fields to be blank. Previously, a value was required in these fields, and if the field was blank, a default value was added. (Case 01896145, SR 1007377)
- In **Module Configuration**, modified the navigation pane to show the correct number next to **Auto Fees** for record types and subtypes. (Case 01780938, SR 978952)

eTRAKiT

- Corrected payment processing for USAePay users to prevent duplicate payments for the same receipt. (Case 01888033, Case 01539658, Case 01777018, Case 01779075, Case 01797971, Case 01881592, Case 01948413, SR 964601)
- Made additional changes so that permit data and related fees are saved properly.
(Case 01808584, Case 01844192, SR 886110)

- Modified the **Disclaimer** pop-up window so that the **ACCEPT** and **CANCEL** buttons are always visible without scrolling. (Case 01949107, SR 1040422)

The **Disclaimer** pop-up window appears after a citizen submits an inspection request, if you set up a disclaimer in eTRAKiT Administrator > **General** > **General** tab > **User Disclaimers** > **Inspections**.

- On permit applications, in address sections, corrected the alignment of the ZIP Code text boxes. (Case 01886345, SR 975066)
- On the map page, resolved an issue with the **Search** button. Also resolved a display issue that prevented some tools from appearing in the toolbar. (Case 01791970, Case 01798509, Case 01798749, Case 01933300, SR 807747, SR 1016385)
- Resolved an error that occurred for entities when they tried to renew their license. (Case 01950796, SR 1040623)

19.5.1

Community Development

- Made additional changes to correct the following issues that occurred when payments were made in eTRAKiT:
 - Corrected payments by credit card to update the permit's issued date when fees are paid if **Issued Date** is **True** in eTRAKiT Administrator > **Permitting** > **General**.
 - Corrected payments by eCheck to update the permit's status when fees are paid if the permit's current status is selected in **Review Status** and **Paid Status** is not blank in eTRAKiT Administrator > **Permitting** > **General**.(Case 01898937, SR 985088)
- Resolved an issue that sometimes prevented payments made in eTRAKiT from being saved to the database. (Case 01909659, SR 996933)
- Resolved an issue that caused Community Development to stop responding when you selected the **Due** link in the **Financial Information** pane for a record, then selected **Cancel** to close the payment dialog box, and then tried to make changes to fees (for example, add, edit, or delete fees). (Case 01875998, Case 01912336, SR 993778)
- Resolved an issue that caused Community Development to stop responding when you tried to use certain functions such as editing a bond or adding a record. (Case 01750254, 01919469, SR 929591)
- Corrected the Workspace **My Tasks** pane to show overdue inspections. (Case 01890393, Case 01855715, Case 01915785, SR 972968)
- In the Bonds **Add Contacts** dialog box, corrected the **Contact Type** drop-down list to show the contact types defined in WUM for the bond type. (Case 01833851, SR 965848)

- Resolved a display issue that occurred when you started the payment process from **Favorites > Cashiering**, searched for a record, and selected fees to pay, then selected **Cancel** to close the **Payment** dialog box without completing the payment. (Case 01784485, SR 796391)

Web Utilities & Maintenance (WUM)

- Modified the Custom Screens feature to prevent you from adding pick list values that exceed the character limit of the database field. (Case 01760013, SR 992812)
- Resolved an issue that occurred when you selected multiple review status values to use for automatically setting a permit status to approved and the total character count of those review status values exceeded 200. (Case 01851943, SR 936808)

The review status selection option is in **Module Configuration > Permitting > Reviews > Preferences: Set Permit Status to 'Approved' when the status of all reviews are set to status selection box.**

- Corrected the Spatial Advisor feature (**System Settings > Interfaces > Spatial Advisor**) so that when you add a rule for cases for adding a case officer (**RULE_ACTION** set to **Add Case Officer**), the **Rule_Action_Type** drop-down list includes officer names. (Case 01767366, SR 803563)
- In **System Settings > Forms and Reports**, corrected the **Update Documents** page so that you can select more than one option in **Activity Types** and **Activity Status** at the same time. Previously, if you selected more than one activity type, activity status options became unavailable. (Case 01845543, SR 905533)

eTRAKiT

- Resolved the following issues related to applications:
 - Corrected the shopping cart so that citizens can clear the check box for fees for new applications if they do not want to pay those fees in the current transaction.
 - Made changes to ensure that pending applications appear in **My Open Applications** on the dashboard when fees are not paid.

(Case 01862193, Case 01624178, Case 01845187, SR 928919, SR 967418)

Agency Center

- Resolved an error that occurred when you tried to edit an inspection. (Case 01851899, Case 01855114, SR 929441)

19.5.0

Community Development

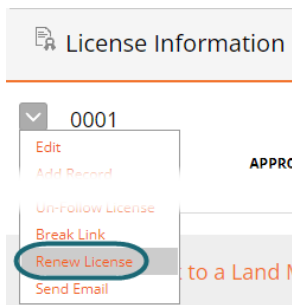
- Corrected the **Global Search** dialog box to show the found text in the **Result** column and the location of the found text in the **Source** column. (Case 01881990, Case 01902499,

Case 01894789, Case 01890267, Case 01913074, Case 01912991, Case 01911406, Case 01909044, Case 01908415, Case 01899446, Case 01899338, Case 01887037, Case 01902574, Case 01906113, SR 981927)

- Corrected the Calendar feature so that users with the System Wide FULL ACCESS privilege can view other users' reserved time. (Case 01856293, SR 923184)

Tip: To view another user's reserved time, you must first select the user's calendar in user **Options > Preferences > Calendar**.

- Corrected total paid and total due amounts on invoices when a fee is partially paid by deposit and the remaining balance is invoiced. (Case 01785356, SR 882296)
- Resolved a performance issue that occurred when you renewed a license from the license record's functions menu. (PBI 990692)



- Corrected the following issues that occurred when payments were made in eTRAKiT:
 - Corrected payments by credit card to update the permit's issued date when fees are paid if **Issued Date** is **True** in eTRAKiT Administrator > **Permitting** > **General**.
 - Corrected payments by eCheck to update the permit's status when fees are paid if the permit's current status is selected in **Review Status** and **Paid Status** is not blank in eTRAKiT Administrator > **Permitting** > **General**.

(Case 01898937, SR 985088)

- Corrected the **Fee History** window to list deletions of the top-level fee when a fee with subfees is deleted. Previously, the subfees were listed in the window but the top-level fee was not. (Case 01864538, SR 959199)
- Corrected Permitting to prevent users from updating finalized reviews and inspections when the **Lock Permit after Finaled date or Expired date** check box is selected in WUM **Module Configuration > Permitting > Preferences > Default Triggers > Lock Triggers**. (Case 01849488, SR 934140)
- Corrected automatic reviews, fees, and inspections so that these items are properly added to new records based on WUM configuration by record type and subtype. (Case 01799586, SR 932786)

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- Resolved an issue that prevented you from processing a refund for a convenience fee. (Case 01855774, SR 929346)
 - Corrected Community Development to release the license that was in use when a user's session times out. (Case 01686854, Case 01911389, SR 623710)

Web Utilities & Maintenance (WUM)

- Corrected the **Online** page (in **System Settings > Accounting**) to include the **Payment Reporting Server** field when you select Cardknox as your payment provider. (Case 01909002, SR 991075)
- In **Module Configuration > CRM**, corrected the issue type **Workflow** page to save changes properly. Also corrected a display issue. (Case 01839462, SR 931462)

eTRAKiT

- Resolved validation errors that occurred for users logged in with a public user account who applied for a permit and selected themselves as the contractor (for **Your Relation to this Permit**, the user selected **Contractor**). (Case 01841658, SR 902054)

This issue occurred only if contractor validation was enabled in eTRAKiT Administrator **General > Contractor Login > Validation**.

- Corrected an issue that sometimes prevented the **My Submittals Awaiting Response** section from appearing on the dashboard for users who have submittals pending. (Case 01875815, Case 01898431, SR 977950, SR 986536)

Database changes

The 19.5.14.1 release does not include database changes.

The following table shows database changes in previous 19.5 releases:

Release	Change ID	Database table	Column	Change
19.5.14	SR 1356221	Prmry_ArcServer_SARules	TYPE	Expanded the column to 60 characters.
19.5.14	SR 1356221	Prmry_ArcServer_SARules	SUBTYPE	Expanded the column to 60 characters.
19.5.11.3	SR 1317778	Etrakit_Cart	Confirmation_No	Expanded the column to 40 characters.
19.5.11.3	SR 1317778	Etrakit_Activities	Confirmation_No	Expanded the column to 40 characters.
19.5.9	SR 1056211	etrakit_links	etrakit_name	Expanded the column to 50 characters.
19.5.9	SR 1056724	AEC_Main License2_Main	Company	Expanded the column to 80 characters.
19.5.8	SR 1118138	SubFees	Description	Expanded the column from 60 to 65 characters.
19.5.6	SR 1092814	Project_Main	Zoning GenPlan	Expanded the columns from 20 to 40 characters.
19.5.4	SR 1032074	Application	ApplicationTypeeld	Removed the foreign key constraint (FK_

Release	Change ID	Database table	Column	Change
				Applications_Prmry_Types).
19.5.4	SR 1074686	Fees SubFees Prmry_FeeSchedule	Formula	Expanded the column from 2000 to 4000 characters.
19.5.2	SR 357373	paymentTransactionFee	PaymentMethodDetail	Expanded the column from 50 to 60 characters.
19.5.1	SR 936808	Prmry_Preferences	Value1	Expanded the column from 200 to 1000 characters.

Release history

Release	Date
19.5.14.1	05/02/2025
19.5.14	04/02/2025
19.5.13.1	02/06/2025
19.5.13	01/02/2025
19.5.12	11/21/2024
19.5.11.3	09/20/2024
19.5.11	07/01/2024
19.5.10.2	05/09/2024
19.5.10.1	03/06/2024
19.5.10.0	02/20/2024
19.5.9	10/23/2023
19.5.8	09/05/2023
19.5.7.1	08/04/2023
19.5.7	07/14/2023
19.5.6	07/10/2023
19.5.5	05/02/2023
19.5.4	03/30/2023
19.5.3	01/10/2023
19.5.2	12/08/2022
19.5.1	09/27/2022
19.5.0	08/05/2022

Supported browsers

Community Development 19.5 supports Google Chrome, Microsoft Edge based on Chromium, and Internet Explorer 11 on desktop computers and laptops.

Supported operating systems and database servers

A typical premise installation includes:

- Database server
- Application server
- Web server

These servers must run Windows Server 2012 R2 or later with one of the following SQL Server versions:

- SQL Server 2019
- SQL Server 2017
- SQL Server 2016

Important: The state of California's Contractors State License Board (CSLB) requires Windows Server 2016 or later for security reasons.

Important: Beginning with release 19.5.13, all database systems must be set to a compatibility level of at least SQL Server 2016(130). For more information about how to change the database compatibility level, see <https://learn.microsoft.com/en-us/sql/relational-databases/databases/view-or-change-the-compatibility-level-of-a-database?view=sql-server-ver16#SSMSProcedure>.

Note: If you use Interactive Voice Response (IVR) with release 19.5.6 or later, you must use Microsoft SQL Server 2017 or later.
