Medusa – Release Information
Version 7.04.00

Generally

This release introduces new possibilities to handle data from different organisations and different located departments within the same installation of Medusa. Among other things, we have improved support for filtering data and simplified access to relevant information in the dayli operation.

Like previous versions, performance has been in focus – we are constantly striving to create an efficient product that can handle both large amounts of data and many simultaneous users, without negatively impacting individual users.

Other major developments.

- Work order checklists
- Extended functionality for external parties, which is now supported on work orders and PM's, in addition to previously tickets
- Control questions on tickets
- Filters on stock, projects, signatures, user groups, etc.
- Provider integrated into the product and several new providers

System Requirements - Version 7.04.00
For the use of version 7.04.00, the following system requirements must be taken into account:

Requirements for using the .NET Framework 4.8
Support for Microsoft SQL Server 2014 or later.

NB!
In line with Microsoft's lifecycle management, the next version of Medusa will require version Microsoft SQL Server 2019 or later.

New links

In this version, the following new links have been introduced.

- **Ongoing external party**   **(Medusa – External Service)**
  Support for viewing all tickets and work orders that are ongoing and have an external party.

- **Checklist procedures**   **(Medusa – Basic Register)**
  Support for administering checklist procedures

- **Checklist tasks**   **(Medusa – Basic Register)**
  Support for administering Checklist tasks.

- **Organization filters**   **(Medusa Administration - Users)**
  Support for administering organizational filters.

- **Providers**   **(Medusa Administration - System Settings)**
  Support for administering providers.

New permissions

In this release, the following new permissions have been introduced.

- **Checklist active on WO**   **Work orders**
  Control whether checklist management should be enabled on work orders.

- **Create checklist procedure**   **Work orders**
  Control whether users are allowed to administer checklist procedures.

- **Add checklist task to procedure**   **Work orders**
  Controls whether users are allowed to administer tasks to a checklist procedure.

- **Create checklist task**   **Work orders**
  Control whether users can administer checklist tasks.

- **Manage settings at**   **Work orders**
  Checklist assignment
  Controls whether users are allowed to administer settings for devices used for checklist tasks.

- **Limit to my accounts**   **Work order (Customer portal)**
  Control whether users can only access work orders and their documents for the responsibilities that are specified under Accounts on the user.

- **Update amount**   **Articles**

  This permission includes the right to change the balance of the batch. The permission to change the stock amount existed since previously.

- **Manage batch**   **Articles**

  Controls whether users handle batch on an article.

- **Create and delete other's**   **Competence**
  Competency profiles

  Control whether the user can add and remove Competency profiles on users

- **Apply filters if activated**   **Stock**

  Control whether users have filters enabled for stocks.

- **Update filter**   **Project/Task**

  Control whether users have permission to view and administer filters on a project/assignment.

- **Apply filters if activated**   **Project/Task**

  Control whether users have filters enabled for project/task.

- **Apply filters if activated**   **Signature**

  Control whether users have filters enabled for signatures.

- **Apply filters if activated**   **User group**

  Control whether users have filters enabled for user group.

New system settings
In this release, the following system settings have been introduced:

System valuepair:

TimeZoneOffset
Sets the offset in hours from CET

MUP_URL
Url to where versions for updating Medusa Assistant Manager are available

SERVICE_URL
Url to where versions for updating Medusa are available

DefaultDocumentTypeForTests
ID on the default document type

Basic configuration

Checklist - Service type on procedure
Support table to define the different service types that can be used to categorize checklists.

System Settings:

Default document type for tests
Support to specify which document type should be preselected when linking test results/documents.

Other:

New background services
In this version, the following background services are introduced:

Applies log retention policies
Background jobs that cleans logs older than the defined time, defaulted to 90 days. Clears the following logs: Errorlog, Scheduledtask job, Broker job

New Scheduled Jobs
No new scheduled jobs have been introduced.

CHANGES IN VERSION 7.04.00

GENERALLY

ID	Classification	Feedback
36668	Changed functionality	A review and standardization of filter management have been conducted, with a particular focus on lock filters and the **Use filter if activated** function permission when enabled. Additionally, support for multiple filters on signatures has been ensured.
24156, 31668, 33769, 36285	New functionality	Support has been implemented for different pre defined values on code-level properties per filter, along with the management of PM templates based on filters. In reality, pre-selected properties can be applied based on filters when creating new assets. The same functionality also applies to PM templates, which are determined by filters on the equipment.
36283	New functionality	Support for filtering signatures has been introduced for **Search Signature** and selection via autocomplete and dropdown. The **Signatures -> Use filter if activated** permission controls whether this feature is enabled when switched on. Filtering ensures that only signatures matching the filters assigned to the user are included.
36282	New functionality	Support for filtering User groups has been introduced. A new function permission, **User Group → Apply Filter if Enabled**, controls whether filtering should be active. Filters are configured per user group. Users with matching filters will be able to see the user group if the feature is enabled. Filtering when selecting a user group is applied through autocomplete, dropdown, or search. Pages displaying **Group's** will always show the groups the user belongs to, without filtering.
4104, 20523, 36281	New functionality	Support for assigning a main organization to a user through the selection of organization filters. A user can set a main organization as the default for daily use via the **Edit User → Default → Main Organization** setting. When selecting **owner/location** via autocomplete or the search dialog, a checkbox is now available to designate the main organization. Organization filters are managed under **Administration → Users → Organization Filters.** Note that the filter tab under organization filters is intended to support user imports.
37020	New functionality	Improved autocomplete functionality now ensures automatic selection when a unique match is found. This improvement has been implemented across multiple areas in Medusa (note: some instances of autocomplete remain unchanged): - Search work orders - Search equipment - New equipment - New ticket - Search articles - Search orders

37439	Changed functionality	UI adjustments have been made to enhance contrast in Medusa, improving visibility and user experience.
36849	Changed functionality	Over 500 new translations and language adjustments have been implemented, covering both newly added and previously existing texts.
36743	Changed functionality	A new text editing function has been introduced, replacing the previous one as it approached End of Life. (CKEditor has been replaced with TinyMCE.)
35632	Changed functionality	Improved performance for viewing logs in Scheduled Tasks.
8181, 13900	New functionality	Added support for searching users based on selection criteria related to their organization.
37132, 37230	Changed functionality	Performance: Ongoing review of deadlocks, with the final implementation focused on the MobileApp and further optimizations utilizing techniques such as stored procedures.
37081, 37236	Changed functionality	Performance: Improved performance for the MobileApp, with optimizations both within the app itself and system-wide to improve overall efficiency when using the MobileApp.
36952	Changed functionality	Performance: Improved performance for the hierarchy view of physical locations.
36951	Changed functionality	Performance: Optimized the handling of notifications to improve the update process for the notification symbol in the toolbar.
37273	Changed functionality	Performance: Underlying optimizations for lists using user controls, enhancing performance in **Search Ticket** and **Search Patient**.
36102, 36869	Changed functionality	Link Permissions in Medusa Administration: Issues have been identified where all settings could be lost when managing link permissions. To address this, an automatic save feature has been introduced when changes are made, and the save button has been removed from the toolbar menu.
36095	New functionality	jQuery has been upgraded to version 3.5.0.
35728 , 36094	New functionality	Security headers have been implemented to enhance protection against various types of attacks, including Cross-Site Scripting (XSS), Clickjacking, Man-in-the-Middle (MITM) attacks, and injection attacks.
36845, 37226	Bug	Incorrect logging to the error log for incoming emails occurred when configuring valid domains on an email queue. This issue only appeared when the valid domains setting was activated.
36659	Changed functionality	Inactive signatures now appear at the bottom in autocomplete and dropdown lists and remain marked with an *.
36734	Changed functionality	Field lengths have been extended in the import table used for integrations and user/signature loading. This primarily applies to properties such as phone numbers and email addresses, which have been increased from 50 to 200 characters.
36524	New functionality	The provider concept has been further implemented to enhance support for administration and application. A new tab, **Provider** on **Equipment** and **Tickets**, has been introduced. Existing providers will be manually migrated here by Softpro from the current **External System.** An improved UI/UX will also be available for provider management. Additionally, a new tab, *Search Equipment/Provider* and **Search Ticket/Provider**, has been introduced. This enables searching for equipment or tickets based on providers. Searches can be conducted by entering a specific provider or by using an ID/value associated with the provider.
34157	New functionality	New Provider: Armis Centrix Provider is available
36292	New functionality	New Provider: Palo Alto IoT Provider is available

37373	New functionality	Updated provider: Siemens teamplay Fleet has been expanded with support for Vulnerability & SBOM (Software Bill Of Material)
22064	Changed functionality	Improvements have been made to uploading test results via API (used by BTV, Rigel, Datrend, and others). The correct test date is now set via API, and support has been added for handling special characters in Equipment numbers (e.g., Ø, Æ).
23197	New functionality	Support has been introduced for specifying a default document type for tests. This setting can be found under **Administration → System Settings → Settings / Other Settings** tab. When a document is manually added to a test, the predefined document type will be automatically set as the default. Document types are managed under **Medusa Administration → System Settings → Support Tables**.
25894	New functionality	The API for test results has been extended with support for including a document type. When a test result is added via the API, the default document type is applied if the API request does not specify one.
36039	New functionality	Subculture has been missing for some Baltic countries, which is now supported as part of the product.
37905	New functionality	Debug mode support introduced to verify authentication via OpenIDConnect
37665	New functionality	A new broker job has been introduced to continuously clean logs after a specified period. By default, logs are retained for 90 days, and this applies to the following log types: Error logs, Scheduled task logs, Broker service logs
33890	Bug	A clearer error message is now displayed when attempting to create a signature that already exists.
34152	Bug	It was previously possible to click on the text/information displaying the number of entries in an autocomplete list. This issue has now been resolved.
36392	Bug	The password change log was not handled correctly when a password was changed at the next login. Previously, the password was changed, but logging only occurred when the user was saved. This issue has now been resolved.
24237	Bug	Autocomplete for Owner/location and empty levels containing only a single owner number could not be selected.
32381	Changed functionality	Now the list of printers is sorted when printing labels. The sorting is ascending printer name.

BASIC CONFIGURATION

ID	Classification	Feedback
8328, 9267, 9824	New functionality	**Search Supplier** has been added with additional search criteria: - Search by different addresses (Postal address, Visiting address, Delivery address) - Organization number - Customer number - Email address - Supplier rating - Date range for supplier rating New list columns added: - Supplier rating - Date of supplier rating

IDE	Classification	Feedback
		- Organization number (Org. no.) Additionally, for address, postal code, and city, the selected type of address is now displayed, with the default set to the postal address.
37911	New functionality	Support for multiple email addresses for suppliers has been introduced. The following email types are now available: - Email Service - Email Order - Email Sales - Email Support Upgrade Impact: During the upgrade, the existing email field will be replaced by these new fields. All new fields will inherit the value from the current email field, which will be removed as part of the upgrade. New functionality linked to areas where email is used: - Orders: **Email Order** is used - Customer Portal: **Email Service** is used for suppliers - Tickets: **Email Service** is used for external parties in ticket conversations **Search Supplier** now supports filtering by any of the new email fields. When selecting a supplier, **Email Service** is displayed by default. All four new email fields have also been added as list columns in **Search Supplier**.
15492, 35164		Support has been introduced for displaying ticket categorized as **Supplier Assessment** on a supplier's profile. A new tab, **Edit Supplier/Supplier Assessment**, has been added to the supplier. Since a ticket can serve as an individual supplier assessmen, this update enhances planning and documentation capabilities, including approval support. For more information, refer to Ticket 36768.
36714	New functionality	List/**Search User Groups** now displays only active user groups by default. When selecting the status **All,** inactive user groups are also included.
30846	Bug	Error handling has been improved when attempting to delete a vendor that cannot be removed due to existing relationships with other data.
21959	New functionality	Support has been introduced in **Basic Register/Vendor** to allow filtering by active and all vendors. By default, only active vendors are displayed.
14277	Bug	Improved error handling when removing signatures. Previously, no user-friendly error message was displayed when attempting to delete a signature linked to a registered fault report.
34865	Bug	The functionality to bulk change an owner/location with respect to Customer on work orders via the mass update function has not been working.
37831	New functionality	Three new fields have been added under the **Invoice details** tab for Owner/Location: Org. no., Receiver ID, Receiver

WORK ORDER

IDE	Classification	Feedback
7494	Changed functionality	Improved interface for the external service dialog, including larger description fields for improved usability.

17727	New functionality	Support for checklists has been implemented. Within the **Basic Register/Checklist procedures** , users can create checklist tasks, which can then be included in a checklist procedure. One or more checklist procedures can be assigned to a work order. Checklists can be configured to automatically generate on work orders that match their filters. Additionally, a checklist can be set as mandatory on work orders where its values align with the checklist filters. A checklist may also be required to be executed and completed before a work order can be marked as complete. Support for generating reports in PDF format has been added. The following functional permissions for work orders have been implemented: - Checklist active on AO - Create checklist procedure - Add checklist task to checklist procedure - Create checklist task - Edit settings on checklist task
26331	New functionality	Two new list columns, **Owner** and **Location**, have been added to the **My Service Occasions** and **All Service Occassions** lists. Both values are retrieved from work orders.
29610	Changed functionality	When entering an article by pasting the article number from stock on a work order, the lookup was not automatically performed in the autocomplete for the article.
34190	New functionality	**Search Work Orders** has now been improved with batch criteria, this can be found under the **Extended** tab.
34251 , 37336	New functionality	Search Work Orders in the **Activities** result view has been ewxtended with new list columns: - Supplier - Vendor Additionally, support for summing has been introduced for the list columns: Counts, Price, Total
34950	Changed functionality	Autocomplete has been implemneted for code selection in **Search Work Order** under the **Equipment** tab.
35855	Changed functionality	**Batch** has been introduced as a new list column in the activity lists on a work order. Additionally, **Batch** has been added as a new list column in **Search Work Orders** when the result view is set to **Activities**
37075, 37067, 37352	Bug	The **Lead Time** report under **Search Work Orders** has not been functioning since version 7.02.x
37295, 37298, 37302, 37312, 37583	Bug	Issues were encountered when searching for work orders with a selection on specific test equipment. The problem occurred when the number of tests on the test equipment was extensive.
37521	New functionality	External party functionality has been introduced for work orders. - New layout for work orders: External Service has been moved to a separate tab, with a new field for External Party added. - When a work order is assigned the status On External Service, the current supplier is automatically set as the external party. - If an external party is already listed on a ticket or Preventive Maintenance (PM), the value is automatically transferred when the work order is created.

ID	Classification	Feedback
		- The option to include the External Party when copying work orders has been added. - Search Work Orders has been updated with an External Party selection, and a new list column for External Party has been introduced.
37584	New functionality	The External Service menu now includes a new option: **Ongoing External Party**. This view displays all ongoing tickets and work orders involving an external party. Additionally, an icon is included in the list to indicate if an external service is currently in progress.
35565	Changed functionality	Withdrawals on work orders now verify the batch balance at the time of withdrawal. Previously, checks were incorrectly performed only against overall stock. Additionally, batch withdrawals now include validation against expiration dates.
13588	Changed functionality	On the summary page (reporting of time/activities), lists are now sorted based on the current break. Sorting is performed in descending order (A-Z) for the following categories: Activity, Customer, Project/Task, Service
28422, 31013	Changed functionality	The selected date from the entry (project) in the time registration overview is now displayed on the **Summary** page when the user double-clicks to open the registration form for activities.
31320	Bug	On the **Summary** page for time reporting, the work order list was not previously filtered correctly based on the selected project when using the Project/Task breakdown.

ORDER

ID	Classification	Feedback
2966, 16788, 18127, 31239, 34950, 37388	New functionality	Autocomplete has been introduced for articles (article number, article name) when specifying an article on an order. Additionally, autocomplete has been implemented for Equipment Numbers and Work Order Numbers when managing order rows.
17299	New functionality	A new list column, **Supplier Order no.**, has been added to the **My order Rows** list. Additionally, improved list management with page scrolling has been implemented to support more records and enhance performance.
36351	Bug	Support has been introduced for allowing duplicate equipment numbers, which is now configurable. Previously, the handling of duplicate equipment numbers on orders was inadequate.
23501, 29553, 26849, 31967, 35851, 36868	New functionality	The **My, Group,** and **All Orders** lists have been extended with the following new list columns: - Supplier orderNo - Invoice reference - Created
32283	Bug	When automatically creating an order from another part of Medusa, an intermittent issue previously caused an incorrect NULL value to be generated for the delivery and invoice addresses on the order. This issue has now been resolved.
37490	Bug	After linking a line on an order that was initially added without an article and replacing it with an article, an error message occurred when attempting to register new lines without an article on the same order.

IDE	Classification	Feedback
17336 , 28310	New functionality	Favorite marking for default stock has been introduced in the **To Order** list.

EQUIPMENT/SYSTEMS

IDE	Classification	Feedback
30463, 30841	New functionality	Equipment import has been extended to include **Notes** and **Nickname**.
32029, 36072, 37364	Bug	VAT code and purchase price (including VAT) were previously not retained when copying an equipment/system.
33804, 34401, 36245, 37508	New functionality	The layout under the **Extended** tab has been updated, with added support for selecting accessories (*article number, article, and serial number*) in **Search Equipment**. The selection options for **Usage** and **Type** have been modified and are now available under the **Selection -> Usage/Type** tab.
33849	Bug	Labor cost has been missing on WO history report on code
35730	Bug	A control has been introduced when removing equipment with attached accessories. Previously, this action resulted in an error message.
37033	Bug	The validation for allowing duplicate *EQ.No* was not functioning when registering new equipment. This setting, controlled by *AllowDuplicateOfEqNo* in *System Valuepair*, was affected by a bug introduced in version 7.02.x.
28225	Bug	The follow-up report *WO-History on Code* could not be used without specifying an end date when a start date was provided.
37231	Bug	Previously, a maximum of 100 records were displayed for software and operating systems. This limitation has now been removed.
37093	Bug	Medusa previously enforced uppercase letters in MAC addresses; now, lowercase letters are also supported.

PM (PREVENTIVE MAINTENANCE)

IDE	Classification	Feedback
15760	New functionality	**Search PM** has been implemented with autocomplete for code selection.
19848, 29874, 30911	New functionality	**Search PM** has been Implemented with additional and modified selection criteria: 1. Updated design of the **Equipment** and **PM** tabs. 2. Expanded support of statuses. Previously, only Active or Inactive statuses were available. Now, support includes **Active**, **Inactive**, and **All**. 3. Implemented inclusion/exclusion options: Previously, selection was limited to either including or excluding PM's via a checkbox. Now, support has been added for Include, Exclude, and All. 4. Support for filtering Not Started PM: This allows users to exclude all PM schedules that have already started with work orders. a. Default: Checkbox remains checked as before.

ID	Classification	Feedback
		5. Support for filtering out Uninherited PM: Previously, inherited PMs (PMs assigned to child EQ/systems) were always displayed, making it difficult to view the total number of PMs to be carried out. a. Default: Checkbox remains checked as before, ensuring consistent behavior with previous versions.
33156	New functionality	An icon (*truck*) for **Ongoing External Service** is now displayed in the PM lists when an ongoing work order for equipment/systems has been sent to external service.
36991, 37022, 37051	Bug	Single PMs, i.e., unscheduled PMs created on demand, were not correctly removed when canceling work orders or manually marking them as not required for execution. This issue led to problems when lending equipment, as the system incorrectly considered these PMs as not performed.
37522	New functionality	Support for **External Party** on PM has been introduced. - A new field for specifying **External Party** is now available on PM Schedules and **PM Templates** (Code). - **Search PM** has been extended with a new selection criterion: External Party. - The Search-, **My-, Group-,** and **All PM** lists now include a new column for **External Party**. - Additionally, PM lists on tickets and work orders have been updated to include a column for **External Party**.

STOCK

ID	Classification	Feedback
4424, 13411, 16124, 24310, 29050, 32147	New functionality	Create order directly from an article - A new order icon has been added to the Supplier lines to initiate an order. - If only one valid stock location exists, the order is created automatically. - **If multiple stock locations** are available, you will be redirected to the **Search Article** (same as from WO and equipment) to select the appropriate stock location before finalizing the order.
30194, 31339	Changed functionality	Under the *Ongoing Orders* tab, pending orders where the number of received articles matches the number ordered are now highlighted in green. The orders will remain in the list until the entire order is marked as *Delivery Approved*, as before.
32289	New and Changed Functionality	**Improved overview of purchase and withdrawal history:** • The overview now includes support for viewing data per *stock location*, in addition to the previous option for *all stock locations*. • A new list column, *Batch*, has been added to both the *Purchase History* and *Withdrawal History* lists.
33241	New functionality	Support for disabling article groups has been introduced. By default, the list now displays only *active* article groups, with an option to include *inactive* ones, i.e., *All*.
33331	Bug	**Fixed bugs related to articles:** 1. **Escape handling on article numbers** has been corrected, allowing special characters such as apostrophes (') without causing issues when the article is used on an order. 2. **Resolved issues with adding suppliers** linked to long article numbers.

		3. exists or not.
34959	New functionality	Search Articles has been extended to support batch criteria. Please note that the search is based on an *exact value* match, meaning it performs an *'equal to'* search rather than a *'starting with'* search.
34960	New functionality	Batch information is now included in the overview of *Purchase History* and *Withdrawal History*.
20039, 27735, 29917, 33969, 36268	New functionality	Support has been introduced for specifying one or more filters per stock. A new function permission, *Stock > Use Filters if Activated*, controls whether the feature is enabled. Permission to edit articles at the stock level is restricted by this setting. If the feature is enabled, users are limited when selecting stocks in Medusa, affecting the following areas: - Article - Orders - Delivery orders - Deliveries - Work orders - Articles linked to Equipment - Articles linked to PM templates - Search and edit articles - Articles/products on tickets - Stocktakes of articles
36395	Changed functionality	**Improvement to batch handling in withdrawals and work orders:** • **Withdrawals on work orders or deliveries** now correctly check the batch balance at the time of withdrawal. Previously, incorrect validations were performed against overall inventory on stock. • **Expiration date validation** has been added for batch withdrawals. • **Batch control and balance management** have been introduced when creating equipment from an article. • **Editing a work order line with an article** now clearly indicates whether a batch is being used.

37299	New functionality	**Expanded and improved batch permission management:**
		 • The existing **Articles → Update Stock Balance** permission has been extended to also apply to **batch balance changes** on an article and **adding batches** to a stock on an existing article.
		 • A **new permission, *Articles → Manage Batch*,** has been introduced to control whether users can manage batches on articles. This permission allows users to:
		     o **Manually create batches**
		     o **Modify existing batches**
		     o **Change batch balance**
		     o **Add an existing batch to a stock**
		 • When **editing an existing batch** under the *Batch* tab on an article, users can no longer modify the quantity of an existing batch.

32286	Changed functionality	**Ongoing Orders for Articles:** • **New list column:** The *Ongoing Orders per Article* tab now includes a column displaying *Stock*. • Each order line is now displayed separately, meaning multiple lines for the same order may appear if they have different stock locations. • Received order lines are **highlighted in green** and remain visible until the order is marked as *Delivery Approved*.

NOTIFICATION

ID	Classification	Feedback
37135	Changed functionality	**PM notifications** have been improved with a better design for detailed information fields in both tickets and emails.
37522	New functionality	When a ticket is created with an *External Party* specified, this information is now automatically included in the PM notification.

PROJECT/TASK

ID	Classification	Feedback
23564	New functionality	The milestone description is now displayed as a tooltip for each milestone on the project page.
30102	Bug	The six follow-up reports available for projects could not previously be used without specifying an end date if a start date was provided.

13245, 36288	New functionality	**Filters introduced for projects:**
		• **Two new permissions have been added:**
		    ○ **Update Filters:** Controls whether the user can view and modify filters on a project.
		    ○ **Use Filters if Activated:** Controls whether the filter function should be active if the user has filters.
		• As in other areas with filter functionality, the **user's primary filter is now automatically applied** when creating a new project.
		• **Search Project** and project lists are now **restricted** based on whether the filter function is activated.

ADD-ON MODULE: HELPDESK/TICKET

ID	Classification	Feedback

15214	New functionality	Extended support for *Supplementary Questions* has been introduced.
		• Questions can now be defined as the following field types:
		    ○ Checkbox
		    ○ Checkbox group
		    ○ Date field
		    ○ Header
		    ○ Numeric field
		    ○ Radio buttons
		    ○ Dropdown
		    ○ Text field
		    ○ Text area
		• Support has been added for *Supplementary Questions* when:
		    ○ Registering a ticket via the *Customer Portal*
		    ○ Creating a *New Ticket* (internal)
		    ○ Editing an *Existing Ticket*
		• Previously defined *Supplementary Questions* are treated as *Traditional Questions* and continue to be handled accordingly.

23446	Bug	When a ticket previously marked as *Completed* was reverted to an *Active* status (at the meta level), the original completion date and time remained unchanged. Now, the *Completed Date/Time* is cleared when the ticket status changes back to an earlier stage before *Completed*.

23458, 35242	Changed functionality	**Improved autocomplete functionality:**
		• Now, **automatic selection** occurs when a **unique search result** is found.
		• **Implemented autocomplete for equipment** when:
		   o Creating a *New Ticket*
		   o Editing a *Ticket*
		   o Creating a *Ticket in the Customer Portal*
		This change has been implemented in multiple areas across Medusa.

30439	New functionality	New list columns added in the *Knowledge Base*: **Issued and Updated**
31877	Bug	The *Report Time* menu option was incorrectly displayed on tickets without an open work order.
26884, 34084	New functionality	In **Search Ticket**, under the *Extended* tab, the following new criteria have been added: • **Req.no** • **Req.no (Customer)**
36250	New functionality	In **Search Ticket**, under the *Extended* tab, a new search criterion has been added: **External Party**
36544	Bug	Certain character combinations and special characters could previously cause an error message when performing a free-text search in *Search Ticket*.
36735	Changed functionality	Issues with sending emails related to tickets containing special characters have been resolved. Now, unauthorized characters in the *Subject* and *Body* are automatically cleaned up before emails are sent.
36768	New functionality	New support for *Fixed Category Functions* has been implemented for ticket categories, enabling specific functionalities tied to certain ticket types. The available fixed category functions include: • **Alarm** • **Preventive Maintenance** • **Supplier Assessment** • **Scrapping** • **Vulnerability** • **Security Deviation** Currently, functionality is only linked to *Supplier Assessment* (see Ticket 35164).
36769, 37047, 37055	Bug	Feedback fields were not displayed for all tickets in the *Search Ticket* result view.
36848	Bug	The *Issued* date on the ticket was incorrectly updated when the work order was completed.
37095, 37228	Changed functionality	Performance improvements have been implemented for *Search Ticket* to improve speed and efficiency.
37185	Bug	An error message previously appeared when clicking on the separation line between menu items in the downstream menu. The separation line is now no longer clickable, resolving this issue.
37388	Changed functionality	Improved autocomplete for patient selection on a ticket: Now, if a unique match is found, the selection is made automatically.
37496		Implementation of *Search Ticket for external party*: • New selection criterion: *External Party* can now be used as a filter in *Search Ticket*. • New list column: *External Party* has been added to the following ticket lists: *Search Ticket*, **My**-, **Group**- and **All Assigned Tickets**
37973	New functionality	When registering a *New Ticket*, the *External Party* field has now been added to the second tab (*Next*).

ID	Classification	Feedback
37082	Changed functionality	A review and performance improvements have been implemented for the *Ticket Reporting* first page in Medusa, enhancing speed and efficiency.

ADD-ON MODULE: CUSTOMER PORTAL

ID	Classification	Feedback
36280	Changed functionality	Filter management in the Customer Portal has been supplemented to ensure the following functionality/capabilities: • Support for Quick Find filters, **General permission > Use Quick Find filters** • Filters in search all equipment, **Equipment/systems -> Apply filters if turned on** • Filters in the Similar Equipment List on a Equipment **Equipment/System -> Use Filters if Turned On** • Filter in autocomplete to specify equipment on ticket/fault report **Equipment/systems -> Use filters if the add-on** and **Equipment Customer portal -> Extended fault report to all equipment/systems**
36724, 37644	New functionality	New feature permission introduced to restrict access to work orders and related documents in the *Customer Portal*. New Permission: • **Work Orders (Customer Portal) > Restrict to My accounts** o Controls that users can only see work orders based on the responsibilities assigned in the *Accounts* tab on their user profile. The restriction applies to the following areas in the *Customer Portal*: Quick Search, Work Orders on Ticket, Expandable Section in *Our Equipment*, Work Order List on Equipment, Work in Progress (Tickets and Work Orders), Finished Work.
37044	Bug	The *Similar Equipment* feature in the *Customer Portal* did not previously consider the user's access settings based on equipment types
37034, 37052	Bug	The *Work Orders in Progress* page was not functioning when running without the *Helpdesk Module* activated, i.e., when only the *Fault Report Module* is activated.
36591	New functionality	Support has been added in the *Customer Portal* to view equipment scheduled for relocation. Users can now see equipment included in *Ongoing Relocation Projects* that are linked to their *Owner/Location*.
37186	Bug	The *Delivery Note* for an order was not functioning immediately after its creation in the *Customer Portal*.
37357	New functionality	Support has been introduced for the *Not Executed PM* flag, allowing it to be displayed in the *Customer Portal*. • On the *Equipment Form* in the *Customer Portal*, the *date* and *description* are visible to the customer when the *Show in Customer Portal* option is selected.
37365	New functionality	The *Equipment Form* in the *Customer Portal* has been expanded to include: UDI, Financial status, Physical location
37644	Changed functionality	The *Ongoing* and *Completed* lists in the *Customer Portal* have been improved. Previously, work orders without equipment were not correctly displayed under *Work in Progress*.

ADDITIONAL MODULE: COMPETENCE

ID	Classification	Feedback
35199, 33204	New functionality	Support for removing *Competence Profiles* has been introduced via a toolbar button on user profiles. This action requires the permission: **Create/Delete Others' Competency Profiles**
33906, 26765	Bug	Disabled trainings were still being displayed under *Training Needs*.

ADD-ON MODULE: PATIENT & LOGISTICS

IDE	Classification	Feedback
37171	Changed functionality	Withdrawals on delivery now properly check the balance of the batch at the time of withdrawal. Previously, incorrect checks were performed against overall stock. This has been corrected, and checks against batch expiration dates are now included.
25704	Changed functionality	The *Ticket* tab is now highlighted in yellow on the *Patient* page when there are ongoing tickets.
23938, 28490	Bug	The *Documents* tab could not be accessed immediately after creating a patient. This issue has now been resolved.
28491, 29324, 29368, 36771	Bug	Improved error handling for patient registration. Previously, an unclear error message was displayed when attempting to register a duplicate patient.
28819, 31042	New functionality	Improved support for creating delivery orders based on marking the articles you wish to include. Now, the following information is added to the new delivery order:** **Amount** **Prescription** **Stock** These values are automatically set based on the latest delivery order for the same article and patient. Note: Each article's data may be sourced from a different delivery order.
36585	Changed functionality	Adjustments to orders linked to delivery orders: - The needs in the *To Be Ordered* list are now updated first when the delivery order is set to *Approve to Picking List*. - Adjustment of needs now occurs immediately when the delivery is marked as *Done*. Previously, the needs remained until the entire delivery order was fully processed.
36679	Bug	Problems related to duplicate keys have occurred when adding a delivery order line multiple times to the same order.
37532	Bug	Improved error handling when delivering delivery orders. Extended functionality introduced to ensure that all articles in the delivery are completed correctly and collected. Previously, an intermediate situation could occur without the possibility of being able to complete the delivery.
37656	Changed functionality	When new equipment is created as part of a delivery linked to a delivery order, a owner is now automatically added in the *New Equipment Wizard*.

ADD-ON MODULE: RENT/LOAN INCL. PATIENT

IDE	Classification	Feedback
36327	Bug	Previously, it has been incorrectly logged that patient data was shown if the agreement contained patient data, even if the user did not have permission to view patient data.

ADDITIONAL MODULE: FINANCE

IDE	Classification	Feedback
36588	Bug	In version 7.03.0x, support was introduced to handle deviating responsibilities on agreements in the finance module by using values specified at the object/row level. However, existing data was not updated as part of the upgrade when this support was introduced. Now, as part of version 7.04.00, the data is updated to make sure the finance module properly handles values from the object/row level, in addition to those available at the agreement header level.
36854	Bug	Invoice files have been generated with the .csv extension instead of .txt since version 7.03.05.

ADD-ON MODULE: BI-ANALYTIC

IDE	Classification	Feedback
37626	Changed functionality	**BI-Analytic Enhancements in Version 7.04.00:** Version 7.04.00 includes underlying support for the BI-Analytic improvements introduced in this release. **Note:** A separate update to the BI-Analytic add-on module is required for users to access these enhancements. This update is distributed independently.
28085, 33787	New functionality	BI-Analytic has been supplemented with support for both **Signature** and **Group** for managers and delivery managers regarding a delivery order.
31856 , 36583	Changed functionality	Revised color scheme on chart and gauge etc. in BI analytics.
		Performance issues with really large data sets in the work order view in BI Analytic. Split into a number of new views to enable better performance to complement the current data view. The new data views are: • WorkorderBasic • WorkorderCustomer • WorkorderLocation • WorkorderEquipment • WorkorderServiceRequest • WorkorderResponsible
37447	New functionality	There is now support for seeing if a PM is inherited in the data views: • Preventive Maintenance • Maintenance History

ADD-ON MODULE: RELOCATION

IDE	Classification	Feedback
35996	Bug	The *Function Summary* report previously showed incorrect results for *Function Templates*. However, it functioned correctly under *Search Functions*. Additionally, performance optimizations have been implemented for ad-hoc reports.
37319	Changed functionality	Performance optimizations have been implemented by introducing a background process that updates underlying hierarchical data structures when objects are saved.
36591	New functionality	Support has been added in the *Customer Portal* to view equipment scheduled for relocation. Users can now see equipment included in *Ongoing Relocation Projects* that are linked to their *Owner/Location*.