



**What's New in ThingWorx
Service Apps**
8.2

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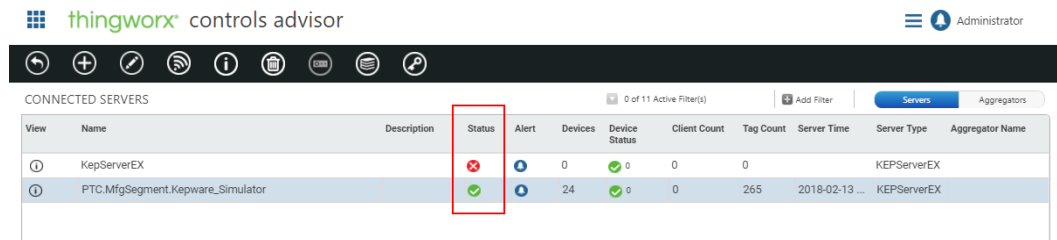
What's New in the Controls Advisor App

New Status Field	4
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New Status Field

Benefit

In Controls Advisor, the new **Status** field provides simplified status information to the Controls Engineer for the server and its connection status.



thingworx controls advisor Administrator

CONNECTED SERVERS 0 of 11 Active Filter(s) Add Filter Servers Aggregators

View	Name	Description	Status	Alert	Devices	Device Status	Client Count	Tag Count	Server Time	Server Type	Aggregator Name
ⓘ	KepServerEX		✖	🔔	0	🟢 0	0	0		KEPServerEX	
ⓘ	PTC.MfgSegment.Kepware_Simulator		✔	🔔	24	🟢 0	0	265	2018-02-13 ...	KEPServerEX	

Additional Details

- The **Status** field merges information previously displayed in separate **Connection Status** and **Server Status** fields.
- For more information, see “Controls Advisor” in the *ThingWorx Service Apps Setup and Configuration Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

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What's New in the Asset Advisor App

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Improved Performance and Navigation

Benefit

The Asset Advisor includes performance and navigation improvements.

Additional Details

For more information, see “Asset Advisor” in the *ThingWorx Service Apps Setup and Configuration Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

New Asset Service Extension

Benefit

PTC and our partner ServiceMax, a provider of cloud-based service management software, offer an integrated connected suite of solutions for field service management. For our joint customers, the new Asset Service extension provides the ServiceMax Connector. This integration enables communication between your connected assets and your ServiceMax solution to facilitate the automatic creation of ServiceMax events.

Additional Details

- The `ThingWorx-Asset-Service-<version>-extension.zip` is available for download on the [PTC Software Downloads](#) page, under the category **ThingWorx Platform ▶ Release APPs ▶ ThingWorx Service Apps Extension ▶ <most recent datecode>**.
- For more information, see “Asset Service” in the *ThingWorx Service Apps Setup and Configuration Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Service Trial

Benefit

A trial version of ThingWorx Service Apps is supported with the 8.2 release.

Additional Details

The ThingWorx Service Apps Trial will be available from the ThingWorx Developers Portal (<https://developer.thingworx.com>) in the near future (targeted for April 2018).

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What's New with App Customization

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Support for ThingWorx 8.2

Benefit

ThingWorx Service Apps supports the ThingWorx 8.2 release.

Additional Details

For more information, see the ThingWorx Help Center, available at the following URL: https://support.ptc.com/help/thingworx_hc/thingworx_8_hc/

Entities are Easier to Find in ThingWorx Composer

Benefit

Enhanced tags and descriptions make finding entities, such as things and mashups, easier to find in ThingWorx Composer, improving the app customization experience.

Additional Details

- Entities delivered with ThingWorx Service Apps use tags and descriptions to help you more easily find each entity in ThingWorx Composer. Filter by tag to narrow down the list of available entities, then review the descriptions to find a particular entity.
- Tags identify the entity type and where the entity is used. An entity can have multiple tags, as needed.
- An entity's **Name** property is used as the identifier for the entity, and must be unique and immutable. The **Description** property allows more flexibility in providing readable and meaningful information to help identify an entity and convey its function.
- For more information, see “Using Tags and Descriptions to Find Entities” in the *ThingWorx Manufacturing and Service Apps Customization Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Custom Subtypes

Benefit

Custom subtypes allow you to create custom types with pre-defined properties to suit your business needs.

Additional Details

- You can create custom subtypes of the default asset type. Once created, custom subtypes are displayed throughout ThingWorx Service Apps, in the same manner as the default type is displayed.
- Certain launch points can be defined to launch custom mashups or a custom menu for individual custom subtypes.
- The list of types displayed when creating new equipment can be customized to show only certain types and subtypes.
- For more information, see “Adding Custom Subtypes” in the *ThingWorx Manufacturing and Service Apps Customization Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Equipment Structure Relationship Rules Can Be Customized

Benefit

The equipment structure relationship rules determine which types of equipment can be added as related child equipment to another piece of equipment. The initial rules provided by ThingWorx Service Apps can be customized to suit your business needs.

Additional Details

You can define new equipment relationship rules, including rules for custom subtypes.

For more information, see “Customizing Equipment Structure Relationship Rules” in the *ThingWorx Manufacturing and Service Apps Customization Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Customizing Tab Pages in Configuration and Setup

Benefit

The tabs displayed in the **Configuration and Setup** tile can be customized by adding and removing tab pages, or by modifying the existing tab pages.

Additional Details

For more information, see “Customizing Tab Pages in the Configuration and Setup Tile” in the *ThingWorx Manufacturing and Service Apps Customization Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

New NI TestStand Connector

Benefit

The NI TestStand Connector allows the results of automated validation tests run in the NI TestStand tool to display in ThingWorx.

Additional Details

For more information, see “Implementing the NI TestStand Connector” in the *ThingWorx Manufacturing and Service Apps Customization Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Enhanced Tag Picker Common Component

Benefit

The tag picker common component can be customized to browse data from external connected systems such as NI TestStand, as well as custom connectors. The last user selection in the tag picker is also preserved within a single session.

Additional Details

For more information, see “Customizing the Tag Picker Common Component” in the *ThingWorx Manufacturing and Service Apps Customization Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Anomaly Detection Configuration

Benefit

The anomaly detection functionality can be enabled and configured through the ThingWorx platform.

Additional Details

Anomaly information, such as status, duration, and calibration, has been removed from the Asset Advisor. This information can be added to your system as a customization.

For more information, see “Anomaly Detection” in the ThingWorx Help Center, available at the following URL: https://support.ptc.com/help/thingworx_hc/thingworx_8_hc/.

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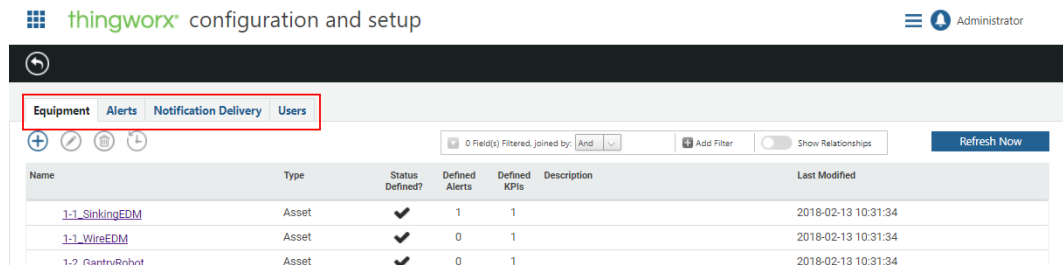
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Centralized App Configuration

Benefit

Configuration activities are now centralized under the **Configuration and Setup** tile, providing a more intuitive app configuration experience.



Additional Details

For more information, see “Configuration and Setup” in the *ThingWorx Service Apps Setup and Configuration Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

Enhanced Equipment Configuration

Benefit

The **Equipment** tab provides a streamlined flow for creating and configuring new equipment.

Additional Details

- Equipment is displayed in a tree structure, showing the relationships between your pieces of equipment.
- Indicators provide a quick view of the completeness of the configuration for each piece of equipment, whether statuses have been defined, and the number of alerts and KPIs defined.
- If you select a piece of equipment on the **Equipment** tab before creating new

equipment, the new equipment is created under the selected equipment, and the **Create Equipment** window automatically filters the available equipment types to allowable child types for the selected equipment.

- After creating a new piece of equipment, you are automatically taken to the equipment configuration pages:
 - **General Information**—Add an image for the piece of equipment, and general information for the equipment, such as description, model and serial number, and location. Set the **Planned Operation Time** and **KPI Calculation Period**.
 - **Equipment Structure**—Add related child equipment to the current piece of equipment, and view the current equipment’s position in the equipment structure.
 - **Status**—Define the possible statuses for the equipment.
 - **Additional Properties**—View and add additional properties for the equipment. For each property, easily see the type of property (**Static** or **Tag**), its data type, and whether it is currently used in trends, alerts, or expressions. For tag-based properties, view the name of the associated tag. Multiple tag-based properties can be created at one time.
 - **Alerts**—Add, edit, and delete alerts for the individual piece of equipment.

For more information, see “Setting Up Your Equipment” in the *ThingWorx Service Apps Setup and Configuration Guide*. This guide can be found on the [PTC Reference Documents](#) website under the following product category: ThingWorx Service Apps Family.

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Release Notes

The following support cases are resolved in the ThingWorx Service Apps 8.2 release.

Case Number	Description
13890265	The Statistics For field is no longer present on the Asset Advisor Monitored Properties page, as a result of the removal of anomaly detection information from the Asset Advisor. Anomaly detection is still available through the ThingWorx platform.
13907039	The tag picker has been enhanced to allow selection of properties on an asset, as well as tags from other connected systems. For more information, see “Customizing the Tag Picker Common Component” in the <i>ThingWorx Manufacturing and Service Apps Customization Guide</i> .
13909826	Display issue with the Asset Advisor Status History graph has been addressed.
13925642	An additional notification handler can be created, integrating a delivery system other than email or text (SMS), and not restricting alert notification assignment to users configured for email or text delivery. For more information, see “Adding a Custom Notification Handler” in the <i>ThingWorx Manufacturing and Service Apps Customization Guide</i> .

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Known Issues

The following table presents known issues and their solutions for the ThingWorx Service Apps 8.2 release.

Known Issue	Solution
If you have configured an asset for remote access and control, and have upgraded ThingWorx Service Apps from 8.1.2, the asset image and vncPassword property value are missing.	After completing the upgrade: <ul style="list-style-type: none"><li data-bbox="708 982 1284 1182">• Upload the asset image in Configuration and Setup ▶ Equipment ▶ General Information. For more information, see “Configuration and Setup” in the <i>ThingWorx Service Apps Setup and Configuration Guide</i>.<li data-bbox="708 1203 1284 1371">• Set the vncPassword property on the asset in ThingWorx Composer. For more information, see “Remote Access and Control” in the <i>ThingWorx Service Apps Setup and Configuration Guide</i>.

Known Issue	Solution
<p>When downloading a file whose name contains certain malicious characters—for example, '(' or ')'—using the File Transfer action in Asset Advisor, the application redirects you to a web page that states “This site can’t be reached”.</p>	<p>Rename the file and remove any malicious characters.</p> <p>For more detailed documentation on overriding the default system behavior for FileRespositoryDownloader, see http://support.ptc.com/help/thingworx_hc/thingworx_8_hc/ThingWorx/Help/Getting_Started/InstallingandUpgrading/ConfiguringESAPIValidatorSettings.html</p>
<p>After clicking the Launch Remote Access button on an asset detail page to open a remote session, if you attempt to refresh the browser window, a “page not found” message appears giving the impression that the connection has been lost. (Chrome only)</p>	<p>Return to the asset detail page, click the Launch Remote Access button again, and avoid refreshing the browser window during the remote session with the asset.</p>

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